



**Australian Government**  
**Department of Employment  
and Workplace Relations**

# Making employment services better

**We want to know what you think**

Easy Read version



# How to use this document



**Australian Government**  
**Department of Employment  
and Workplace Relations**

We are the Australian Government Department of Employment and Workplace Relations (DEWR).

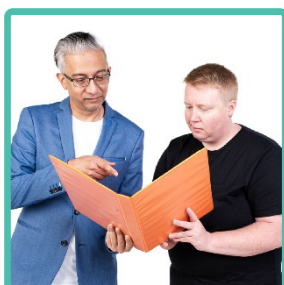
We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [46](#).



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

<https://consultations.dewr.gov.au/employment-services-reform-discussion-paper>



This is a long document.



You don't need to read it all at once.

You can take your time.

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# About employment services



**Employment services** help people find and keep jobs.

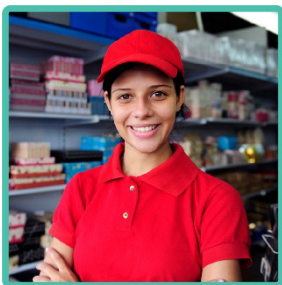
They can support people to:



- learn new skills



- apply for jobs

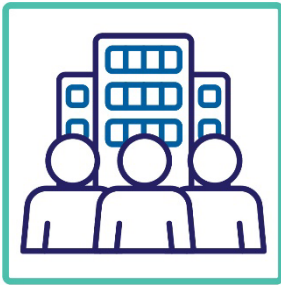


- get ready to work.

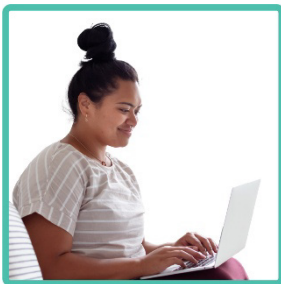


Employment services also support **employers**.

Employers are people who hire other people to work for them.



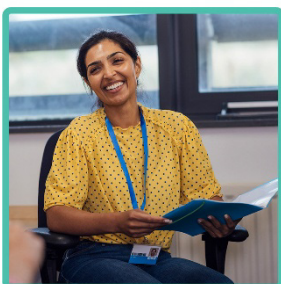
Our employment service is called Workforce Australia.



It provides online services for people who are looking for a job.



Workforce Australia also connects people who need more support to employment service **providers**.



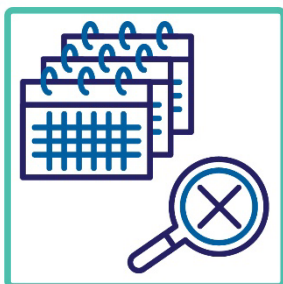
Providers deliver a service to support people to:

- find and do training
- find and keep a job.

# Why Workforce Australia needs to change



Workforce Australia doesn't work well for everyone.



Some people use Workforce Australia for a long time.

But they don't find a job.



Workforce Australia can:

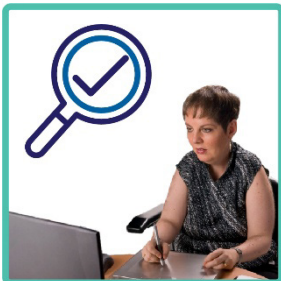
- treat all people like they are the same
- not meet each person's needs.



For example, **mutual obligations** can be too hard for some people.



Mutual obligations are tasks you agree to do so the government can give you support payments while you look for work.



For example:

- showing that you are looking for work
- doing activities to build your skills.



Sometimes providers get people any job as quickly as they can.

Even if those jobs aren't right for them.



This is because providers don't always think about:

- what kind of job people really want
- what skills people have.



Workforce Australia also doesn't work well for many employers.



This is because Workforce Australia:

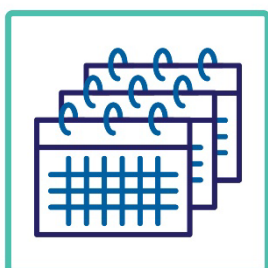
- is hard to use
- doesn't meet their needs.

