



Australian Government  
Department of Employment  
and Workplace Relations

# Workforce Australia Select Committee Inquiry: Overview of Workforce Australia

**3 November 2022**

These slides were used to accompany evidence provided by the Department of Employment and Workplace Relations (DEWR) at the Committee's public hearing on 3 November 2022.

The slides should be read with the evidence provided by DEWR at the hearing. A recording of the hearing and a transcript of the evidence provided by DEWR are available at the links below.

**Recording:** <https://parlview.aph.gov.au/mediaPlayer.php?videoID=594812>

**Transcript:** <https://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=Id%3A%22committees%2Fcommrep%2F26293%2F0000%22;src1=sm1>

# Agenda

<b>Item</b>	<b>Time</b>	<b>Activity</b>	<b>Topic</b>
1	11:35am – 12:30 pm	Presentation	Overview of Workforce Australia
2	12:45 pm – 2:00 pm	Presentation	Participant Cohorts
3	2:00 pm – 2:45 pm	Presentation	Mutual obligations and the Targeted Compliance Framework
4	3:15 pm to 4:45pm	Demonstration	Workforce Australia online services platform

# Introduction to employment services and Workforce Australia

---

# Overview of government employment services



**Disability Employment Services** helps Australians with a disability to progress to employment.

**Department of Social Services**



**Workforce Australia** is the government's mainstream employment service. It includes an online service and a network of providers to deliver personalised support.

**Department of Employment and Workplace Relations**



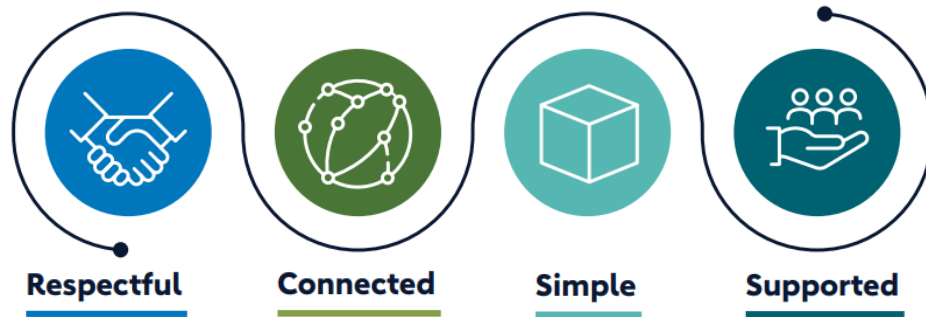
**The Community Development Program** addresses the unique labour market conditions found in remote areas of the country.

