

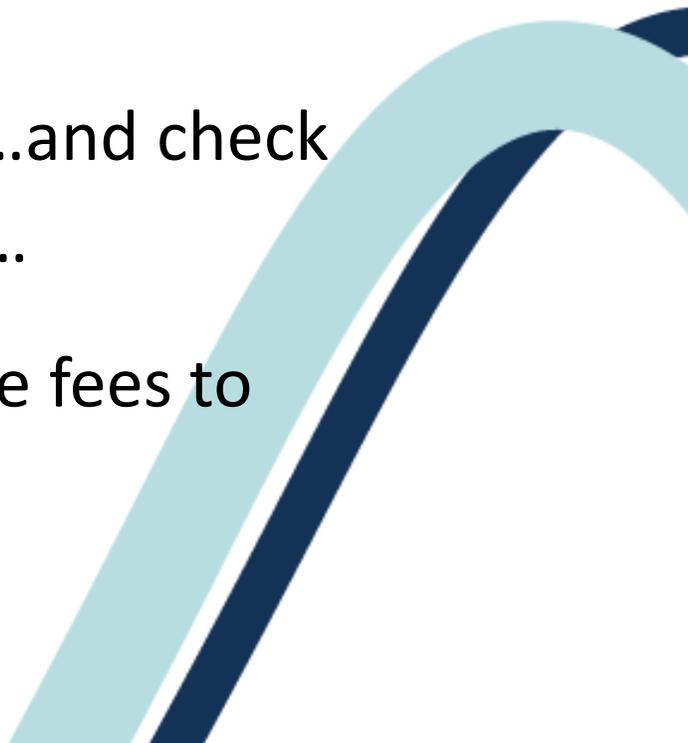
# Workforce Australia Delivery Models and Suppliers – what that means for NFP organisations and NFP Adult and Community Education (ACE) providers

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# 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



**jobactive**

**Job**<sup>®</sup>  
Services Australia  
*people • skills • jobs*



**Workforce  
Australia**

# Workforce Australia

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



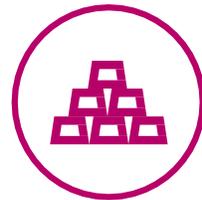
assists **employers**  
to source skilled job seekers



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**

## 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

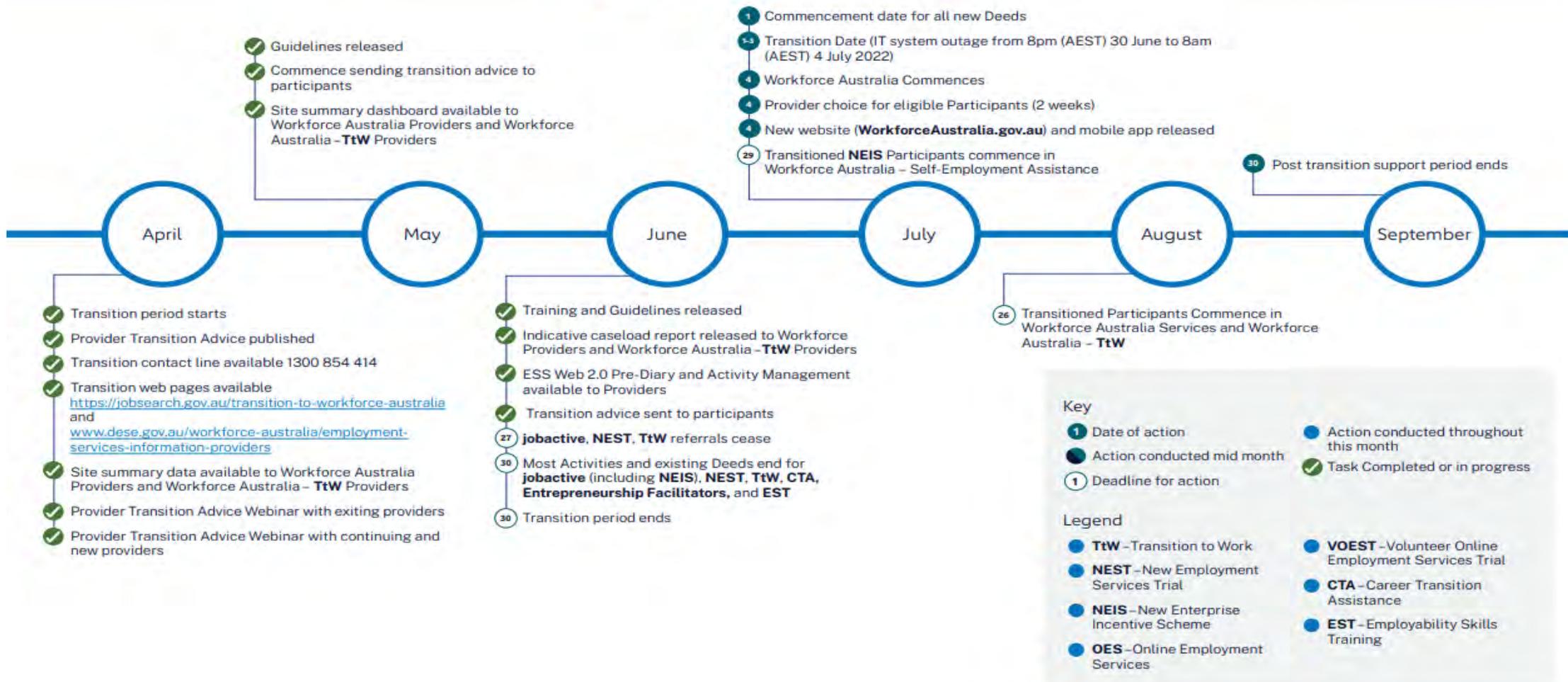
- Intensive face-to-face servicing and individually tailored case management
- Flexible and innovative service delivery
- Strengthened Work for the Dole
- Work Trial opportunities
- Support through the Employment Fund