## What we want to do



We want to create a new employment service program which works better.

We want this new service to give everyone the chance to find a job:



- they can keep for a long time



- that lets them earn enough money.

The new service will:



- focus on helping people build skills and find a job



- meet each person's needs



- be easy to use



- keep getting better.

# We want to know what you think



This document explains our ideas to make employment services better.

Our ideas are in 9 areas.



We want to know what you think about our ideas.



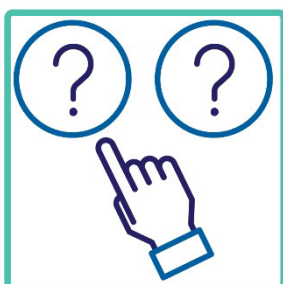
We have included questions for you to think about.

## How you can tell us what you think

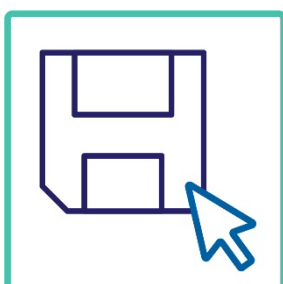


In this document we ask you some questions.

There will be a box below each section for you to write your ideas in.



You can choose which questions you want to answer.



You need to save this document after you finish answering the questions.

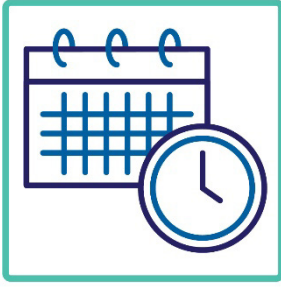


You can upload this document to our website to share your ideas.

<https://consultations.dewr.gov.au/employment-services-reform-discussion-paper>



There is a guide to help you upload your document.



You can send us your ideas until 5 pm on 31 July 2026.



We will share everyone's ideas on our website.



You can tell us not to share yours when you upload your document on our website.



The questions below might take a while to:

- read
- answer.

You can take a break if you need to.

## New service types



There will be 3 new service types.



Each service type will support people with different needs.



We explain these service types below.

## Online services



Online services will be for people who:

- are mostly ready to work
- can use online tools to find a job.

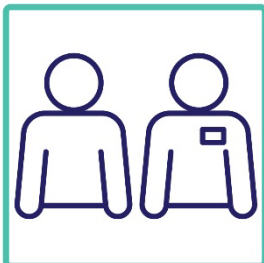


The new online service will be easy to:

- use
- understand.



We will provide more online tools to help people.



We will have staff to support people who need it.



People will also be able to find and use supports to quickly get what they need for a job.

## Provider services



Provider services will be for people who need more support to find a job.



Provider services will help people create a plan.



The plan will include:

- the person's job goals
- information about how the person can achieve their goals.

Provider services will use the plan to support people to:



- learn about getting a job



- find training for the skills they will need.

## Intensive services



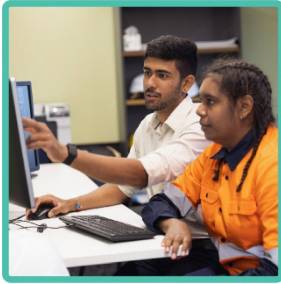
Intensive services will be for people who have more or bigger **barriers** to finding a job.

A barrier is something that stops you from doing what you need to do.



Intensive services will support people to:

- believe in themselves
- try new things.



Intensive services will also support people to build their **capability**.



Capability is:

- your ability to do something
- the skills you have.



Organisations with strong connections to local services will deliver intensive services.

## Questions for you to think about



How should we decide which service type a person needs to use?

Please write your answer to this question in the box below.



What types of support should people get from each type of service?

