



Australian Government

Department of Employment
and Workplace Relations



Annual Report

2024–25



Annual Report

2024–25

Acknowledgement of Country

The Department of Employment and Workplace Relations respectfully acknowledges the Traditional Owners and Custodians of Country throughout Australia, their continuing connection to land, water and community. We pay our respects to the people, the cultures, and Elders past and present, including within the department, in our communities and those we engage and partner with to deliver our work.

Wording within this document

Throughout this document, the terms 'First Nations' and 'Indigenous' are used and refer to Aboriginal and Torres Strait Islander peoples unless otherwise stated.

Cultural sensitivity advice

First Nations people should be aware that this document may contain the names and images of people who have passed away.

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The document must be attributed as the Department of Employment and Workplace Relations Annual Report 2024–25.

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

The Hon Amanda Rishworth MP
 Minister for Employment and Workplace Relations
 Parliament House
 CANBERRA ACT 2600

Dear Minister

It is my pleasure to submit to you the Department of Employment and Workplace Relations Annual Report 2024–25 for presentation to the Parliament as required by subsection 46(1) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The report has been prepared in accordance with section 46 of the PGPA Act. It meets the requirements of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule) in relation to annual reports for non-corporate Commonwealth entities and includes the department's annual performance statements.

Also included in the report are the department's audited financial statements, prepared in accordance with the Public Governance, Performance and Accountability (Financial Reporting) Rule 2015.

As required by paragraph 17AG(2)(b) of the PGPA Rule, I certify I am satisfied that in 2024–25 the department:

- conducted fraud and corruption risk assessments and prepared fraud and corruption control plans
- had in place appropriate fraud and corruption prevention, detection, investigation, recording and reporting mechanisms that met the needs of the department
- took all reasonable measures to appropriately deal with fraud and corruption relating to the department.

The appendices also provide the following:

- information about activities funded to assist people to obtain and maintain paid work, as required under section 1062D of the *Social Security Act 1991*
- Australian Apprenticeship Support Loans Program 2024–25 annual report, as required under section 103 of the *Australian Apprenticeship Support Loans Act 2014*
- Student Identifier Registrar 2024–25 annual report, as required under section 51 of the *Student Identifiers Act 2014*
- Jobs and Skills Australia 2024–25 annual report, as required under section 28 of the *Jobs and Skills Australia Act 2022*.

Yours sincerely

Natalie James
 9 October 2025

Contents

1 Overview	3
Secretary's review	4
Closing the Gap	6
Portfolio	8
Departmental structure	12
2 Performance statements	19
Statement by the accountable authority	20
Purpose, outcomes and programs	21
Analysis	22
Results	28
3 Management and accountability	77
Corporate governance	78
Corporate and business planning	84
Risk management	86
Our people	87
Information and communications technology	90
Financial performance	91
External scrutiny	96
Disability reporting	99

4 Financial statements 103

Independent auditor's report	104
Certification of financial statements	107
Financial statements	108

5 Appendices 165

Appendix A – Agency Resource Statement and expenses for outcomes	166
Appendix B – Workforce statistics	171
Appendix C – Annual Child Safety Statement	186
Appendix D – Activities funded to assist people to obtain and maintain paid work	188
Appendix E – Environmental sustainability and performance	192
Appendix F – Annual Report of the Australian Apprenticeship Support Loans program	200
Appendix G – Annual Report of the Student Identifiers Registrar	204
Appendix H – Annual Report of Jobs and Skills Australia	212
Appendix I – Corrigendum	229

6 Indexes 233

List of requirements	234
Abbreviations and acronyms	240
List of figures and tables	244
Index	246

1

Overview



Secretary's review	4
Closing the Gap	6
Portfolio	8
Departmental structure	12

Secretary's review



I am pleased to introduce the Annual Report for the Department of Employment and Workplace Relations (DEWR) for 2024–25.

The department's purpose is to support people in Australia to have safe, secure and well-paid work, with the skills for a sustainable future. In 2024–25, we delivered reforms that support people to gain in-demand skills, boost job prospects and grow productivity.

The Australian Government launched the Parent Pathways Program in November 2024. With nearly 18,000 parents participating by the end of the financial year, the personalised, voluntary service supports eligible parents and carers with access to experienced staff and mentors to prepare them for the labour market. In Playford, South Australia, the program's Australian Public Service (APS) pilot is testing direct delivery alongside contracted arrangements.

We're delivering better support for apprentices, with additional payments on top of their wages from July 2025 in priority sectors like clean energy and housing construction. We also worked with the Department of Education to implement Commonwealth Prac Payments for eligible nursing Vocational Education and Training (VET) students, helping students complete mandatory placements from July 2025.

We engaged closely with First Nations communities to inform the redesign of programs for better education and employment outcomes. The reformed Skills for Education and Employment (SEE) program, launched on 1 July 2024, includes a dedicated stream for whole-of-community delivery to First Nations Australians. The new Reconnection Employment and Learning (REAL) program, launching next year, will support First Nations people transitioning from the justice system into employment.

Our work has seen iterative reforms drive change to employment services. The Real Jobs, Real Wages and WorkFoundations pilots started from July 2025, providing paid employment pathways to help people transition into secure work while supporting employers to diversify their workforce. Changes were made so that participants in employment services now have more time to respond

when they haven't been able to meet their mutual obligations requirements before their income support is impacted.

We're undertaking critical work to ensure the mutual obligations compliance system operates in alignment with legislation. We remain committed to identifying and responding to system defects and prioritising mechanisms that impact income support payments.

We're supporting the government to improve accountability and transparency in the employment system. A new complaints service received 8,320 complaints in 2024–25, most of which were resolved at first contact. Our stewardship of the Pacific Australia Labour Mobility (PALM) scheme saw 513 approved employers engaging over 30,000 workers by June 2025.

Fee-Free TAFE has supported over 685,000 enrolments since 1 January 2023 to 30 June 2025. The Free TAFE Bill 2024, passed in March 2025, permanently embeds Commonwealth financial support for TAFE training alongside state and territory funding. This guarantees at least 100,000 places annually from 2027 and continues to target support for national skills priorities and groups experiencing social and economic barriers.

At DEWR, we drove meaningful progress on gender equality through landmark workplace reforms targeting gender segregation and the pay gap. The Building Women's Careers Program, launched in March 2025, addresses inequities in construction, clean energy, advanced manufacturing and technology through 20 partnership programs delivering flexible, safe and inclusive opportunities while encouraging male allies to reshape workplace culture.

We supported the government's participation in Australia's first multi-employer bargaining agreement for the early childhood education sector, which was part of securing pay rises of up to 15% for over

45,500 workers. We coordinated Commonwealth engagement with the Fair Work Commission's review of gender-based undervaluation across 5 priority awards and launched a pilot grants program targeting gender segregation in male-dominated industries – delivering concrete action to address structural barriers.

The construction sector is central to boosting housing supply and meeting net zero commitments. Our work supported the National Construction Industry Forum (NCIF), a tripartite forum driving reform. Its Blueprint for the Future, released in 2025, supports a fundamental shift towards a stronger, safer and more inclusive industry. It includes a firm commitment that criminality, serious misconduct and violence will not be tolerated.

We supported the government to swiftly pass legislation to establish administration of the Construction and General Division of the Construction, Forestry and Maritime Employees Union (CFMEU) following serious allegations of criminal infiltration and unlawful behaviour. The administration was then successfully defended against a High Court challenge.

The integrity of the skills sector was strengthened, with DEWR working alongside the Australian Skills Quality Authority (ASQA), the Department of Education and state and territory counterparts. Revised Standards for Registered Training Organisations came into force in July 2025 with clearer expectations for supporting students.

We're transforming how we work at DEWR, including careful adoption of artificial intelligence as a key enabler of future capability and efficiency, balancing safety, transparency and improved participant experience.

With the dedication of #TeamDEWR and our partnerships, we are well placed to continue delivering for government and the community.

Natalie James
Secretary



Pictured: Aunty Selina Walker and Secretary Natalie James.

Closing the Gap

The objective of the National Agreement on Closing the Gap (the National Agreement) is to enable First Nations people and governments to work together to overcome the inequality experienced by First Nations people, and achieve life outcomes that are equal for all Australians. The department administers policies and programs that directly impact on 4 of the 17¹ socio-economic outcome areas of the National Agreement. These outcomes are essential in advancing the vision of First Nations communities for sustainable economic growth and social equity.

In 2024–25 we supported key initiatives to improve the labour market prospects and outcomes of First Nations people, including by designing the REAL program, a new service to support the transition from prison to work for First Nations people (to commence in 2026) and by extending Broome Employment Services on a trial basis until June 2027. The department worked closely with the Yarrabah Aboriginal Shire Council to co-design and build a model for the delivery of employment services in Yarrabah. We also supported implementation of the redesigned SEE Program, which has a new stream focused on helping First Nations communities access language, literacy, numeracy and digital (LLND) skills, and the Remote Jobs and Economic Development program. The department regularly reports on First Nations employment services data. More information can be found at www.dewr.gov.au/employment-services-data.

DEWR has strengthened its strategic relationships with First Nations stakeholders to improve employment and skills outcomes. The department continues its engagement and funding support for the National Indigenous Employment and Training Alliance, a First Nations-led peak body representing employment and training services. In addition, DEWR will be working closely with the Treasury and the National Indigenous Australians Agency in the First Nations Economic Partnership between the Commonwealth, the Coalition of Peaks, and the First Nations Economic Empowerment Alliance to support reforms to employment and training services.

A key achievement for 2024–25 has been the establishment of the Interim Partnership Committee with the Coalition of Peaks, other First Nations representatives, and state governments. This committee is progressing a formal VET Policy Partnership and other priority projects under the National Skills Agreement, recognising that Aboriginal and Torres Strait Islander perspectives and knowledges are fundamental to shaping and improving vocational education and training program design and delivery. This ultimately improves access to quality training and increases skills and qualification attainment, supporting Closing the Gap targets 6 and 7. DEWR continued to work closely with the National Indigenous Australians Agency, the Northern Territory Government, the Central Australia Aboriginal Leadership Group, and First Nations communities in the establishment of up to 7 Remote Training Hubs across Central Australia.

The department also continued to support the delivery of free TAFE and reforms to strengthen the VET sector.

¹ DEWR shares responsibility at the Commonwealth level for Closing the Gap socio-economic outcome areas with the Department of Education (DE), including **5 – Students achieve their full learning potential**, **6 – Students reach their full potential through further education pathways**, and **7 – Youth are engaged in employment or education**. DEWR is responsible for employment, skills and training actions and DE is responsible for schools and higher education actions. DEWR also shares responsibility with the National Indigenous Australians Agency (NIAA) and the Department of Social Services (DSS) for outcome area **8 – Strong economic participation and development of people and their communities**. DEWR is responsible for a range of employment support and policy activities, the NIAA is responsible for Indigenous-specific employment and remote area employment activities, and DSS is responsible for disability employment activities. More information on Closing the Gap targets can be found at [Closing the Gap targets and outcomes](#).

Free TAFE and vocational education addresses financial barriers and provides the necessary wraparound supports to assist people to acquire skills in areas experiencing significant skills shortages. Enrolments are prioritised for groups excluded or under-represented in the labour market, with First Nations people identified as a priority group. From 1 January 2023 to 30 March 2025, 40,000 First Nations people enrolled in Fee-Free TAFE, accounting for 6% of all enrolments during that period.

In 2024–25 the department also worked to further embed the Closing the Gap Priority Reforms into our core functions, marking a significant shift in organisational culture and ways of working. One of the department's most significant achievements this year was the development of the DEWR Closing the Gap Strategy 2024–2027, which is guided by the principles Engage, Embrace and Evolve. We also strengthened governance arrangements related to Closing the Gap, including through incorporating First Nations voices into our Executive Board so that our First Nations staff have a say at the highest level of governance in the department. The revised governance has also allocated one of the 4 Priority Reforms to each Deputy Secretary as part of their stewardship of the department's key committees – this 'second tier' of governance includes the Delivery and Change Committee; People, Culture and Engagement Committee; Risk Committee; and Strategy and Priorities Committee. This strengthens accountability for delivering on the department's Closing the Gap actions and commitments. In addition, an expectation was set by the Secretary that all Senior Executive Service (SES) performance agreements should have regard to Closing the Gap and its Priority Reforms.



We have grown the Indigenous Liaison Officer function within our organisational structure. Our Indigenous Liaison Officers play a vital part in strengthening relationships with First Nations stakeholders, identifying gaps and barriers in engagement, supporting culturally appropriate service delivery, and ensuring our programs are informed

by local knowledge and perspectives. By embedding these positions across our state network, we aim to enhance cultural competency, promote reconciliation, and contribute to more inclusive and equitable opportunities for First Nations people.

In 2024–25 we supported opportunities and employment for First Nations people through recruitment activities, including SES-level recruitment. In late 2024, the department established a pilot program to create meaningful pathways into the APS for Aboriginal and Torres Strait Islander university students. The program aims to provide students with a positive experience in the APS and, through tailored training and mentoring, the skills and connections necessary to pursue a career in the APS. The program reflects the department's commitment to reconciliation and aligns with the National Agreement on Closing the Gap, particularly Priority Reforms 1 (Formal Partnerships and Shared Decision Making) and 3 (Transforming Government Organisations).

In 2024–25 the department also exceeded the targets established for us under the Australian Government's Indigenous Procurement Policy for purchasing goods and services from Indigenous enterprises. For 2024–25 the department had in place 195 contracts, totalling \$54.48 million, with First Nations enterprises, exceeding the Commonwealth's First Nations procurement target of \$49.8 million set for the department.

Throughout the year the department worked with Reconciliation Australia, our Reconciliation Action Plan Working Group and our First Nations staff on the refinement of our inaugural Reconciliation Action Plan (RAP), with a view to becoming a safer, more inclusive and more innovative workplace that has a deep understanding of and respect for the self-determination, resilience, strength, contribution and place of Australia's First Nations people and communities. The launch of the RAP in 2025–26 will signal the beginning of a coordinated implementation effort aligned with our Reconciliation and Closing the Gap objectives.

In October 2024 we launched our Implementation Plan for the Framework for Governance of Indigenous Data. The plan sets out the actions the department will take to support Indigenous self-determination by improving the accessibility, relevance, interpretability and timeliness of government-held data while upholding the principles of Indigenous data sovereignty. The department has identified its data assets that contain Indigenous data. This will enable us to improve data access and put the data in the hands of communities to inform their decisions.

Portfolio

Ministers as at 30 June 2025

The Hon Amanda Rishworth MP



**Minister for Employment
and Workplace Relations**

The Hon Andrew Giles MP



**Minister for Skills
and Training**

The Hon Patrick Gorman MP



Assistant Minister
to the Prime Minister
Assistant Minister
for the Public Service
**Assistant Minister
for Employment and
Workplace Relations**

Former ministers

Senator the Hon Murray Watt

Former Minister for Employment
and Workplace Relations
(29 July 2024 to 13 May 2025)

The Hon Tony Burke MP

Former Minister for Employment
and Workplace Relations
(1 June 2022 to 29 July 2024)

The Hon Brendan O'Connor

Former Minister for Skills and Training
(1 June 2022 to 29 July 2024)

The Hon Dr Andrew Leigh MP

Former Assistant Minister for Employment
(31 May 2023 to 13 May 2025)

Note: On 13 May 2025 the Hon Amanda Rishworth MP was sworn in as Minister for Employment and Workplace Relations and the Hon Patrick Gorman MP was sworn in as Assistant Minister for Employment and Workplace Relations. On 29 July 2024 the Hon Andrew Giles MP was sworn in as Minister for Skills and Training.

Department of Employment and Workplace Relations

Purpose

We support people in Australia to have safe, secure and well-paid work with the skills for a sustainable future.

Roles and functions

The Department of Employment and Workplace Relations (DEWR) is committed to building a productive, inclusive and future-ready workforce. We deliver national programs and policies that support Australians to find and sustain meaningful employment, strengthen the skills system, and promote fair and safe workplaces.

DEWR leads the delivery of Workforce Australia, the government’s employment services platform, which connects job seekers with tailored support and employers with candidates. We focus on improving employment outcomes for people facing disadvantage, including young people, First Nations Australians, and those in regional and remote communities.

DEWR plays a central role in shaping the national skills agenda, with support from Jobs and Skills Australia (JSA). We support the implementation of the National Skills Agreement, which aims to ensure vocational education and training (VET) is responsive to industry needs and accessible to all Australians. Our work helps build a resilient workforce equipped for emerging sectors and technologies.

Within DEWR, there are 2 statutory offices: JSA and the Student Identifiers Registrar. JSA provides independent advice on Australia’s current, emerging and future workforce, skills, and training needs. The Student Identifiers Registrar is responsible for administering the Unique Student Identifier (USI) system, which enables students to access a secure online record of their nationally recognised training. The Registrar ensures the integrity, privacy and accessibility of student training records, supporting lifelong learning and mobility across the education and training system. Together, these bodies contribute to Australia’s commitment to fair work, inclusive employment opportunities and a responsive skills system.

DEWR also leads reforms in workplace relations, ensuring Australia’s industrial relations system is modern, fair, and fit for purpose. We support institutions such as the Fair Work Commission and Fair Work Ombudsman, and drive initiatives to improve job security, gender equity, and compliance with workplace laws.

Our work is guided by a commitment to evidence-based policy, collaboration, and continuous improvement. Through strategic investment in data and digital capability, we are enhancing service delivery and policy development to better meet the needs of workers, employers, and communities across Australia.

Accountable authority

Natalie James, Secretary of the Department of Employment and Workplace Relations, was the department’s accountable authority from 1 July 2024 to 30 June 2025.

Table 1.1 Details of accountable authority during the reporting period, 2024–25

Name	Position title/ position held	Period as the accountable authority or member within the reporting period	
		Start date (1 July 2024 or after)	End date (30 June 2025 or before)
Natalie James	Secretary	1 July 2024	30 June 2025

Our portfolio entities

As at 30 June 2025

Asbestos and Silica Safety and Eradication Agency

Jodie Deakes – Chief Executive Officer

Outcome: Assist in the prevention of exposure to asbestos fibres and respirable crystalline silica, to eliminate asbestos and silica related disease in Australia through coordinating the implementation of the Asbestos National Strategic Plan and the Silica National Strategic Plan.

For further information: www.asbestossafety.gov.au

Australian Skills Quality Authority

Saxon Rice – Chief Executive Officer

Outcome: Through our regulation and partnership with stakeholders, ensure quality vocational education and training so that students, employers, the community and governments have confidence in the integrity of national qualifications issued by training providers.

For further information: www.asqa.gov.au

Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL)

Darlene Perks – Chief Executive Officer

Board of Directors – Accountable Authority

Outcome: Responsible for the Coal Mining Industry Long Service Leave Fund, Coal LSL connects employers and employees with long service leave for the good of Australia's black coal mining industry.

For further information: www.coallsl.com.au

Comcare

Michael Duke – Acting Chief Executive Officer

Outcome: Promote and enable safe and healthy work.

For further information: www.comcare.gov.au

Fair Work Commission

Murray Furlong – General Manager

Outcome: Simple, fair and flexible workplace relations for employees, employers and others through the exercise of powers to set and vary minimum wages and modern awards, facilitate collective bargaining, approve agreements, deal with disputes and promote the financial transparency and effective governance of registered organisations.

For further information: www.fwc.gov.au

Office of the Fair Work Ombudsman

Anna Booth – Fair Work Ombudsman

Outcome: Compliance with workplace relations legislation through advice, education and where necessary enforcement.

For further information: www.fairwork.gov.au

Safe Work Australia

Marie Boland – Chief Executive Officer

Outcome: Healthier, safer, and more productive workplaces through improvements to Australian work health and safety and workers' compensation arrangements.

For further information: www.safeworkaustralia.gov.au

Seafarers Safety, Rehabilitation and Compensation Authority

Barry Sherriff – Accountable Authority and Chairperson of the Seacare Authority

Seacare Authority outcome: Promote healthy and safe workplaces and appropriate and timely compensation for, and rehabilitation of, injured workers covered by the Seacare scheme and maintain a scheme safety net that is able to meet its liabilities.

For further information: www.seacare.gov.au

Note: Comcare provides support through expert advice and services to the Safety, Rehabilitation and Compensation Commission and the Seafarers Safety, Rehabilitation and Compensation Authority (Seacare Authority).

Departmental structure

As at 30 June 2025

Natalie James, Secretary



Deborah Jenkins
Deputy Secretary
Chief Operating Officer



Corporate and Enabling Services Group

Digital Solutions

Finance and Budget

Legal and Assurance

People and Communication

Technology and Services

Tania Rishniw
Deputy Secretary



Employment and Workforce Group

Employment Strategy and Policy

Evidence and Assurance

Pacific Labour Operations

Workforce Australia for Business

Workforce Australia for Individuals

Workforce Australia Provider Support

Anna Faithfull
Deputy Secretary



Skills and Training Group

Apprenticeships Foundation Skills

Careers, International, Defence and Assessment

Industry Policy and Quality

National Skills Reform

Policy Performance and Inclusion

Greg Manning
Deputy Secretary



Workplace Relations Group

Employment Conditions

Entitlements Safeguards

Office of the Chief Economist

Safety and Industry Policy

Workplace Relations Legal

Statutory authorities

Jobs and Skills Australia

Student Identifiers Registrar

We are #TeamDEWR

Key highlights



Our workforce of 4,454¹ APS employees continued to deliver on our purpose: supporting people in Australia to access safe, secure, and well-paid work, while building the skills needed for a sustainable future.



Key initiatives delivered under these strategic drivers included the launch of the Diversity and Inclusion Action Plan, the definition of our Employee Value Proposition and the introduction of a Reward and Recognition Framework – each designed to strengthen our organisational culture and celebrate excellence across the workforce.

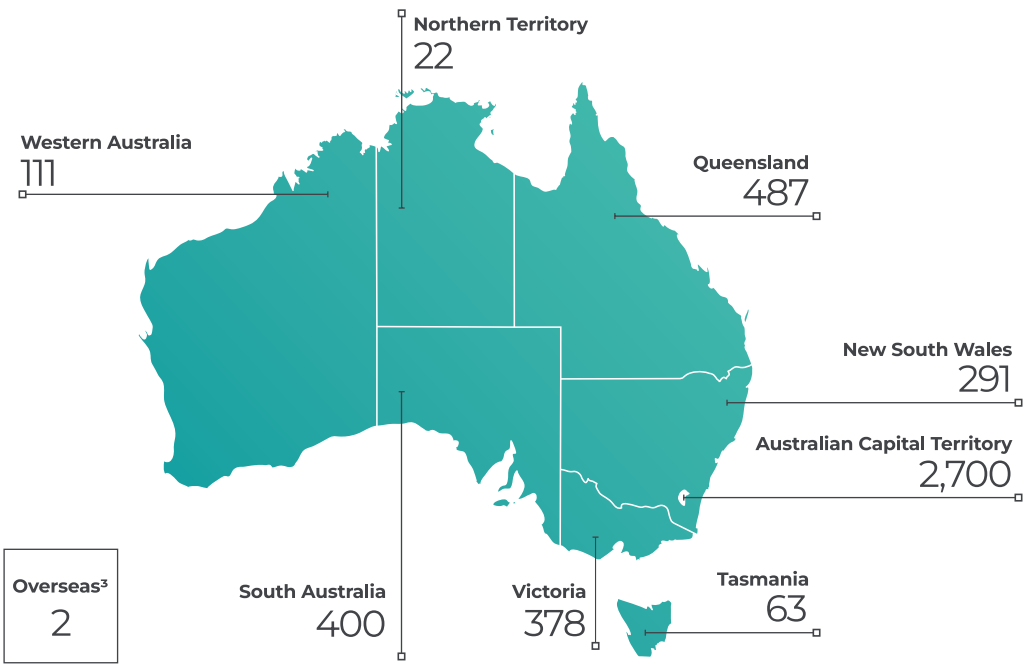


We upheld our role as a model employer, prioritising wellbeing and inclusion through the continued implementation of our People Strategy, Strategic Workforce Plan, Working Well Framework, and Sexual Harassment Prevention and Response Action Plan.

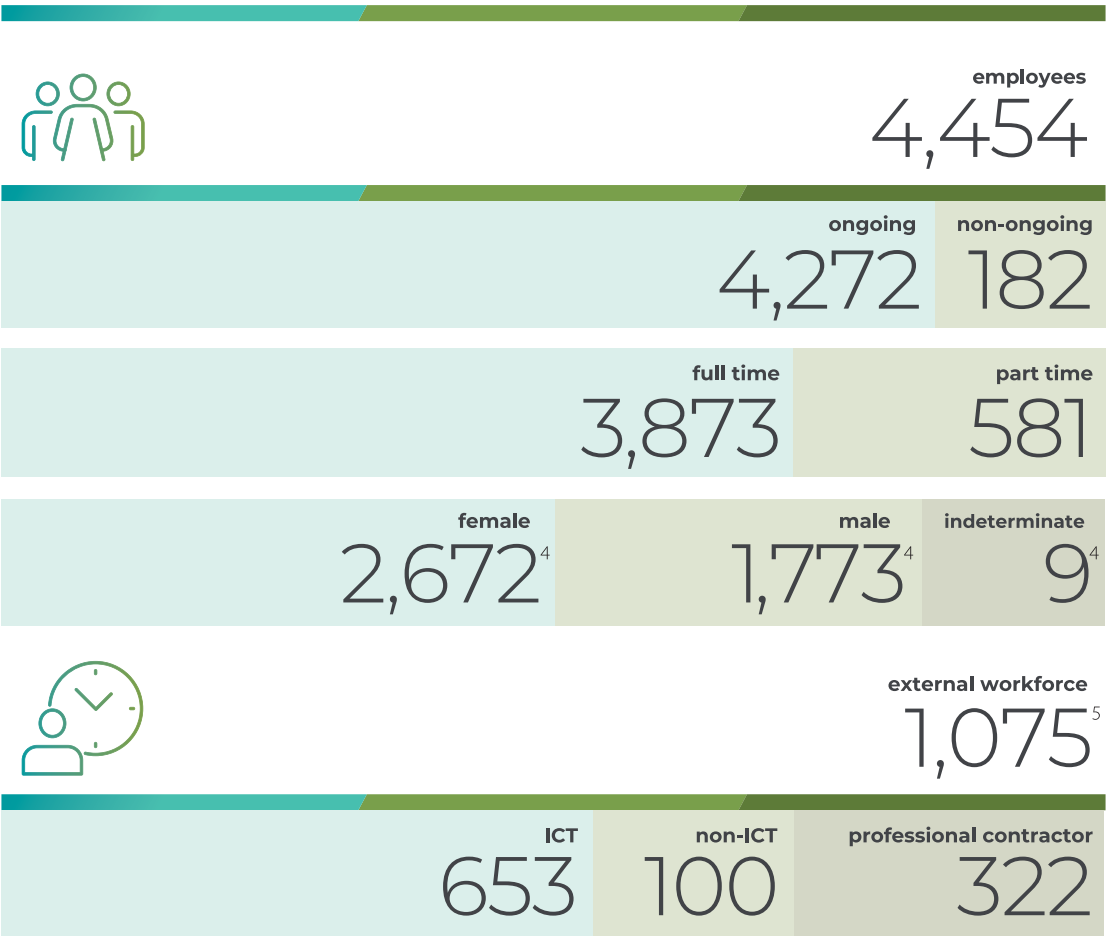


As of 30 June 2025, the department maintained a median gender pay gap for base salary of 0.0%,² underscoring our enduring commitment to pay equity.