## Specialist Workforce Australia Providers:

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



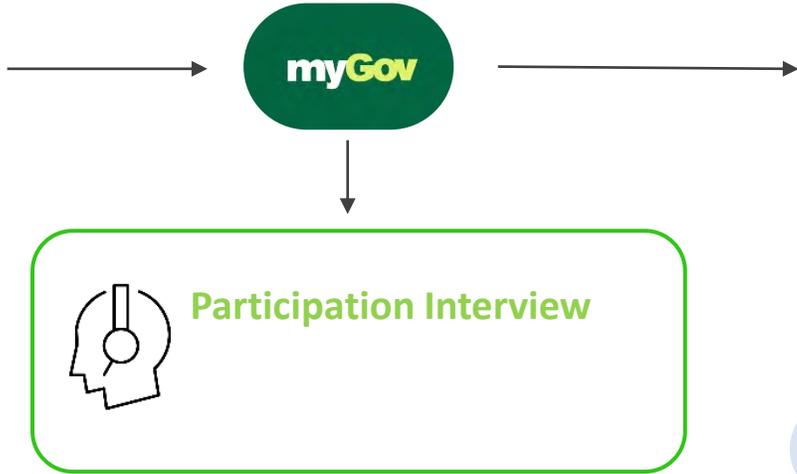
## 2022 Transition Timeline



# The initial assessment process – Job Seeker Snapshot



Individual lodges  
income support claim



## INITIAL ASSESSMENT QUESTIONNAIRE: THE JOB SEEKER SNAPSHOT

Strengths-based questions on individuals' **skills, qualifications, education and career interests**

Future technology and system enhancements will allow the pre-population of the Job Seeker Profile