**National Indigenous Australians Agency**

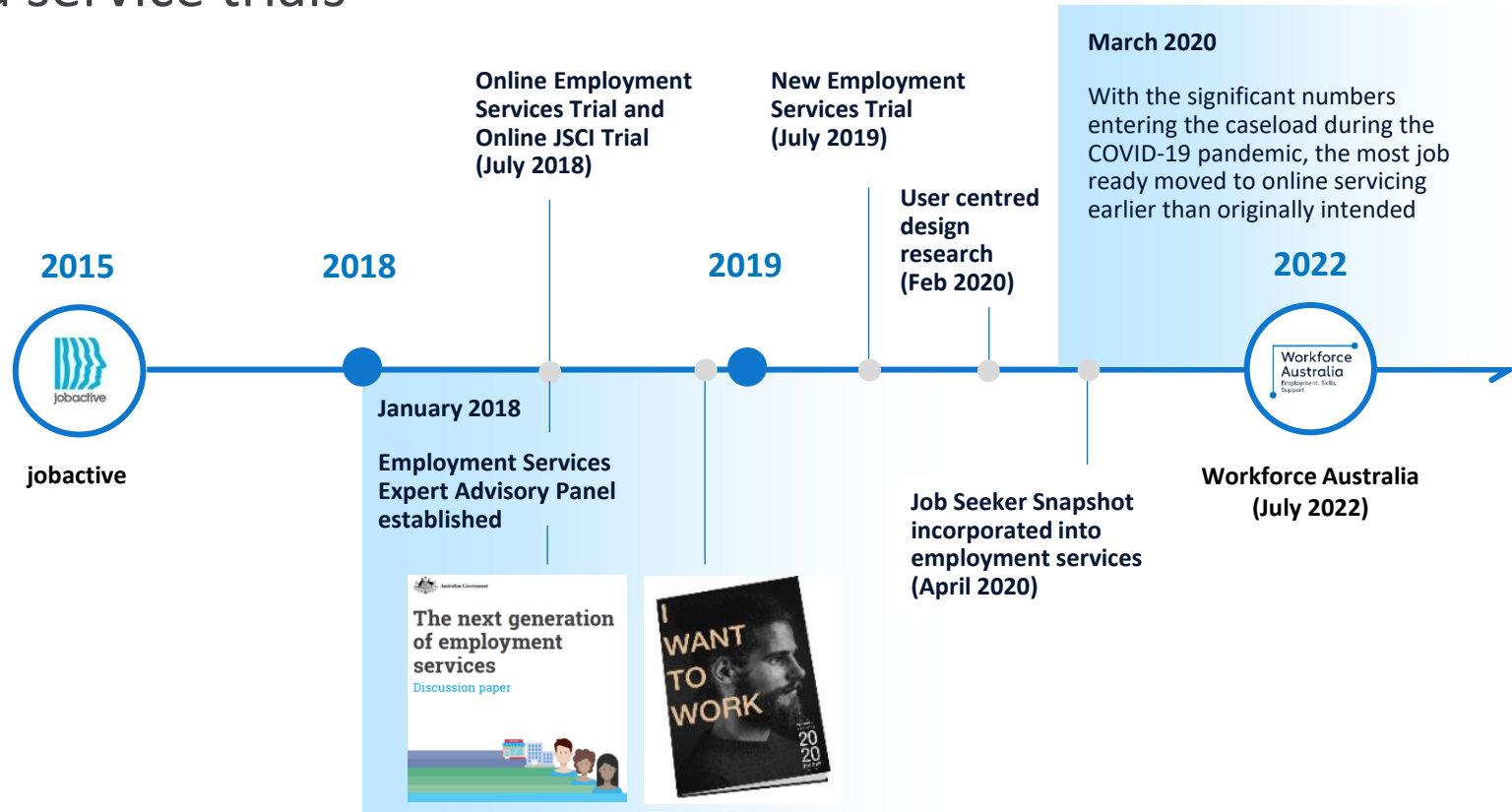
# Overview of Workforce Australia

## Objectives of Workforce Australia

- Support eligible individuals to find sustainable employment through online or provider services.
- Provide businesses with candidates that have the skills they need.
- Focus providers on supporting high need individuals, reducing the risk of individuals becoming or remaining long-term unemployed.
- Ensure resources are directed to those requiring the most support.



# Workforce Australia was informed by stakeholder engagement and service trials



# Key changes and improvements from jobactive



2015 – 2022



2022 – present

<b>Policy</b>	Adopted a ‘work first’ approach, focused on employment outcomes.	Moves away from a ‘work first’ approach. Focuses on investing in individuals who need the most support, so they can build their skills and capabilities to prepare for and move towards employment.
<b>Servicing</b>	Most individuals were serviced by providers up until 2020, when Online Services were introduced for job-ready individuals after an online trial which commenced in 2018.	Job-ready individuals can self-manage through Online Services, and individuals who need or choose to receive more personalised support receive Provider Services.
<b>Activation</b>	Undertaking job search and attending provider appointments.	More flexible options for individuals to choose how they meet their mutual obligations to get job-ready through the new points system (e.g., job interviews, online learning, volunteering, in addition to job search).
<b>Providers</b>	Payments focused on employment outcomes. High caseload to provider staff ratio.	Employment outcomes are balanced by engagement and progress payments to support early intervention and sustained investments to get individuals job-ready. Smaller caseload for providers.

