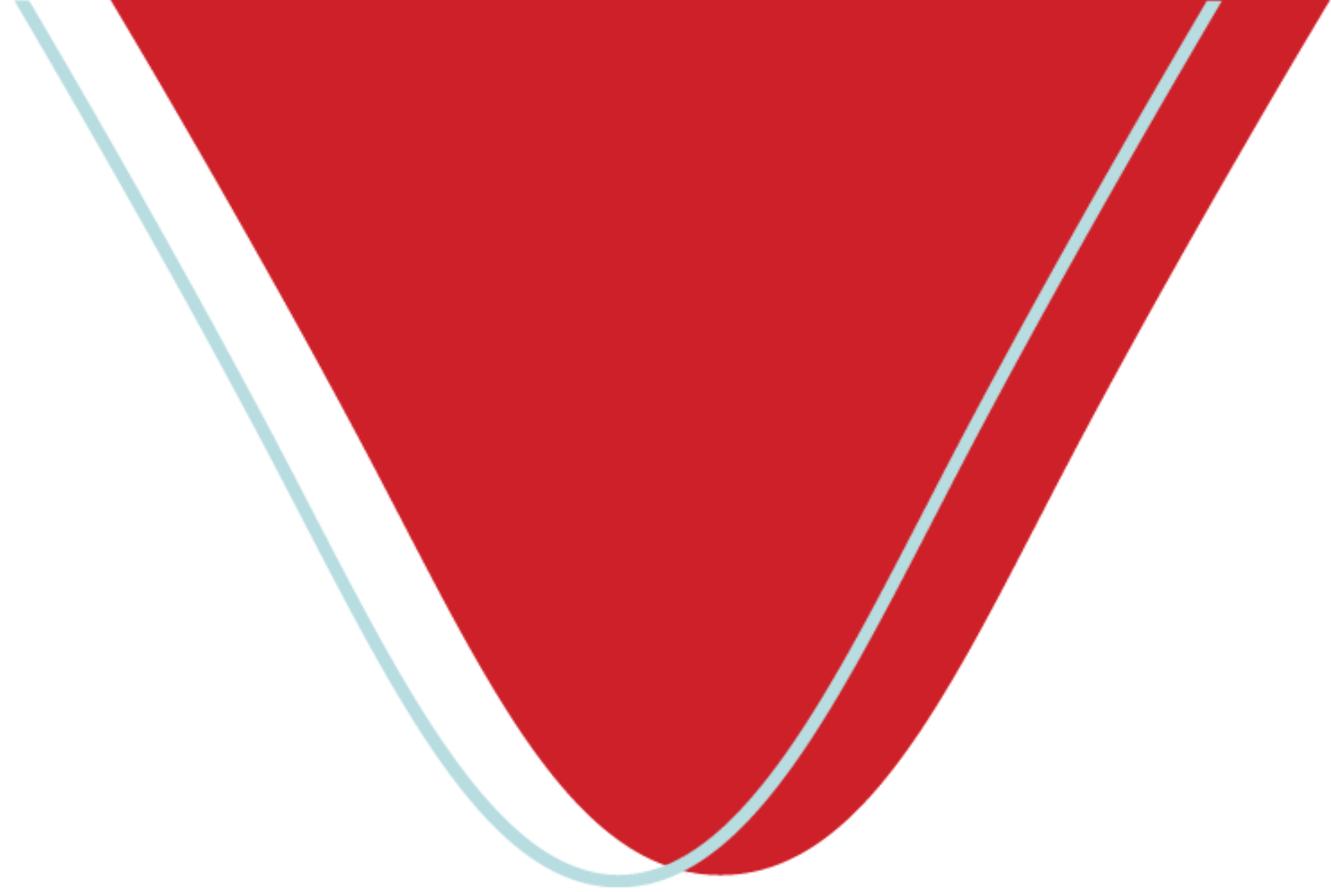


Understanding the New Employment Services/Workforce Australia



5 May 2022



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Australian Council of Social Service