Questions that determine risk of long-term unemployment

Job search confidence question

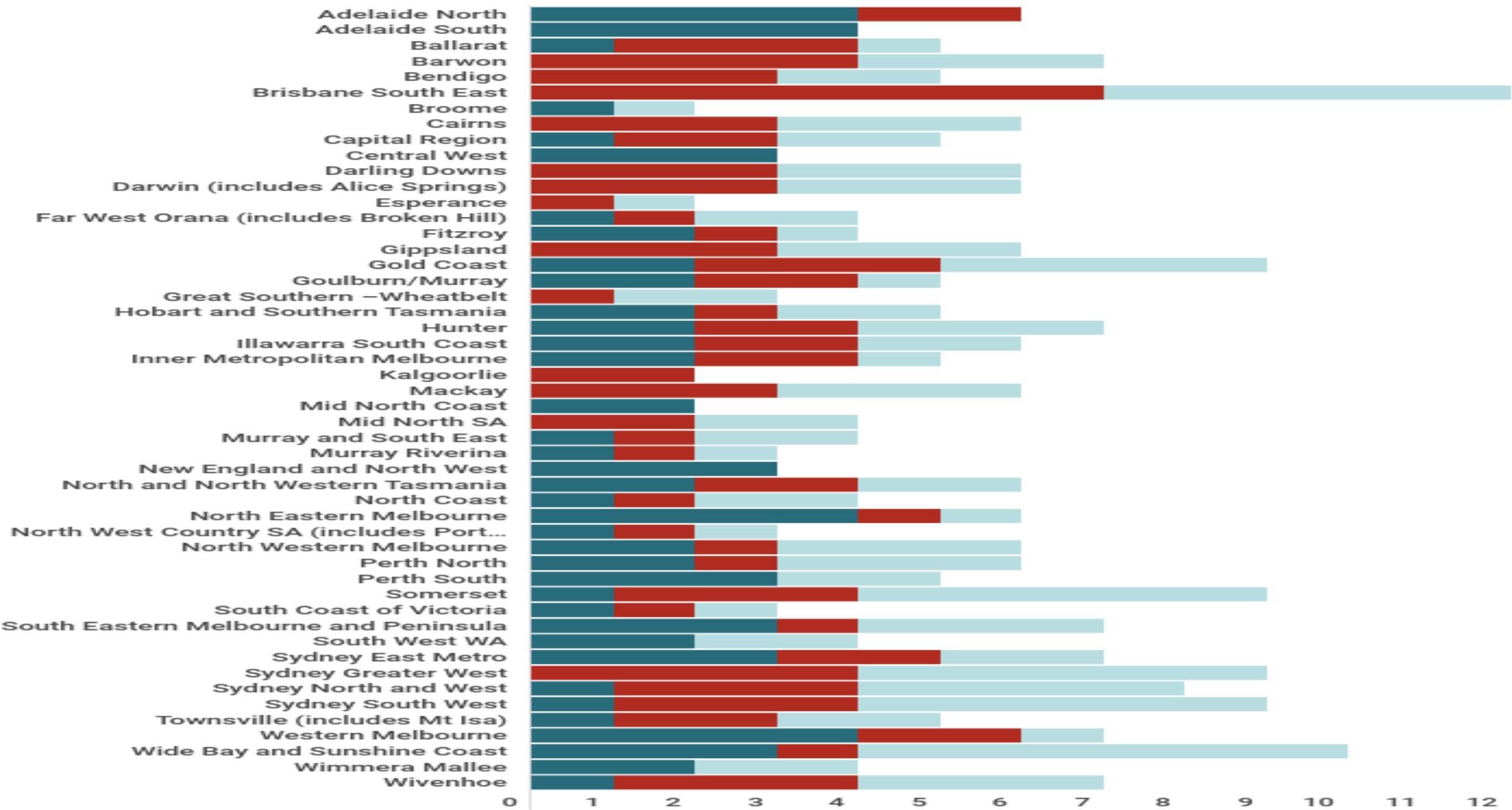
Questions that help identify an individuals' **internet access and ability**