# Workforce Australia Online Services and Provider Services

	<b>Workforce Australia Online Services</b>	<b>Workforce Australia Provider Services</b>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>• Supports individuals who are assessed to be job-ready and digitally capable.</li> </ul>	<ul style="list-style-type: none"> <li>• Supports individuals who need or choose to receive more personalised and face-to-face services.</li> </ul>
<b>Supports for individuals and businesses</b>	<ul style="list-style-type: none"> <li>• Individuals can access tailored online learning modules and initiatives.</li> <li>• Businesses can recruit participants through the online platform.</li> <li>• All users are supported by a dedicated Digital Services Contact Centre.</li> </ul>	<ul style="list-style-type: none"> <li>• Providers work with individuals to help them get job ready and also assist them in managing mutual obligations.</li> <li>• Providers work with businesses to connect them to suitable candidates.</li> </ul>
<b>Additional supports</b>	<ul style="list-style-type: none"> <li>• Individuals in Online Services who are eligible for Provider Services can choose to move to Provider Services at any time and for any reason.</li> <li>• Individuals and businesses can also access additional tailored/targeted supports under Workforce Australia based on needs and eligibility.</li> </ul>	



# Workforce Australia for Individuals

---

# Key elements – Workforce Australia for individuals

## Support is targeted to individual needs

**Enhanced assessment process** ensuring the right services are delivered.

**Ongoing assessments** while in service to ensure individuals are offered relevant services.

**Safeguards** to ensure individuals are not left behind without assistance and the choice to receive provider servicing.

Dedicated support through the **Digital Services Contact Centre** and **providers**.

## Personalised pathway to employment

**Flexible activation** through a **points based system** where individuals can undertake a range of activities to meet mutual obligations.

**Review points** on levels of activation and key points in service.

**Incentives** to assist individuals into employment.

## Employment services provider market design

**New provider licensing system** which rewards high performing providers and exits poor performing providers.

**Generalist and specialist licences.** Providers can specialise in servicing specific disadvantaged cohorts.

**Performance framework** looking at holistic servicing of individuals.

**Provider payment model** designed to support the longer term and sustained investment required to achieve outcomes for people requiring more help.

# Workforce Australia – Targeted supports for individuals

Individuals can also access a range of targeted supports through Workforce Australia depending on their needs and eligibility, to further assist them on their pathways to employment.

Targeted supports	Details
Workforce Australia providers with specialist licenses	In certain locations providers specialise in delivering personalised services to cohorts including culturally and linguistically diverse (CALD), Indigenous Australians, ex-offenders, and refugees.
Workforce Australia – Transition to Work	Time-limited, youth specialist employment service that supports disadvantaged young people aged 15-24 years at risk of not making a successful transition to work.
Career Transition Assistance	Program for mature age individuals aged 45 years and over, designed to help individuals build their confidence and skills to become more competitive in the local job market.
Employability Skills Training	Pre-employment program that helps individuals develop skills that employers want, explore career options, and build job search and workplace skills.
Work for the Dole	Provides participants with work-like experience and aims to keep people connected with the labour market, helping them to gain employability skills.
Skills for Education and Employment	Supports individuals with language, literacy, numeracy and digital literacy issues.
Employment Fund	A flexible pool of funds that can be used to help individuals get job ready (e.g., transport, phone credit, work-related items and training, etc.).

# Job seeker assessment

- The Job Seeker Snapshot is a questionnaire that collects information to help understand an individual's circumstances, their job search confidence, strengths and ability to use online services.
- It is the first assessment an individual undertakes after they claim income support.
- This information may also help inform an individual's choice of service and guide ongoing service requirements.
- The Job Seeker Snapshot is usually done online by the individual, but it can also be done by Services Australia or an employment services provider. It can be updated online any time.



# Digital Services Contact Centre

- Ensures individuals in Online Services who are self-managing can access person-to-person support if needed.
- Provides technical assistance, help with mutual obligation requirements and connection to complementary support.
- Undertakes quality assurance of an individual's job search efforts.
- Provides a safeguard – individuals in Online Services can choose to be referred to provider service.
- Complements the tools and support available through Online Services.
- Delivered in-house by the department.