Employees by location



Our people



1. Department of Employment and Workplace Relations employee data, headcount as at 30 June 2025.

2. Further information on how the gender pay gap is calculated is available at www.wgea.gov.au.

3. Includes official postings to overseas location.

4. Based on 3 options – male, female or X (indeterminate/intersex/unspecified) – provided to respondents when asking them to specify their gender.

5. Department of Employment and Workplace Relations external workforce headcount as at 30 June 2025. This figure reflects improved data capture and reporting processes following the introduction of the Strategic Commissioning Framework, rather than a change to workforce composition or associated expenditure.

Highlight:

Building women's careers

Boosting women's participation in the workforce is fundamental to addressing Australia's skills shortages. DEWR is delivering the Building Women's Careers Program to drive systemic structural and cultural change in training and work environments.

Greater flexibility and inclusivity in training and workplaces increases productivity and benefits all Australians. Women and men gain improved opportunities, increasing participation and income-earning potential for women and enriching employers through a more diverse workforce and enabling them to address skills shortages.

Funding both large-scale partnership projects and smaller, place-based partnership projects, the Building Women's Careers (BWC) Program aims to improve women's access to flexible, safe and inclusive training and work opportunities in the key male-dominated industries and sectors of construction, clean energy, advanced manufacturing, and digital and technology.

The BWC Program exemplifies the impact of strong, cross-sector partnerships, bringing together industry leaders, training providers, unions, and community organisations to drive meaningful change. Each partner contributes diverse yet complementary strengths, enabling sustainable transformation in training and workplace culture and systems.

Groundbreaking collaboration across some of Australia's most influential organisations – including the Australian Industry Group, Australian Workers Union, Multiplex, Bunnings, Viva Energy, Group Training Australia, Mimal Land Management Aboriginal Corporation, Future Women, the Technology Council of Australia, and TAFEs nationwide – is a unique strength of the program.

Examples of project outcomes include:

- allyship programs encouraging industry-wide male advocacy for women
- flexible working pilots
- tailored, skill-building training packages
- national frameworks that guide industry action
- employer and supervisor training to address unconscious bias, promote respect, and foster inclusive practices.

The BWC Program has established an enthusiastic community of practice as a fundamental element. This is an opportunity for project partners to create networks; share valuable expertise, research and practice; leverage experience and lessons learnt; and amplify benefits across fellow projects, employers and industries and the economy as a whole.

Almost 100 representatives from across all 20 program project partners attended the second Building Women's Careers Program Community of Practice meeting in Melbourne in June 2025.

Measuring impact and evaluation will be a key element. Each project team will undertake its own project evaluation, and the Australian Centre for Gender Equality and Inclusion at Work at the University of Sydney has been engaged to evaluate the Building Women's Careers Program as a whole.

Pictured over page: The Hon Andrew Giles MP, Minister for Skills and Training, with members of the Women in VET team at the Building Women's Careers Program Community of Practice meeting in Melbourne, June 2025.

Achieving structural and cultural change is encouraged by strong relationships, participant networks and connections across industries, as well as open sharing of knowledge and experiences.



Note: This highlight is not part of the Overview section. It is intended to demonstrate the work of DEWR.

2

Performance statements

Statement by the accountable authority	20
Purpose, outcomes and programs	21
Analysis	22
Results	28

Statement by the accountable authority

I, as the accountable authority of the Department of Employment and Workplace Relations, present the 2024–25 Annual Performance Statements of the department, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the entity, and comply with subsection 39(2) of the PGPA Act.



Natalie James
Secretary
Department of Employment and Workplace Relations
24 September 2025

Purpose, outcomes and programs

We support people in Australia to have safe, secure and well-paid work with the skills for a sustainable future

Outcome 1

Outcome 2

Outcome 3

OUR OUTCOME STATEMENTS

Foster a productive and competitive labour market through policies and programs that assist job seekers into work, including secure work, and meet employer and industry needs.

Promote growth in economic productivity and social wellbeing through access to quality skills and training.

Facilitate jobs growth, including secure work, through policies and programs that promote fair, productive and safe workplaces.

OUR PROGRAMS AND KEY ACTIVITIES

Program 1.1 – Employment Services

- Provide quality services to job seekers and employers
- Support job seekers to achieve sustainable employment
- Support target groups to improve their work readiness and prepare for employment

Program 2.1 – Building Skills and Capability

- Enhance the quality of vocational education and training (VET)
- Respond to national future skills needs through access to VET graduates with the required skills
- Improve language, literacy, numeracy and digital literacy (LLND) skills for target groups

Program 2.2 – VET Student Loans

- Reduce barriers to undertaking quality VET

Program 2.3 – Nuclear-powered Submarine Program

- Respond to national future skills needs through access to VET graduates with the required skills

Program 3.1 – Workplace Support

- Promote fair, productive and safe workplaces through policies and programs
- Support the protection of workers' entitlements

Note: Program 3.2 listed in the Employment and Workplace Relations 2024–25 Portfolio Budget Statements covers the Comcare workers' compensation scheme and is managed by Comcare. Comcare reports against this program and associated performance measures in its annual report.

The Tuition Protection Service (TPS) is managed by the TPS Director, an independent statutory office holder operating within the Department of Education and appointed by the Minister for Education. A component of the TPS's work relates to VET Student Loans, and for this work the Secretary of the Department of Employment and Workplace Relations is the accountable authority. Information on the TPS can be found on the [TPS website](#).

Analysis

Employment and workforce

Employment programs and service delivery

The past year has highlighted challenges in the changing Australian labour market. The proportion of extremely long-term participants (those on the caseload for 5 years or more) has increased over the past decade. Lower skill, entry level jobs have fallen from 45% of employment in 1995 to 38% in 2025, and growth in low-skill jobs lags behind growth in high and middle skill level jobs.

A decline in low-skilled job advertisements contrasts with the education profile of employment services participants – more than half of whom have Year 12 or less attainment (56.2%).^{1,2,3} This has created challenges in achieving employment outcomes for participants, despite overall unemployment remaining low by historical standards (4.3%) and participation high (67.1%).⁴ Despite this, participant satisfaction with services has increased with 78% of Workforce Australia Services participants between 30 April 2024 and 31 March 2025 being satisfied or very satisfied with the overall quality of service they received.⁵

In 2024–25 the department conducted the first comprehensive review of all 176 Workforce Australia Services licences since the introduction of Workforce Australia. This review resulted in the cessation of 10 licences, while 166 licences were extended from 1 July 2025 – 2 conditionally for one year, and 164 for 2 years, including 15 conditional extensions.

Our activities also focused on supporting people to improve their work readiness and prepare for employment. Parent Pathways⁶ replaced ParentsNext on 1 November 2024, reflecting a shift toward voluntary, personalised support for parents and carers of young children to better prepare them for the labour market.

Extensive consultation helped shape the design and implementation of the program, including through the establishment of a dedicated Parents Advisory Group. Through direct engagement with parents and carers, the department gained valuable insights into their aspirations and circumstances, recognising their individual needs and affirming the value of their caring responsibilities. Members from the group continue to play a vital role in guiding the ongoing refinement and continuous improvement of the service. The department continues to grow the connections to the program with 17,890 participants engaged as at 30 June 2025.

¹ Low-skill jobs refers to jobs requiring Certificate II or Certificate III (Skill Level 4), or jobs requiring Certificate I or secondary education (Skill Level 5).

² Online advertisements for Skill Level 4 jobs fell by 9.9%, and those for Skill Level 5 jobs fell by 5.1% over the year to June 2025.

³ Of the Workplace Australia Services caseload, 52.6% have completed Year 12 or a lower education level. Data as at 30 June 2025 includes education groups: Year 1 to 9, Year 10 to 11, Completed Secondary School, and None.

⁴ The Australian Bureau of Statistics June 2025 Labour Force data reported that the seasonally adjusted unemployment rate was 4.3%, and the participation rate was 67.1%.

⁵ Further analysis of the proportion of participants who are satisfied with the overall quality of services delivered is available on page 32.

⁶ Further information on the Parent Pathways program is available on www.dewr.gov.au.

Assuring the integrity of the Targeted Compliance Framework

The Targeted Compliance Framework (TCF) applies to people required to meet mutual obligations in return for receiving income support. The TCF can lead to outcomes to reduce or cancel a person's social security payment, which can have a profound impact on people, and on their experience of the employment services system. The Secretary of the Department of Employment and Workplace Relations is responsible, under social security law, for administering mutual obligations and the TCF.

In 2024–25 it became clear there were examples where the TCF was not operating in alignment with the law and as intended. The Secretary paused those parts of the system, and the department commenced and commissioned reviews to assure the integrity of the administration of the TCF, to ensure decisions are being made in a lawful and robust manner.

The department is taking a proactive and transparent approach to examining the operations of the TCF acknowledging the critical impact it has on people's lives. The department has also begun reviewing and, where relevant, compensating people affected by cancellation decisions as a result of some of the decisions under the TCF.

Strengthening the integrity of employment services and testing new approaches

On 31 October 2024 the department delivered on a key commitment from the government to launch a new user-centred in-house complaints service. In 2024–25 the service received 8,320 complaints about employment and pre-employment services, most of which were resolved at first contact. This user-centred service is an important source of information about the servicing experiences of our participants and helps drive improvements to program performance and the accountability of employment services providers.

The department also implemented changes to mutual obligations and compliance settings in its employment services to provide stronger safeguards and better reflect individuals' circumstances, including more equitable recognition of people's study and voluntary work towards meeting participation requirements.

Another key focus was the design and planning of new initiatives to support people into sustainable employment, through the Real Jobs, Real Wages and WorkFoundations pilots. In 2024–25 the department collaborated with employer and provider stakeholders to co-design the pilots and progressed key implementation tasks and communication strategies. The pilots commenced in July 2025 to provide paid employment pathways through partnerships with employers and social enterprises. The trialling of these new approaches will assist people to develop their workplace skills and meet the needs of business. People participating in these programs will be employed and paid at award or enterprise agreement rates, with legal entitlements including superannuation.

Place-based and workforce participation initiatives

The department continues to deliver programs and place-based initiatives that strengthen workforce participation. The Broome Employment Services trial,⁷ extended to June 2027, is continuing its community-led model, delivered in partnership with a First Nations provider. The Local Jobs Program was also extended for 2 years from June 2025, consolidating funding streams into the Local Jobs Local People grant. In 2024–25, over 3,000 participants have engaged in Local Recovery Fund activities, and more than 4,000 people have been supported through the National Priority Fund since July 2021.

The Pacific Australia Labour Mobility (PALM) scheme continued to respond to regional labour shortages while supporting Australia's strategic interests in the Pacific. In 2024–25, the department commenced a review of the PALM scheme deed and guidelines to examine the impact of key PALM settings – implemented on 26 June 2023 – to determine if they meet the government's priorities. Employer participation in the scheme grew from 478 to 513 approved employers.⁸

⁷ This trial is also contributing to Outcome 8 (Employment) of Closing the Gap.

⁸ PALM scheme data is publicly available on <https://www.palmscheme.gov.au/palm-scheme-data>.

The department supported workers and communities affected by industry change through the Transition Support Network. Across 2024–25, 37,683 retrenchments were reported to the Australian Government via formal Notifications of Dismissal (from employers intending to dismiss 15 or more employees). Affected individuals were connected to training, career advice, and employment support, including immediate access to Workforce Australia Services.

The department also progressed a suite of foundational activities to support workers and communities in the transition to a net zero economy. Regional Workforce Transition Officers provided on-the-ground leadership in the Hunter, Gippsland, Central Queensland and the South West region of Western Australia, identifying future employment pathways and facilitating local engagement to inform transition planning.

Skills and training

The department has continued to steward the VET system with state and territory governments, employers, unions and the VET and Higher Education sectors. Together we seek to deliver a high-quality, responsive and accessible VET system that boosts productivity whilst also supporting Australians to obtain the skills they need to prosper.

In 2024–25, the department continued to support VET students to overcome barriers to participate in skills and training, including through fee relief, foundation skills and reducing systemic barriers to participation. Commencing **on 1 January 2023 to 31 March 2025, Free TAFE has supported over 650,000 enrolments nationally**, including over 224,000 enrolments by young people (24 and under), over 160,000 enrolments by job seekers, over 53,000 enrolments by people with disability and over 39,000 enrolments by First Nations people. Women make up the majority (over 62%) of enrolments, with over 404,000 enrolments by women taking on a qualification under the program. In 2025 the government legislated Free TAFE with 100,000 places prioritised to cohorts who typically face barriers to education and training. Free TAFE will be offered in fields of study in high demand and of national and state priority.

Through the government's commitment to increasing access to foundation skills, the department rolled out the reformed Skills for Education and Employment (SEE) Program from 1 July 2024. Focused on providing students with English language, literacy, numeracy and digital skills, the program seeks to support students to participate more fully in their place of work, family and community. In addition to addressing their foundation skills needs, the SEE Program provides one-on-one wraparound support to participants via the participant support officer role.

The department recognises the barriers many women face in male-dominated trades and sectors. Through the government's Future Made in Australia initiative, the department is working with tripartite partners to enable increased female participation through systemic change in male-dominated trades and sectors. Through the **Building Women's Careers (BWC)** grant opportunity, 20 successful partnership projects were announced in March 2025 which aim to drive systemic structural and cultural change in training and work environments. The BWC program is a leading gender equality commitment highlighted under the Commonwealth's Skills and Training Jurisdictional Action Plan.

In 2023–24 the establishment of key system architecture including Jobs and Skills Australia and Jobs and Skills Councils (JSCs) was a key focus of the department. In 2024–25 the department continued to deliver reformed skills and training system architecture and levers. The department engaged in extensive consultation with the VET sector, states and territories and the regulator to design and implement the revised **Standards for Registered Training Organisations** (the Standards). Taking effect from 1 July 2025 the revised Standards better reflect the diversity of the VET sector and ensure requirements are fit for purpose across different registered training organisation (RTO) settings. The Standards also provide a clearer link between the requirements RTOs are expected to meet and the outcomes they are expected to deliver.

In addition to the reform of the Standards, in 2025 the **Skills and Workforce Ministerial Council agreed to the updated Training Package Organising Framework**.

Developed by the tripartite Qualification Reform Design Group and developed in close consultation with the VET sector, the updated Training Package Organising Framework (effective from 1 July 2025) embeds a new purpose-led, principles-based approach to qualification design and aims to improve quality, simplify training package product design and reduce complexity. This is a significant reform that ensures training packages – as a core part of the VET system architecture – are fit for purpose in a rapidly changing world.

The department worked with states and territories to deliver 10 TAFE Centres of Excellence. The TAFE Centres of Excellence will increase collaboration between TAFEs, through partnerships with employers, unions, universities and other stakeholders, and deliver the skills people need for good, secure work and careers. In addition, Skills and Workforce Ministers released the VET Workforce Blueprint recognising the VET workforce as a key to delivering on governments' ambitions for the VET system. Developed in collaboration with the sector, the VET Workforce Blueprint provides a roadmap to grow, support and sustain the VET workforce. Noting the importance

of data in the VET system, in 2025 the department has worked closely with key skills and training data custodians including the National Centre for Vocational Education Research and the Student Identifiers Registrar to ensure that they are operating effectively to support reform in the sector.

The apprenticeship system is key to delivering a range of government commitments including on net zero, construction, early childhood and Future Made in Australia. Commencing in 2024, the department supported the independent **Strategic Review of the Australian Apprenticeship Incentive System** (Strategic Review) to better understand how to help people start and complete apprenticeships and traineeships. A national consultation process heard from **600 stakeholders across 90 engagements** with apprentices, employers, industry, unions, state and territory governments and JSCs. In 2024–25, in response to the most urgent recommendations of the Strategic Review, the government announced several measures which commenced on 1 July 2025, including an extension of current incentive settings for apprentices in priority occupations and their employers to 31 December 2025, increases in the Living Away from Home Allowance, increases in the Disability Australian Apprentice Wage Support payment, introduction of the Key Apprenticeship Program and Housing Construction stream and amendments to the Group Training Organisation Reimbursement Pilot.

The department continues to lay the foundations of a more joined-up tertiary education system to support Australia's skills needs. We partner closely with the Department of Education and Jobs and Skills Australia on a range of reforms including the establishment of the interim **Australian Tertiary Education Commission**, and the progression of multiple tertiary harmonisation measures including a pilot led by the Australian Skills Quality Authority (ASQA) to delegate course accreditation to selected TAFEs. The department undertook activities to amend the Australian Qualifications Framework (AQF), which enables VET providers to deliver AQF Level 7 qualifications. Skills and Education Ministers then formally endorsed the Vocational Degree qualification type specifications, which will help leverage the VET system to address the increasing need for higher levels of advanced technical skills, and employability skills, to meet the demands of rapid economic and social changes.

Workplace relations

The department continued to deliver on the government's workplace relations agenda in 2024–25. In promoting fair, productive and safe workplaces, the department aided reform of the construction industry, undertook several reviews of important aspects of the workplace relations system, enabled tripartite consultation, and progressed health and safety measures, including through international commitments.

In August 2024 the department facilitated the passage of the *Fair Work (Registered Organisations) Amendment (Administration) Act 2024*. The principal effect of those amendments was to allow for a scheme of administration to be determined and an administrator to be appointed to the Construction and General Division of the Construction, Forestry and Maritime Employees Union (CFMEU). Subsequently, during 2024–25, the department led the Commonwealth's successful defence of the High Court challenge to the legislation and scheme for the administration of the Construction and General Division of the CFMEU. With the High Court unanimously dismissing the challenge, the department continues to monitor and support the administration to facilitate lasting change within the division and the industry. In convening the National Construction Industry Forum, and engaging government, union and business representatives, the department facilitated the development of the Blueprint for the Future. Released as a draft on 27 March 2025, the Blueprint for the Future identifies key challenges in the industry and sets out a forward work plan to address them.⁹

The department's implementation and review of workplace relations reforms included developing the Digital Labour Platform Deactivation Code and Road Transport Industry Termination Code to prevent digital platform workers and regulated road transport contractors from being unfairly dismissed from work. The department also continued to support the government as it participated in the process to finalise the first supported bargaining agreement in the early childhood education and care (ECEC) sector. The landmark agreement, approved by the Fair Work Commission on 10 December 2024, has expanded from its original coverage of 60 employers, employing around 12,000 employees, to cover 494 employers, employing more than 45,500 ECEC workers, all of whom have received a pay rise of 10%, with another 5% to come in December 2025.

⁹ The Blueprint for the Future was formally endorsed in September 2025. For more information see <https://www.dewr.gov.au/australian-building-and-construction-industry/resources/blueprint-future>.

The department led the preparation of the government's submission to the Fair Work Commission's 2024–25 Annual Wage Review, which recommended that the Expert Panel award an economically sustainable real wage increase to Australia's award workers. On 3 June 2025, the Expert Panel announced an increase to minimum and award wages of 3.5%, effective 1 July 2025.¹⁰ Also related to wages, the department played an important role in the Commonwealth's engagement with the Fair Work Commission's Gender-based undervaluation – priority awards review.¹¹ The review's initial decision found that several care sector occupations have been the subject of gender undervaluation and there are work value reasons for wage rises.

In addition, the department supported 3 independent statutory reviews – of the *Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022*, the entitlement to 10 days paid family and domestic violence leave, and the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act). In its final report to the minister, the Secure Jobs, Better Pay Review Panel found that the reforms are achieving their intent, with minimal unintended consequences, and offered 21 recommendations.¹² The paid family and domestic violence leave review reported that surveyed workers who accessed the entitlement found it beneficial in maintaining their income and their employment, and would recommend others use the leave if needed.¹³ The SRC Act Review Panel is due to report to government in September 2025. The department has supported the panel's consultations for the review of the legislation which underpins the Comcare workers' compensation scheme, encompassing over 700 public responses and regular engagement with a tripartite reference group.

Working groups, meetings and grants are other means through which the department facilitated cooperative dialogue and collaboration on workplace relations matters. The department continued to support employer and employee representative organisations to engage proactively and collaboratively with workplace relations reforms through such tripartite grants as the Productivity, Education and Training Fund. In 2024–25 the department established the Advancing Gender Equality in Gender Segregated Industries pilot grant program to drive development of innovative solutions to address gender inequality and industry segregation.

The department also convened and supported a range of consultations, including ministerial meetings, the Committee on Industrial Legislation, the Family and Injured Workers Advisory Committee and the First Responder Mental Health Working Group. Reflecting the significance of AI to work and workplaces, the department also facilitated the establishment of the AI Employment and Workplace Relations Working Group, under the National Workplace Relations Consultative Council.

Engaging stakeholders on work health and safety matters, the department delivered a Health and Safety Representative Train-the-Trainer Program. The training provided 100 participants with the opportunity to strengthen capabilities to identify and support management of psychosocial hazards in the workplace. The program included e-learning modules, trainer guides, fact sheets, and in-person workshops in each state and territory.

On 29 October 2024, Australia ratified the International Labour Organization (ILO) Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187) in a tripartite ceremony in Geneva, Switzerland, with representatives of the Australian Council of Trade Unions and the Australian Chamber of Commerce and Industry. The convention promotes nationwide policies, systems and programs to support a safe and healthy working environment, and prevent occupational injuries, diseases and deaths.

With this latest ratification, Australia became the first country in the Asia-Pacific region to ratify all 10 fundamental ILO conventions. Ratifying these conventions demonstrates Australia's commitment to upholding fundamental principles and rights at work and ensures Australia is a fair, safe and secure place to work and do business.

¹⁰ For more information see

<https://www.fwc.gov.au/hearings-decisions/major-cases/annual-wage-reviews/annual-wage-review-2025>.

¹¹ The review is expected to be finalised by the end of 2025. For more information, see

<https://www.fwc.gov.au/hearings-decisions/major-cases/gender-undervaluation-priority-awards-review>.

¹² For more information see <https://www.dewr.gov.au/workplace-relations-australia/review-secure-jobs-better-pay-act>.

¹³ For more information see <https://www.dewr.gov.au/workplace-relations-australia/resources/research-findings-independent-review-fair-work-amendment-paid-family-and-domestic-violence-leave-act>.

Closing the Gap

Contributing to the Closing the Gap Employment Target¹⁴

The department is helping to close the gap in employment for First Nations people by supporting employment opportunities and economic development around support services. The Launch into Work Program supports the delivery of pre-employment projects to prepare people for entry-level roles through training, practical activities in the workplace and mentoring. During 2024–25, the department developed and implemented 6 Launch into Work projects specifically tailored to First Nations people. The projects were co-designed with First Nations organisations that deliver life and work readiness training and mentoring services, and Indigenous Employment Officers employed within the hiring business. The program is achieving strong results for First Nations people with 89% of participants securing employment following participation in the program in 2024–25.

In 2024–25, the department undertook consultations on the Reconnection, Employment and Learning (REAL) program,¹⁵ which aims to provide personalised support and mentoring to help First Nations people transition out of the justice system. The program's design and delivery was informed and refined by insights gained from these consultations with First Nations communities, organisations and people with lived experience to better align supports with the needs of participants. The department is preparing to progressively roll out the program in early 2026.

Contributing to Closing the Gap skills and training targets¹⁶

The Remote Training Hubs Network was announced as part of the Australian Government's A Better, Safer Future for Central Australia plan. Throughout 2024–25, the department has worked in close collaboration with the Northern Territory Government and the National Indigenous Australians Agency and in partnership with Central Australian Aboriginal peoples to establish the Remote Training Hubs Network. The aim of the program is to create on-Country training opportunities across Central Australia, in up to 7 remote community

clusters, that lead to local, sustainable jobs. Guided by the Central Australia Plan Aboriginal Leadership Group, the hubs will be implemented in a staged approach to ensure remote communities can shape their training hub and engage in VET in a way that works for them and meets their needs. Hubs in Yuendumu and Ntaria (Hermannsburg) are among the first communities to begin, with early development underway in 2025.

Developed in consultation with First Nations experts and community members, the redesigned SEE Program commenced on 1 July 2024 and included a new stream focused on helping First Nations communities. The SEE Program provides participants with the opportunity to improve their LLND skills, which may lead to experiencing other benefits such as participating in work or further study; improving cultural, social and emotional wellbeing; higher levels of empowerment and self-actualisation; and improving the capacity and economic development of their community.

Contributions to Closing the Gap by the Workplace Relations Group

To support the department's contribution to advancing Closing the Gap Target 8, the Federal Safety Commissioner launched a new process to support and fast-track applications for accreditation from First Nations builders under the Work Health and Safety Accreditation Scheme in 2024–25. This is expected to assist more First Nations-owned builders to be ready to undertake government-funded building work. Most fast-tracked builders achieved accreditation in around 4 to 5 months, down from around 12 months before the fast-track process commenced.

Notes:

Further information about Closing the Gap can be found in Part 1: Overview of this annual report.

For information about the performance of the Student Identifiers Registrar, see Part 5, Appendix G of this annual report.

For information about the performance of Jobs and Skills Australia, see Part 5, Appendix H of this annual report.

¹⁴ At the Commonwealth level, DEWR shares responsibility with the National Indigenous Australians Agency (NIAA) and the Department of Social Services (DSS) for outcome area **8 – Strong economic participation and development of people and their communities**, with DEWR responsible for a range of employment support and policy activities, NIAA responsible for Indigenous-specific employment and remote area employment activities, and DSS responsible for disability employment activities.

¹⁵ Further information on the REAL program is available at www.dewr.gov.au.

¹⁶ At the Commonwealth level, the department shares responsibility for Closing the Gap socio-economic outcome areas with the Department of Education (DE), including **5 – Students achieve their full learning potential**, **6 – Students reach their full potential through further education pathways**, and **7 – Youth are engaged in employment or education**, with the department responsible for skills and training actions and DE responsible for schools, youth and higher education actions.

Results



Overview of performance results

In 2024–25 the department reported against 18 performance measures (excluding SK004, which is based on a biennial survey and does not have data available). Of these performance measures, 16 had defined targets (excluding SK009, which is new and did not have a target set; and SK010, which does not have a target). Across these measures, a total of 24 individual targets were assessed.

Of the 24 targets:

- **20 were achieved, and 1 was achieved within the margin of error,**¹⁷ demonstrating good performance across a range of programs and services.
- **3 were not achieved,** which reflects the impact of employment demand shifting toward higher-skilled roles and the mismatch between participant skills and available jobs. This shift also impacted the targeted investment in those that may be disadvantaged or at higher risk of long-term unemployment on the employment caseload.

Note: To visually present meaningful data and support data interpretation, the ranges of vertical axes for some charts throughout the annual performance statements have been adjusted.

¹⁷ Margin of error is a statistical term often used to indicate the amount of uncertainty in a result when surveying a sample of a population rather than the whole population. A smaller margin of error suggests higher confidence that the result is representative of the actual population value, while a larger margin of error, often due to small sample sizes, signifies less confidence that the result is representative of the actual population value.