Questions that help identify the need for an **ESAt**

## 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
<b>Total</b>	<b>817,195</b>

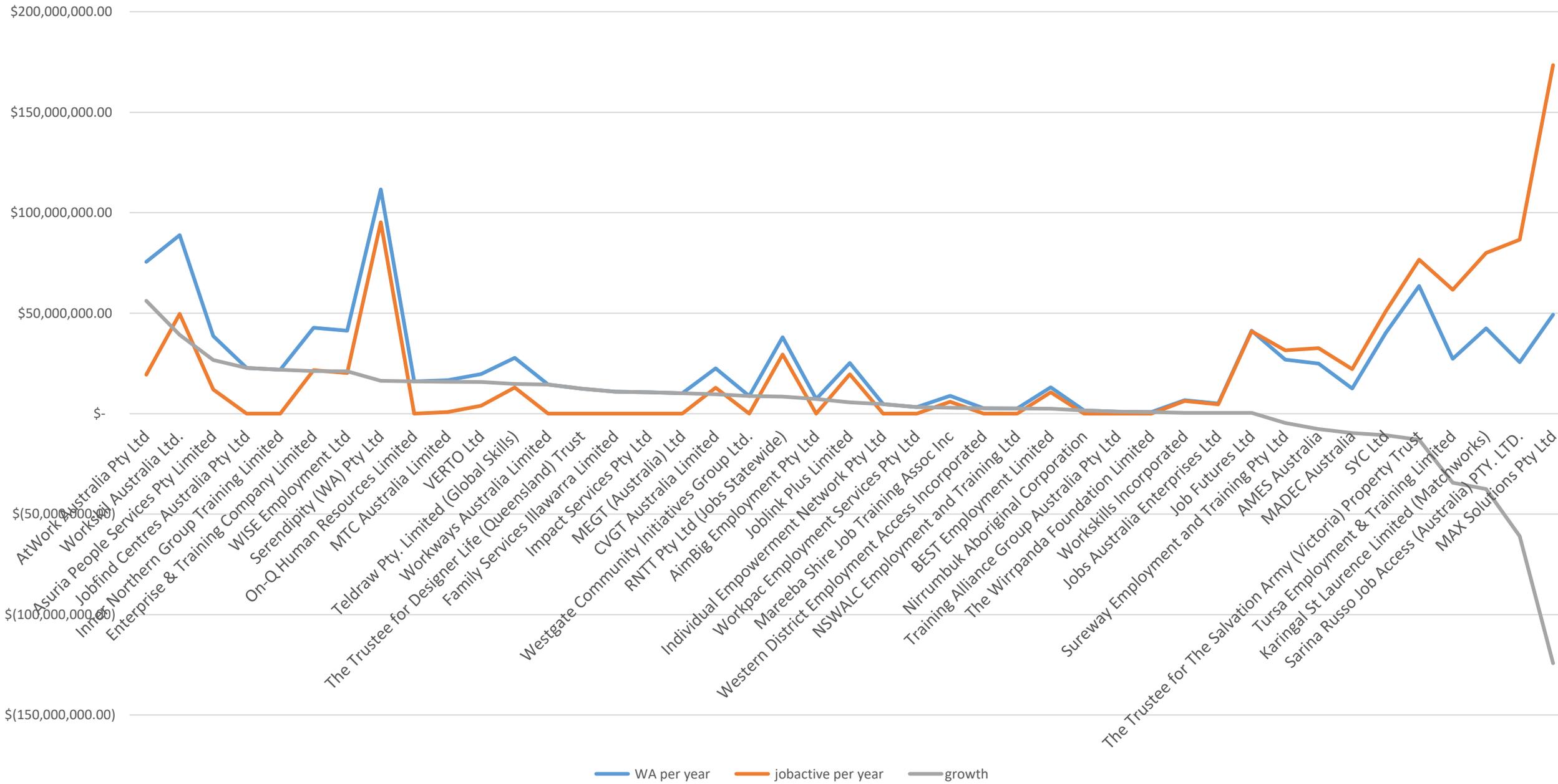




0 1 2 3 4 5 6 7 8 9 10 11 12

Same Less New

# Growth and decline in contract values - 5 year comparison



# New things

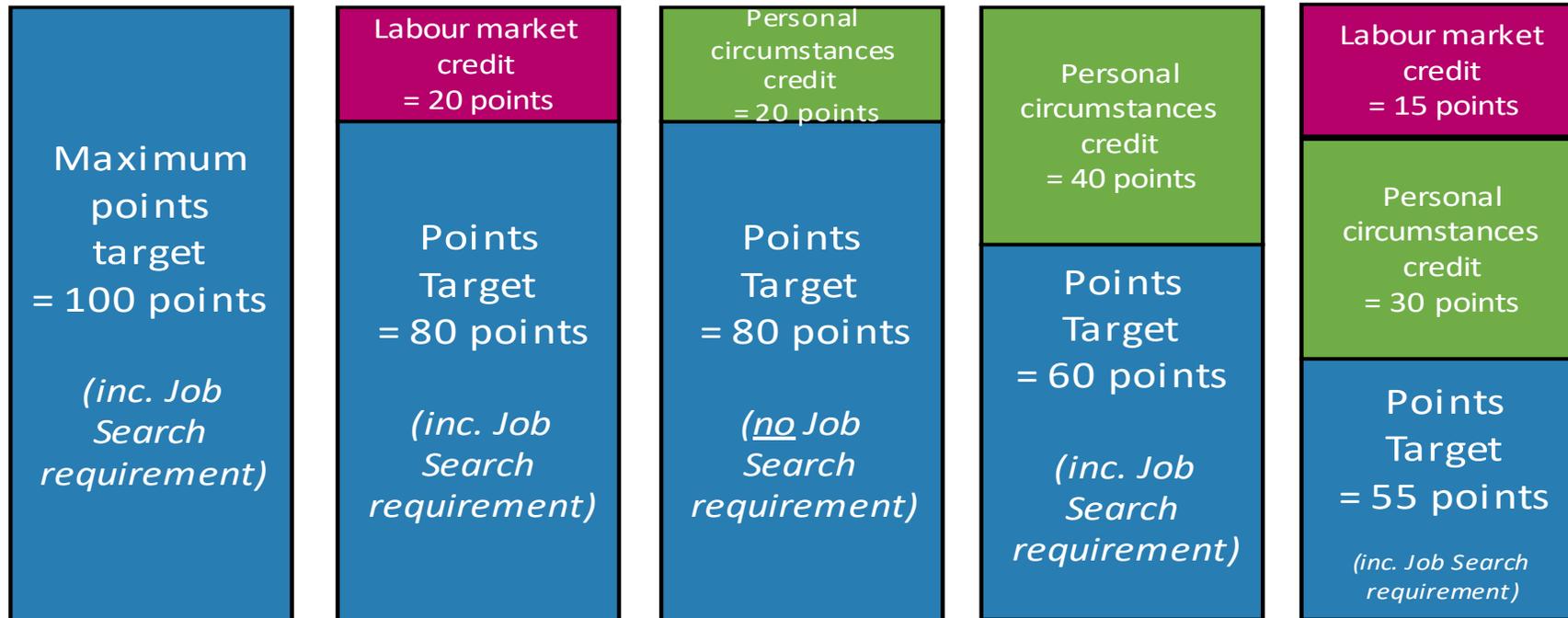
- **Points-based activation instead of job search targets**
  - **Employability Skills training (EST)**
  - **An activity (eg EST) for all participants including Digital after 4 months, and face-to-face after 6 months**
  - **SMAR instead of AAR (2 month activity not 6 month)**
  - **Revamped WFD**
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