# Mutual Obligation Requirements – Job Plan

- A job plan is an agreement that outlines the activities an individual must do to receive income support payments (i.e., mutual obligation requirements).
- The job plan will include a requirement to meet a monthly points target based on an individual's circumstances.



The image shows a document titled "Job Plan" from Workforce Australia, Australian Government. It contains a declaration of understanding regarding mutual obligation requirements and fields for personal identification.

**Australian Government** **Workforce Australia**

**Job Plan**

I understand that my primary goal is to gain and maintain employment. I am aware that I have mutual obligation requirements that I must undertake in return for receiving my income support payment. I am aware that if I can't meet my mutual obligation requirements, I must contact my Provider (or the Digital Services Contact Centre, as applicable) before the requirement is due, if reasonable to do so. I understand that if I don't comply with my mutual obligation requirements, my payment may be put on hold, reduced, or cancelled.

\_\_\_\_\_  
**Name:** \_\_\_\_\_ **CRN:** \_\_\_\_\_  
**JSID:** \_\_\_\_\_

# Mutual Obligation Requirements – Points Based Activation System

- The points system provides individuals with choice and flexibility in meeting their mutual obligation requirements in return for income support.
  - Individuals are set a number of points, or a 'points target', they need to achieve each monthly reporting period.
  - This points target is tailored to consider the individuals' personal circumstances and their local labour market conditions.
- If an individual considers they need to have their points target reviewed, they can speak with their provider or dedicated staff in the department's contact centre.

The screenshot displays a user interface for a points-based activation system. It is divided into two main sections: 'Your tasks' and 'Your points'.

**Your tasks**

- Due in 6 days:** A task titled 'Report your participation - Workforce Specialist'. Below the title, it states 'You can earn points towards your point target for reporting'. A blue button labeled 'Report participation' is positioned below the text.
- Due in 18 days:** A task titled 'Apply to a minimum of 4 jobs'. Below the title, it states 'You have applied for 0 jobs. To meet your minimum job search requirement, you must apply for a minimum of 4 jobs'. A blue button labeled 'Apply for jobs' is positioned below the text.

**Your points**

[View points history](#)

9 June to 8 July 2022

**20 / 100 points**

A progress bar shows 20 points out of 100, with a green segment representing the current score.

You have 18 days to report 80 points. You must apply for a minimum of 4 jobs which earns you points towards your points target.

[Learn more about points.](#)

A blue button labeled 'Report and earn points' is positioned at the bottom of the section.

# Mutual Obligation Requirements – Compliance

- The Targeted Compliance Framework will apply for individuals who do not meet their mutual obligation requirements without a good reason.



**Meeting your requirements**

Stay in the Green Zone – individuals can inform their provider or the Digital Services Contact Centre ahead of time if they cannot meet their requirements.



**Warning**  
You have demerits

To move back to the Green Zone, individuals will have to meet all their requirements until their demerits expire.



**Financial Penalties**  
Financial penalties may apply

Individuals have to meet all their requirements for 3 months to move back to the Green Zone.



# Workforce Australia for Individuals



# Workforce Australia for Businesses

---

# Key elements – Workforce Australia for businesses

## Digital ecosystem through the online platform

**Profile and vacancy creation** that is intuitive and simple to use.

**Improved candidate filtering** and vacancy matching.

**Simple communication channels** between businesses and individuals

**Increased automation** and reduced administration.

**Access to resources** and information to support workforce planning.

## Tailored recruitment support from providers

**Wage subsidies and financial support** to assist with wage, training and other costs.

Access to **pre-employment programs** to trial suitable individuals.

**Post-placement support** to help retain staff once employed.

## Access to a range of complementary services to support sustainable employment outcomes

### Targeted workforce development

- Workforce Specialists
- Launch into Work
- Local Jobs Program
- Employment Facilitators

### Concierge services and advice

- Workforce Contact Centre
- National Customer Service Line
- Employer Liaison Officers

### Financial support

- Wage subsidies
- Employment Fund
- Australian Apprenticeships Incentives Program

### Other resources

- Jobs Fairs
- Jobs Hub
- National Skills Commission
- Apprenticeship Network providers

# Workforce Australia – Tailored supports for businesses

Workforce Australia includes a range of additional supports to increase business engagement with employment and training services, and to connect businesses with individuals looking for work.