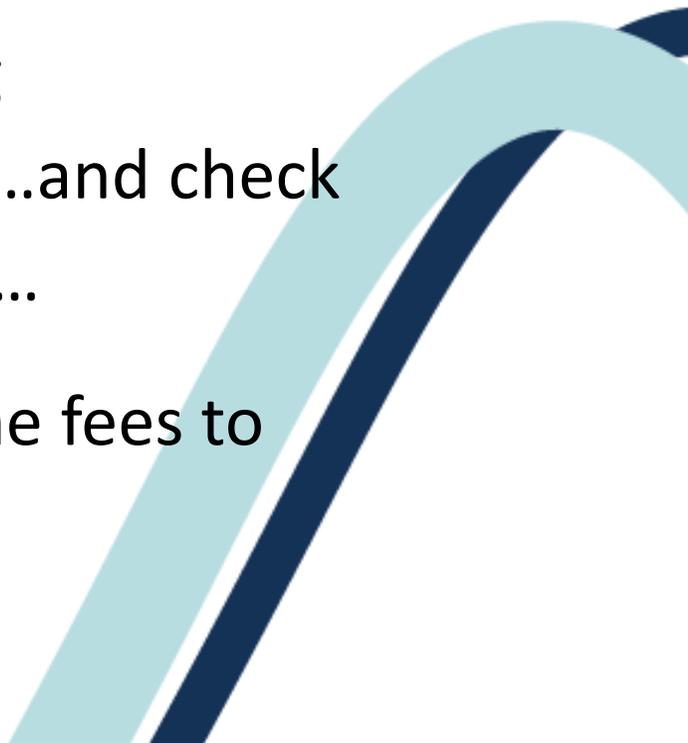


Outline of presentation



1. Short history of employment services
 2. What's changing
 3. How to share your experiences with us
- 

What are employment services?

- Government funded services provided by a market of job service providers (for profit and not for profit) - (privatized in 1998)
 - Intended to provide assistance to people receiving unemployment benefits that helps them get a job...and check they are meeting Mutual Obligation requirements...
 - Split c.40/60 from administration fees and outcome fees to provide employment services
- 



Job Network

AN AUSTRALIAN GOVERNMENT INITIATIVE

Job[®]
Services Australia
people • skills • jobs

 **jobactive**

**Workforce
Australia**

Workforce Australia

'a digital,
personal, and
effective
employment
services system
that:



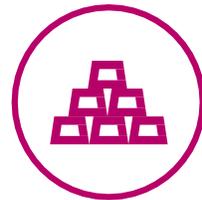
assists **employers**
to source skilled job seekers