Margin of error is linked to a confidence interval. If the confidence interval is 95%, this means that the department is 95% confident that the true population value falls within the result range.

Where margin of error impacts the result, the margin of error along with the relevant confidence interval is disclosed in this document to support interpretation of the result. The department has considered results to be 'achieved within the margin of error' where the result falls below a target but is within the margin of error of the target.

Annual performance results

Outcome 1

Foster a productive and competitive labour market through policies and programs that assist job seekers into work, including secure work, and meet employer and industry needs.

Outcome 1 performance summary				
Performance measure	Program	DEWR reference code	Result rating	Page reference
Proportion of Workforce Australia Services participants who are satisfied or very satisfied with the overall quality of services delivered by their provider	1.1 – Employment Services	EM002	a) Workforce Australia Online: Achieved b) Workforce Australia Services: Achieved c) Workforce Australia – Transition to Work: Achieved	32
Proportion of Workforce Australia Services participants who achieve a 26-week employment outcome	1.1 – Employment Services	EM005	Not achieved	36
Proportion of participants in work or study three months after exiting services	1.1 – Employment Services	EM006	a) Workforce Australia Online: Not achieved b) Workforce Australia Services: Achieved c) Workforce Australia – Transition to Work: Achieved	38
Proportion of Workforce Australia Services participants who believe working with their provider has improved their chances of getting a job	1.1 – Employment Services	EM009	Achieved	42
Proportion of employers who are satisfied with the assistance from Australian Government employment services	1.1 – Employment Services	EM010	Achieved target within margin of error	44
Investment per employment outcome	1.1 – Employment Services	EM011	Not achieved	46
Average time to process decision-ready employer applications to join the Pacific Australia Labour Mobility (PALM) scheme	1.1 – Employment Services	EM012	Achieved	49

Outcome 2

Promote growth in economic productivity and social wellbeing through access to quality skills and training.

Outcome 2 performance summary				
Performance measure	Program	DEWR reference code	Result rating	Page reference
Proportion of VET graduates who are satisfied with the overall quality of the training	2.1 – Building Skills and Capability	SK001	a) Achieved b) Achieved c) Achieved	51
Proportion of VET graduates who are employed or enrolled in further study after training	2.1 – Building Skills and Capability	SK002	a) Achieved b) Achieved c) Achieved	54
Proportion of employers that report use of the VET system	2.1 – Building Skills and Capability	SK004	Not applicable for 2024–25	57
Proportion of participant assessments in the Skills for Education and Employment (SEE) program that show language, literacy, numeracy and digital literacy skills improvements	2.1 – Building Skills and Capability	SK005	Achieved	58
Proportion of units of study successfully completed by VET Student Loans (VSL) students	2.2 – VET Student Loans	SK007	Achieved	59
Proportion of students who report that financial barriers to training were removed by participation in the VSL program	2.2 – VET Student Loans	SK009	Not applicable – no target set for 2024–25	61
Support to the Nuclear-powered Submarine Program is provided through engagement and advice on workforce and training	2.3 – Nuclear-powered Submarine Program	SK010	Not applicable – no target set	62
Proportion of apprenticeship commencements in priority occupations	2.1 – Building Skills and Capability	SK011	Achieved	64

Outcome 3

Facilitate jobs growth, including secure work, through policies and programs that promote fair, productive and safe workplaces.

Outcome 3 performance summary				
Performance measure	Program	DEWR reference code	Result rating	Page reference
Proportion of assessed economic data and analysis to support the effective operation of the workplace relations system that is timely	3.1 – Workplace Support	WR001	Achieved	67
Average processing time for initial claims under the Fair Entitlements Guarantee program	3.1 – Workplace Support	WR002	Achieved	68
Proportion of claim payments made under the Fair Entitlements Guarantee program that are correct	3.1 – Workplace Support	WR003	Achieved	70
Total Recorded Injury Frequency Rate (TRIFR) collectively reported by companies accredited under the Work Health and Safety Accreditation Scheme	3.1 – Workplace Support	WR004	Achieved	72

Performance measure results

Outcome 1

Foster a productive and competitive labour market through policies and programs that assist job seekers into work, including secure work, and meet employer and industry needs.

Measure EM002	Proportion of participants who are satisfied with the overall quality of services delivered ¹⁸
Targets	a) Workforce Australia Online: 60% or higher ¹⁹ b) Workforce Australia Services: 66% or higher ¹⁹ c) Workforce Australia – Transition to Work: 75% or higher ¹⁹
Result ratings	a) Workforce Australia Online: Achieved b) Workforce Australia Services: Achieved c) Workforce Australia – Transition to Work: Achieved
Result values	a) Workforce Australia Online: 64.5% b) Workforce Australia Services: 78.0% c) Workforce Australia – Transition to Work: 83.7%
Analysis	This measure demonstrates how well the department is delivering the Workforce Australia program, by measuring participant satisfaction with the overall quality of Workforce Australia. Workforce Australia is the Australian Government’s primary employment program designed to upskill individuals, prepare them for employment, and achieve employment outcomes. The results exceeded the minimum targets for this measure by between 4.5 and 12.0 percentage points. • Workforce Australia Online – from 63.1% for the 30 June 2023 to 31 March 2024 reporting period²⁰ to 64.5% for the 31 March 2024 to 28 February 2025 reporting period (see Figure 2.1).

¹⁸ In 2024–25, this performance measure was updated to incorporate additional targets for Workforce Australia Online and Workforce Australia – Transition to Work. The measure text and methodology have been updated to reflect this.

¹⁹ Reference periods: the targets reflect different time periods. For Workforce Australia Online results, the reference period is 31 March 2024 to 28 February 2025. For Workforce Australia Services and Workforce Australia – Transition to Work results, the reference period is 30 April 2024 to 31 March 2025.

²⁰ The Online Services Satisfaction Survey began to transition from a quarterly to a monthly survey cycle in October 2024, to align with other post-program monitoring surveys conducted by the department and to better account for seasonal variation. This means that results up to October 2024 comprise 4 surveys conducted quarterly over 10 months, and results after that point comprise a combination of quarterly and monthly surveys conducted over 12 months.

Measure EM002	Proportion of participants who are satisfied with the overall quality of services delivered ¹⁸
	• Workforce Australia Services – from 73.4% for the 30 September 2022 to 31 August 2023 reporting period²¹ to 78.0% for the 30 April 2024 to 31 March 2025 reporting period (see Figure 2.2). • Transition to Work – from 83.0% for the 30 September 2022 to 31 August 2023 reporting period to 83.7% for the 30 April 2024 to 31 March 2025 reporting period (see Figure 2.2). Increases in participant satisfaction with overall quality of services may be a reflection of an improvement in service quality with maturation of Workforce Australia employment services over time. Since its commencement on 4 July 2022, there has been improvement in Workforce Australia participant satisfaction across most domains of servicing. For Workforce Australia Online these included improved participant satisfaction with using the flexible Points Based Activation System (PBAS) to set goals, having information and access to education and training opportunities, and using tools available on the Workforce Australia homepage. For Workforce Australia Services these included improved participant satisfaction with connecting to support services, offering support that matched their needs, and providing services that will help them further into the future. For Transition to Work, satisfaction rates have stabilised over the last few quarters; however, since the commencement of Workforce Australia there has been improvement in various domains of servicing. These included improved participant satisfaction with giving advice on how to look for work, connecting to support services, and offering support that matched their needs.²²
Methodology	This measure relies on 2 surveys. The Quality and Progress Survey seeks information on participant satisfaction with their service provider and their progress to employment in 2 Workforce Australia employment programs – Workforce Australia Services and Transition to Work. The Online Services Satisfaction Survey provides information on participant satisfaction and their progress to employment in Workforce Australia Online. ²³

²¹ [DEWR Quality and Progress Survey detailed results \(Workforce Australia Services\)](#) – 30 September 2022 to 31 August 2023, DEWR website, accessed 25 August 2025.

²² The Quality and Progress Survey and the Online Services Satisfaction Survey capture satisfaction with various domains of servicing. Domains of servicing are derived from the Quality and Progress Survey for Workforce Australia Services and Transition to Work, and from the Online Services Satisfaction Survey for Workforce Australia Online. Presented below are the survey questions that capture the domains of servicing mentioned in the analysis:

Quality and Progress Survey:

Question 1: How satisfied or dissatisfied are you with provider (site) with regard to:

- Giving you advice on how to look for work?
- Connecting you to support services?

Question 3: Thinking about provider (site), to what extent do you agree that:

- The support they offer matches your needs?
- The services you are getting from them will help you further into the future?

Online Services Satisfaction Survey:

Question 1: How satisfied or dissatisfied are you with Workforce Australia Online with regard to:

- Information and access to education and training options
- Using the flexible PBAS to set goals, look for work and meet mutual obligations
- Using the tools available on your Workforce Australia homepage (eg. recommended jobs, tasks, PBAS targets).

²³ For targets b) and c), participants can only be surveyed if they have been commenced with a Workforce Australia Services or Transition to Work provider for at least 91 days. For Target a), there is no business rule on length of time in servicing. For 2024–25, the response rates were:

- Workforce Australia Online: 26.4%
- Workforce Australia Services: 20.6%
- Workforce Australia – Transition to Work: 24.3%.

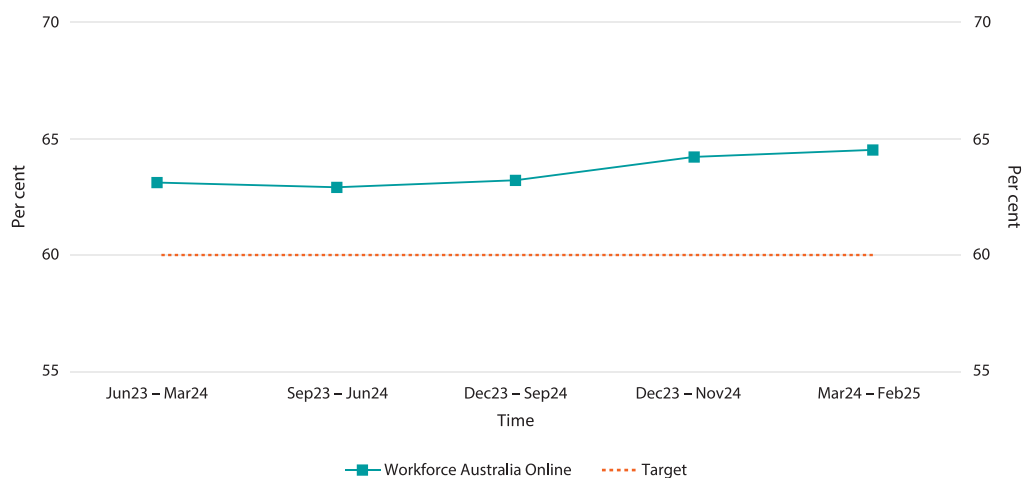
Measure EM002	Proportion of participants who are satisfied with the overall quality of services delivered ¹⁸
	The Quality and Progress Survey operates over a rolling 12-month data collection period²⁴ to account for potential seasonal effects. Data relates to the reporting period of 30 April 2024 to 31 March 2025.²⁵ The Online Services Satisfaction Survey operates over a rolling 12-month data collection period²⁴ to account for potential seasonal effects. Data relates to the reporting period of 31 March 2024 to 28 February 2025.²⁵ Proportion of a representative sample of participants, who indicate they are either ‘satisfied’ or ‘very satisfied’ with the services received from Workforce Australia during the reference period (a rolling 12-month period).²⁶ Responses are weighted relative to their significance in the total caseload population to maintain representation.²⁷ Numerator: Weighted responses reporting that participants are satisfied or very satisfied with the overall quality of services <u>Over</u> Denominator: Weighted number of responses to the survey question.
Source	Department of Employment and Workplace Relations Post-Program Monitoring – Online Services Satisfaction Survey and Quality and Progress Survey
Contributing program	1.1 – Employment Services
Key activity	Provide quality services to job seekers and employers

²⁴ A 12-month rolling period means the results are from the most recent available 12 months. As the 12-month period rolls forward each quarter, the survey results from the last 3 months are added and those from the 3 months over a year ago are removed.

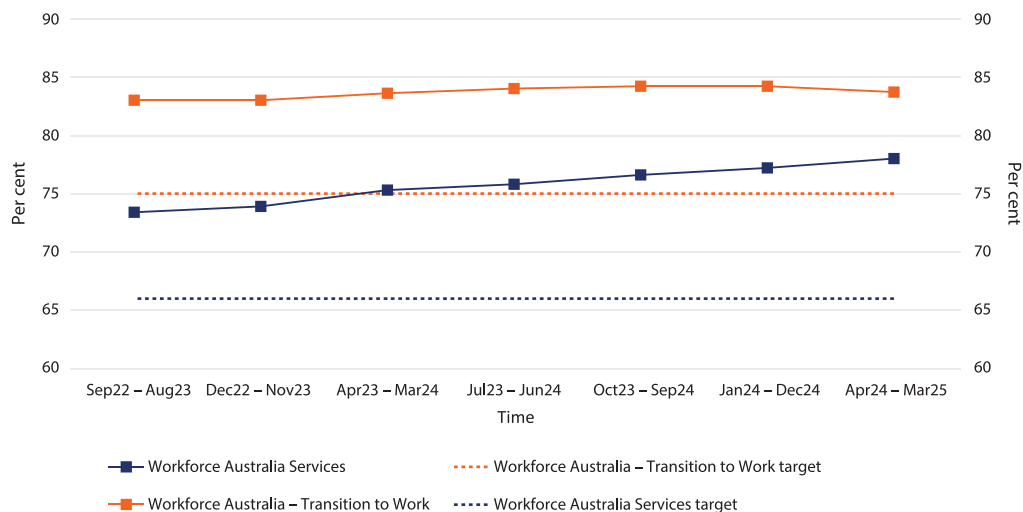
²⁵ Data availability: as the Quality and Progress Survey cycle runs for around 3 months, the period ending March 2025 is the nearest available period for Workforce Australia Services and Workforce Australia – Transition to Work results. The Workforce Australia Online – Online Services Satisfaction Survey cycle also runs for around 3 months, so the period ending February 2025 is the nearest available period for 2024–25 reporting.

²⁶ The survey question is: ‘How satisfied or dissatisfied are you with provider (site)/Workforce Australia Online with regard to overall quality of service?’

²⁷ Weighting: results are weighted to ensure relevant cohorts or groups are reflected relative to their significance within the total population. This ensures that variations in quality of service that may affect or coincide with cohorts of interest do not bias the results.

Figure 2.1: Participant satisfaction with overall quality of service – Workforce Australia Online²³

Source: Department of Employment and Workplace Relations, Post-Program Monitoring – Online Services Satisfaction Survey.

Figure 2.2: Participant satisfaction with overall quality of service – Workforce Australia Services and Workforce Australia – Transition to Work

Source: Department of Employment and Workplace Relations, Post-Program Monitoring Surveys – Quality and Progress Survey, DEWR website, accessed 25 August 2025.

Measure EM005	Proportion of Workforce Australia Services participants who achieve a 26-week employment outcome
Target	15% or higher
Result rating	Not achieved
Result value	11.7%
Analysis	This measure tracks how well Workforce Australia Services supports its participants to achieve job placements, and for those job placements to result in secure and sustained employment.²⁸ It reports on the proportion of participants that achieved a 26-week employment outcome.²⁹ The target for this measure was not achieved. The 26-week employment outcome rate was 11.7% for the 12-month period to 30 June 2025. This was 3.3 percentage points lower than the 15% performance target. This measure has not been achieved since it was first reported. The result for the 12-month period to 30 June 2024 was 13.2%. Further, results over 2 years show a declining trend in the outcome rate. This measure is influenced by underlying labour market conditions. Throughout the reporting period, the Australian labour market remained resilient, characterised by historically low unemployment rates and sound participation.³⁰ However, changes in the demand for labour may have driven a growing skills mismatch between unemployed people (such as those on the Workforce Australia Services caseload) and job vacancies. Throughout the reporting period, the labour market reflected demand for higher skilled jobs, rather than low skilled jobs that are most accessible to participants in Workforce Australia Services.^{31 32} The March 2025 Jobs and Skills Australia Labour Market update shows that more than two-thirds of employment growth over the 12 months to March 2025 was in Skill Level 2 to 4 occupations which are typically associated with a VET pathway. This skills mismatch made it harder to achieve job placements for participants. The March 2025 Jobs and Skills Australia Labour Market update reported employment growth over the year was concentrated in jobs that require post-secondary school qualifications (such as a bachelor's degree). National Occupation trend data from Jobs and Skills Australia showed employment growth for jobs that typically require post-school education increased by at least 1.2% over the year to May 2025, while employment for the lowest skill level jobs only increased by 0.3%.³³ Additionally, the Jobs and Skills Australia Vacancy Report showed online job advertisements for the lower skilled jobs decreased over the year to June 2025: • Online advertisements for jobs requiring a Certificate II or Certificate III fell by 9.9% (Skill Level 4). • Online advertisements for jobs requiring Certificate I or secondary education fell by 5.1% (Skill Level 5).

²⁸ Outcome payments are only relevant to provider-serviced participants in Workforce Australia Services. Therefore, Workforce Australia Online participants are outside the scope of this measure. Similarly, participants in Transition to Work are not included in this measure.

²⁹ This measure assesses commenced periods of assistance where the participant recorded at least one job placement that later converted to a 26-week outcome, during the 12-month period.

³⁰ The Australian Bureau of Statistics (ABS) June 2025 Labour Force data reported that the seasonally adjusted unemployment rate was 4.3%, and the participation rate was 67.1%.

³¹ 'Low skill jobs' refers to jobs requiring Certificate II or Certificate III (Skill Level 4), or jobs requiring Certificate I or secondary education (Skill Level 5).

³² Of the Workforce Australia Services caseload, 52.6% have completed Year 12 or a lower education level. **Workforce Australia Services Caseload by selected Cohorts – 30 June 2025**, DEWR website.

³³ Skill Levels 1 to 4 – which includes jobs requiring at least Certificate II or Certificate III (Skill Level 4) and at most a Bachelor degree or higher (Skill Level 1).

Measure EM005	Proportion of Workforce Australia Services participants who achieve a 26-week employment outcome
	This is in contrast to the skills possessed by 52.6% of the Workforce Australia Services caseload, where the highest level of education completed was Year 12 or less.³⁴ The department encourages Workforce Australia Services providers to assist their participants into sustained employment using licensing incentives. Employment outcome rates form a key component of the Workforce Australia Services Provider Performance Framework results, which were considered during the department's <u>2025 Workforce Australia Services Licence Review</u>. The review was used to determine whether Workforce Australia Services licences should be extended or not. As a result of the review, 10 Workforce Australia Services licences were not extended beyond 30 June 2025. This outcome will drive improvement over the short to medium term and further incentivise providers to assist participants into employment. Over the longer term the department can influence an improvement in sustained employment outcomes through reforms to employment services. The Australian Government has outlined intentions for employment services reform through its <u>White Paper on Jobs and Opportunities</u> and its response to the findings of the <u>House Select Committee on Workforce Australia Employment Services</u> to assist participants into sustained employment. The department will continue to implement policies and programs that support job seekers to achieve secure and sustained employment: • The <u>Real Jobs Real Wages</u> program, which commenced on 1 July 2025, will connect employers to job seekers at risk of long-term unemployment. • The <u>WorkFoundations</u> initiative, which commenced on 1 July 2025, will invest \$10 million to assist job seekers with complex barriers to employment to build their work readiness, with funding for social enterprises and businesses to deliver paid employment placements of up to 6 months with tailored, wrap-around services. • The Skills for Education and Employment Program delivers free language, literacy, numeracy and digital skills training to eligible Australians. This program can help participants to improve skills and build pathways to employment. • The Free TAFE program, in partnership with state and territory governments, is delivering over 500,000 Free TAFE and VET places across Australia over 2023 to 2026. This investment will support Australians to gain the skills and capabilities they need to obtain well-paid, secure jobs. The government has also committed to making Free TAFE an ongoing program, supporting at least 100,000 Free TAFE and VET places per year from 2027 onwards.
Methodology	The proportion of participants in Workforce Australia Provider Services who recorded at least one job placement which converted to a 26-week outcome, over a 12-month period. Numerator: Commenced periods of assistance in Workforce Australia Services where the participant recorded at least one job placement which converted to a 26-week outcome, over a 12-month period. Denominator: Commenced periods of assistance in Workforce Australia Services, over a 12-month period.

³⁴ [Workforce Australia Services Caseload by selected Cohorts – 30 June 2025](#), DEWR website.

Measure EM005	Proportion of Workforce Australia Services participants who achieve a 26-week employment outcome
	Participants are only included in the denominator if enough time has passed for them to achieve a 26-week outcome. Therefore, any participant who was not in Workforce Australia Services more than 26 weeks before the end of the 12-month period is excluded. The measure is calculated at the 'period of assistance' (POA) level which means that participants are only counted once in the denominator per POA. A POA begins when a participant commences in employment services and ends if a participant exits employment services for longer than 91 days. This aligns more closely with a participant's experience in employment services.
Source	DEWR; program administrative data from the Workforce Australia Online for Providers system, which is used to administer employment services.
Contributing program	1.1 – Employment Services
Key activity	Support job seekers to achieve sustainable employment

Measure EM006	Proportion of participants in work or study three months after exiting services
Targets	a) Workforce Australia Online: 80% or higher b) Workforce Australia Services: 60% or higher c) Workforce Australia – Transition to Work: 60% or higher
Result ratings	a) Workforce Australia Online: Not achieved b) Workforce Australia Services: Achieved c) Workforce Australia – Transition to Work: Achieved
Result values	a) Workforce Australia Online: 77.4% b) Workforce Australia Services: 60.3% c) Workforce Australia – Transition to Work: 62.6%
Analysis	This measure demonstrates how well Workforce Australia programs are supporting participants to achieve positive outcomes – being employed and/or in study or training programs. Workforce Australia is the Australian Government's primary employment program designed to upskill individuals, prepare them for employment, and achieve employment outcomes. It supports people to access services and find work. The target for this measure was achieved for Workforce Australia Services and Transition to Work but not for Workforce Australia Online.

Measure EM006	Proportion of participants in work or study three months after exiting services
	There has been a decline in positive outcome rates for all 3 programs since the commencement of Workforce Australia in July 2022: • Workforce Australia Online – from 79.5% for the 4 July 2022 to 30 June 2023 reporting period to 77.4% for the 1 January 2024 to 31 December 2024 reporting period • Workforce Australia Services – from 64.4% for the 4 July 2022 to 30 June 2023 reporting period to 60.3% for the 1 January 2024 to 31 December 2024 reporting period • Transition to Work – from 65.8% for the 4 July 2022 to 30 June 2023 reporting period to 62.6% for the 1 January 2024 to 31 December 2024 reporting period. These declines were driven largely by a reduction in the proportion of employed participants across all 3 programs (shown in Figure 2.3). There has also been a reduction in the proportion of participants in study or training programs (shown in Figure 2.4) since the commencement of Workforce Australia. Although the labour market throughout 2024 remained tight and unemployment low, labour market conditions did not favour disadvantaged cohorts. The reduction in employment rates across all 3 programs could be attributed to a mismatch between jobs available and the skills that Workforce Australia participants have, as the job vacancies most accessible to disadvantaged participants are in decline. According to the Jobs and Skills Australia Vacancy Report – December 2024, Skill Level 3 and 4 job vacancies experienced large 15.5% and 19.9% decreases over the year respectively.³⁵ For Workforce Australia Online specifically, around 40% of those who exited between 1 January 2024 and 31 December 2024, that did not move to another Workforce Australia program, were people with a trade or VET qualification. The reduction in study rates for exited Transition to Work participants is driven by a large decline in youth participants studying in Year 10 or Year 12. This trend aligns with the Australian Bureau of Statistics (ABS) Schools, 2024 data, which shows a steeper than usual decline in retention rate (number of secondary students who were enrolled in Year 12 in 2024, as a proportion of student enrolments from Year 7 or Year 8, 5 or 4 years prior), over the past few years, with some improvement in 2024.³⁶ For Workforce Australia Services, the largest decline is in participants completing a Certificate I or II, or a degree, while for Workforce Australia Online, the largest decline is in participants studying for a degree. Decisions already taken by government and actions taken by the department are expected to drive improvement over the short to medium term. For example, as a result of a Workforce Australia Services Licensing review in 2024–25, 10 low-performing Workforce Australia Services licences ceased on 30 June 2025. A further 17 licences were extended with conditions including the development of a performance improvement plan. Performance against this measure could also be improved by placing more people into study/training in high-demand areas or appropriate programs such as Skills for Education and Employment.

³⁵ Data is seasonally adjusted. According to the ABS, Skill Level 3 jobs have a level of skill commensurate with one of the following:

- New Zealand Register of Quality Assured Qualifications Level 4 qualification
- Australian Qualifications Framework Certificate IV
- Australian Qualifications Framework Certificate III including at least 2 years of on-the-job training.

At least 3 years of relevant experience may substitute for the formal qualifications listed above. In some instances, relevant experience and/or on-the-job training may be required in addition to the formal qualification. Skill Level 4 jobs have a level of skill commensurate with one of the following:

- New Zealand Register of Quality Assured Qualifications Level 2 or 3 qualification
- Australian Qualifications Framework Certificate II or III.

At least one year of relevant experience may substitute for these formal qualifications. In some instances, relevant experience may be required in addition to the formal qualification.

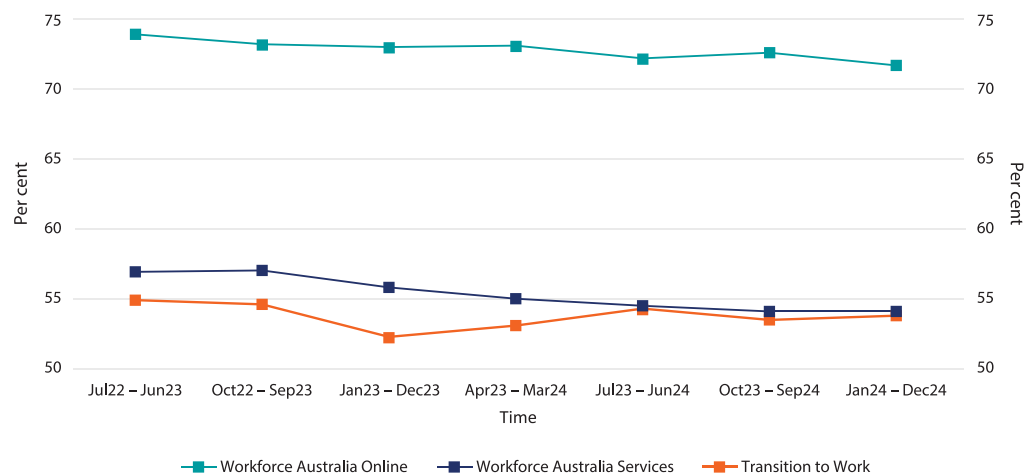
³⁶ Data obtained from ABS, **Schools, 2024**.