<b>Further supports for businesses</b>	<b>Details</b>
Wage subsidies	Wage subsidies are focused towards disadvantaged individuals. This is more flexible under Workforce Australia than jobactive to support people with partial capacity to work and to respond to labour market shocks and the needs of local employers.
Launch into Work	Funds businesses to deliver tailored pre-employment projects that create entry level employment opportunities for disadvantaged individuals and address skills shortages.
Employment Liaison Officers	Work with industry stakeholders to develop workforce solutions that create access to a pipeline of jobs for individuals participating in employment services.
Workforce Specialists	Develop and deliver a range of projects to meet the workforce needs of identified key industries and occupations, and in particular service large businesses.
Apprenticeship Support Network providers	Deliver services and expert advice on Australian Apprenticeships to apprentices and employers. Providers engage with employers and apprentices who are considering an apprenticeship and are responsible for signing up the apprentice.

# Workforce Australia for Businesses



Anna owns an aged care business called Total Care and needs staff



## Workforce Australia Online Services

Free service to advertise jobs and find suitable candidates

Find, screen, shortlist and contact candidates all in the one place and at a time that suits



## Workforce Australia Provider Services

Works with a provider with experience in short-listing and pre-screening

End-to-end recruitment services, including post-placement support



## Complementary supports

Access to a range of programs, services and resources to support workforce planning

Tailored recruitment services for priority industries and employers with a large number of vacancies