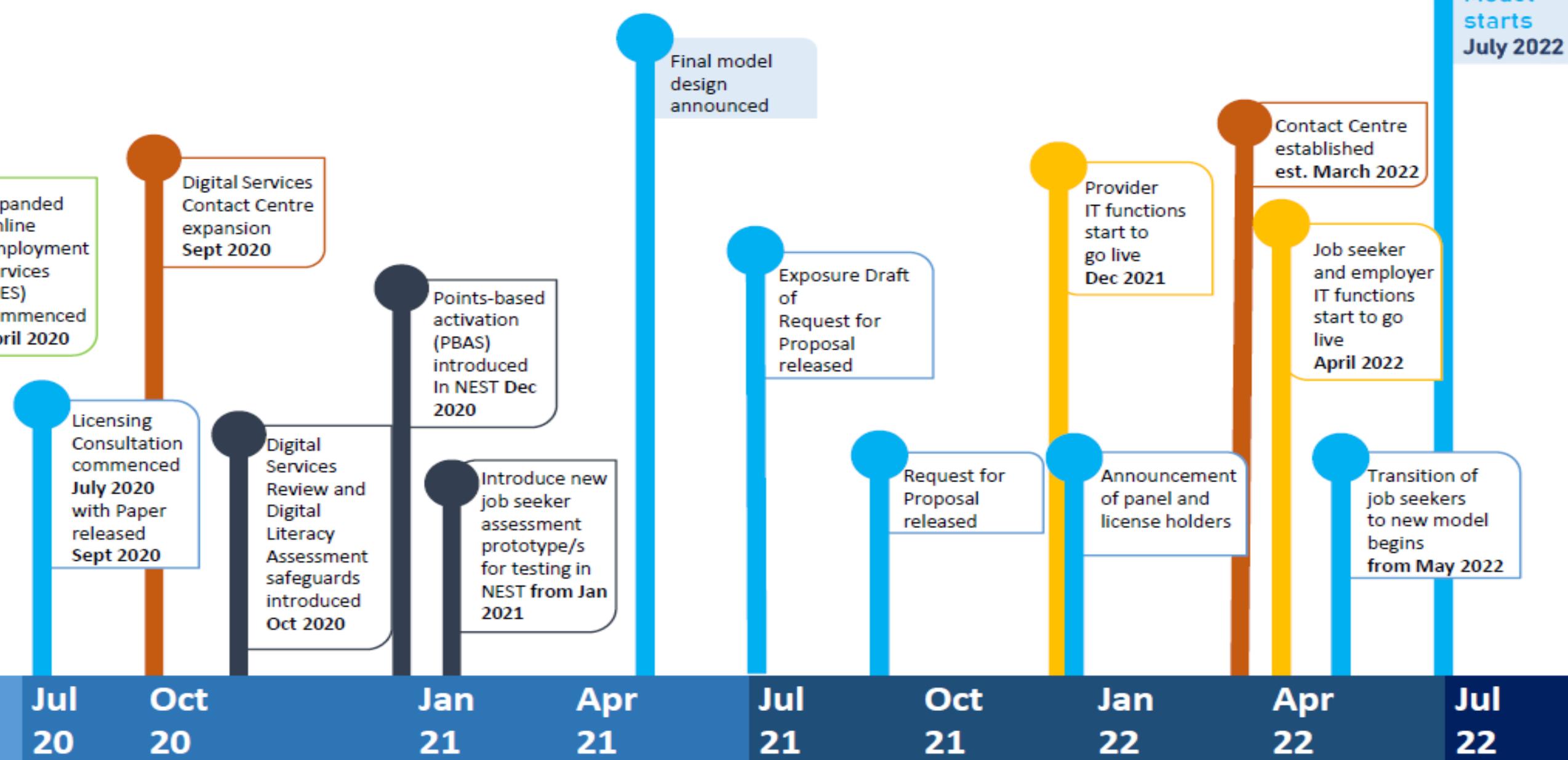
supports eligible **job seekers**
to find a sustainable job



focuses high performing **providers**
on supporting higher need job seekers



creates a more efficient and
cost-effective model for **government**



del



Digital Employment Services
Platform
Other Trials

Contact Centre

Workforce Australia Online

- Default service for 'job-ready' job seekers to self-manage
- Suite of supports
- Suite of safeguards
- Available to employers.

Workforce Australia providers

- Intensive face-to-face servicing and individually tailored case management
- Flexible and innovative service delivery
- Strengthened Work for the Dole
- Work Trial opportunities
- Support through the Employment Fund

Specialist Workforce Australia Providers:

- Offer personalised support to specific job seeker cohorts
- Available in identified locations

Workforce Australia caseload (26 May 2022)

Service	Total
Workforce Australia Online	165,530
Workforce Australia Online (base)	32,800
Workforce Australia Services	587,498
Workforce Australia - TtW	23,080
Workforce Australia - Self-Employment Assistance	8,287
Total	817,195

Communications from DESE

If you're participating in employment services, they will connect you with a Workforce Australia employment service that is starting from Monday 4 July 2022.