Measure EM006	Proportion of participants in work or study three months after exiting services
Methodology	The department monitors positive outcomes for employment services participants through the Workforce Australia Labour Force Survey.³⁷ This survey operates over a rolling 12-month data collection period²⁴ to account for potential seasonal effects and assesses positive outcomes for participants 3 months after exiting employment services. Due to the length of the survey process, and additional quality assurance requirements, results are produced around 4 months after the end of the relevant reporting period – these results relate to the reporting period of 1 January 2024 to 31 December 2024. Proportion of a representative sample of participants, who indicate they are in work and/or study about 3 months after exiting employment services during the reference period (a rolling 12-month period). Responses are weighted relative to their significance in the total population to maintain representation.³⁸ Numerator: Weighted responses reporting participants are employed and/or studying <u>Over</u> Denominator: Weighted number of responses to the survey question (asked of participants who have exited employment services).³⁷
Source	Department of Employment and Workplace Relations Post-Program Monitoring – Labour Force Survey
Contributing program	1.1 – Employment Services
Key activity	Support job seekers to achieve sustainable employment

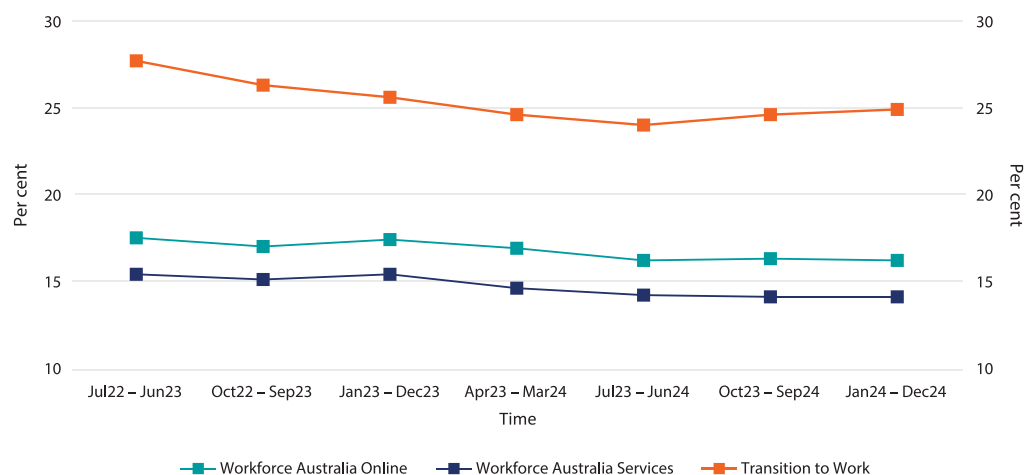
³⁷ The department’s Post Program Monitoring – Labour Force Survey provides information on the employment and education status of participants in 3 Workforce Australia employment programs – Workforce Australia Online, Workforce Australia Services and Transition to Work. Participants who have exited any of the 3 programs in the reference period can receive the survey, with the following response rates for 2024–25:

- a) Workforce Australia Online: 19.5%
- b) Workforce Australia Services: 19.5%
- c) Workforce Australia – Transition to Work: 20.3%.

³⁸ Results are weighted to ensure relevant cohorts or groups are reflected relative to their significance within the total population. This ensures that variations in labour force or education outcomes that may affect or coincide with cohorts of interest do not bias the results.

Figure 2.3: Employment rates for Workforce Australia programs

Source: Department of Employment and Workplace Relations, Post-Program Monitoring Surveys – Labour Force Survey, DEWR website, accessed 25 July 2025.

Figure 2.4: Study and/or training rates for Workforce Australia programs

Source: Department of Employment and Workplace Relations, Post-Program Monitoring Surveys – Labour Force Survey, DEWR website, accessed 25 July 2025.

Measure EM009	Proportion of Workforce Australia Services participants who believe working with their provider has improved their chances of getting a job ³⁹
Target	66% or higher
Result rating	Achieved
Result value	71.6%
Analysis	This measure assesses whether Workforce Australia Services, as delivered by the department's contracted providers, help participants move closer to employment. Improving participants' chances of finding a job is a critical activity for the department's role and commitments. Workforce Australia is the Australian Government's primary employment program designed to upskill individuals, prepare them for employment, and achieve employment outcomes. The results exceeded the minimum target for this measure by 5.6 percentage points and is an increase from previous results – from 68.1% for the 30 September 2022 to 31 August 2023 reporting period to 71.6% for the 30 April 2024 to 31 March 2025 reporting period (see Figure 2.5). Similar to performance measure EM002 – <i>Proportion of participants who are satisfied with the overall quality of services delivered</i> (page 32 refers), an increase in the proportion of participants who believed working with their provider improved their chances of getting a job may be a reflection of an improvement in service quality and the maturation of Workforce Australia employment services over time. Since commencement on 4 July 2022, there has been an improvement in Workforce Australia participant views on service provision across all domains of servicing. This includes improvements in providers offering participants services that help the participant further into the future, providers offering support that matches participants' needs, and providers connecting participants to support services.⁴⁰
Methodology	The Quality and Progress Survey seeks information on participant satisfaction with their service provider and their progress to employment in 2 Workforce Australia employment programs – Workforce Australia Services and Transition to Work.⁴¹ The Quality and Progress Survey operates over a rolling 12-month data collection period²⁴ to account for potential seasonal effects. Data relates to the reporting period of 30 April 2024 to 31 March 2025.⁴²

³⁹ This is a new measure for 2024–25 and reflects evolving government priorities. The intent of this measure is to address **the government's response to the House Select Committee on Workforce Australia Employment Services** final reports, *Your Future Planning and Rebuilding Employment Services*. Recommendations on services delivery (in particular Recommendation 8) recognise diverse participant pathways to employment. Measuring participant feedback on progress allows the department to track if employment services are improving employment prospects for participants and ultimately achieving labour force outcomes.

⁴⁰ The Quality and Progress Survey captures satisfaction with various domains of servicing. Presented below are the survey questions that capture the domains of servicing mentioned in the analysis:

Question 1: How satisfied or dissatisfied are you with provider (site) with regard to:

- Connecting you to support services?

Question 3: Thinking about provider (site), to what extent do you agree that:

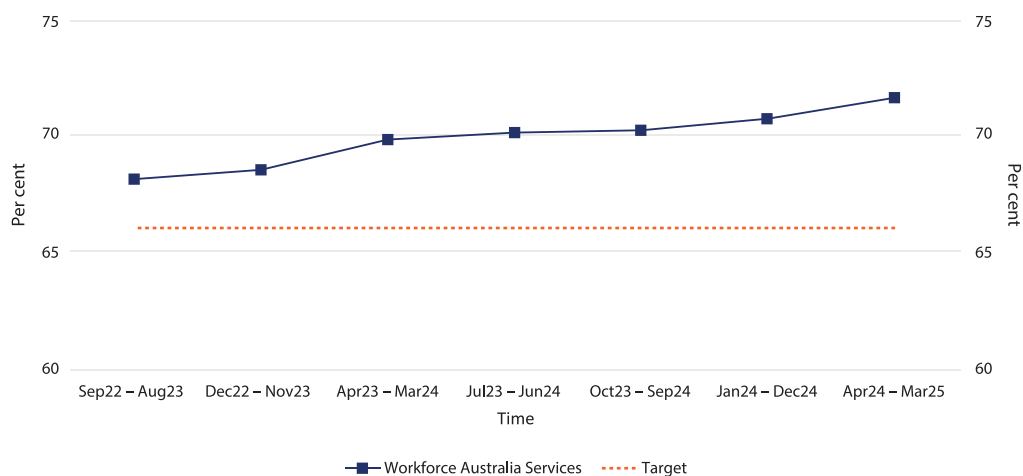
- The support they offer matches your needs?
- The services you are getting from them will help you further into the future?

⁴¹ Participants can only be surveyed if they have been commenced with a Workforce Australia Services provider for at least 91 days. For 2024–25, the response rate was 20.6%.

⁴² Data availability: as the Quality and Progress Survey cycle runs for around 3 months, the period ending March 2025 is the nearest available period for Workforce Australia Services results.

Measure EM009	Proportion of Workforce Australia Services participants who believe working with their provider has improved their chances of getting a job ³⁹
	Proportion of a representative sample of participants, who indicate that services received improved their chances of getting a job either 'a lot' or 'a little' during the reference period (a rolling 12-month period).⁴³ Responses are weighted relative to their significance in the total population to maintain representation.⁴⁴ Numerator: Weighted responses reporting that services received by participants improved their chances of getting a job by a <i>little</i> or a <i>lot</i>. <u>Over</u> Denominator: Weighted number of responses to the survey question.
Source	Department of Employment and Workplace Relations Post-Program Monitoring – Quality and Progress Survey
Contributing program	1.1 – Employment Services
Key activity	Support target groups to improve their work readiness and prepare for employment

Figure 2.5: Proportion of participants who believed working with their provider improved their chances of getting a job



Source: Department of Employment and Workplace Relations Post-Program Monitoring Surveys – Quality and Progress Survey, DEWR website, accessed 25 June 2025.

⁴³ The survey question is: 'Do you feel that working with *provider (site)* has improved your chances of getting a job?'

⁴⁴ Results are weighted to ensure relevant cohorts or groups are reflected relative to their significance within the total population of employment services participants. This ensures that variations in improved job chances that may affect or coincide with cohorts of interest do not bias the results.

Measure EM010	Proportion of employers who are satisfied with the assistance from Australian Government employment services
Target	80% or higher
Result rating	Achieved target within margin of error The margin of error for this measure is 8.7 percentage points at the 95% confidence interval. This means there was a 95% chance that the true value was in the range of 68.1% and 85.5%.
Result value	76.8%
Analysis	This measure helps assess whether the assistance delivered by the department’s contracted employment services providers is of a high quality. The measure reflects satisfaction with the assistance provided by the Australian Government employment service to the employer in their attempt to fill their most recent vacancies. Results are taken from the Recruitment Experiences and Outlook Survey, conducted by Jobs and Skills Australia. For the 12-month period to May 2025, 76.8% of employers were satisfied with the assistance from Australian Government employment services. This result was based on a sample of employers who indicated they had used Australian Government employment services in their most recent recruitment round.⁴⁵ While the performance target for this measure is within the margin of error, there was a decline in the result from the previous quarterly results. Quarterly results for this measure have been in the 80–82% range (Figure 2.6 refers). Due to declines in the overall recruitment activity across the Australian labour market, fewer employers have been seeking assistance from Australian Government employment services.⁴⁶ The number of responses used in this measure has declined over the year to May 2025. For the 12-month period to May 2025, 10,890 employers were surveyed in the Recruitment Experiences and Outlook Survey. Of these respondents, 139 responded to the question relevant to this measure. The decline in the number of responses resulted in a larger standard error and therefore a higher margin of error for the result. Results may include employment services programs not administered by the department – for example, state or territory linked employment services providers, Disability Employment Services, and Community Development Program providers.
Methodology	The proportion of employers that are satisfied with the assistance from Australian Government employment services,⁴⁷ based on their most recent recruitment experience, over a 12-month period. Jobs and Skills Australia provides independent advice to government on the labour market, workforce skills and training needs, and priorities to assist with government policy development and program delivery. Results for this measure are sourced from the Recruitment Experiences and Outlook Survey conducted by Jobs and Skills Australia. They are based on responses from employers who have used Australian Government employment services in their most recent recruitment round, rather than all employers who responded to the Recruitment Experiences and Outlook Survey. The survey collects information on employer recruitment activity, recruitment difficulty and staffing outlook.

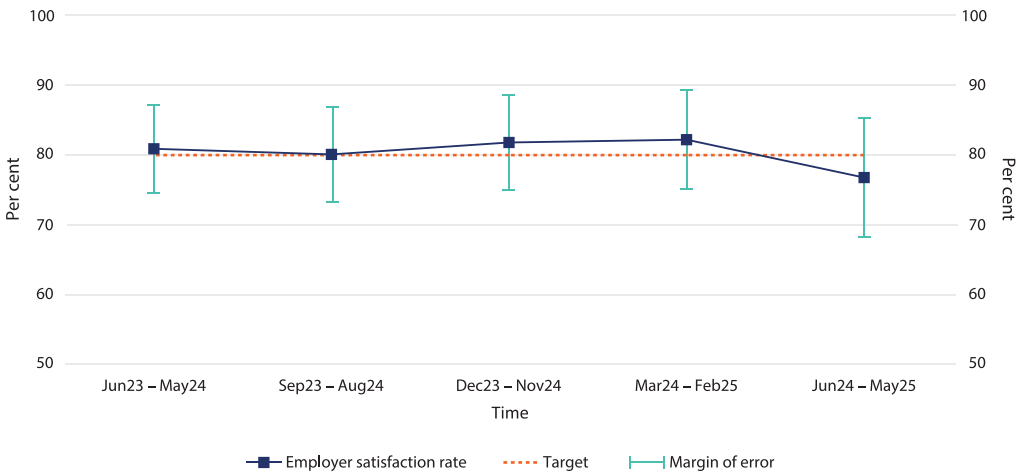
⁴⁵ Where employers are categorised as ‘used a government employment service’ and are categorised as ‘employment services not further defined’, this is due to responses received that indicate the service used was free of charge, such as ‘free’ or ‘unpaid’.

⁴⁶ The number of responses used in this measure has declined over the year to May 2025, resulting in a larger standard error and therefore a higher margin of error for the result.

⁴⁷ This measure captures a subset of employers who respond to the Recruitment Experiences and Outlook Survey. The subset includes those employers who are categorised as ‘used a government employment service’. This is employers who reported using either a government employment service provider or a recruitment agency, and where the service used was free of charge.

Measure EM010	Proportion of employers who are satisfied with the assistance from Australian Government employment services
Source	Jobs and Skills Australia, Recruitment Experiences and Outlook Survey
Contributing program	1.1 – Employment Services
Key activity	Provide quality services to job seekers and employers

Figure 2.6: Quarterly result for employer satisfaction with Australian Government employment services, including margin of error (95% confidence interval)



Source: Jobs and Skills Australia, Recruitment Experiences and Outlook Survey.

Measure EM011	Investment per employment outcome
Target	\$3,500 or lower per employment outcome
Result rating	Not achieved
Result value	\$3,575
Analysis	This measure helps assess the department's efficiency in service delivery through the contracted Workforce Australia Services providers. Delivering efficient employment services helps ensure value for money. Workforce Australia is the Australian Government's primary employment program. It supports people to access services and find work. Workforce Australia Services, delivered by contracted providers, is aimed at individuals who need, or would like, greater support, and are at a higher risk of long-term unemployment. The target for this measure was not achieved. There has been an increase in the investment per employment outcome since the 1 April 2023 to 31 March 2024 reporting period – from \$3,399 to \$3,575. This increase over time has been driven by both a lower estimated number of employed participants, and an increase in variable expenditure (shown in Figure 2.7). The increase in variable expenditure has mostly been driven by an increase in Employment Fund expenditure, as well as in engagement payments. Part of this increase has been offset by a decline in employment outcomes and associated outcome payments made to providers. Some types of variable expenditure, such as the cost of items paid for through the Employment Fund, are affected by inflation, but this is unlikely to have been a major factor over the year. Although the labour market throughout 2024 remained tight with low unemployment, labour market conditions were difficult for more disadvantaged people, such as Workforce Australia Services participants. A mismatch between jobs available and the skills of Workforce Australia Services participants may explain the general decline in the estimated number of employed participants, as the job vacancies most accessible to disadvantaged participants are in decline. According to the Jobs and Skills Australia Vacancy Report – December 2024, Skill Level 3 and 4 job vacancies experienced a large 15.5% and 19.9% decrease over the year respectively.⁴⁸ Of the Workforce Australia Services participants on the caseload at 30 June 2025, 52.6% had a highest level of education completed of Year 12 equivalent or less.⁴⁹ From January 2024 to December 2024, there were increases in the proportion of Workforce Australia Services participants from disadvantaged cohorts, including homeless people, refugees, and First Nations. A more disadvantaged caseload tends to make it more costly for providers to find jobs for participants. For example, providers may need to increase the amount of Employment Fund they spend or more frequently offer wage subsidies to employers. When the most disadvantaged participants do find sustained employment, providers are entitled to bonuses on their ordinary outcome payments. The department continues to encourage Workforce Australia Services providers to assist their participants into employment using both financial and licensing incentives.

⁴⁸ Skill Level 3 is equivalent to Certificate IV or III (Skilled VET); Skill Level 4 is equivalent to Certificate II or III. Further detail can be found in the Jobs and Skills Australia **Vacancy Report – December 2024**.

⁴⁹ **Workforce Australia Caseload by selected Cohorts – 30 June 2025**, DEWR website.

Measure EM011	Investment per employment outcome
	Workforce Australia Services providers receive a payment when participants achieve an employment outcome. Employment outcome rates form a key component of the Workforce Australia Services Provider Performance Framework, which drives provider licensing decisions. As a result of a Workforce Australia Services Licensing review, 10 out of 176 Workforce Australia licences ceased on 30 June 2025 and participants will transition to new and ongoing licences. A further 17 licences were extended with conditions including development of a performance improvement plan. This intervention covers 15% of all licences and will drive improvement over the short to medium term and further incentivise providers to assist participants into employment. Over the longer term the department can influence an improvement in outcomes by implementing reforms to employment services. The Australian Government has outlined a program of reform for employment services through its White Paper on Jobs and Opportunities and its response to the findings of the House Select Committee on Workforce Australia Employment Services.
Methodology	This measure relies on the Workforce Australia Labour Force Survey, undertaken by the department. This survey operates over a rolling 12-month data collection period²⁴ to account for potential seasonal effects and assesses employment outcomes for participants. Due to the length of the survey process, and additional quality assurance requirements, results are produced around 4 months after the end of the relevant reporting period. These results relate to the reporting period of 1 January 2024 to 31 December 2024. A measure of the ratio between the aggregated actual variable expenditure in providing Workforce Australia Services and the estimated number of employed participants using Workforce Australia Services.⁵⁰ Responses used for the denominator are weighted relative to their significance in the total population to maintain representation.⁵¹ Numerator: The aggregated actual variable expenditure in providing Workforce Australia Services over a reporting period.⁵² <u>Over</u> Denominator: The estimated number of employed participants using Workforce Australia Services over the reporting period.^{53 54}

⁵⁰ Changing employment outcome rates create a lag in the result for the investment per employment outcome. Any jobs that were found in late 2023 that matured into paid outcomes in early 2024 would count towards the investment in the numerator, but not the outcomes in the denominator. Therefore, recent declining outcome rates pull the result for this measure up.

⁵¹ Post-program monitoring employment rate results used for the denominator are weighted to ensure relevant cohorts or groups are reflected relative to their significance within the total population. This ensures that variations in labour force that may affect or coincide with cohorts of interest do not bias the results.

⁵² Variable expenditure includes: engagement fees; outcome payments; progress fees; transfer between provider fees; Employment Fund; Youth Bonus Wage Subsidy; Employability Skills Training; Career Transition Assistance; and Work for the Dole. Fixed expenditure is not included in this measure as it stays reasonably static by its nature and does not respond to changes in performance. Limiting the measure to expenditure that naturally varies in response to caseload size and outcome payments makes the measure responsive to changes in costs.

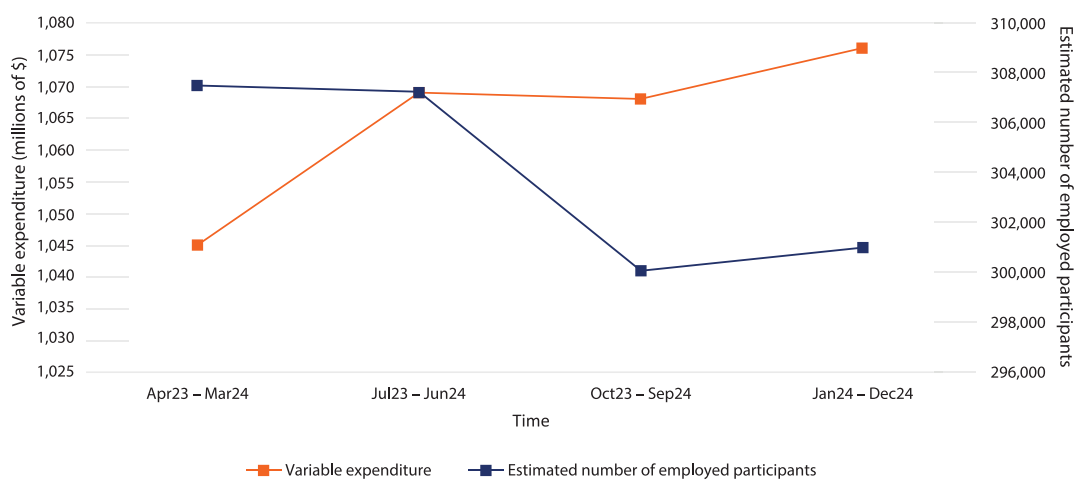
⁵³ Employment data from the Labour Force Survey is used for the denominator since all employment should be considered, not just employment that results in a 26-week outcome, which only captures certain types of work.

⁵⁴ The number of employed participants is estimated by taking the post-program monitoring employment rates in each reporting period from the Labour Force Survey and applying these rates to the Workforce Australia Services caseload and exit populations over the same reporting period. Over the reporting period:

- The number of unique participants on the Workforce Australia Services caseload is multiplied by the caseload post-program monitoring employment rate from the Labour Force Survey.
- The number of participant exits from Workforce Australia Services is multiplied by the exit post-program monitoring employment rate from the Labour Force Survey.
- These 2 figures are then added together to derive the estimated number of employed participants.

Measure EM011	Investment per employment outcome
Source	Department of Employment and Workplace Relations Post-Program Monitoring – Workforce Australia Labour Force Survey. Department of Employment and Workplace Relations program administrative data from the Employment Business Intelligence Warehouse and the Employment Services Program Reports. Department of Employment and Workplace Relations administrative data from systems for Workforce Australia Services program expenditure.
Contributing program	1.1 – Employment Services
Key activity	Provide quality services to job seekers and employers

Figure 2.7: Variable expenditure and estimated number of employed participants



Source:

Department of Employment and Workplace Relations Post-Program Monitoring – Workforce Australia Labour Force Survey.
Department of Employment and Workplace Relations program administrative data from the Employment Business Intelligence Warehouse and the Employment Services Program Reports.
Department of Employment and Workplace Relations administrative data from systems for Workforce Australia Services program expenditure.

Measure EM012	Average time to process decision-ready employer applications to join the Pacific Australia Labour Mobility (PALM) scheme
Target	12 weeks or less
Result rating	Achieved
Result value	6.8 weeks
Analysis	The PALM scheme is a demand-driven program that allows Australian employers to hire workers from 9 Pacific islands and Timor-Leste when there are not enough local workers available. The quality of services of the PALM scheme is balanced from 2 perspectives – the needs of PALM employers and a strong assurance framework to provide adequate protections for PALM workers. Adopting a balanced approach, in 2024–25 the department completed over 200 site visits to ensure compliance with the PALM scheme deed and guidelines. Checks were undertaken in relation to worker accommodation, worker remuneration and worker wellbeing. Site visits also enabled the department to build and maintain relationships with employers. There has been an increase in PALM scheme employers during the reporting period, with 513 approved employers engaged with the scheme in June 2025, compared to 493 in December 2024, and 481 in July 2024. This PALM scheme data is published in data.gov.au. Efficient processing of employer applications allows a wider range of placements for workers from Pacific countries and addresses domestic needs of employers in Australia. Over the 2024–25 reporting period, 69 decision-ready applications were processed at an average of 6.8 weeks which was considerably lower than the target of 12 weeks. • Average processing time for the 22 decision-ready applications in Quarter 1 of 2024–25 was 8.7 weeks. • Average processing time for the 13 decision-ready applications in Quarter 2 of 2024–25 was 5.4 weeks. • Average processing time for the 17 decision-ready applications in Quarter 3 of 2024–25 was 6.1 weeks. • Average processing time for the 17 decision-ready applications in Quarter 4 of 2024–25 was 6.2 weeks. The 2024–25 financial year is the first reporting period for this performance measure, with the program not yet achieving maturity after the in-sourcing of delivery functions. As the program matures, the target will be reviewed in context of quality and performance of the overall program. This performance measure captures the average time DEWR takes to process new ‘decision-ready’ employer applications for the PALM scheme, excluding pre-assessment stages and financial viability assessments as well as external checks conducted by other agencies such as the Department of Home Affairs and the Fair Work Ombudsman. Timely approval of employers for the PALM scheme ensures Australian businesses can make informed decisions to address workforce shortages. DEWR is committed to continuously improving its service delivery through enhanced systems, stakeholder engagement, refined methodologies, and workforce development, all supported by internal processes like checklists to assess eligibility and compliance with scheme requirements. Timeliness is an appropriate and critical factor in determining the quality of a service; timely services build trust and reliability. PALM employers are more likely to trust the department if decisions on applications to join the PALM scheme are made efficiently.

Measure EM012	Average time to process decision-ready employer applications to join the Pacific Australia Labour Mobility (PALM) scheme
Methodology	Processing time is measured from when a new PALM scheme application is considered decision ready until that application is finalised.⁵⁵ A 'decision-ready' application refers to the department receiving all information and supporting documentation from the applicant and other government entities required for assessment. A 'decision-ready' application is finalised when the delegate signs off that the application is provisionally approved or not approved to join the PALM scheme.^{56 57} The calculation for the performance measure is the sum of the total time to process 'decision-ready' PALM scheme applications finalised in the reporting period over the total number of 'decision-ready' applications finalised in the reporting period.
Source	Pacific Australia Labour Mobility Information System and Department of Employment and Workplace Relations program administrative data
Contributing program	1.1 – Employment Services
Key activity	Provide quality services to job seekers and employers

⁵⁵ This measure assesses the average time to process new 'decision-ready' employer applications to join the scheme and does not take into consideration any recruitment processes.

⁵⁶ The measure begins at the point of new applications being 'decision-ready'. The process to arrive at being decision ready includes requesting and receiving integrity checks from the Department of Home Affairs and the Fair Work Ombudsman, and a Department of Employment and Workplace Relations financial viability assessment. The end point of the measure is at the point of delegate sign-off (approved or not approved).

⁵⁷ Delegate sign-off is selected as the end point for this performance measure because it marks the formal conclusion of the department's internal decision-making process. It provides a consistent, auditable milestone that reflects the department's accountability for assessing applications, without being influenced by external factors such as deed execution timelines, which fall outside the department's direct control. This measure accurately captures internal processing efficiency and supports timely decision-making.