# Workforce Australia for Employment Services Providers

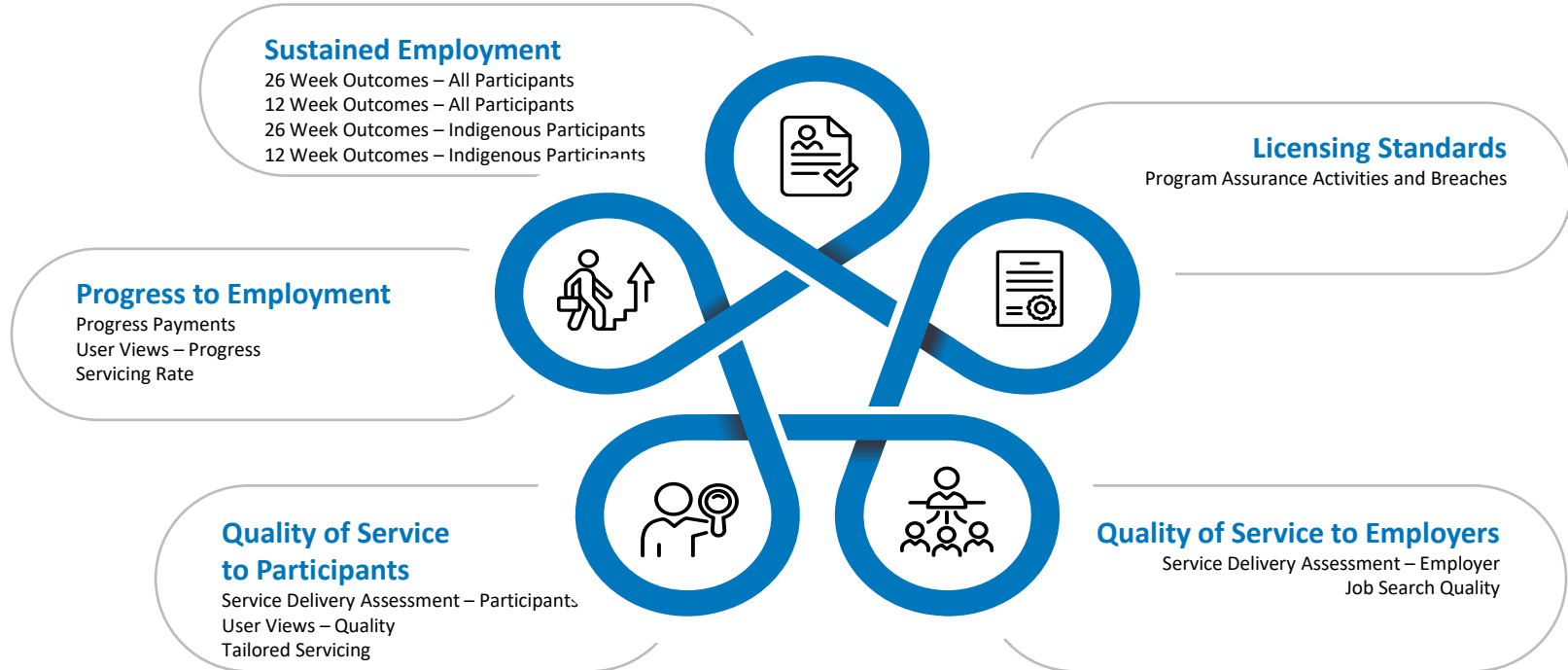
---

# Workforce Australia for employment services providers

- The provider payment structure has been designed to incentivise providers to deliver personalised and tailored services for individuals.
- It comprises four key payment types:
  - upfront payments paid to providers when an individual commences with a provider to support early investment in individuals;
  - progress payments payable for demonstrable improvement in an individual's employment prospects;
  - outcome payments payable to providers when individuals achieve 4, 12 and 26 weeks in employment. Outcome payments can be partial or full and the amount paid is dependent on the participant's JSCI score; and
  - very long-term unemployment bonuses paid in addition to 12 and 26 week outcome payments for individuals who have been unemployed for over 24 months.

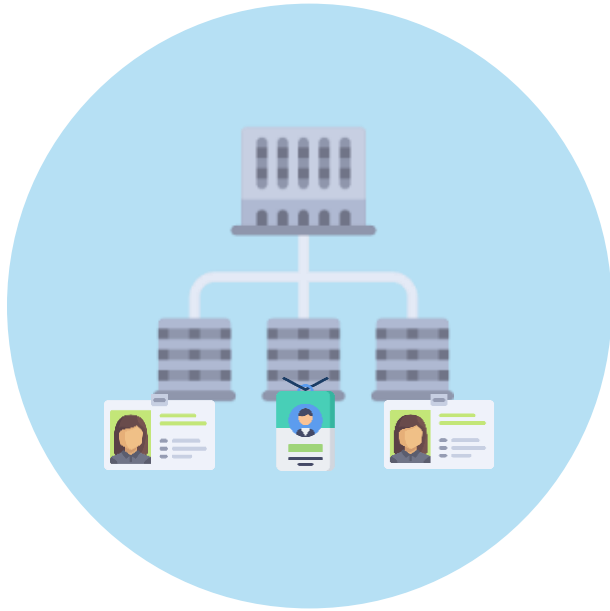
# Provider Performance Management Framework

Providers must demonstrate good performance against all five modules of the framework to achieve licence extensions.





# Panel arrangement and the licensing system for Workforce Australia Services



- A panel of employment services providers has been established. Panel members are issued licenses to operate in specified employment regions or sites.
- The number of licences issued in each region is limited to ensure market stability.
- Some regions have specialist licences available that service particular individual cohorts or employer groups or industries.
- Licences are shorter in duration (3 years) than the jobactive contract, enabling poor performers to be exited from the market earlier. High performers will receive licence renewals.