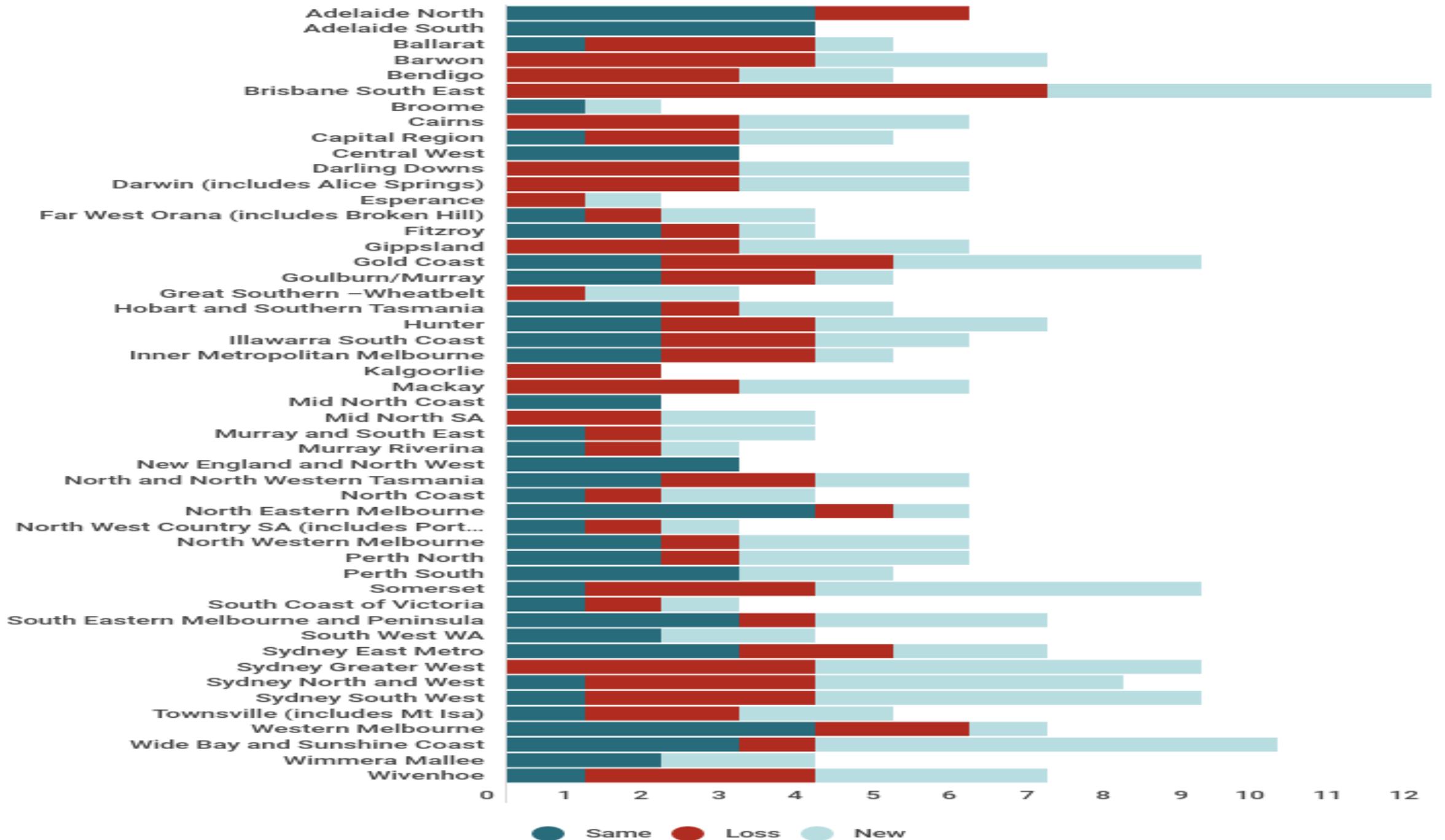
They'll assess your current needs and move you to either:

- **Workforce Australia Online** to self-manage your job search and reporting requirements on the new digital platform, or
- **Workforce Australia provider services** for more tailored support from a provider.