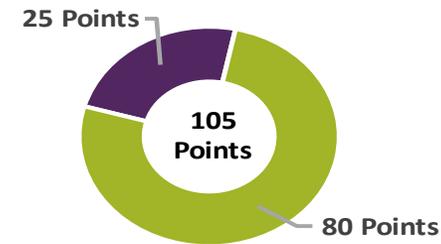
Example 1



■ Job Search

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

Example 2

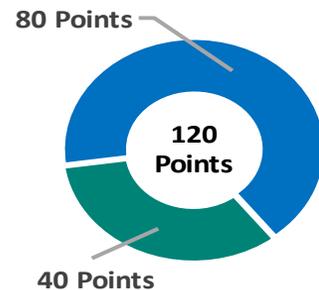


■ Job search ■ SEE course

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

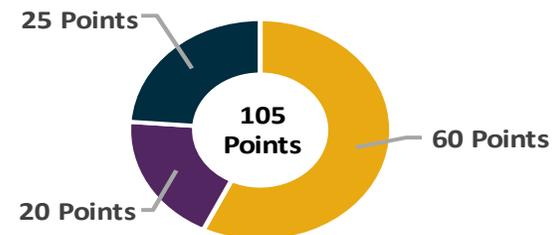


■ Education and training ■ Paid work

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**

# 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)



# Approved study:



Approved Study in Skills in Demand: Education and training benefits Participants who are unlikely to find work with their existing skills to complete courses and/or gain a qualification with a vocational focus that will enhance their immediate employability.