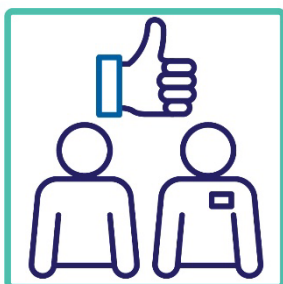
Please write your answer to this question in the box below.

## Better assessments

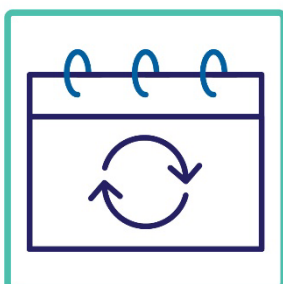


**Assessments** help us work out:

- what skills you have
- what work you could do
- what support you might need.



We want a better assessment to make sure you are connected to the services that best meet your needs.



We also need to understand if people's needs change over time.

## Questions for you to think about



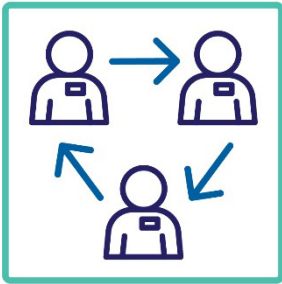
How could we make assessments better?

Please write your answer to this question in the box below.

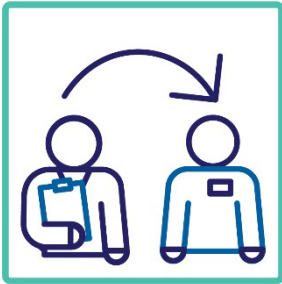


What information will help us decide what type of service is best for a person?

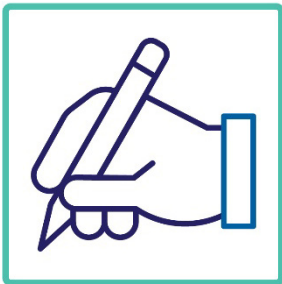
Please write your answer to this question in the box below.



How should we decide when a person needs to move between different service types?



For example, when you are ready to move from intensive services to provider services.



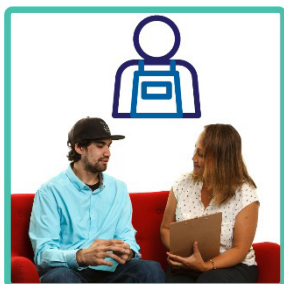
Please write your answer to this question in the box below.

# Employment Goal Plans



We will use a new tool called an Employment Goal Plan.

The Employment Goal Plan explains the:



- support a person needs to get a job



- things a person will do to get a job.



It will include:

- the person's job goals
- what the person needs to do to reach their goals
- any mutual obligations they have.



People can use an Employment Goal Plan in all service types.



People who use provider services or intensive services will get support to keep their Employment Goal Plan up to date.

## Questions for you to think about



What information should Employment Goal Plans focus on?

Please write your answer to this question in the box below.



How can we support everyone to use Employment Goal Plans well?

Please write your answer to this question in the box below.

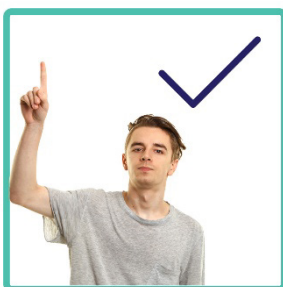
## Mutual obligations



We want to change mutual obligations so they focus on supporting people to find jobs.



If you are ready to work, mutual obligations will focus on finding you a job.



If you need more support to get a job, mutual obligations will focus on building your capability.

This means the tasks or activities people need to do will:



- be different for each service type



- better meet their needs.

## Questions for you to think about



How can we make sure mutual obligations really help people get ready for work?

Please write your answer to this question in the box below.

# Working with employers



We want the new service to make it easier for employers to work with employment services.

Working well with employers helps:

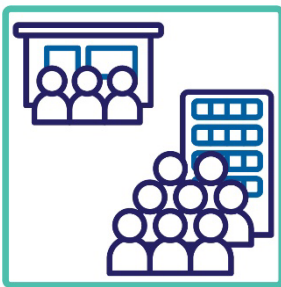


- people to get jobs



- employers to get the workers they need.