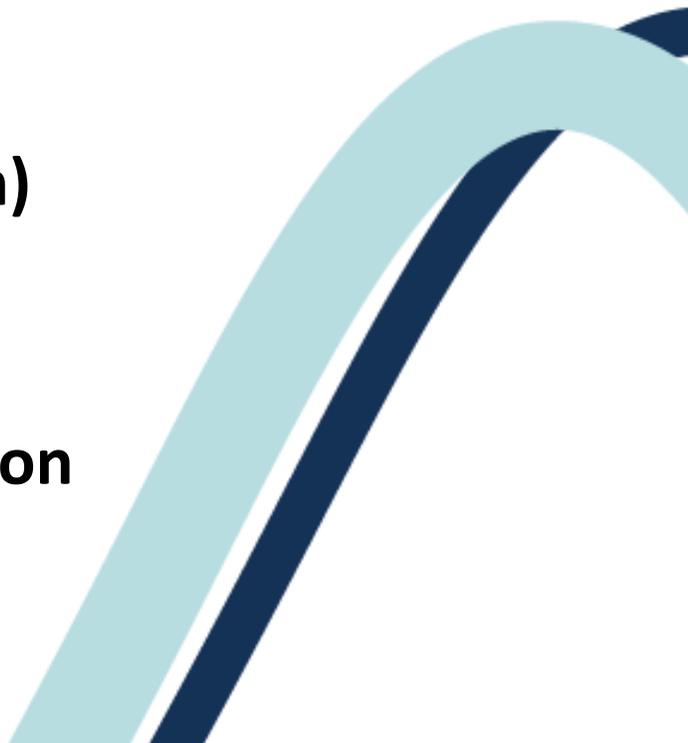
They'll contact you before Workforce Australia starts to tell you:

- which service you'll move to from Monday 4 July 2022
- who your provider will be if you're moving to Workforce Australia provider services
- what you need to do to get ready for the new service.

- **LETTERS FROM LAST WEEK IN MAY IN INBOXES**



New things

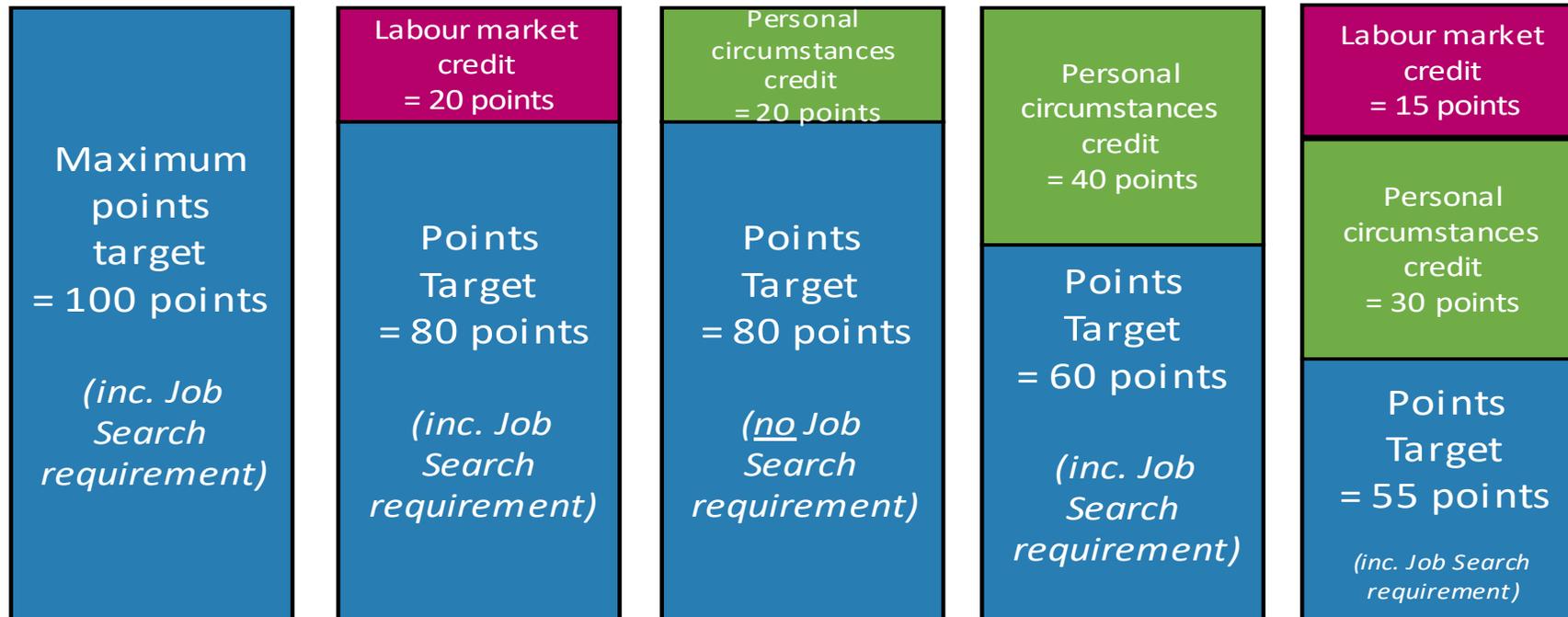
- **Points-based activation instead of job search targets**
 - **Employability Skills training (EST)**
 - **An activity (eg EST) for all participants including Digital after 4 months, and face-to-face after 6 months**
 - **SMAR instead of AAR (2 month activity not 6 month)**
 - **Revamped WFD**
 - **National Work Experience Program (NWEPP) expansion**
- 