Outcome 2

Promote growth in economic productivity and social wellbeing through access to quality skills and training

Measure SK001	Proportion of VET graduates ⁵⁸ who are satisfied with the overall quality of the training
Target	a) All graduates: 85% or higher b) First Nations graduates: 85% or higher c) Female graduates: 85% or higher
Result rating	a) All graduates: Achieved b) First Nations graduates: Achieved c) Female graduates: Achieved
Result value	a) All graduates: 89.5% b) First Nations graduates: 91.4% c) Female graduates: 89.4%
Analysis	In 2024, the National Centre for Vocational Education Research (NCVER) sent⁵⁹ the <u>National Student Outcomes Survey</u> to 533,154 VET graduates, who completed their VET in Australia during 2023.⁶⁰ NCVER received responses from 243,778 VET graduates, with 154,474 VET graduates responding to a question seeking their overall level of satisfaction with the training: • Of those VET graduates, the proportion who reported as 'Satisfied' or 'Very Satisfied' with the training they received was 89.5%, which is an increase from 89.0% of VET graduates who responded to the same survey question in the 2023 National Student Outcomes Survey.⁶¹ • For VET graduates who identified as First Nations (5,774 respondents) in the 2024 survey, the proportion who reported as 'Satisfied' or 'Very Satisfied' with the training they received was 91.4%, which is similar to the 91.2% of First Nations graduates who responded to the same question in the 2023 National Student Outcomes Survey.⁶¹ • For VET graduates who identified as female (87,143 respondents) in the 2024 survey, the proportion who reported as 'Satisfied' or 'Very Satisfied' with the training they received was 89.4%, which is an increase from 88.9% of female graduates who responded to the same question in the 2023 National Student Outcomes Survey.⁶¹ These results are consistent with the results of students who completed VET in the years 2018 to 2022 (see Figure 2.8). Student satisfaction with VET has remained consistent over the past 5 years. This appears to reflect stable quality standards, effective training delivery, and strong alignment with student expectations.

⁵⁸ Graduates in this context refer to VET students who have completed a qualification.

⁵⁹ Survey invitations are sent via email, SMS and personalised postal letters.

⁶⁰ In 2023, 638,816 students were known to have completed a VET qualification at the time of sampling. Of these, 533,154 had valid contact details and were sent the National Student Outcomes Survey.

⁶¹ NCVER, VET student outcomes 2023, NCVER website, accessed 8 July 2025.

Measure SK001	Proportion of VET graduates ⁵⁸ who are satisfied with the overall quality of the training
	Australia's VET system is a complex, shared responsibility between the Commonwealth and state and territory governments, with each level of government holding different levers that influence student outcomes. The department has access to levers that are indirect but system wide: • Funding shapes access and affordability. • Regulation affects quality and consistency. • Data informs continuous improvement and accountability. In 2023, the period covered by this outcome, the Commonwealth provided funding for a number of programs targeting students from priority groups. These programs included Skills for Education and Employment, Free TAFE and incentives and programs supporting apprentices and trainees. Benefits of such support include removal of barriers to training via affordability and reducing financial stress, as well as access to courses aligned with labour market demand, both of which can improve relevance, student engagement and completion rates with a flow-on positive effect on satisfaction rates.
Methodology	The NCVER is the official national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian VET sector. The National Student Outcomes Survey is an annual survey carried out by the NCVER, which surveys students who undertook nationally recognised VET in the previous calendar year. The VET student outcomes presents a summary of the results and survey data specifically relating to the outcomes of Australian students⁶² who completed their VET in Australia in the previous calendar year. Professional statistical experts are employed by the NCVER to manage, analyse and prepare data for public dissemination. These experts are also responsible for verifying data for publication. For the 2024 survey, data was collected between June and August. Only a sample of the population of students who undertook a VET qualification, program or subject in 2023 were eligible to receive an invitation to take part.⁶³ This performance measure is based on the 2024 National Student Outcomes Survey and relates to the specific survey question 'Overall, how satisfied are you with your training?' The 3 sub-measures are calculated as follows: a) Number of VET graduates who were satisfied or very satisfied with the overall quality of their training, over the total number of VET graduates. b) Number of First Nations VET graduates who were satisfied or very satisfied with the overall quality of their training, over the total number of First Nations VET graduates. c) Number of female VET graduates who were satisfied or very satisfied with the overall quality of their training, over the total number of female VET graduates.
Source	NCVER National Student Outcomes Survey
Contributing program	2.1 – Building Skills and Capability
Key activity	Enhance the quality of vocational education and training (VET)

⁶² In 2024, international onshore students were not included in the survey.

⁶³ The NCVER uses a confidence level of 95% for the National Student Outcomes Survey. This means the probability that the confidence interval contains the true population value is 95% or, if the survey were to be repeated 100 times, the confidence interval would contain the true population value in 95 cases.

Figure 2.8: Proportion of VET graduates satisfied with the training overall

Source: NCVER, National Student Outcomes Survey, 2018, 2019, 2020, 2021, 2022, 2023 and 2024.

Note: The target of this measure has undergone minor change in recent reporting years. In 2018, it was 'at least 85%'; during 2019 and 2020, the target was 85% and changed to '85% or higher' in 2021. From 2022 onwards, cohort targets, comprising 'All graduates', 'First Nations graduates' and 'Female graduates', all set at '85% or higher' were introduced.

Measure SK002	Proportion of VET graduates ⁵⁸ who are employed or enrolled in further study after training
Target	a) All graduates: 80% or higher b) First Nations graduates: 80% or higher c) Female graduates: 80% or higher
Result rating	a) All graduates: Achieved b) First Nations graduates: Achieved c) Female graduates: Achieved
Result value	a) All graduates: 85.4% b) First Nations graduates: 81.8% c) Female graduates: 85.3%
Analysis	In 2024, the NCVER sent the <u>National Student Outcomes Survey</u> to 533,154 VET graduates, who completed their VET in Australia during 2023.⁶⁴ The NCVER received responses from 243,778 VET graduates, with 152,836 VET graduates responding to a question seeking their post-training status: • Of those VET graduates, the proportion who were employed or in further study after training was 85.4%, which is a decrease from 87.1% of VET graduates who responded to the same survey question in the 2023 National Student Outcomes Survey.⁶¹ • For VET graduates who identified as First Nations (5,719 respondents) in the 2024 survey, the proportion who were employed or in further study after training was 81.8%, which is a decrease from 84.0% of First Nations graduates who responded to the same question in the 2023 National Student Outcomes Survey.⁶¹ • For VET graduates who identified as female (86,237 respondents) in the 2024 survey, the proportion who were employed or in further study after training was 85.3%, which is a decrease from 86.8% of female graduates who responded to the same question in the 2023 National Student Outcomes Survey.⁶¹ Although a decrease from the 2023 survey, these 2024 survey results are consistent across cohorts with the level of students who completed VET in the years 2018 to 2022 and reported being employed or in further study after training at the time (as shown in Figure 2.9).

⁶⁴ In 2023, 638,816 students were known to have completed a VET qualification at the time of sampling. Of these, 533,154 had valid contact details and were sent the National Student Outcomes Survey.

Measure SK002	Proportion of VET graduates ⁵⁸ who are employed or enrolled in further study after training
	These decreases in the proportion of VET graduates who were employed or in further study after training can be related to overall employment conditions in Australia. Australia's labour market saw a slowdown in employment growth in early 2024 compared to the strong growth experienced in 2023. In 2023, the labour market was particularly tight with strong growth in filled jobs⁶⁵ and hours worked, following a post-pandemic surge. In early 2024, filled jobs continued to rise into the March quarter, maintaining the average quarterly growth seen in 2023, but the annual growth slowed to 2.4% (around half the rate recorded a year earlier when the market was particularly tight). Hours worked rose just 0.1% in the March quarter and 1.1% over the year, marking the slowest annual growth since early 2021. Further, in the June quarter of 2024, the number of people working multiple jobs fell by 1.2% coinciding with a drop in secondary jobs in the labour market that quarter. That represented the largest fall in secondary jobs since public health measures were introduced in response to the COVID-19 Delta variant.⁶⁶ Australia's VET system is a complex, shared responsibility between the Commonwealth and state and territory governments, with each level of government holding different levers that influence student outcomes. DEWR has access to levers that are indirect but system wide: • Funding shapes access and affordability. • Regulation affects quality and consistency. • Data informs continuous improvement and accountability. In 2023, the period covered by this outcome, the Commonwealth provided funding for a number of programs targeting students from priority groups. These programs included Skills for Education and Employment, Free TAFE and incentives and programs supporting apprentices and trainees. Benefits of such support include removal of barriers to training via affordability and reducing financial stress, as well as access to courses aligned with labour market demand, both of which can improve relevance, student engagement and completion rates with a flow-on positive effect on satisfaction rates and the likelihood of students being employed or in further study after training.
Methodology	The NCVER is the official national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian VET sector. The National Student Outcomes Survey is an annual survey carried out by the NCVER, which surveys students who undertook nationally recognised VET in the previous calendar year. The VET student outcomes presents a summary of the results and survey data specifically relating to the outcomes of Australian students⁶² who completed their VET in Australia in the previous calendar year. Professional statistical experts are employed by the NCVER to manage, analyse and prepare data for public dissemination. These experts are also responsible for verifying data for publication. For the 2024 survey, data was collected between June and August. Only a sample of the population of students who undertook a VET qualification, program or subject in 2023 were eligible to receive an invitation to take part.⁶⁷

⁶⁵ The term 'filled jobs' highlights that these positions are actively staffed, meaning someone is currently employed in them, as opposed to 'current vacancies', which are positions currently available and actively being recruited for.

⁶⁶ Sources: ABS media release (7 June 2024), '**Labour market growth continued to slow into early 2024**', [abs.gov.au](https://www.abs.gov.au), accessed 10 July 2025; and ABS media release (6 September 2024), '**Multiple job-holding falls in the June quarter, from record high**', [abs.gov.au](https://www.abs.gov.au), accessed 10 July 2025.

⁶⁷ The NCVER uses a confidence level of 95% for the National Student Outcomes Survey. This means the probability that the confidence interval contains the true population value is 95%, or, if the survey were to be repeated 100 times, the confidence interval would contain the true population value in 95 cases.

Measure SK002	Proportion of VET graduates ⁵⁸ who are employed or enrolled in further study after training
	This performance measure is based on the 2024 National Student Outcomes Survey and results are derived from the following survey questions: • Did you have a job of any kind on 31st May 2024? • Have you commenced another course or further study since undertaking the training? The 3 sub-measures are calculated as follows: a) Number of VET graduates who had a labour force status of 'employed' or were enrolled in further study at the time of the survey, over the total number of VET graduates. b) Number of First Nations VET graduates who had a labour force status of 'employed' or were enrolled in further study at the time of the survey, over the total number of First Nations VET graduates. c) Number of female VET graduates who had a labour force status of 'employed' or were enrolled in further study at the time of the survey, over the total number of female VET graduates.
Source	NCVER National Student Outcomes Survey
Contributing program	2.1 – Building Skills and Capability
Key activity	Enhance the quality of vocational education and training (VET)

Figure 2.9: Proportion of VET graduates employed or in further study after training



Source: NCVER, National Student Outcomes Survey, 2018, 2019, 2020, 2021, 2022, 2023 and 2024.

Note: The target of this measure has undergone minor change in recent reporting years. In 2018, it was 'at least 80%'; during 2019 and 2020, the target was 80% and changed to '80% or higher' in 2021. From 2022 onwards, cohort targets, comprising 'All graduates', 'First Nations graduates' and 'Female graduates', all set at '80% or higher' were introduced.

Measure SK004	Proportion of employers that report use of the VET system
Target	50% or higher
Result rating	Not applicable for 2024–25
Result value	Not applicable for 2024–25
Analysis	The DEWR 2024–25 Corporate Plan indicated this performance measure is reported by the department every second year in line with the availability of new data. The result will be included in the Annual Performance Statements for the 2025–26 and 2027–28 reporting years, following the next release of the Survey of Employers' Use and Views of the VET System (SEUV) which is carried out biennially. The most recent survey ran from March to June 2025 and asked about employers' use of, and satisfaction with, accredited and unaccredited training in the previous 12 months. The NCVER are expected to release the results in late 2025, after the publication of this annual report, and these will be available via ncver.edu.au along with the results of previous surveys. The department's most recent reporting against this performance measure is available in the 2023–24 Annual Performance Statements via dewr.gov.au and shows 56.8% of employers used accredited training in 2023.
Methodology	Number of businesses with employees that, in the previous 12 months, have used nationally recognised training, have had apprentices/trainees, or have had jobs that require a vocational qualification, over the total number of businesses with employees.
Source	NCVER, SEUV
Contributing program	2.1 – Building Skills and Capability
Key activity	Respond to national future skills needs through access to VET graduates with the required skills

Measure SK005 ⁶⁸	Proportion of participant assessments in the Skills for Education and Employment (SEE) program that show language, literacy, numeracy and digital literacy skills improvements ⁶⁹
Target	80% or higher
Result rating	Achieved
Result value	84.9%
Analysis	According to the OECD Programme for the International Assessment of Adult Competencies, around 3 million adult Australians lack basic literacy and/or numeracy skills,⁷⁰ which can result in exclusion from education, training and secure work, and challenges with engaging in society more broadly. The SEE Program provides free foundation skills training for all Australians aged 15 years and over seeking to improve their English language, literacy, numeracy and digital (LLND) skills, enabling them to actively participate in the economy and society. The SEE Program is delivered by a national network of training providers and assisted more than 25,400 participants in 2024–25. This measure helps to determine whether participants receiving training in the SEE Program are developing the LLND skills they need to achieve their goals, secure sustainable employment, undertake further education and training or better engage in society. Assessments against the <u>Australian Core Skills Framework (ACSF)</u> and <u>Digital Literacy Skills Framework (DLSF)</u> are used to determine SEE participants' progress in improving their LLND skills. The ACSF is a tool that assists practitioners to describe an individual's performance in the 5 core skills of learning, reading, writing, oral communication and numeracy. Digital skills are described using the DLSF. Together they provide a consistent approach to identifying and developing the core skills in 3 diverse contexts: personal and community, workplace and employment, and education and training. SEE participants receive an initial assessment before commencing and undergo progressive assessments periodically during SEE training. Note that it is not mandatory for participants to be assessed against the DLSF unless the training has a digital literacy focus. Progression for digital literacy is included where digital literacy was assessed at the initial assessment. For 2024–25, 84.9% of assessments achieved an increase of one or more levels of the 5 core skills of the ACSF or the DLSF as a result of undertaking SEE training. While still above the 80.0% target, this result is lower than the 2023–24 result (93.4%). The lower result is likely linked to the transition to new contract arrangements from 1 July 2024, with the key performance indicators for SEE providers subject to consultation during the year. From 2025–26, this measure will be aligned with the new progression key performance indicators in the SEE provider performance framework.
Methodology	Number of assessments undertaken by SEE participants which achieve an increase to their ACSF or DLSF level in one or more indicators over the total number of assessments completed by SEE participants after completing 200+ hours of training or completion of a project.
Source	ACSF/DLSF assessments completed by service providers and entered into the Workforce Australia Online for Providers IT system.
Contributing program	2.1 – Building Skills and Capability
Key activity	Improve language, literacy, and numeracy and digital (LLND) skills for target groups

⁶⁸ This performance measure also contributes to the key activity 'Reduce barriers to undertaking quality VET'.

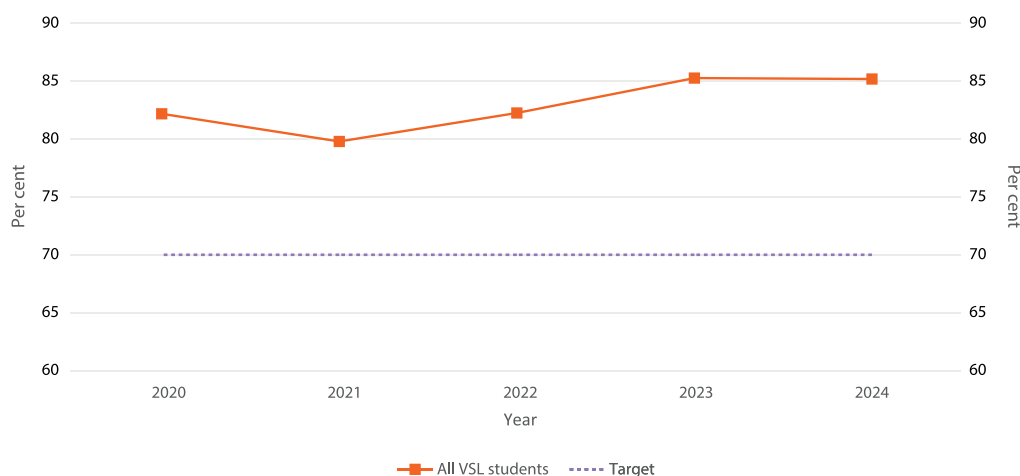
⁶⁹ The performance measure text and scope have been updated to reflect the conditions of the redesigned SEE Program which began on 1 July 2024. It will be further refined in 2025–26.

⁷⁰ OECD (2017), Building Skills for All in Australia: Policy Insights from the Survey of Adult Skills – OECD Skills Studies, OECD Publishing, Paris, data from 2011–12.

Measure SK007	Proportion of units of study successfully completed by VET student loans (VSL) students
Target	70% or higher
Result rating	Achieved
Result value	85.1%
Analysis	The unit of study completion rate for the 2024–25 reporting period is 85.1%. This is consistent with the 2023–24 reporting period figure of 85.2% and shows an improvement over the 2020 to 2022 completion rates, which ranged between 79.7% and 82.2%. Successful completion of units of study undertaken by students accessing VSL to pay their tuition fees correlates with the key activity of the VSL Program (Program 2.2) and broader Outcome Statement 2, the main aims of which are to provide individuals with access to quality skills and training. The Australian Government in collaboration with state and territory governments provides a range of activities and policies to meet Outcome Statement 2. The VSL program complements other programs like Free TAFE in assisting to remove barriers to undertaking VET. The VSL program identifies courses approved for VSL that are linked to state and territory skills lists; are science, technology, engineering and mathematics (STEM) and agriculture-related; or are tied to occupancy licensing requirements. This measure is an indicator of successful delivery of learning activities by VSL approved providers and students gaining increased skills and qualifications that they need for employment opportunities. The department subjects registered training organisations (RTOs) to an extensive approval and re-approval process, to ensure only quality RTOs are approved. Further, the department develops and implements monitoring of VSL providers to further strengthen the integrity of the VSL program and subsequently protect the Commonwealth outlay. VSL students continue to have strong units of study completion. To continue these consistently strong outcomes, the department will: • continue its focus on approving/re-approving only high-quality providers for participation in the VSL program, i.e. those providers in a sound financial position with acceptable student completion rates, ensuring quality outcomes for students • continue to set and monitor provider annual fee limits. The fee limits allow the department to control VSL provider activity to ensure it remains within acceptable risk parameters • continue to set appropriate course fee limits to ensure students are not taking out excessive loans for the study being undertaken • monitor providers, including their data reporting, financial performance outcomes and student outcomes to reduce risk to students and the department • initiate provider discussions, performance reviews and compliance audits as required.

Measure SK007	Proportion of units of study successfully completed by VET student loans (VSL) students
Methodology	Number of reported equivalent full time study load (EFTSL) units of study passed, over the total number of EFTSL units of study attempted. The calculation is: $\frac{\text{Passed EFTSL in calendar year}}{\text{Attempted EFTSL in calendar year}}$ The term 'Attempted' is determined by the sum of unit of study outcomes reported as (withdrawn, plus failed, plus passed, plus medical withdrawn).⁷¹ The 'not reported' units of study indicates the late reporting and administrative errors from providers. These are monitored by the department to ensure providers are compliant with their data reporting obligations. For example, currently no 'not reported' units are observed with census dates in 2024. The data for this performance measure is sourced from the Tertiary Collection of Student Information system (TCSI). It involves the following: • Providers report student, course and enrolment data into TCSI. For this performance measure the focus is on the: › unit of study outcome › EFTSL for each unit (i.e. a unit could be 1 EFTSL for full time study, or a fraction of an EFTSL for part time study). • Providers select from a predefined list of values for unit outcomes, but the EFTSL calculation is self-calculated by the provider based on guidance in the VSL provider manual. • Providers are to update the unit of study outcome within 14 days of when the outcome is known. • Once reported to the TCSI database, VSL Payments (VPAYS) receives a copy of the TCSI data nightly. • The data is then extracted by a VSL data analyst from VPAYS for reporting against the performance measure.
Source	DEWR program VPAYS, interfacing with TCSI
Contributing program	2.2 – VET Student Loans
Key activity	Reduce barriers to undertaking quality VET

⁷¹ The calculation excludes ongoing units and units reported as not undertaken due to recognition of prior learning (RPL).

Figure 2.10: Successful completions of study by VSL students in previous years

Source: Department of Education, Skills and Employment, program administrative data, 2020 and 2021; Department of Employment and Workplace Relations, program administrative data, 2022, 2023 and 2024.

Note: The target of this measure has undergone minor change in recent reporting years. In 2020, the target was 70%. From 2021 and onwards, a target of '70% or higher' was introduced.

Measure SK009	Proportion of students who report that financial barriers to training were removed by participation in the VSL program
Target	No target ⁷²
Result rating	Not applicable
Result value	93.1%
Analysis	The VET Student Loans (VSL) program assists eligible students, enrolled in approved higher level (diploma and above) VET courses at approved course providers, to pay their tuition fees through income-contingent loans, repaid when their income exceeds the threshold. The program is designed to provide financial support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment. Nine in 10 students (93.1%) agreed that they would not have undertaken training without VSL access for the 2024–25 reporting period. This is the first time this measure has been reported. So far, almost all the respondents have agreed that the VSL program has reduced their barriers to training. The department will continue: 1. to monitor, analyse and evaluate students' responses to this question 2. to encourage providers to discuss the VSL loans option in cases where a student would otherwise miss out due to financial constraint 3. to work closely with external stakeholders to ensure vulnerable students are not targeted with loans for a course that they might have been eligible for in other programs like Free TAFE.

⁷² As the 2024–25 reporting period is the first time this measure has existed, no target has been set until more data is available.

Measure SK009	Proportion of students who report that financial barriers to training were removed by participation in the VSL program
Methodology	Proportion of students who say they would not have undertaken training without VSL access. After the student is enrolled for a VSL loan to study an approved course, students are required to respond to student electronic Commonwealth Assistance Form (eCAF) progression checks where they are asked the question relating to this measure on the first eCAF progression for each course enrolment.⁷³ The response is mandatory and the choice is binary, 'Agree' and 'Disagree'. A response of 'Agree' is recorded as 1 and 'Disagree' is recorded as 2 in the eCAF database. The calculation is: <u>Agreed responses</u> <u>*Total responses</u> *Total responses = sum of (Agree and Disagree).
Source	Student electronic Commonwealth Assistance Form (eCAF) survey results
Contributing program	2.2 – VET Student Loans
Key activity	Reduce barriers to undertaking quality VET

Measure SK010	Support to the Nuclear-powered Submarine Program is provided through engagement and advice on workforce and training
Target	No target ⁷⁴
Result rating	Not applicable
Result value	Not applicable
Analysis	The planned performance for this project is to support the Australian Submarine Agency (ASA) to effectively leverage the national vocational education and training system to address the enterprise workforce and skills challenges of the Nuclear-Powered Submarine (NPS) Program. The success of the NPS program will be heavily dependent on Australia establishing a workforce supply-line with the capability to build and maintain NPSs over coming decades. This includes hosting and maintaining AUKUS-partner NPSs, acquiring and maintaining US-built NPSs, and building and maintaining our own NPSs.

⁷³ The response rate for 2024–25 is 99.8%.

⁷⁴ The advice and support provided by the department to the ASA assists the ASA in its decision-making on program design and workforce arrangements. The ASA Corporate Plan sets out the ASA's responsibilities for enabling the necessary workforce arrangements for the nuclear-powered submarine program. Performance measures and targets related to those responsibilities sit outside the portfolio responsibilities of DEWR.

Measure SK010	Support to the Nuclear-powered Submarine Program is provided through engagement and advice on workforce and training
	In 2024–25 the taskforce supported the NPS Program through the provision of technical advice and data, participation in deep-dive discussions, and feedback on policy proposals. Specific examples include: • providing advice on the design and development of the Skills and Training Academy • providing data to support ‘Train the Trainer’ placement candidates • supporting the Manufacturing Industry Skills Alliance (MISA) Jobs and Skills Council’s ‘Building a defence manufacturing workforce’ research project • facilitating workshops with the ASA on opportunities and challenges chronicled in the Jobs and Skills Australia and MISA defence industry workforce readiness research projects • attending interdepartmental committees and working groups on various defence industry workforce uplift initiatives at national and local jurisdictional levels • developing and publishing resources to promote young Australians’ interest in STEM careers • providing advice and facilitating stakeholder engagement to support the ASA’s workforce planning for the NPS Program • participating in discussions regarding the recognition of the skills of NPS workers returning from placements at American shipyards. The taskforce was established in 2023–24 and is currently funded to continue supporting the NPS Program through 2025–26.⁷⁵
Methodology	Reporting on engagement and advice activities that have been undertaken under this program during 2024–25 which is supported by departmental attendance and correspondence records.
Source	Departmental record
Contributing program	2.3 – Nuclear-powered Submarine Program
Key activity	Respond to national future skills needs through access to VET graduates with the required skills

⁷⁵ There are nil administered funds under this measure. Departmental funding maintains staff within the taskforce in 2024–25. Activities reported reflect relevant key instances of departmental officers engaging and providing advice.

Measure SK011 Proportion of apprenticeship commencements in priority occupations	
Target	Maintain or increase compared to previous year
Result rating	Achieved
Result value	3.5 percentage point increase
Analysis	Government support provided through the Australian Apprenticeships Incentive System (the Incentive System) is strategically targeted to encourage commencements in priority occupations, as determined by the Australian Apprenticeships Priority List (Priority List).⁷⁶ By directing financial support to apprentices and employers in these identified areas, the system is actively incentivising take-up in occupations critical to Australia's workforce needs. In the years prior to 2022, apprentice support was provided through the Australian Apprenticeship Incentive Program (AAIP) and a series of temporary initiatives introduced during the COVID-19 pandemic. The pandemic-era incentives came to an end on 30 June 2022. On 1 July 2022 the government introduced the Incentive System, replacing the broad-based COVID-era support. Under this new model, incentives were recalibrated: priority occupations – defined by the government based on workforce need and strategic importance to Australia's economy – received higher incentives than non-priority occupations, but overall payments were reduced. On 1 July 2024 incentives for non-priority occupations were removed. Currently, about 80% of apprentices in training are in a priority occupation – these are defined by the government based on workforce need and strategic importance to Australia's economy. Rebalancing financial support provided through the Incentive System to focus on priority occupations only and to provide financial support to both employers and apprentices has had varied impact on commencements across occupations. Apprenticeship commencements in several occupations have continued to increase. Occupations that experienced the largest decline in commencements are primarily non-priority occupations, which are mainly non-trade occupations. The Australian Apprenticeships system is influenced by both economic and behavioural factors. Economic factors are important as an Australian Apprenticeship is an employment relationship, and economic conditions influence employers' hiring decisions and willingness to commit to the 3 to 4 years required for a trade apprenticeship. The Incentive System influences behavioural factors through the choice of who to pay financial incentives to. In 2024–25 compared to 2023–24, there was a decrease in overall commencements in both priority and non-priority occupations. This is an indication there has been a change in economic conditions that affected Australian Apprenticeships generally. There was a smaller decrease in commencements in priority occupations than non-priority occupations. This suggests economic conditions affected the 2 groups differently and/or the Incentive System was successfully influencing behavioural factors. Importantly, there was an increase in the proportion of commencements in priority occupations from 62.7% to 66.2%, an increase of 3.5 percentage points. This increase suggests the policy of incentivising commencements in priority occupations is rebalancing apprenticeship numbers to increase the focus on priority occupations.