# Workforce Australia for employment services providers

Sue's organisation is issued a **Specialist** or **Generalist** licence



Sue works for a  
**Workforce Australia  
Employment Services  
Provider**



**Generalist Licence**

**Eligible  
Individuals**



**Specialist Licence**

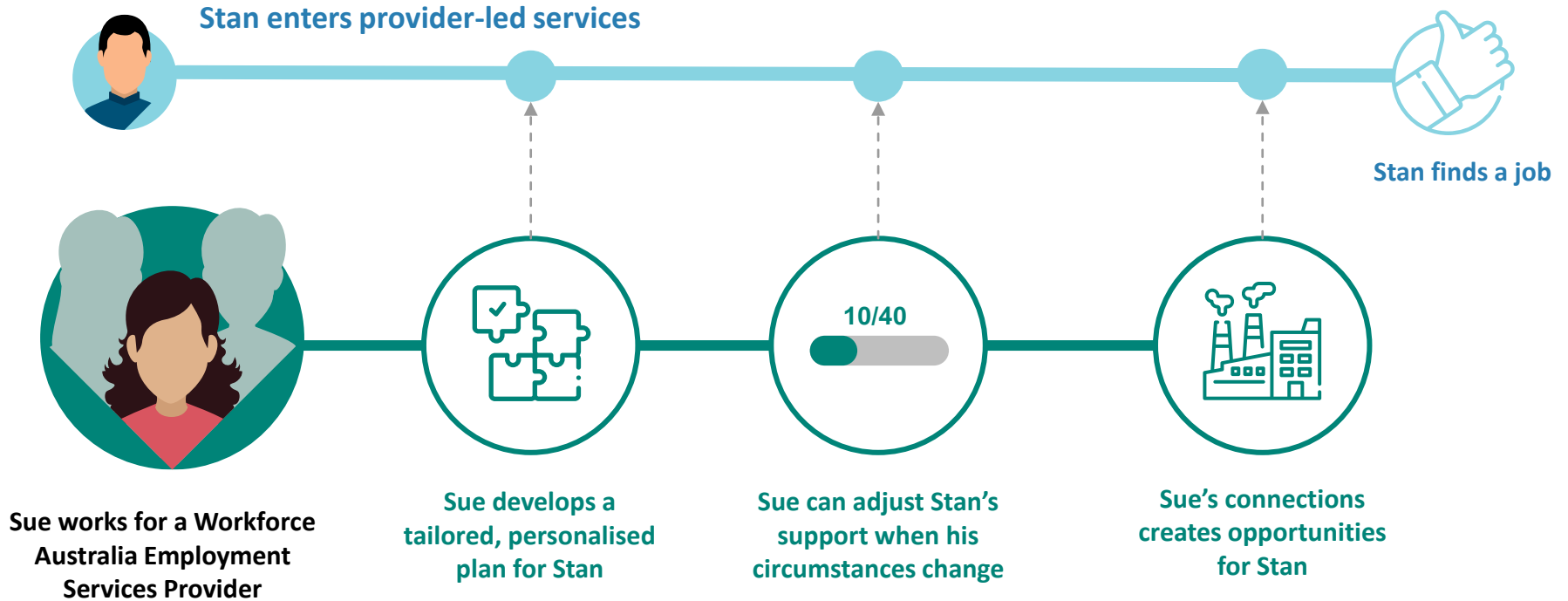
**Refugees**

**Culturally and Linguistically Diverse (CALD)**

**Indigenous Australians**

**Ex-offenders**

# Workforce Australia for employment services providers



# Complementary services and programs

---

# Complementary services, programs and place-based initiatives

Workforce Australia complements a range of services and programs to support tailored assistance based on individual need, including programs targeted at specific cohorts.

<b>Targeted programs</b>	<b>Skills, training programs and place-based initiatives</b>	<b>Other State and Territory government funded programs</b>
<ul style="list-style-type: none"><li>• Disability Employment Services</li><li>• Community Development Program</li><li>• ParentsNext</li></ul>	<ul style="list-style-type: none"><li>• Australian Apprenticeships</li><li>• Adult Migrant English Program</li><li>• National Careers Institute</li><li>• Self-Employment Assistance and Entrepreneurship Facilitators</li><li>• Local Jobs Program</li></ul>	<ul style="list-style-type: none"><li>• This may include employment, education, training, skills or work experience programs or services (e.g., NSW Smart and Skilled, Jobs Victoria, Skilling Queenslanders for Work, etc.)</li></ul>