



## Employment Services Reform



# Shaping the future of employment services Discussion Paper

## Submission template

The deadline for submissions in response to the [Shaping the future of employment services Discussion Paper \(Discussion Paper\)](#) is **5pm AEST on 31 July 2026**.

The Discussion Paper sets out topics identified as priorities for reform and includes guiding questions related to each topic in Chapter 5.

This document includes each of those questions, with a text box for your feedback.

Please note that you:

- Can choose which questions you want to answer.
- Do **not** have to answer every question.
- Can submit 'Open feedback' and ideas about any employment service settings on the last page of this document.
- Are not required to use this template to provide your feedback. See the full range of ways to make a submission on the department's [Consultation Hub](#).

## How to use this template

- Scroll to the question(s) you want to provide a response to.
- Locate the 'Click or tap here to enter text'.
- You can then type (or cut and paste) your response directly into the box.
- Please save the document in an easy to find folder or drive.

## How to submit this document

- Visit the department's [Consultation Hub](#) website at [consultations.dewr.gov.au](https://consultations.dewr.gov.au)
- Follow the instructions and select the option 'Upload document'
- Upload your saved submission document via the department's [Consultation Hub](#)
- For more assistance use our [How to Submit Guide](#).

# Guiding questions

## Three service streams to respond to different needs

1. What are the key factors that should place a person in online and brief intervention services versus targeted provider services versus intensive services?
2. What types of support should be offered under each of the service streams?

## Quality initial assessments and triaging

3. What factors should be considered to support the development of a new, high-quality assessment and triaging process?
4. What information should be collected during the assessment process to support better identification of barriers to employment and triaging to the right service?
5. What factors or circumstances should result in a participant moving between service streams?

## Introducing an Employment Goal Plan

6. What elements will be important to capture in the Employment Goal Plan?
7. How can the system encourage effective use of the Employment Goal Plan by participants and providers to ensure it is meaningful, timely and relevant?

## A new approach to mutual obligations

8. How do we change the way that providers and participants engage with mutual obligations to focus on positive engagement that helps people move towards employment?

## New approach to employer engagement

9. How can employment services best partner with industry and large employers?
10. How can employment services best support small to medium enterprises?
11. What is the value of having a government job matching platform? How can we increase this value?
12. What supports do employers need to recruit and retain people?

## Delivery of high-quality services

13. What qualifications and experience should be expected of frontline staff within each stream?
14. How could the future service accommodate the needs of diverse cohorts, including better linkages to other services?
15. How can a nationally consistent service respond to local circumstances?

## Redesigned system incentives for service providers

16. How should providers be incentivised to support participants into suitable, sustainable jobs, not just any job across both provider-led service streams?
17. How should employment outcomes and progress towards employment be measured?  
How should this differ between targeted provider services and intensive services?

## Improved commissioning and contracting

18. What commissioning approaches will best support increased provider diversity?

## Driving continuous improvement

19. How can employment services foster continuous improvement? For example, what strategies would improve the sharing of best practice?

## Open feedback

Please provide any additional feedback or ideas for the new employment service below.