⁷⁶ The Priority List is updated on 1 January each year and underpins eligibility to access financial supports through the Australian Apprenticeships Incentive System. There are revisions throughout the year to account for changes to qualifications during the calendar year. The current and previous Priority Lists are available via the department's website, www.dewr.gov.au.

Measure SK011	Proportion of apprenticeship commencements in priority occupations
	The Australian Apprenticeships system is a federated system in which the Commonwealth, states and territories, and the NCVER have different roles. • The Commonwealth Government provides support to the Australian Apprenticeships system, supporting employers and apprentices through grant programs as well as Australian Apprenticeship Support Loans (formerly Trade Support Loans), which are income-contingent loans. • States and territories are the regulators of Australian Apprenticeships and are responsible for approving training contracts and providing relevant training associated with the apprenticeship. • The NCVER is the national VET data custodian and source of official Australian Apprenticeships data. For information on commencements, completions and completion rates please see www.ncver.edu.au. Employers and industry shape occupational standards and provide on-the-job training. Strengthening partnerships between government, industry bodies, and employers is essential to align training with current and future industry requirements. Information flows through the system are as follows: • The Commonwealth Government is the primary collector of data and contracts Apprentice Connect Australia providers to provide national coverage and complete all sign-ups. • The Commonwealth and state training authorities (STAs) (the administrative units of states and territories responsible for regulating Australian Apprenticeships) exchange information daily. • STAs provide apprentice and trainee information to the NCVER quarterly according to the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS), which is a nationally consistent framework for the collection of VET data in Australia. • The NCVER produces the National Apprentice and Trainee Collection quarterly, and 6 months in arrears. These collections are used to produce apprentice and trainee statistics. On 25 January 2025, the Strategic Review of the Australian Apprenticeship Incentive System was released. This report makes 34 recommendations to support high-quality apprenticeships and ensure the Incentive System is effective and responsive to the needs of the labour market, apprentices and government. The government has implemented key recommendations from the Strategic Review, introducing measures from 1 July 2025 such as extending incentives for apprentices and employers in priority occupations, increasing the Living Away from Home Allowance and Disability Wage Support payments, and launching targeted programs like the Key Apprenticeship Program, Housing Construction stream, and amendments to the Group Training Organisation Reimbursement Pilot.
Methodology	In order to assess the department's performance for the 2024–25 reporting period, the number of Priority List commencements in priority occupations that occurred in the first 6 months⁷⁷ of the 2024–25 financial year (July–December 2024) as a proportion of total number of commencements in 2024–25 is compared to the number of Priority List commencements in priority occupations in the first 6 months of the 2023–24 financial year (July–December 2023) as a proportion of total number of commencements in 2023–24.

⁷⁷ The first 6 months of the 2024–25 financial year is the latest available information for 2024–25.

Measure SK011	Proportion of apprenticeship commencements in priority occupations
	This is calculated by first determining the 2024 Priority List proportion, and the 2023 Priority List proportion by using the following formula: $a/b \times 100 = p\%$ a = Number of commencements in priority occupations for period b = Total number of commencements for period p = Priority List proportion for period Calculation for 2024 Priority List proportion: a = 36,200 from the <u>NCVER December Quarter 2024</u> publication for the period 1 July–31 December 2024 for Priority List commencements. b = 54,690 from the <u>NCVER December Quarter 2024</u> publication for the period 1 July–31 December 2024 for total commencements. p = Priority List proportion for 2024 = $36,200 / 54,690 \times 100 = 66.2\%$ Calculation for 2023 Priority List proportion: a = 43,140 from the <u>NCVER December Quarter 2024</u> publication for the period 1 July–31 December 2023 for Priority List commencements. b = 68,835 from the <u>NCVER December Quarter 2024</u> publication for the period 1 July–31 December 2023 for total commencements. p = $43,140 / 68,835 \times 100 = 62.7\%$ The difference between the 2024 Priority List proportion and the 2023 Priority List proportion is then used to determine this performance measure result: $66.2\% - 62.7\% = 3.5\%$
Source	NCVER 2025, <u>Australian vocational education and training statistics: apprentices and trainees 2024, December quarter</u>, NCVER Adelaide⁷⁸ <u>Australian Apprenticeships Priority List – 15 October 2024</u> <u>Australian Apprenticeships Priority List – 11 September 2023</u>
Contributing program	2.1 – Building Skills and Capability
Key activity	Respond to national future skills needs through access to VET graduates with the required skills

⁷⁸ Available via <https://www.ncver.edu.au>, with further granular commencement and completion data. The most recent data in an NCVER apprentices and trainees publication is approximately 6 months prior to the publication date. This means the full 2024–25 financial year data will not be available until December 2025. The NCVER reviews data for 7 quarters after release; therefore historical numbers may vary slightly in different releases.

Outcome 3

Facilitate jobs growth, including secure work, through policies and programs that promote fair, productive and safe workplaces.

Measure WR001	Proportion of assessed economic data and analysis to support the effective operation of the workplace relations system that is timely
Target	100%
Result rating	Achieved
Result value	100%
Analysis	The department met the timeliness targets for the Annual Wage Review (AWR) and quarterly Trends in Federal Enterprise Bargaining reports in 2024–25. All deliverables are complete and were released on the following dates: <i>Trends in Federal Enterprise Bargaining June quarter 2024</i> report – released 27 September 2024. <i>Trends in Federal Enterprise Bargaining September quarter 2024</i> report – released 12 December 2024. <i>Trends in Federal Enterprise Bargaining December quarter 2024</i> report – released 27 March 2025. <i>Government submission to the Annual Wage Review</i> – submitted 16 May 2025. <i>Trends in Federal Enterprise Bargaining March quarter 2025</i> report – released 27 June 2025. This output measure is a proxy for the department's effectiveness in promoting fair, productive and safe workplaces through policies and programs. The department's ability to provide timely, high-quality, evidence-based advice to government supports robust, data-enabled policy development and decision-making, which impacts the experience of Australian workers. DEWR is responsible for the timely development and publication of Trends in Federal Enterprise Bargaining reports. Failure to deliver the report negatively affects the ability of government, employees and employers to monitor and effectively respond to labour market conditions. DEWR is responsible for the timely development and submission of the Australian Government's submission to the AWR. Failure to lodge the Australian Government's submission on time would result in the Fair Work Commission (FWC) deliberating on issues relating to minimum and award wages without a federal government position. The FWC would also miss key information and analysis on macroeconomic policy to inform its deliberations.
Methodology	Timeliness is assessed based on meeting the following: - The government's submission to the FWC's AWR submitted by the deadline. - Each quarterly Trends in Federal Enterprise Bargaining report published on the department's website prior to the end of the subsequent quarter.⁷⁹ Annual Wage Review The government submission to the AWR includes economic and labour market data and forecasts and addresses the modern awards and the minimum wages objectives of the <i>Fair Work Act 2009</i>. DEWR is the lead agency for the submission, with development undertaken by subject matter experts from DEWR and Treasury and in consultation with officials from the Department of the Prime Minister and Cabinet, including the Office for Women, and the Department of Finance.

⁷⁹ This measure is unweighted. That is, each of the 5 deliverables is weighted evenly (20%) in determining whether the target of 100% is met.

Measure WR001	Proportion of assessed economic data and analysis to support the effective operation of the workplace relations system that is timely
	The FWC determines the timetable for the AWR. For the 2025 AWR, the FWC deadline for the government's submission was 16 May 2025. The government's submission is available via www.fwc.gov.au. Trends in Federal Enterprise Bargaining report Trends in Federal Enterprise Bargaining is a quarterly report containing data about the number of enterprise agreements made in the federal workplace relations system, as well as data about the number of employees covered and the level of wage increases included in these agreements. The quarterly Trends in Federal Enterprise Bargaining report has an internally determined deadline to be published on the department's website (available via: www.dewr.gov.au) by the end of the subsequent quarter. For example, the September quarter report is due by the end of December. This deadline has been set having regard to: • complete coding of enterprise agreements for the quarter just ended • the creation and analysis of data tables, preparation of report for the responsible minister's office and clearance through departmental executives • provision of report and summary briefing to the responsible minister's office.
Source	DEWR program administrative data
Contributing program	3.1 – Workplace Support
Key activity	Promote fair, productive and safe workplaces through policies and programs

Measure WR002	Average processing time for initial claims under the Fair Entitlements Guarantee program ⁸⁰
Target	14 weeks or less
Result rating	Achieved
Result value	13.8 weeks
Analysis	The Fair Entitlements Guarantee (FEG) is a legislative safety net scheme that covers certain unpaid employee entitlements when a person loses their job due to the insolvency of their employer. Ensuring workers who are made redundant by their employer receive an accurate and timely FEG payment contributes to the department's role of providing a safety net of pay and conditions and providing people with certainty. Assessing claims for FEG entitlements involves working with insolvency practitioners and claimants, which often requires multiple points of contact to clarify and verify information provided. This impacts on the time it takes to finalise an individual claim, which often is outside the department's control. The <i>Fair Entitlements Guarantee Act 2012</i> makes payments not payable where a dividend will be declared within 16 weeks. The 14-week average processing target reflects an internal priority to maintain a reasonable overall processing time for initial effective claims.

⁸⁰ This performance measure title has been updated in the department's [2025–26 Corporate Plan](#) to read as: 'Average processing time for initial effective claims under the Fair Entitlements Guarantee program'. This is not a change to the methodology, but rather clarification that only 'initial effective claims' are being used to measure the result.

Measure WR002	Average processing time for initial claims under the Fair Entitlements Guarantee program ⁸⁰
	Measuring the timeliness of FEG payments is a proxy for measuring the efficiency of FEG claim processing. Reporting on the timeliness of FEG payments, with the performance measure WR003 – <i>Proportion of claim payments made under the Fair Entitlements Guarantee program that are correct</i> (page 70 refers), provides an overview of the effectiveness of the program by showing how timely and accurate the department is in paying outstanding entitlements to FEG claimants. In 2024–25 the department achieved an average processing time of 13.8 weeks, which is a significant improvement compared to the published 17.3 weeks in 2023–24.⁸¹ The department implemented a number of strategies that contributed to this improvement, including proactive early engagement with insolvency practitioners on larger cases to support the receipt of more timely and higher quality entitlements data and internal revisions to the operational oversight, processes, management and assessment of claims.
Methodology	Claims are managed in the eFEG system which continuously records all relevant information relating to each claim, including lodgement, processing and payments. Claims that are made effective are processed through the respective stages and are recorded by the system. Data is collected continuously and internally reported monthly. The 14-week key performance indicator is measured from when an initial claim is made effective to when a claim decision is made in relation to the initial claim.⁸² The time to process a claim is calculated by determining the period (in weeks) between the initial claim effective date and the decision-maker approved date for each initial claim. Outliers are included in the 14-week performance measure result calculation. The processed month is drawn from the decision-maker approved date and the average time to process is then calculated using the sum of the days to process each claim divided by the number of claims processed within the period, reflected in weeks (by dividing the result by 7 days).
Source	eFEG system (Angular based, Cloud hosted system)
Contributing program	3.1 – Workplace Support
Key activity	Support the protection of workers' entitlements

⁸¹ Minor updates to the previously published timeliness results are 11.4 weeks (from 11.1 weeks) for 2022–23 and 17.2 weeks (from 17.3 weeks) for 2023–24.

⁸² This is a proxy measure of efficiency.

Measure WR003		Proportion of claim payments made under the Fair Entitlements Guarantee program that are correct
Target		95% or higher
Result rating		Achieved
Result value		95.6%
Analysis		The FEG is a legislative safety net scheme that covers certain unpaid employee entitlements when a person loses their job due to the insolvency of their employer. Ensuring workers who are made redundant by their employer receive an accurate and timely FEG payment contributes to the department's role of providing a safety net of pay and conditions and providing people with certainty. It is important that FEG claim decisions are accurate to ensure claimants receive the correct payments they are entitled to under the <i>Fair Entitlements Guarantee Act 2012</i> (FEG Act). The proxy measure assesses the effectiveness and quality of claim decisions. Accuracy results inform best practice claim assessment processes and ensure the correct payments are made to eligible claimants. Measuring the proportion of correct FEG payments is a proxy for measuring the accuracy of FEG claim processing. Reporting on this performance measure, with WR002 – <i>Average processing time for initial claims under the FEG program</i> (page 68 refers), provides an overview of the effectiveness of the program by showing how timely and accurate the department is in paying outstanding entitlements to FEG claimants. An audit of the FEG program conducted by the Australian National Audit Office in 2015 noted that accurate payments contribute to the efficiency of the FEG scheme by reducing costs associated with reviews, re-work and pursuit of debts due to overpayments. When demand for FEG is high, there is increased pressure to ensure claims are assessed and payments are made in a timely manner. This has the potential to impact the accuracy of FEG payments. The number of claims finalised in 2024–25 (17,826) represents a 32% increase in the number of claims finalised in 2023–24 (13,481). Despite this, the department has continued to meet the target for this performance measure. In 2024–25, 480 out of the total 17,826 claim decisions were tested and the results showed that 95.6% (459) of the claim decisions tested were accurate. This process has been further improved since September 2024 with the implementation of additional quality assurance, where 10% of the claims assessed as accurate are independently reviewed by another staff member within the team. An analysis of the sample of inaccurate claims assessed to the end of June 2025 did not identify any systematic errors or repeated errors made by one claim assessor or the same error being made across multiple claims or cases pointing to a systematic issue in the assessment of claims. Feedback on inaccurate claims has been provided to teams monthly to ensure issues are not repeated.

Measure WR003	Proportion of claim payments made under the Fair Entitlements Guarantee program that are correct
Methodology	To ensure results are provided to claim assessors in a timely manner to prevent any recurrences of inaccurate decisions, a random sample of 40 FEG claim decisions are assessed for accuracy each month by the FEG Compliance team. Over the course of 2024–25, the results of these monthly assessments (a total of 480 reviewed claim decisions) provides an annual result of FEG claim payment accuracy.⁸³ Each month, after the random sample is generated, the testing officer assesses each claim against 27 test criteria in 4 broad categories: determining eligibility, case administration, governing instruments, and claim assessment. Only information available to the claim assessor and decision-maker at the time of the claim decision is considered relevant evidence in determining the decision's accuracy. When examining a claim decision against the test criteria, the accuracy tester considers whether: • the evidence shows a certain fact was readily identifiable • there was sufficient evidence to justify the decision (having regard to approaches outlined in FEG procedures) • the error would result in a material inaccuracy for the claim decision when considering the quantum impacts of an error. The threshold of materiality applies to each error and each entitlement in a claim decision: • unpaid wages • annual leave • redundancy • payment in lieu of notice • long service leave. For a claim decision to be determined to be inaccurate, the monetary impact for a particular entitlement must be: 1. more than +/- 10% of what the claimant was entitled to receive, and 2. more than +/- \$200 of what the claimant was entitled to receive.⁸⁴ When the monetary impact for a particular entitlement is less than \$200, the error represents a minor finding. In all other instances the error represents a noncompliance issue. When there are no identifiable compliance issues or material errors, the claim decision will be determined to be fully compliant.
Source	Data is extracted from the eFEG system (Angular based, Cloud hosted system) using a Microsoft Excel audit sample tool.
Contributing program	3.1 – Workplace Support
Key activity	Support the protection of workers' entitlements

⁸³ This is a proxy measure of effectiveness.

⁸⁴ Inaccuracies and noncompliance issues are documented in claim accuracy reports with follow-up actions. For example, follow-up action may indicate that the department may undertake an internal review to rectify a payment error.

Measure WR004		Total Recorded Injury Frequency Rate (TRIFR) collectively reported by companies accredited under the Work Health and Safety Accreditation Scheme
Target		Rate is lower than the previous calendar year
Result rating		Achieved
Result value		6.49 injuries per million hours of work
Analysis		This performance measure compares the most recent calendar year's TRIFR for companies accredited under the Work Health and Safety Accreditation Scheme with the TRIFR of accredited companies for the prior calendar year. In the Department of Employment and Workplace Relations Annual Report 2023–24 (page 58 refers) the 2023 TRIFR result for civil, commercial and residential construction was 6.72 injuries per 1 million hours of work. As the 2024 TRIFR value for civil, commercial and residential construction of 6.49 injuries per 1 million hours of work is lower than the corresponding value for 2023, this performance target has been achieved. This target is a proxy measure for effectiveness. The Federal Safety Commissioner works to improve workplace safety outcomes, such as reducing the rate of workplace injuries of accredited companies in the building and construction industry, through undertaking their legislated functions established in the <i>Federal Safety Commissioner Act 2022</i>. These functions include auditing the Work Health and Safety (WHS) systems and onsite practices of builders seeking accreditation or who are accredited under the scheme. Jurisdictional WHS regulators also enforce legislation aimed at reducing the rate of injuries at workplaces, including those of accredited companies. It is not possible to apportion the extent of improvement in the TRIFR to actions of the Federal Safety Commissioner or jurisdictional regulators.
Methodology		Accredited companies report to the Office of the Federal Safety Commissioner twice annually on the aggregate number of safety incidents that have occurred on their sites and on the number of work hours performed. ⁸⁵

⁸⁵ This result has been calculated using safety incident and hours worked data from 98.4% of expected data inputs. Of the 893 biannual reports expected, 879 were received and passed internal quality assurance. These biannual reports come from 467 of an expected 474 accreditations active for the duration of one or both of the 2024 reporting periods. The remaining 1.6% of expected reports were outstanding either because the data were not received by the time this measure was calculated or because quality assurance of the data detected anomalies that could not be resolved with the reporting company by the time the measure was calculated. The safety incident and hours work data are reported by accredited companies for their Work Health and Safety Accreditation Scheme and non-scheme projects valued at \$4 million or more. Prior to 20 January 2025, accredited companies primarily reported this information to the department through an online portal into the System Tracking Organisation Reporting Mechanism database. From this date, accredited companies reported through an online portal into the Scheme Tracking and Accreditation Reporting database.

Measure WR004	Total Recorded Injury Frequency Rate (TRIFR) collectively reported by companies accredited under the Work Health and Safety Accreditation Scheme
	The collective TRIFR for accredited companies is calculated by dividing the total number of safety incidents that have occurred on accredited companies' sites by the total number of work hours performed by accredited companies. The result is multiplied by 1 million to give a TRIFR per 1 million work hours.⁸⁶ Due to the reporting timeframes for accredited companies, this target is measured over the calendar year rather than the financial year.
Source	Directly from accredited companies
Contributing program	3.1 – Workplace Support
Key activity	Promote fair, productive and safe workplaces through policies and programs

⁸⁶ As flagged in the Corporate Plan 2024–25, the way this measure is assessed has changed for this reporting period. This measure calculates the TRIFR for companies accredited under the Work Health and Safety Accreditation Scheme based on reported safety incidents and activity related to civil, commercial and residential building work. In 2023–24, the measure was based only on civil and commercial building.

In preparation for this change, the Department of Employment and Workplace Relations Annual Report 2023–24 published TRIFR results including and excluding residential building activity to enable 'like-for-like' comparison with this report. In the 2023–24 Annual Report, the 2023 TRIFR for civil, commercial and residential building work was 6.72 injuries per 1 million hours of work. As the result published in this report is lower than 6.72, the measure has been achieved.

Highlight:

Supporting the net zero transformation

The department is working collaboratively across governments, across industry and with communities to maximise opportunities and support worker transitions in response to the net zero transformation. The Australian Government is investing in employment and skills initiatives for workers, especially youth and First Nations people, to prepare for careers in the clean energy workforce and to enable labour market diversification in regions at the forefront of the economic transition.

Going forward, transition supports delivered in key regions will be funded through Regional Workforce Transition Plans (RWTPs) and the Transitioning Workforce Fund (TWF), which will enable communities to determine local needs, priorities and outcomes. Transition support will include priorities like training, career advice, case management and wellbeing initiatives. These plans will be developed with communities, state governments and the Net Zero Economy Authority (NZEa) to complement existing and place-based initiatives, such as the NZEa's Energy Industry Jobs Plan (EIJP), which supports workers affected by coal or gas power station closures.

Supporting the net zero transformation is a national priority under the National Skills Agreement between the Commonwealth and states and territories, which ensures each jurisdiction prioritises efforts to build this vital workforce. The department has led work with states and territories to improve access by people, employers and industry to relevant training pathways and skilled workers. The government has announced, in partnership with state and territory governments, 3 Net Zero TAFE Centres of Excellence: the Queensland TAFE Centre of Excellence Clean Energy Batteries, the TAFE New South Wales Hunter Net Zero Manufacturing Centre of Excellence and the Tasmanian Clean Energy Centre of Excellence. This builds on the 2 Net Zero TAFE Centres of Excellence agreed

with Western Australia and the Australian Capital Territory in 2023–24. The Australian Government will also establish a National Training Centre in New Energy Skills in partnership with the Victorian Government and the Plumbing Industry Climate Action Centre, to equip tradespeople with the skills needed for the clean energy transformation.

In addition to introducing the government's Key Apprenticeship Program with a focus on supporting apprentices in net zero and construction occupations, the government has implemented the pilot Group Training Organisation (GTO) Reimbursement Program to reimburse small to medium enterprises (SMEs) for fees commensurate with the usual GTO service fees for qualifications on the Australian Apprenticeships Priority List. The pilot aims to encourage SMEs to explore new avenues for workforce development by taking on an apprentice.

Hearing from and working directly with community is critical in ensuring government efforts meet local needs. Since July 2024, Regional Workforce Transition Officers (RWTOs) have been on the ground in the key regions of Hunter (New South Wales), Gippsland (Victoria), central Queensland and south-west Western Australia. They are actively shaping and 'joining up' policy and programs.

For example, in central Queensland the RWTO organised a Student and Business Connect event in March 2025, where over 120 local high school students met with 25 regional employers from the clean energy, manufacturing and construction sectors. Employers provided information about work experience, apprenticeships and career options, helping students learn about workforce needs and training pathways.

As the closure dates for large coal- and gas-fired power stations approach, RWTOs will play a key role in coordinating with community members, workers, industry stakeholders and governments to implement worker transition supports through the RWTPs and TWF that complement the EIJP.

Regional Workforce Transition Officers are listening to and working with community to ensure government efforts meet local needs.



Pictured: Gippsland Regional Workforce Transition Officer Luke Arber and Program Officer Farhat Firdous.

Note: This highlight is not part of the Performance statements section. It is intended to demonstrate the work of DEWR.

3

Management and accountability

Corporate governance	78
Corporate and business planning	84
Risk management	86
Our people	87
Information and communications technology	90
Financial performance	91
External scrutiny	96
Disability reporting	99

Corporate governance

Governance framework

The department's governance framework (Figure 3.1) supports the Secretary as the accountable authority to manage the affairs of the department through a tiered committee model.

The Executive Board and First Nations Executive Board are the department's primary governance bodies. The Executive Board is responsible for setting the longer-term strategy of the department, ensuring the delivery of the Australian Government's objectives and ensuring compliance with the department's legal and financial obligations. The First Nations Executive Board, which first met in March 2025, provides strategic oversight for the department with respect to First Nations impacts of all internal and external policies, programs and initiatives.

Four subcommittees report to the Executive Board to advise on core activities and assist the Secretary in decision-making and oversight:

- Delivery and Change Committee
- People, Culture and Engagement Committee
- Risk Committee
- Strategy and Priorities Committee.

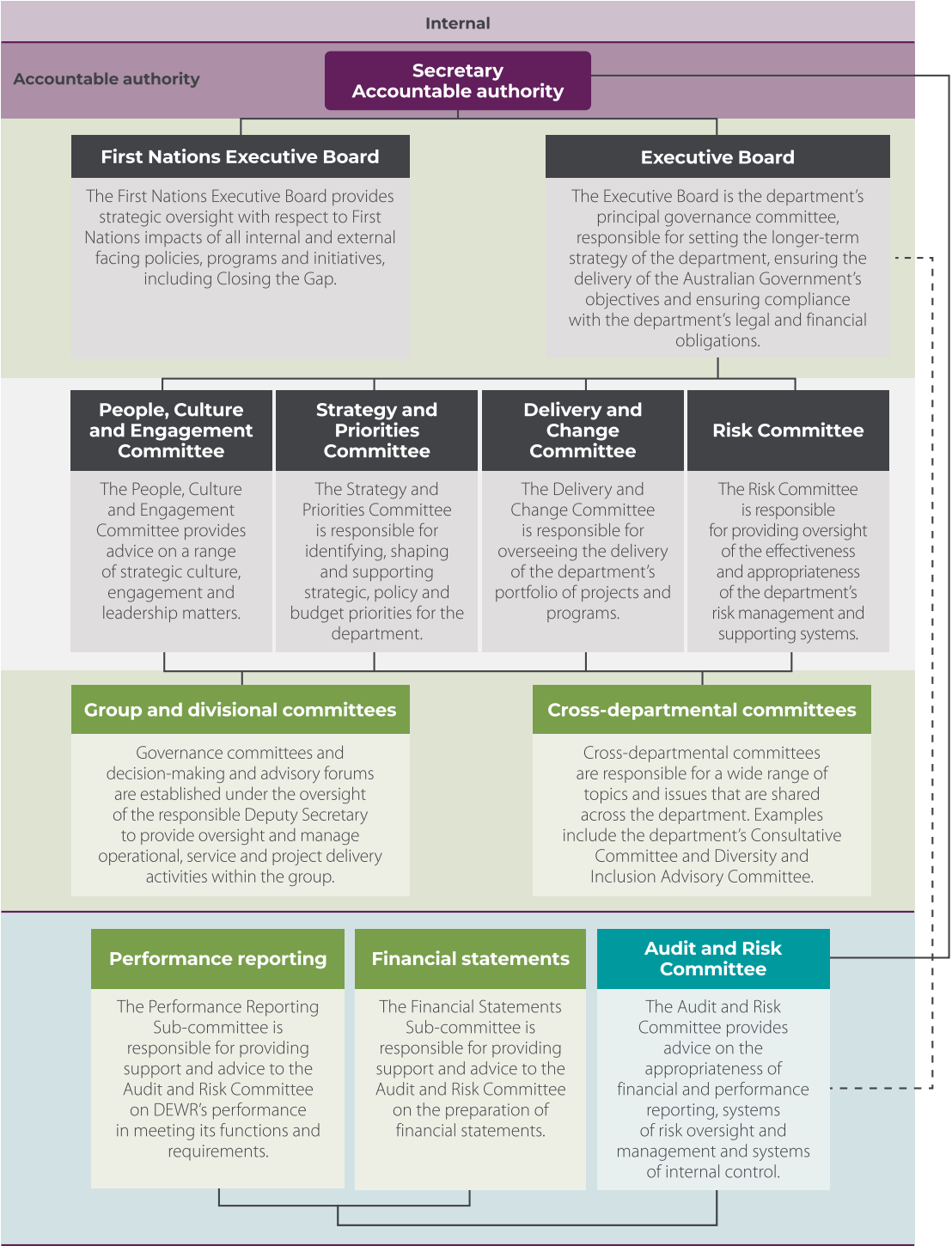
In addition, the Audit and Risk Committee (ARC) is a statutory requirement under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and provides advice on the appropriateness of financial and performance reporting, systems of risk oversight and management, and systems of internal control.