Employment services will work closely with:



- employers of all sizes



- different **industries**.



Industries are groups of businesses that:

- do the same work
- offer the same services.

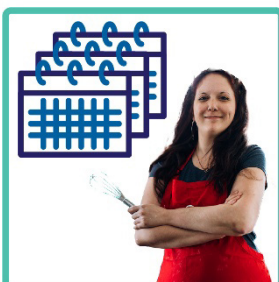
The new services will better support employers to:



- understand what support they can get



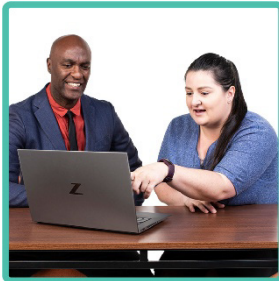
- connect with people who are looking for work



- hire and keep people in jobs for a long time.

## Questions for you to think about

What is the best way for employment services to work with:



- industries?
- large employers?
- small and medium employers?

Please write your answer to these questions in the box below.



Workforce Australia has an online tool for employers to share jobs.

How can we make this tool better?

Please write your answer to this question in the box below.

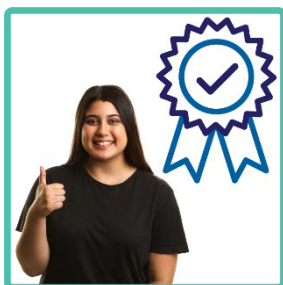


What supports do employers need to:

- hire people?
- keep people in their jobs?

Please write your answer to these questions in the box below.

## Great services and supports

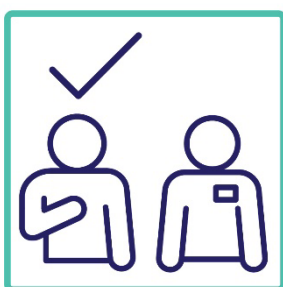


We want to offer great services and supports.

This will need:



- staff who can help people



- services and supports that help people with what they need



- services which work closely with other supports – like healthcare



- services which work well with local communities.

## Questions for you to think about



What skills and experience should staff have for each type of service?

Please write your answer to this question in the box below.



How can employment services meet the needs of different communities?

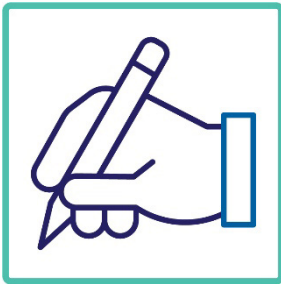
For example:



- young people



- First Nations communities.

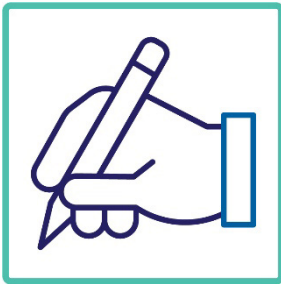


Please write your answer to this question in the box below.



How can we make sure employment services work well:

- across Australia
- and
- in local communities?



Please write your answer to this question  
in the box below.

## Making great services rewarding for providers



The way we pay employment service providers affects how they do their work.



In the past, this meant:

- providers focused on getting people any job quickly
- some people didn't get enough support.



For the new service to work well we need to change how we pay providers.

This is so providers can:



- give people the support they need



- support people to find and keep jobs that are right for them.



We want providers in each service type to support people in different ways.



We may need different ways to pay providers.



We need to be able to see how well providers are supporting people.

## Questions for you to think about



How can we make sure providers support people to find and keep jobs that are right for them?

Please write your answer to this question in the box below.



How should we measure how well providers are supporting people to:

- find and keep a job?
- get ready for a job?

Please write your answer to these questions in the box below.



How should we measure results differently for:

- provider services?
- intensive services?

Please write your answer to these questions in the box below.