Points-based activation



Setting and tailoring the points target

Once a job seeker has agreed to their job plan, they will need to meet a points target which will be tailored to the individual job seeker.



Meeting the points target – points values

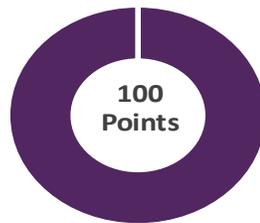
Tasks and activities	Points values
Completing a job application Creating/updating the career profile	5 points
Paid work Driver's licence hours Participant sourced voluntary work	5 points for 5 hours
Provider workshops Counselling Drug and alcohol rehabilitation Self help and support groups Non-vocational interventions Defence Force Reserves	10 points (with flexibility to adjust)
Work related licences and qualifications	15 or 20 points
Attending a job interview Starting a job Attending a job fair	20 points
PaTH Internships National Work Experience Program Self-Employment Assistance Small Business training Launch into Work	25 points per week (Fully meets requirements over 4 week period)
Work for the Dole (WfD) Employability Skills Training (EST) Career Transition Assistance (CTA) (P/T only) Observational work experience (WE) Provider sourced voluntary work (VW)	20 points per week (fulltime 25hrs/wk) 15 points per week (parttime 15hrs/wk)
Education and training Skills for Education and Employment Adult Migrant English Program	20 points per week (fulltime) 15 points per week (parttime)
Workforce Specialist Project Local Jobs Program	25 points per week (high intensity level) 20 points per week (medium intensity level) 15 points per week (low intensity level)

- ❖ Providers can adjust the points values of certain tasks and activities based on job seeker circumstances
- ❖ Some tasks and activities may only be available to job seekers who self manage in Online Services or job seekers in Workforce Australia Services

Variations in points targets

Meeting the points target

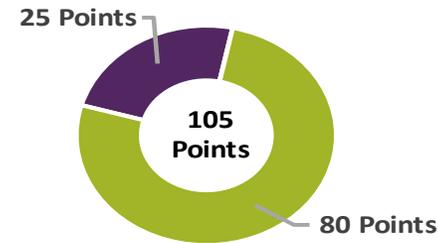
Example 1



■ Job Search

- 20 job searches. *(one job search is worth five points).*

Example 2

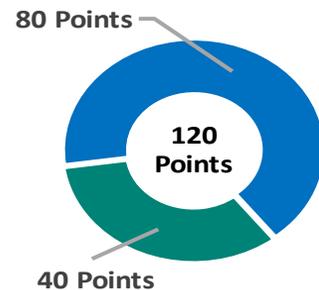


■ Job search ■ SEE course

- Four-week full-time in Skills for Education and Employment (SEE) course *(20 points per week).*

5 points banked towards next reporting period

Example 3

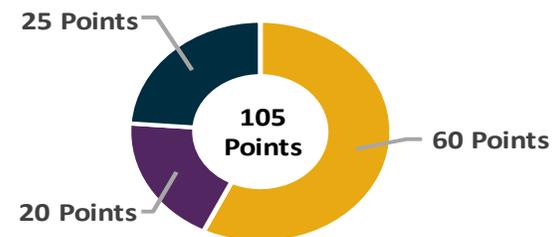


■ Education and training ■ Paid work

- Full-time in Education and training *(20 points per week).*
- Paid work for 10 hours per week *(5 points for 5 hours)*
- No job search requirement as fully meeting through activities