Participants can undertake education or training at any time if it meets the requirements of an Approved Short Course. Participants in Education and training can gain points under the PBAS. Education and accredited training may be undertaken as an alternate Activity where the Participant would otherwise have a Mandatory Activity Requirement.

- a course of study must be a Certificate I course or higher (but not a Masters or Doctorate course).
- Participants can study in a course of high skill demand where the course is no more than 12 months in duration.

**Workforce Australia Guidelines – see more for definition**

<https://www.dese.gov.au/workforce-australia/resources/workforce-australia-guidelines-part-b-workforce-australia-services>

# Provider Incentives

Progress Payment \$750 - Once every 2 years from start of service

when the Participant's circumstances have been changed during participation in Workforce Australia Services such that they are more prepared to gain and maintain Employment. duration or attainment within a course of study, such as participating for 6 months, completing a minimum benchmark qualification, or demonstrating:

- successfully completing the requirements of 2 or more Activities or interventions that build work readiness through work-like Activities or that address Vocational or Non-vocational Barriers (see [Progress Payments for undertaking Activities](#)),
- successfully completing an Activity that provides a pathway to employment (see [Progress Payments for completing a pathway to employment](#)), or
- the Participant has completed a number of non-vocational interventions, the Provider considers the Participant has made progress towards Employment, and the Participant agrees and verifies this (see [Progress Payment Review](#)).

# New provider payment model

1

## Upfront payments

Payable upon commencement with a Workforce Australia Employment Services Provider

- \$1200 for new eligible individuals
- \$600 for transition or transferred individuals

2

## Progress payments

- Payable for progression towards employment
- \$750 payment available once every 24 months

3

## Employment outcome payments

- Payable for remaining in employment for 4/12/26 weeks
- Full or partial outcomes
- From \$240 to \$5000

4

## Very long-term unemployment bonus

- Paid on top of 12 and 26 week employment outcomes for individuals who have been unemployed for over 24 months
- From \$1,000 to \$4,000

# Employability Skills Training

## 1. Training Block 1

Training Block 1 courses will generally be delivered as either:

- youth courses, for Participants aged 15 to 24 years
- 25 plus courses, for Participants aged 25 years and over.

Training Block 1 will focus on advanced job search skills, pre-employment skills, and employability skills training to improve a Participant's prospects of employment. **Training Block 1 must cover the 10 Core Skills for Work listed in the *Core Skills for Work Developmental Framework (2013)*.**

## 1. Training Block 2

Training Block 2 will provide intensive **industry focused training** to give Participants a clear understanding of the career prospects, skill sets and training requirements for one or more industries. Training Block 2 offers Participants a way to test their interest and aptitude quickly and easily in one or more industries, provide a pathway for Participants to undertake work trials in an industry of interest, and provide a strong foundation for Participants to feel confident in their decision to commit to more formal industry training, where relevant, such as an apprenticeship or Certificate III.

# Workforce Australia Models and Implications: Discussion and recommendations for improvements

- **Select Committee process**
- **What other incentives could be introduced?**
- **How to encourage referrals to ACE?**
- **What changes to the SMAR would enable more utilisation of Adult Education**
- **Are SEE/LLND the best/only options for Foundation Skills**
- **Direct marketing and employment services rules – what can be done?**
- **Will anyone in digital miss out**

# Resources

## **ACOSS Workforce Australia briefing**

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

## **PBAS in Workforce Australia briefing**

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

## **Workforce Australia guidelines**

<https://www.dese.gov.au/workforce-australia/resources/workforce-australia-guidelines-part-b-workforce-australia-services>

## **Workforce Australia – obligations information**

<https://www.workforceaustralia.gov.au/individuals/obligations>

## **Workforce Australia Select Committee webpage**

[https://www.aph.gov.au/Parliamentary\\_Business/Committees/House/Workforce\\_Australia\\_Employment\\_Services](https://www.aph.gov.au/Parliamentary_Business/Committees/House/Workforce_Australia_Employment_Services)



Thank You