The committee has no executive powers in relation to the operations of the department and functions in an oversight and review capacity.

Each group – Corporate and Enabling Services; Employment and Workforce; Skills and Training; and Workplace Relations – also has internal governance arrangements in place to manage policy and program deliverables.

Figure 3.1 shows DEWR's governance framework as at 30 June 2025.

Figure 3.1: Departmental governance framework, 2024–25



Audit and Risk Committee

The ARC provides independent advice to the Secretary on the department's:

- financial reporting
- performance reporting
- systems of risk oversight and management
- systems of internal control.

The ARC's roles and responsibilities are set out in section 45 of the PGPA Act and section 17 of the Public Governance, Performance and Accountability Rule 2014 (PGPA Rule), and in the [ARC's charter](#).

The ARC met 8 times during the year – 5 standalone meetings, one joint meeting with the Financial Statements Sub-committee (FSSC) and 2 joint meetings with the Performance Reporting Sub-committee (PRSC). Table 3.1 provides details of the ARC members' roles on the committee, remuneration (inclusive of GST), qualifications and experience.

Also attending the ARC were, as of 30 June 2025:

- as senior advisor:
 - › Deputy Secretary, Corporate and Enabling Services Group (Chief Operating Officer)
- as advisors:
 - › Assistant Secretary, Quality Assurance and Risk Management Branch, Employment and Workforce Group (from 20 March 2025)
 - › Assistant Secretary, FEG Appointments, Compensation and Safety Branch, Workplace Relations Group

- › Acting First Assistant Secretary, Industry Policy and Quality Division, Skills and Training Group (as of 20 May 2025)
- › First Assistant Secretary, Digital Projects, Loans and Compliance Division, Skills and Training Group (to 24 December 2024)
- › Assistant Secretary, Funds and Payment Branch, Employment and Workforce Group (to 31 March 2025)

- as observers:
 - › Chief Financial Officer
 - › Chief Information Officer
 - › Chief Risk Officer (also fills the role of General Counsel)
 - › Chief Internal Auditor
 - › representatives from the Australian National Audit Office (ANAO).

The ARC has 2 subcommittees: the FSSC and the PRSC. These subcommittees assist the ARC to meet its financial and performance reporting obligations under the PGPA Rule.

The ARC works closely with the department's Risk Committee, which assists the ARC to meet its obligation to review the appropriateness of the department's systems of risk oversight and management.

Table 3.1: Audit and Risk Committee member details

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc.)	Additional information (including role on committee)
Ms Elizabeth Montano BA LLB (UNSW) FAICD	- Bachelor of Arts majoring in industrial relations and Bachelor of Laws - Fellow of the Australian Institute of Company Directors - Chair and member of various Commonwealth and New South Wales government boards and audit and audit and risk committees for over 20 years - Former Commonwealth CEO, SES officer and financial services consultant at King & Wood Mallesons - As the former CEO of the Australian Transaction Reports and Analysis Centre (AUSTRAC), she was the first woman to lead a Commonwealth law enforcement/regulatory agency	8	8	\$88,000	Committee Chair Ms Montano attended all meetings that she was contracted to attend. Remuneration includes attendance at subcommittee meetings; briefings to the Secretary, Chief Operating Officer and Executive Board; and other interactions with the department.
Mr Tim Youngberry FCPA FCA CPFA	- Bachelor of Business (major in accounting) - Fellow, CPA Australia; Fellow, Chartered Accountants Australia New Zealand; Member, Chartered Institute of Public Finance and Accountancy (UK) - Member of International Public Sector Accounting Standards Board (2010–2015) - Held senior positions – including CFO – in large Commonwealth entities and has worked with the National Australia Bank, Ernst and Young, the ANAO and the Department of Finance	8	8	\$40,000	Committee Member FSSC Chair Mr Youngberry attended all meetings that he was contracted to attend. Remuneration includes attendance at relevant subcommittee meetings.

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended	Total number of meetings held	Total annual remuneration (GST inc.)	Additional information (including role on committee)
Mr Jeff Lamond PSM BEC	- Bachelor of Economics (ANU) with majors in economics and accounting, Graduate Diploma in Legal Studies - Held senior positions, including as APS Merit Protection Commissioner and as internal ombudsman in 2 agencies - Held roles as chair of Commonwealth audit and risk committees and financial statement subcommittees for large and small government entities - Experience in the government sector including employment, values and ethics and personnel - Awarded the Public Service Medal for outstanding public service for his work on the <i>Public Service Act 1999</i>	8	8	\$40,000	Committee Member PRSC Chair Mr Lamond attended all meetings that he was contracted to attend. Remuneration includes attendance at relevant subcommittee meetings.
Ms Alexandra Spark GAICD FCA BCom	- Bachelor of Commerce (UNSW); Fellow, Chartered Accountants Australia and New Zealand; Graduate, Australian Institute of Company Directors 25-year career as a financial statement auditor and advisor on governance, risk management and performance measurement matters - CA Risk Specialist (awarded by the Chartered Accountants of Australia and New Zealand with the Australian Graduate School of Management) - Provided advice to public sector boards, committees, senior executives and leadership teams - Led several reviews of risk management policy, framework and practice	8	8	\$40,000	Committee Member Risk Committee Chair Ms Spark attended all meetings that she was contracted to attend. Remuneration includes attendance at relevant subcommittee meetings.

Integrity, fraud and corruption control

As a Commonwealth entity, the department must comply with section 10 of the PGPA Rule and ensure public resources are used appropriately to achieve its purpose and promote financial sustainability.

In 2024–25 the department continued to strengthen its Integrity Framework (released in 2023–24), working to embed ethical considerations and integrity to all aspects of its operations. The department remains focused on improving its integrity policies, systems and frameworks to uphold the highest standards of ethical conduct and public trust.

In February 2025 the department launched its Integrity Roadmap, developed in partnership with an independent Integrity Advisor and linked to the Integrity Framework. The roadmap outlines a 3-year pathway (2025–2027) to strengthen integrity maturity across the department. It highlights key initiatives, including:

- enhancing conflict-of-interest and public interest disclosure processes and capabilities
- implementing and monitoring recommendations from key publications including the Report of the Royal Commission into the Robodebt Scheme, and Louder than Words: An APS Integrity Action Plan
- developing and delivering tailored integrity education and support.

The department's Fraud and Corruption Control Framework and Integrity Framework complement other arrangements in place to prevent, detect, investigate and report suspected fraud and corruption against the department's programs and other interests. All reasonable measures have been taken to deal appropriately with instances of fraud and corruption related to the department.

The department has centralised fraud, corruption and integrity capabilities. The Integrity team is responsible for the department's Integrity Framework and its fraud and corruption control policies, as well as activities designed to uplift the department's integrity maturity. Departmental program areas remain responsible for their own assurance and compliance activities. Where assurance and compliance activities lead to the suspicion of fraud or corruption, these instances are referred to the Fraud Intelligence and Investigations team for appropriate action, including criminal investigation.

In 2024–25 the department continued to explore ways to more effectively manage integrity, fraud and corruption risks and suspected incidents. This included assessing and strengthening existing fraud and corruption controls through fraud and corruption control testing; uplifting the department's risk management system to fully integrate fraud and corruption risk; uplifting fraud, corruption and integrity training content and delivery; and assessing and improving the department's integrity maturity with an increased focus on real and perceived conflict of interest.

The department maintains a reporting tool enabling staff, providers and members of the public to report suspicions of fraud and corruption anonymously and engage in ongoing anonymous dialogue with investigators. The department also continues to strengthen its capabilities in intelligence-sharing between government agencies through membership of the multi-agency Fraud Fusion Taskforce and engagement with the National Anti-Corruption Commission.

The department is proactive in its approach to fraud, corruption and integrity awareness, and has strengthened internal communications and mandatory training offerings. These initiatives better assist officials to understand their roles, responsibilities and protections relating to fraud, corruption and integrity. Customised face-to-face and virtual training sessions have been delivered, focusing on both departmental and program-specific risks. Training surrounding broader integrity concepts such as actual and apparent conflicts of interest was also strengthened. All staff continue to be supported to recognise the early warning signs of fraud and corruption and proactively identify integrity concerns and treatments.

Significant non compliance with the finance law

There were no significant instances of non compliance with the finance law reported to the responsible minister in 2024–25.

Corporate and business planning

Planning and performance reporting framework

In 2024–25 the department continued to strengthen its performance reporting framework to support effective planning and monitoring of performance to influence positive outcomes. The framework includes a suite of tools, guidance materials and structured processes that assist in developing and reporting performance. Regular reporting to the Executive Board, along with considered assurance mechanisms, contributed to transparent oversight and informed decision-making. These practices aligned with the performance reporting requirements under the PGPA Act, the PGPA Rule and the Department of Finance Resource Management Guides. Throughout the year, our performance reporting approach supported accountability and transparency in the use of public resources, helping to demonstrate the department's contribution to government priorities.

Corporate plan

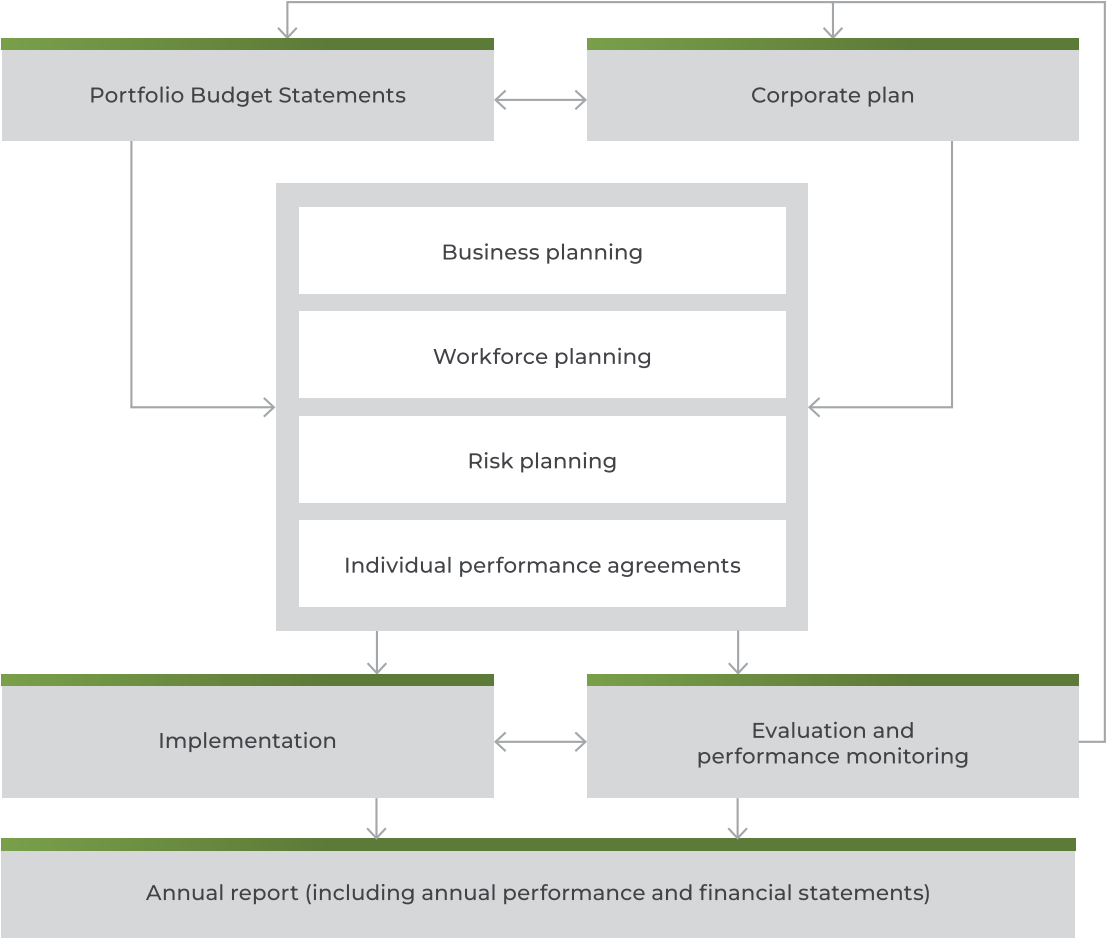
As our primary planning document, the 2024–25 Corporate Plan outlined our purpose, key activities and how we intended to measure success. Consistent with the Commonwealth Performance Framework, there is a clear line of sight between the planned performance presented in the Portfolio Budget Statements (PBS) and the 2024–25 Corporate Plan and the results presented in the annual performance statements (Part 2 of this report). The performance statements provide transparency and accountability for the department's performance.

Integrated planning

The department's integrated planning approach encourages business areas to actively align their business, workforce and risk-planning activities. This coordinated process supports strategic thinking across the organisation and helps build a clearer connection between operational priorities and the department's overarching purpose. By linking individual performance agreements to planning outcomes, the approach promotes greater visibility of objectives and accountability for delivering results.

Figure 3.2 shows the relationship between key products in the annual planning and performance reporting cycle.

Figure 3.2: Annual planning cycle



Risk management

In 2024–25 the department managed risk in accordance with its obligations under section 16 of the PGPA Act and the Commonwealth Risk Management Policy.

Our risk management approach was set out in the department's Accountable Authority Instructions for Risk Management and our 2024–25 Enterprise Risk Management Strategy (Risk Strategy). The 2024–25 Enterprise Risk Management Policy and Framework presents our strategic risks and our risk appetite and tolerance.

Our risk management arrangements, including systems of internal control, were overseen by the Executive Board and the Chief Risk Officer, supported by the Risk Committee and the Audit and Risk Committee.

The department's Chief Risk Officer is promoting a positive risk culture which supports the embedding of our newly revised risk appetite and tolerance and shared risk approaches.

Under our Risk Strategy, we continued to embed practical risk management into business operations in 2024–25 while uplifting risk capability through risk training and awareness activities to ensure our staff were supported to manage risk well.

The Risk Committee provided risk management oversight, including of the effectiveness and appropriateness of the department's enterprise risk management arrangements as set out in the committee's charter. It provided a forum for business areas to consult on risk matters and focused on the department's strategic risks. This included risks related to our people, finances, delivery of programs, policy design and implementation, fraud, information systems, and communications. Risk Committee meeting outcomes are reported to the Audit and Risk Committee and the Executive Board quarterly.

In 2024–25 we continued to engage with our internal and external stakeholders so that shared risks and governance arrangements were managed collaboratively, including those shared with First Nations people.

Our people

In 2024–25 we continued to strengthen our investment in building an inclusive, collaborative, adaptable and high-performing workforce.

This year marked the first full year of implementing our People Strategy 2024–27, which articulates our long-term people and culture vision. We also progressed the implementation of our Strategic Workforce Plan 2023–26, focusing on attracting, developing and retaining a skilled and future-ready workforce to support the Australian Government and the public. A key initiative delivered as a result of these strategic drivers was the release of Leadership @ DEWR resources. These resources are designed to support leaders at all levels by articulating clear expectations regarding leadership mindset, core capabilities, behaviours and ways of working. The resources serve as a foundation for targeted leadership development across the department. In addition, we launched the DEWR Reward and Recognition Framework, which is designed to elevate and celebrate outstanding performance and behaviours that exemplify the Australian Public Service (APS) Values and align with our employee value proposition.

Diversity and inclusion

Embracing diversity, inclusion, equity and belonging improves the experiences of our people and strengthens the outcomes we deliver.

Our Diversity and Inclusion Action Plan was launched in 2024–25. It aligns with APS diversity strategies and Closing the Gap Priority Reforms and articulates activities we will prioritise to attract, grow, retain and harness the diversity of our people.

In 2024–25 we delivered a range of actions aligned with the plan, including:

- implementing guidance to help recruitment selection panels improve the use of affirmative measures (disability) and affirmative measures (First Nations)
- updating and improving processes to access workplace adjustments at all stages of the employee lifecycle
- enhancing our mentoring program to improve participation, empowering employees to develop their leadership skills, seek career support and engage in 2-way learning
- promoting the value of diversity and inclusion through place-based networking events, sharing stories of lived experience, and providing opportunities for employees to build connections.

Respectful workplaces

The department is committed to ensuring our workplaces are respectful, safe and inclusive, as articulated in our Sexual Harassment Prevention and Response Plan and our Working Well Framework.

Our Sexual Harassment Prevention and Response Plan outlines a structured and holistic approach to integrating a positive safety culture through policies, procedures and leadership commitment. We are finalising consultation for a key deliverable of this plan, the Prevention of Sexual Harassment and Gender-Based Discrimination Policy, which delineates a best-practice approach to managing, responding to and preventing workplace sexual harassment and discrimination in line with positive duty requirements.

The Working Well Framework directly supports respectful workplaces through the management, assessment and prevention of psychosocial hazards, pursuant to the *Work Health and Safety Act 2011* (WHS Act). The Working Well Framework supports a psychosocially safe culture through proactive measures such as using data to inform early identification of risk and embedding psychosocial safety principles across departmental policies and procedures.

Workforce capability

In 2024–25 we remained focused on building our workforce's capability to ensure we are up to date, capable, adaptable and resilient. We provided greater access to course offerings, releasing a Capability Learning and Development Menu and adding several new learning offerings relating to leadership, management, change and communication.

Our flagship mentoring program, Amplify, provided opportunities for mentees to gain insights and guidance from experienced internal mentors. Three cohorts completed the department's Emerging Leaders program, which is a bespoke leadership program for APS 6 and EL 1 officers offering bite-sized immersive activities and thought-provoking discussions, while harnessing collaboration to work through the challenges that confront modern leaders.

Graduate pathways are an important entry-level pipeline for future talent and building workforce capability. In 2024–25, 43 graduates were placed across the department, including 9 in digital specialised areas, under the Australian Government Graduate Program. Digital capability continues to be in high demand, and our efforts to expand this capability were supported through the recruitment of digital graduates, digital trainees, school-based apprentices, and cadets.

The department remained involved in other whole-of-government entry-level programs, including the Australian Government School Leaver Program, which supports recent Year 12 school leavers in starting an APS career, and the Indigenous Apprenticeships Program, which provides a tailored pathway for Aboriginal and Torres Strait Islander peoples to enter the APS.

In 2024–25 the department continued to successfully manage and administer the Australian Government Apprenticeship Program. Building on the foundation established in previous years, the program offers an entry point into the APS, offering structured development pathways for individuals from diverse backgrounds and at different life stages.

Terms and conditions of employment

The Department of Employment and Workplace Relations Enterprise Agreement 2024–2027 commenced on 16 April 2024. It includes 3 remuneration increases.

The department issued individual section 24(1) determinations and made individual flexibility arrangements to vary the remuneration and/or entitlements of a limited number of non-SES employees to secure expertise or specialist skills that were critical to business needs. This flexibility allows the department to acquire and retain top talent across the sector and remain competitive in a tight labour market.

Non-salary benefits provided to employees

We offer a range of non-salary benefits to employees, including:

- support for learning and development opportunities, including time off work and/or financial assistance for eligible studies
- initiatives that promote staff wellbeing, including annual influenza vaccinations, an Employee Assistance Program (EAP) and the Before Blue mental health coaching program.

Work health and safety

In 2024–25 we continued to provide a workplace culture focused on physical and psychosocial health and safety in accordance with the WHS Act and the *Safety, Rehabilitation and Compensation Act 1988*. We actively strove to minimise and mitigate risks to health and safety through consultation, communication, and systematic hazard identification, risk assessment and control measures while promoting a positive safety culture.

Our Statement of Commitment: Health, Safety and Wellbeing outlines key actions that will contribute to maintaining a safe workplace while supporting employees' physical and psychological health in the workplace.

Health and Safety Representatives (HSRs) were appointed and the Health and Safety Representatives network was maintained with a high occupancy rate. Our Work Health and Safety Committee continued to meet quarterly in accordance with the WHS Act to drive and promote a safe working environment for all of our people.

We continue to provide a range of support networks for our people, including Employee Support Officers to complement our HSRs and help drive our safety culture by providing employees safe and confidential assistance to navigate challenging situations.

Work health and safety initiatives

Under the department's annual influenza vaccination program, 1,451 employees were vaccinated on-site in 2024–25, and a further 941 received vouchers for vaccination reimbursement. We facilitated 309 ergonomic assessments to support employees to work safely at all times with their equipment. We saw strong uptake of our Before Blue program, which had 168 registrations.

The Working Well Framework supports a culture of safety, respect and inclusion. In 2024–25 its ongoing implementation continued to build organisational maturity through integration with the enterprise risk management framework and embedding psychosocial safety principles throughout policies and procedures. A review and capability uplift of the department's work health and safety management system is being conducted to identify opportunities for continuous improvement in the early identification and management of psychosocial hazards.

Notifiable incidents

In 2024–25 there were no notifiable incidents as defined in section 35 of the WHS Act.

Workers' compensation performance

During 2024–25 there were 12 new workers' compensation claims accepted. The department's premium rate for the financial year was 0.27% of payroll costs, which compares favourably to the average scheme rate of 0.95%.

Strategic Commissioning Framework

The department operates in line with the APS Strategic Commissioning Framework. Core work is done in house in most cases, and any outsourcing of core work is minimal and aligns with the limited circumstances permitted under the framework.

Information and communications technology

The department's technology capability is delivered by 2 divisions: one focused on infrastructure, platforms and services, and the other on business application development.

The Technology and Services Division, managed by the Chief Information Officer, provides information and information and communications technology (ICT) infrastructure, end-user computing, cybersecurity, and support functions. The Digital Solutions Division, managed by the Chief Digital Officer, develops and supports a range of employment, skills, and workplace relations business and program applications.

Our ICT ecosystem continued to support our policy and program work with technology investment guided by key strategies with support from the Delivery and Change Committee. Our Digital Business Strategy guides our ICT direction and supports digital service delivery to our users. We continue to advance the 4 key shifts identified to transform our digital experience: facilitating simple access for users; creating cohesive and reliable digital experiences; improving the way we use our data to enhance services; and supporting policy development by ensuring our solutions are modern, integrated and connected.

In 2024–25 the department continued to invest in ICT infrastructure across on-premises data centres and public cloud networks in accordance with the Australian Government Secure Cloud Strategy. We continued modernising our business application hosting environment, leveraging modern cloud approaches to develop and support externally facing business systems that support clients across employment, skills and workplace relations areas.

To protect users and the data entrusted to the department, we continued to invest in and strengthen the security of our ICT network, systems and data holdings by focusing on implementing the Australian Cyber Security Centre's Essential Eight mitigation strategies to prevent harmful cyber incidents. We developed systems in a secure and compliant way, with privacy, accessibility and inclusion guiding our design-led approaches.

Under memorandum of understanding arrangements, we continued to use our ICT capability to deliver and share ICT services with other Australian Government agencies. This included desktop and mobile computing support, application and website development, hosting services, and a security-classified segregated PROTECTED environment. We continued to promote digital literacy across DEWR and partner agencies.

The department explored emerging technologies, developing foundational proofs of concept and establishing governance structures to support and drive innovation. We recognised the productivity benefits of artificial intelligence (AI) and other emerging technologies and have commenced a process of safe and ethical innovation. We have developed proofs of concept for AI partnering with our users to implement AI solutions that drive productivity and foster innovation in a safe and ethical manner.

The department is taking a proactive but cautious approach to AI, recognising its potential to improve productivity while ensuring safety and security. The department has deployed Microsoft 365 Copilot licences to around 10% of staff and Copilot Chat to all staff. These tools are supported by an AI capability uplift. All staff are expected to complete 'AI in Government Fundamentals' training and over 2,000 staff have participated in hands-on Copilot learning sessions. The Innovation Committee oversaw multiple AI proof-of-concept projects, including ParliHelper, which demonstrated measurable business value and earned DEWR the APS Data Award for Safe and Ethical Use of AI. These efforts positioned DEWR well in AI adoption across the APS.

The department continued to align with, and be an active participant in, the development of whole-of-government direction and strategies, including the Data and Digital Government Strategy, the Australian Government Architecture, the Australian Cyber Security Strategy, and the **Policy for the responsible use of AI in government.**

Financial performance

The department's financial statements are presented in Part 4 of this report, along with the Auditor-General's unmodified audit opinion. A summary of financial performance for departmental and administered activities is provided below.

Purchasing and procurements

The department's approach to procuring goods and services, including consultancies, is consistent with the principles of the Commonwealth Procurement Rules. These rules are applied to activities through the department's Accountable Authority Instructions, supporting operational guidelines and the Commonwealth Procurement Framework. The department published its procurement activities over \$10,000 (inclusive of GST) and business opportunities of \$80,000 and above (inclusive of GST), where panel arrangements were not utilised, on the AusTender website www.tenders.gov.au.

Procurement initiatives to support small and medium sized enterprises

The department supports small business participation in the Commonwealth Government procurement market. Small and medium enterprise (SME) and small enterprise participation statistics are available on the Department of Finance's website www.finance.gov.au.

The department's activities to support SMEs include:

- complying with the Commonwealth Procurement Framework
- mandatory use of the Commonwealth Contracting Suite for all low-risk procurements valued under \$200,000 (inclusive of GST)
- implementing the Indigenous Procurement Policy (IPP), noting that many Indigenous businesses are also SMEs
- complying with the government's Supplier Pay On-Time or Pay Interest Policy
- using credit cards for procurements valued below \$10,000 (inclusive of GST).

The department recognises the importance of ensuring small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website www.treasury.gov.au. Electronic invoicing arrangements continue to support small businesses to reduce their administration, create savings and improve the timeliness of payment.

Indigenous Procurement Policy

The department supports the goals of the IPP and is committed to growing its engagement with Indigenous enterprises. For 2024–25 the department had in place with Indigenous enterprises:

- 195 contracts
- contracts with a total value of \$54.48 million.

This result exceeded the Commonwealth First Nations procurement target of \$49.8 million set for the department by the National Indigenous Australians Agency. The department's 2024–25 target was \$21.3 million, higher than the target for 2023–24 because of forecast high-value contract renewals.

Reporting on the number and value of contracts the department (including its portfolio agencies) has with Indigenous providers is 'point-in-time reporting'. Contract variations and contractor mandatory minimum Indigenous participation requirements are reported across the life of each contract but recorded against the financial year in which the contract was first reported.

Australian Skills Guarantee

On 1 July 2024 the department introduced the Skills Guarantee Procurement Connected Policy (PCP), setting national targets for apprentices, trainees, paid cadets and women working on major Australian Government projects in construction and ICT. The skills guarantee will help build a pipeline of skilled workers to address skills shortages in the key sectors of construction and ICT, as well as creating more diverse construction and ICT workforces in Australia.