20 points banked towards next reporting period

Example 4

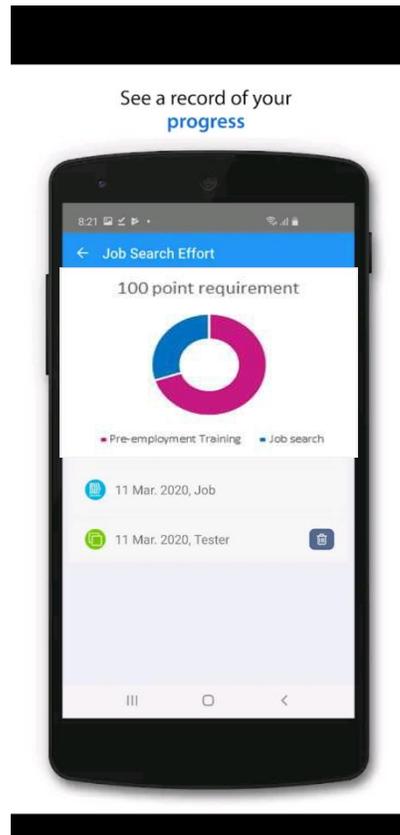


■ CTA ■ Job interview ■ Job Search

- Four weeks in the Career Transition Assistance (CTA) program *(15 points per week)*
- One job interview *(20 points)*
- Five job searches *(5 points each)*

5 points banked towards next reporting period

The dashboard and points-based activation



Changes to activities

jobactive

Annual Activity Requirement(AAR) – for six months

Work for the Dole was the default
(different rules for different age groups)

Workforce Australia

Six Monthly Activity requirement (SMAR) – for 2 months

- **EST** - 4 months in online services (mandatory)
- **EST** – 6 months in Workforce Australia and then other activities
- **Work for the Dole** – after 15 months for digital
- **Work for the Dole** – for the Six monthly activity

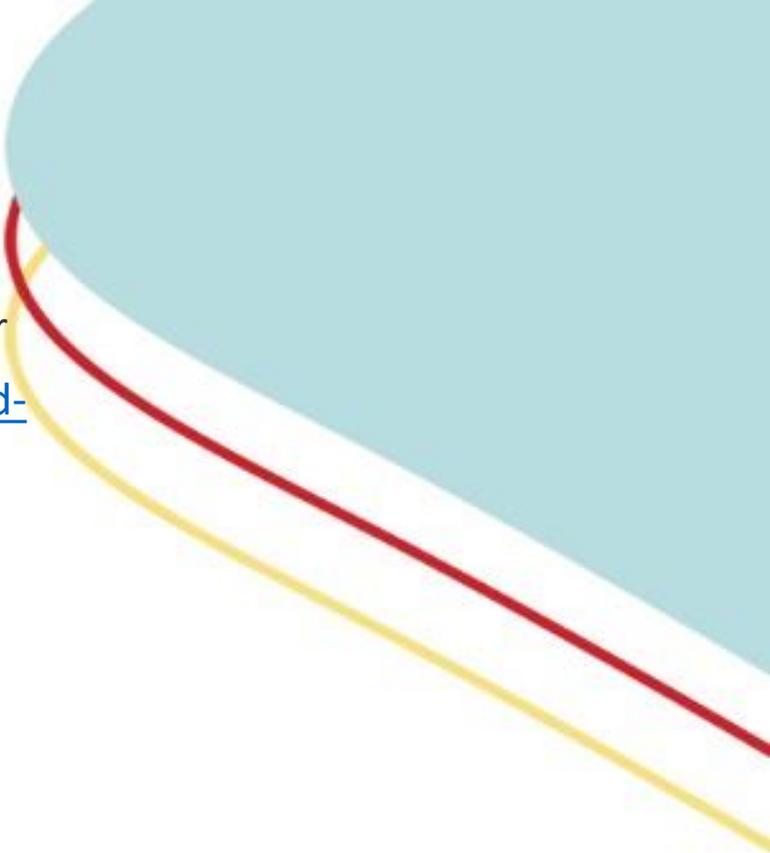
Range of activities in Workforce Australia



Other activities include:

- Work for the Dole (revamped)
- National Work Experience Programme (NWEPP) (revamped)
- Adult Migrant English Program (AMEP)
- Career Transition Assistance (CTA)
- Defence Force Reserves
- Exploring Being My Own Boss Workshops
- Launch into Work
- Local Jobs Program
- New Business Assistance with NEIS (New Enterprise Incentive Scheme)
- Non-Government Programs
- Non-vocational programs & services
- Paid work
- PaTH Business Placement Partnership
- PaTH Employability Skills Training
- PaTH Internships
- Skills for Education and Employment (SEE)
- Training and Study (including courses available through JobTrainer)
- Voluntary Work
- Work Experience (Other)

Resources



Introduction to the Points Based Activation System for Workforce Australia webinar

<https://www.dese.gov.au/workforce-australia/resources/introduction-points-based-activation-system-workforce-australia>

Workforce Australia briefing

<https://www.acoss.org.au/workforce-australia-provider-snapshot/>

Mutual obligations in Workforce Australia briefing

<https://www.acoss.org.au/mutual-obligations-and-the-new-employment-services-model/>

PBAS in Workforce Australia briefing

<https://www.acoss.org.au/points-based-activation-in-workforce-australia-faq/>

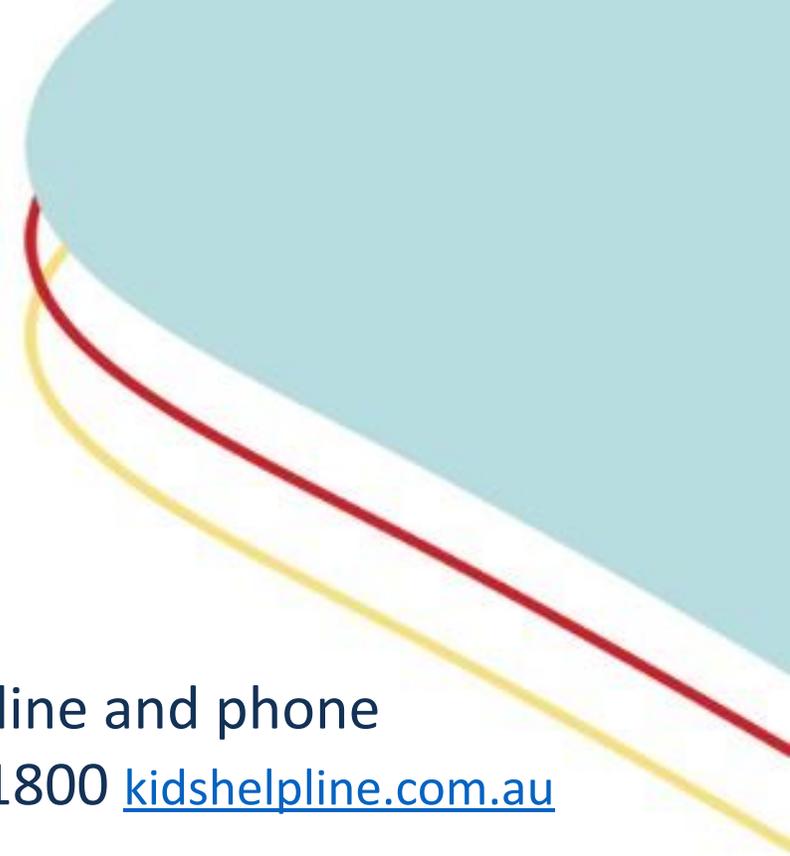
'How to' pages on job search

<https://jobsearch.gov.au/how-to-guide>

Transition to Workforce Australia - information

<https://jobsearch.gov.au/transition-to-workforce-australia>

Mental health and crisis support



Lifeline – 24/7 crisis support by phone (13 11 14). It also provides support by SMS message and online chat www.lifeline.org.au

Kids Helpline - free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25 on 1800 55 1800 kidshelpline.com.au

Coronavirus Mental Wellbeing Support Service – trained counsellors available 24/7 on 1800 512 348. Support also available by web chat and through online forums coronavirus.beyondblue.org.au

Ask Izzy – information on services, including housing, food, health, counselling, domestic violence and legal services, in your area askizzy.org.au



Thank You