## Finding employment service providers



We want to change the way we find and choose employment service providers.



We want to find employment service providers with:

- different ideas and experiences
- more capability
- more connections to local organisations.



We will also look at what services **Aboriginal Community Controlled Organisations** can provide.



Aboriginal Community Controlled Organisations are organisations that:

- support Aboriginal and Torres Strait Islander people
- are mainly run by Aboriginal and Torres Strait Islander people.



When we look for providers for intensive services, we will focus on organisations with very strong local connections.

## Question for you to think about



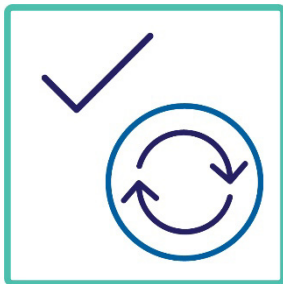
How can we find and choose more providers with different ideas and experience?

Please write your answer to this question in the box below.

# Making sure employment services keep getting better

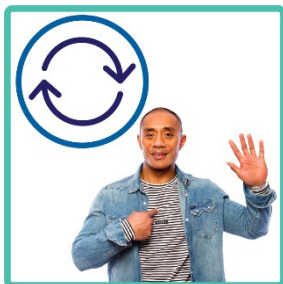


We want to make sure employment services keep getting better.



We want them to keep working well when things change.

For example, when:



- people's needs change



- the skills employers need change.



We want to support employment services to learn and find new ways to do things.

We also want to:



- check how well the services are working

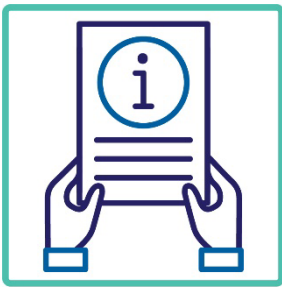


- find and fix problems.

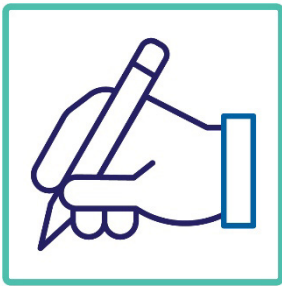
## Questions for you to think about



How can we make sure employment services keep getting better?



For example, how can we share information about better ways employment services can support you?



Please write your answer to this question in the box below.

## Word list

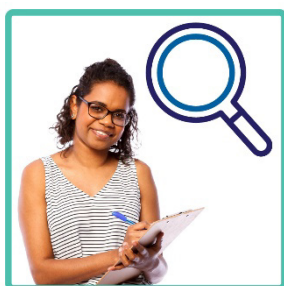
This list explains what the **bold** words in this document mean.



### **Aboriginal Community Controlled Organisations**

Aboriginal Community Controlled Organisations are organisations that:

- support Aboriginal and Torres Strait Islander people
- are mainly run by Aboriginal and Torres Strait Islander people.



### **Assessments**

Assessments help us work out:

- what skills you have
- what work you could do
- what support you might need.



### **Barriers**

A barrier is something that stops you from doing what you need to do.



## Capability

Capability is:

- your ability to do something
- the skills you have.



## Employers

Employers are people who hire other people to work for them.



## Employment services

Employment services help people find and keep jobs.



## Industries

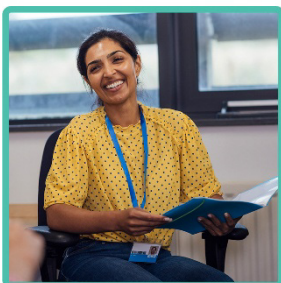
Industries are groups of businesses that:

- do the same work
- offer the same services.



## Mutual obligations

Mutual obligations are tasks you agree to do so the government can give you support payments while you look for work.



## Providers

Providers deliver a service to support people to:

- find and do training
- find and keep a job.

## Contact us



You can send us an email.

[ESREngagement@dewr.gov.au](mailto:ESREngagement@dewr.gov.au)



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