We have also set more ambitious targets for women on flagship construction projects (procurements with an estimated individual value of \$100 million or more). Additionally, suppliers will be required to prepare gender equality action plans outlining how the higher targets will be achieved. The flagship construction projects will act as exemplars across the sector by building a critical mass of women on-site.

In May 2025 the department launched an online Australian Skills Guarantee reporting system, enabling suppliers to report against their progress in meeting the Australian Skills Guarantee targets in a streamlined and easy-to-use way. The first reporting period under the Skills Guarantee PCP concluded at the end of January 2025 with one construction project report. We expect more projects to be reported in the next reporting period as procurements progress to contracts.

Our work on the Skills Guarantee PCP was underpinned by extensive consultation and engagement with over 100 stakeholders, including industry, unions, peak bodies, academics, women's advocacy groups, state and territory governments, and community organisations. We are continuing to engage with stakeholders to ensure smooth implementation of the Skills Guarantee PCP and provide support for stakeholders in meeting the Australian Skills Guarantee requirements.

Consultancy contracts

The department engaged consultants to provide independent and expert advice or services, taking into account:

- the skills and resources required for the task
- the skills available internally
- the cost-effectiveness of these options.

Decisions to engage consultants were made in accordance with the PGPA Act and related regulations including the Commonwealth Procurement Rules and relevant internal policies.

The department procured consultants through the mandatory Management Advisory Services panel or limited tender. Consultants were typically engaged to:

- investigate or diagnose a defined issue or problem
- carry out defined research, reviews or evaluations
- provide independent advice, information or creative solutions to assist the department in decision-making.

As shown in Table 3.2, during 2024–25, 20 new reportable consultancy contracts were entered into involving total actual expenditure of \$2,125,216 (incl. GST). In addition, 19 ongoing reportable consultancy contracts were entered into during a previous reporting period, involving total actual expenditure of \$2,221,094 (incl. GST).

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website (www.tenders.gov.au).

Table 3.2: Expenditure on reportable consultancy contracts, 2024–25

	Number	Expenditure \$ (incl. GST)
New contracts entered into during reporting period	20	2,125,216
Ongoing contracts entered into during previous reporting period	19	2,221,094
Total	39	4,346,310

Table 3.3: Organisations receiving a share of reportable consultancy contract expenditure, 2024–25

Name of Organisation	Organisation ABN	Expenditure \$ (incl. GST)	Proportion of total spend (%)
KPMG	51 194 660 183	1,277,038	29.4
Deloitte Touche Tohmatsu	74 490 121 060	515,011	11.8
NOUS Group Pty Ltd	66 086 210 344	330,498	7.6
Callida Pty Ltd	40 154 007 664	310,388	7.1
The Trustee for Dandolo Partners Unit Trust	48 757 017 061	241,024	5.5
Allen and Clarke Consulting Pty Ltd	66 632 186 059	229,372	5.3
Total of largest shares		2,903,331	66.7

Non-consultancy contracts

As shown in Table 3.4, during 2024–25, 1,229 new reportable non-consultancy contracts were entered into involving total actual expenditure of \$293,876,372 (incl. GST). In addition, 1,616 ongoing reportable non-consultancy contracts were entered into during a previous reporting period, involving total actual expenditure of \$2,224,475,572 (incl. GST).

Annual reports contain information about actual expenditure on reportable non-consultancy contracts (contracts entered into by the department, excluding consultancy contracts). Information on the value of reportable non-consultancy contracts is available on the AusTender website (www.tenders.gov.au).

Table 3.4: Expenditure on reportable non-consultancy contracts, 2024–25

	Number	Expenditure \$ (incl. GST)
New contracts entered into during the reporting period	1,229	293,876,372
Ongoing contracts entered into during a previous reporting period	1,616	2,224,475,572
Total	2,845	2,518,350,944

Table 3.5: Organisations receiving a share of reportable non-consultancy contract expenditure, 2024–25

Name of organisation	Organisation ABN	Expenditure \$ (incl. GST)	Proportion of total spend (%)
Serendipity (WA) Pty Ltd	64 062 160 614	209,270,175	8.3
Workskil Australia Ltd	28 167 872 424	110,534,707	4.4
Atwork Australia Pty Ltd	29 009 452 153	87,137,448	3.5
Asuria People Services Pty Ltd	81 132 914 633	83,553,096	3.3
Job Futures Ltd	13 080 037 538	66,283,661	2.6
Total of largest shares		556,779,087	22.1

Australian National Audit Office (ANAO) access clauses

The department entered into 8 contracts during the reporting period that had a value of \$100,000 or greater (inclusive of GST) that did not include an appropriate Auditor-General access clause. These contracts and the reasons for not including access clauses are shown in Table 3.6.

Table 3.6: Contracts without standard Auditor-General access, 2024–25

Name of contractor	Purpose	Total contract value \$ (incl. GST)	Reason for not including access clause
Aegogden (Darwin) Pty Ltd T/A Darwin Convention Centre	Event management	121,411.00	Standard industry practice to enter into supplier terms and conditions
Prezzee	Research program incentive	150,000.00	Standard industry practice to enter into supplier terms and conditions
CCH Australia	Library or documentation services	184,000.00	Standard industry practice to enter into supplier terms and conditions
National Convention Centre Canberra	Event management	272,907.08	Standard industry practice to enter into supplier terms and conditions
Elizabeth City Centre Pty Ltd	Lease and rental of property or building	866,091.37	Standard industry practice to enter into supplier terms and conditions
VMware Australia Pty Ltd	Software	1,588,950.00	Standard industry practice to enter into supplier terms and conditions
VMware Australia Pty Ltd	Software	9,790,528.28	Standard industry practice to enter into supplier terms and conditions
Diligent Board Services Australia Pty Ltd	Software	493,886.05	Standard industry practice to enter into supplier terms and conditions

Exempt contracts

During 2024–25 the department had 36 contracts with values greater than \$10,000 (inclusive of GST) that were exempt from being published on AusTender on the basis that it would disclose exempt matters under the *Freedom of Information Act 1982*. These contracts totalled \$5,693,294.56 (inclusive of GST).

Grant programs

Information on grants awarded by the department during 2024–25 is available at the GrantConnect website (www.grants.gov.au).

Advertising and marketing

In 2024–25, the department conducted phase 2 of the Fee-Free TAFE campaign and commenced research for a campaign on foundation skills.

Further information on the Fee-Free TAFE campaign is available at www.yourcareer.gov.au/fee-free-tafe.

The report on [Campaign Advertising by Australian Government Departments and Agencies](#), prepared by the Department of Finance, provides details of campaigns where expenditure was greater than \$250,000 (excluding GST).

Tables 3.7 to 3.9 list payments of \$16,900 or more (GST inclusive) to advertising agencies and to market research, polling, direct mail and media advertising organisations, as required under section 311A of the *Commonwealth Electoral Act 1918*.

Table 3.7: Payments to advertising agencies, 2024–25

Organisation	Service provided	Total paid in \$ (GST incl.)
Clemenger BBDO Melbourne Pty Ltd	Development of campaign creatives and materials for the Fee-Free TAFE phase 2 campaign	659,138.30

Table 3.8: Payments to market research and polling organisations, 2024–25

Organisation	Service provided	Total paid in \$ (GST incl.)
WhereTo Research Based Consulting	Fee-Free TAFE phase 2 campaign concept testing research	54,084.00
Hall & Partners	Fee-Free TAFE phase 2 campaign benchmark, tracking and evaluation research	115,596.80
WhereTo Research Based Consulting	Foundation Skills campaign developmental research	220,000.00
ThinkHQ	Review of Trades Recognition Australia communication landscape	176,893.20
Wayarang	Parent Pathways First Nations consultation research	75,900.00

Table 3.9: Payments to media advertising organisations, 2024–25

Organisation	Service provided	Total paid in \$ (GST incl.)
Universal McCann	Advertising for the Fee-Free TAFE phase 2 campaign	2,984,097.42
Universal McCann	Advertising for SEE program	38,500.00
Universal McCann	Advertising for New Energy Apprenticeships	234,044.77
Universal McCann	Advertising for VET Pathways and National Skills Agreement	213,544.14
Universal McCann	Advertising for School Leavers Information Kit	23,424.64
Universal McCann	Advertising for Parent Pathways	24,852.03

External scrutiny

Reports by the Auditor-General

In 2024–25 the Auditor-General tabled 2 cross-entity or multi-entity audit reports that included DEWR:

- Auditor-General Report No. 40 for 2024–25 Targets for Minimum Indigenous Employment or Supply Use in Major Australian Government Procurements Follow Up
- Auditor-General Report No. 39 for Ministerial Statements of Expectation and Responding Statements of Intent.

These reports can be found on the ANAO's website www.anao.gov.au.

Reviews by the Joint Committee of Public Accounts and Audit

In 2024–25 the department made submissions to 3 inquiries of the Joint Committee of Public Accounts and Audit:

- Report 506: Inquiry into Commonwealth Financial Statements 2022–23
- Report 509: Inquiry into public sector information technology procurement and projects
- Report 510: Inquiry into the use and governance of artificial intelligence systems by public sector entities – 'Proceed with Caution'.

Reports by parliamentary committees

The department has processes in place to provide evidence and/or submissions to parliamentary committee inquiries. We monitor these inquiries and provide biannual reports on them to our Audit and Risk Committee.

The department provided submissions, evidence and Australian Government responses to the following parliamentary committee inquiries in 2024–25.

Table 3.10: Evidence, submissions and tabled Australian Government responses to parliamentary committee inquiries, 2024–25

Committee	Inquiry
Senate Standing Committees on Education and Employment	The exploitation of general and specialist cleaners working in retail chains for contracting or subcontracting cleaning companies
	Corporate Avoidance of the Fair Work Act
	Education Services for Overseas Students Amendment (Quality and Integrity) Bill 2024 [Provisions]
	Universities Accord (Student Support and Other Measures) Bill 2024 [Provisions]
	Free TAFE Bill 2024 [Provisions]
	Fair Work Amendment Bill 2024
Senate Select Committee on Job Security	Job security
Senate Economics Legislation Committee	Future Made in Australia (Production Tax Credits and Other Measures) Bill 2024 [Provisions]
Senate Foreign Affairs, Defence and Trade References Committee	National Volunteer Incentive Scheme (Climate Army)
Joint Committee of Public Accounts and Audit	Inquiry into the use and governance of artificial intelligence systems by public sector entities
House of Representatives Standing Committee on Employment, Education and Training	Inquiry into the digital transformation of workplaces
House of Representatives Select Committee on Workforce Australia Employment Services	Inquiry into Workforce Australia employment services

Judicial decisions

In 2024–25 there were no decisions of any court that had, or may have had, a significant impact on the operations of the department.

Decisions of administrative tribunals

In 2024–25 there were no decisions of administrative tribunals that had, or may have had, a significant impact on the operations of the department.

Decisions by the Australian Information Commissioner

In 2024–25 the Australian Information Commissioner (AIC) finalised their review of 3 departmental freedom of information (FOI) decisions. The AIC decided to affirm one FOI decision and set aside 2 FOI decisions. Neither of these decisions by the AIC had a significant impact on the operations of the department.

Reports on the operations of the entity by the Commonwealth Ombudsman

In 2024–25 there were no reports finalised by the Commonwealth Ombudsman on the operations of the department. The department notes that in February 2025 the Commonwealth Ombudsman commenced an own-motion investigation into the Targeted Compliance Framework administered by the department. The Commonwealth Ombudsman released the first part of his report after the end of the reporting period. A second report is anticipated at the end of 2025.

Information Publication Scheme

The department is required to publish a range of information about its operations and programs in accordance with the Information Publication Scheme (IPS) in Part II of the *Freedom of Information Act 1982* (FOI Act).

The department is also required to publish its IPS Plan on its website. The **IPS Plan** sets out how the department complies with its IPS obligations.

The department meets its IPS obligations.

The International Labour Organization

Australia has been a member of the International Labour Organization (ILO) since it was founded in 1919. DEWR has primary responsibility for the Australian Government's engagement with the ILO. Australia is required to report on the tripartite (employers, workers and government) consultations concerning international labour standards in accordance with obligations under the Tripartite Consultation (International Labour Standards) Convention, 1976 (No. 144), which it ratified in June 1979.

The International Labour Affairs Committee is a subcommittee of Australia's National Workplace Relations Consultative Council. It was established in 1978 under section 12(1) of the *National Labour Consultative Council Act 1977*. It considers matters of substance relating to the ILO and other relevant international bodies. The committee met 3 times during the reporting period, on 17 October 2024, 3 March 2025 and 20 May 2025.

The department also has regular direct consultations with the representative employer and worker organisations, the Australian Chamber of Commerce and Industry and the Australian Council of Trade Unions, on matters relevant to the ILO.

Disability reporting

Australia's Disability Strategy 2021–2031 (the Disability Strategy) is the overarching framework for inclusive policies, programs and infrastructure that will support people with disability to participate in all areas of Australian life. The Disability Strategy sets out where practical changes will be made to improve the lives of people with disability in Australia.

It acts to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australia's policies and programs that affect people with disability, their families and carers. All levels of government have committed to deliver more comprehensive and visible reporting under the Disability Strategy. A range of reports on progress of the Disability Strategy's actions and outcome areas are published and available at www.disabilitygateway.gov.au/ads.

Disability reporting is included in the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au.

In 2024–25 we implemented guidance to improve the use of affirmative measures (disability) and enhanced processes for accessing workplace adjustments at all stages of the employee lifecycle, in alignment with the Diversity and Inclusion Action Plan. Our Accessibility Advisor provides specialist and individual support and advice to staff and managers through workplace adjustments, training, procurement of assistive technology and general awareness of disability.

Our employee-led Dis/Ability and Carers Network continued to support staff with disability, creating spaces to connect and share lived experiences and to raise awareness of matters relating to disability.

Delivery of the Disability Data Improvement Plan (2024–27) continued in 2024–25, and DEWR released an intranet site to support data teams to engage with disability data.

Highlight:

Driving reform in the building and construction industry

In 2024–25 the department supported the government's response to allegations of corruption, criminality and violence in the building and construction industry and worked across government to support actions to restore confidence in the industry and drive cultural reform and productivity.

Establishing and defending a scheme of administration of the CFMEU

The department advised the government on the development and passage of the *Fair Work (Registered Organisations) Amendment (Administration) Act 2024* (Cth) (Administration Act), which was passed by the parliament in August 2024. It enabled the government to swiftly establish a scheme of administration for the Construction and General Division of the Construction, Forestry and Maritime Employees Union (CFMEU) and its branches.

The department represented the Commonwealth in successfully defending a High Court challenge to these arrangements which was initiated in September 2024 by 2 former officeholders of the union. The High Court unanimously dismissed the challenge on 18 June 2025 in *Ravbar & Anor v Commonwealth of Australia & Ors* [2025] HCA 25.

Developing a Blueprint for the Future of the construction industry

In 2024–25 the department supported the national tripartite body for the industry, the National Construction Industry Forum (NCIF), to develop a groundbreaking blueprint that brings together employees, business and government to promote best practice, address systemic barriers and drive cultural reform in this critical sector.

In October 2024 the NCIF recognised an unprecedented opportunity to collaboratively develop a Blueprint for the Future that would identify and prioritise the industry's key challenges and set out a staged workplan to address them. Since then, DEWR has worked constructively with NCIF members to develop the blueprint over a series of facilitated workshops and out-of-session engagement.

The blueprint was formally endorsed in September 2025 and is available at [Blueprint for the Future – Department of Employment and Workplace Relations, Australian Government](#).





Pictured: NCIF attendees and ministers following endorsement of the blueprint. Left to right – Kent Johns, Tony Callinan, Denita Wawn, Christopher Donovan, the Hon Andrew Giles MP, Jocelyn Martin, the Hon Amanda Rishworth MP, Jon Davies, Ashlee Berry, Alison Mirams, Lucy Weber, Nicholas Proud.

Note: This highlight is not part of the Management and accountability section. It is intended to demonstrate the work of DEWR.

4

Financial statements

Independent auditor's report	104
Certification of financial statements	107
Financial statements	108



INDEPENDENT AUDITOR'S REPORT

To the Minister for Employment and Workplace Relations

Opinion

In my opinion, the financial statements of the Department of Employment and Workplace Relations (the Entity) for the year ended 30 June 2025:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2025 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2025 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to and forming part of the financial statements, comprising material accounting policy information and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and their delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Key audit matter**Accuracy of 'Workforce Australia' supplier expenses**

Refer to Note D1.3 'Suppliers'

I focused on the Workforce Australia component of the suppliers expense balance as a key audit matter. This is an employment service delivered by the department that includes an online service and a network of providers to deliver personalised support for Australians in finding and keeping a job, changing jobs or creating their own job. The department establishes provider agreements for delivering these services. Implementation of reforms and related payment arrangements have created risks for the accuracy of payments in the third year of implementation.

During 2024–25 the entity recognised supplier expenses of \$2.1 billion. Workforce Australia expenditure represents a significant portion of this balance.

How the audit addressed the matter

To audit the accuracy of Workforce Australia expenses, I performed the following procedures:

- evaluated the design, implementation and operating effectiveness of key information technology systems and controls relevant to the accuracy of Workforce Australia expenses. This included assessing whether related expenses are accurately reflected in the financial management information system;
- assessed the accuracy of payment rates applied within business systems by agreeing a sample to respective agreements and jobseeker details; and
- tested a sample of Workforce Australia payments, including agreeing payments to the approved provider agreements.

Key audit matter**Valuation of the vocational student and Australian apprenticeship support loans receivables**

Refer to Note F1.2 'Trade and other receivables'

I focused on the Entity's vocational student and Australian apprenticeship support loan receivables as a key audit matter due to the valuation of these receivables involving significant and complex judgments about the timing and recoverability of the related debts.

These judgments include assumptions about discount factors, future employment and salary rates and future collectability of repayments that contain a significant degree of uncertainty and are influenced by the economic environment.

These receivables are subject to actuarial assessment and rely on the completeness and accuracy of taxation data and information provided from education providers.

For the year ended 30 June 2025, the Entity recognised vocational student and Australian apprenticeship support loan receivables of \$4.0 billion and \$899.8 million respectively.

How the audit addressed the matter

To audit the valuation of vocational student and Australian apprenticeship support loan receivables, I performed the following procedures:

- evaluated the design, implementation and operating effectiveness of management's controls relating to the valuation process, including data reconciliations and the Entity's review and approval of the estimates; and
- evaluated the reasonableness of the Entity's actuarial methodology. This included considering the work and findings of the external actuarial expert engaged by the Entity; and
- assessed the reasonableness of key actuarial assumptions by comparing them with accepted industry benchmarks for discount rates and salary growth rates in a range of occupations.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Secretary of the Department is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Secretary of the Department is also responsible for such internal control as the Secretary of the Department determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Secretary of the Department is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary of the Department is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office



Fiona Sheppard
Executive Director

Delegate of the Auditor-General

Canberra
24 September 2025

Department of Employment and Workplace Relations
STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2025 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Employment and Workplace Relations will be able to pay its debts as and when they fall due.

Signed.....

Natalie James

Secretary

23 September 2025

Signed.....

Ben Sladic FCA

Chief Financial Officer

23 September 2025

**Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS**

Departmental Primary Statements.....	109
Administered Schedules.....	114
Notes to the Financial Statements.....	119
A. About This Report.....	119
B. Departmental Operating Result Reconciliation.....	123
B1: Net Cash Appropriation Arrangements	123
C. Departmental Financial Performance.....	124
C1: Expenses	124
C2: Income	125
D. Administered Financial Performance	127
D1: Expenses	127
D2: Income	128
E. Departmental Financial Position.....	130
E1: Financial Assets	130
E2: Non-Financial Assets.....	131
E3: Payables	136
E4: Interest Bearing Liabilities	136
F. Assets and Liabilities Administered on behalf of Government	137
F1: Administered - Financial Assets.....	137
F2: Payables.....	140
G. Funding	141
G1: Appropriations.....	141
G2: Special Accounts	145
G3: Regulatory Charging	146
H. People and Relationships	148
H1: Employee Provisions.....	148
H2: Key management personnel remuneration (KMP).....	148
H3: Related party disclosures	149
I. Managing Uncertainties.....	150
I1: Contingent Assets and Liabilities	150
I2: Financial Instruments.....	151
I3: Fair Value	154
J. Other Information.....	155
J1: Current/Non-current distinction for Assets and Liabilities	155
J2: Restatement of Prior Period Balances	157

Department of Employment and Workplace Relations
STATEMENT OF COMPREHENSIVE INCOME
for the year ended 30 June 2025

Departmental Primary Statements

		2025	Restated 2024 ¹	Original Budget ²
	Notes	\$'000	\$'000	2025 \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	C1.1	581,532	504,909	477,089
Suppliers ¹	C1.2	309,805	300,631	349,229
Depreciation and amortisation ¹	E2.1	213,514	210,824	152,350
Write-down of non-financial assets ¹	E2.1	-	29,620	-
Interest on lease liabilities ¹		2,320	3,333	3,127
Losses from asset disposal		8,301	120	-
Net loss on lease derecognised		-	433	-
Impairment loss on financial assets	I2.2	-	642	-
Total expenses¹		1,115,472	1,050,512	981,795
Own-Source Income				
Own-source revenue				
Revenue from contracts with customers ³	C2.1	129,992	112,296	79,018
Resources received free of charge	C2.2	1,889	1,844	3,929
Total own-source revenue		131,881	114,140	82,947
Gains				
Other gains ¹		13,155	11,348	-
Net gain on reversal of lease derecognised		245	-	-
Reversal of impairment on financial assets	I2.2	623	-	-
Total gains¹		14,023	11,348	-
Total own-source income¹		145,904	125,488	82,947
Net cost of services¹		(969,568)	(925,024)	(898,848)
Revenue from Government	C2.3	822,047	732,707	805,221
Deficit on continuing operations¹		(147,521)	(192,317)	(93,627)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		-	3,717	-
Total other comprehensive income		-	3,717	-
Total comprehensive loss¹	B1	(147,521)	(188,600)	(93,627)

¹ 2024 figures have been restated (refer Note J2).

² Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024.

³ From 2024-25 Rental Income has been consolidated into Revenue from contracts with customers as it is immaterial.

The above statement should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
STATEMENT OF FINANCIAL POSITION
as at 30 June 2025

		2025	Restated 2024 ¹	Original Budget ²
	Notes	\$'000	\$'000	2025 \$'000
ASSETS				
Financial assets				
Cash and cash equivalents	E1.1	6,235	11,748	6,387
Trade and other receivables	E1.2	333,799	284,839	266,402
Total financial assets		340,034	296,587	272,789
Non-financial assets				
Buildings ^{1,3}	E2.1	227,618	211,190	240,943
Leasehold improvements ¹	E2.1	29,230	23,172	-
Infrastructure, plant and equipment ¹	E2.1	42,777	38,129	82,562
Computer software ¹	E2.1	290,595	281,008	418,643
Prepayments		39,271	42,452	25,932
Total non-financial assets¹		629,491	595,951	768,080
Total assets¹		969,525	892,538	1,040,869
LIABILITIES				
Payables				
Supplier payables		57,571	42,356	48,338
Other payables	E3.1	30,546	25,360	14,618
Total payables		88,117	67,716	62,956
Interest bearing liabilities				
Leases ³	E4.1	244,041	202,163	236,150
Total interest bearing liabilities¹		244,041	202,163	236,150
Provisions				
Employee provisions	H1.1	163,185	144,063	129,353
Total provisions		163,185	144,063	129,353
Total liabilities¹		495,343	413,942	428,459
Net assets¹		474,182	454,585	612,410
EQUITY				
Contributed equity		911,570	744,452	890,801
Reserves		3,717	3,717	-
Accumulated deficit ¹		(441,105)	(293,584)	(278,391)
Total equity¹		474,182	454,585	612,410

¹ 2024 figures have been restated (refer Note J2)

² Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024

³ Right-of-use (ROU) assets are included in the 'Buildings' line item.

The above statement should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
STATEMENT OF CHANGES IN EQUITY
for the year ended 30 June 2025

	Notes	2025 \$'000	Restated 2024 ¹ \$'000	Original Budget ² 2025 \$'000
CONTRIBUTED EQUITY				
Opening balance				
Balance carried forward from previous period		744,452	626,680	743,138
Adjusted opening balance		744,452	626,680	743,138
Contributions by owners				
Equity injection – appropriations ³		69,831	43,322	69,831
Departmental capital budget ⁴		97,287	72,412	77,832
Restructuring		-	2,038	-
Total transactions with owners		167,118	117,772	147,663
Closing balance as at 30 June		911,570	744,452	890,801
ACCUMULATED DEFICIT				
Contributions by owners				
Balance carried forward from previous period		(293,584)	(84,352)	(184,764)
Adjustment to opening balance			(16,915)	-
Adjusted opening balance		(293,584)	(101,267)	(184,764)
Comprehensive income				
Deficit on continuing operations ¹		(147,521)	(192,317)	(93,627)
Total comprehensive income¹		(147,521)	(192,317)	(93,627)
Closing balance as at 30 June¹		(441,105)	(293,584)	(278,391)
ASSET REVALUATION RESERVES				
Opening balance				
Balance carried forward from previous period		3,717	-	-
Adjusted opening balance		3,717	3,717	-
Closing balance as at 30 June		3,717	3,717	-
Total equity as at 30 June¹		474,182	454,585	612,410

Accounting policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Government entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

¹ 2024 figures have been restated (refer Note J2).

² Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024.

³ \$9.112 million equity injection quarantined under section 51 as at 30 June 2025.

⁴ Department Capital budget \$97.287 million from 2024-25 Appropriation Acts 1, 3 and 5.

The above statement should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
CASH FLOW STATEMENT
for the year ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget ¹ 2025 \$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		944,397	923,387	806,727
Sale of goods and rendering of services		140,344	92,494	79,018
GST received		47,537	45,069	34,507
Special Account receipts		5,914	5,000	-
Other		3,355	1,147	-
Total cash received		1,141,547	1,067,097	920,252
Cash used				
Employee benefits		554,019	496,100	474,923
Suppliers		284,222	352,390	379,576
Section 74 receipts transferred to the OPA		205,832	106,802	188
GST paid ²		47,630	45,611	-
Interest payments on lease liabilities		2,320	1,815	3,127
Total cash used		1,094,023	1,002,718	857,814
Net cash from operating activities		47,524	64,379	62,438
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of infrastructure, plant and equipment		-	14	-
Total cash received		-	14	-
Cash used				
Purchase of property, plant and equipment		12,726	6,715	155,792
Purchase of leasehold improvements		17,269	3,999	-
Purchase/development of intangibles		144,972	108,698	-
Total cash used		174,967	119,412	155,792
Net cash used by investing activities		(174,967)	(119,398)	(155,792)
FINANCING ACTIVITIES				
Cash received				
Contributed equity ³		7,500	2,662	151,722
Contributed equity - equity injection		63,947	43,323	-
Contributed equity - departmental capital budget		113,932	72,412	-
Total cash received		185,379	118,397	151,722
Cash used				
Principal payments of lease liabilities		63,449	58,017	58,368
Total cash used		63,449	58,017	58,368
Net cash from financing activities		121,930	60,380	93,354
Net increase in cash held		(5,513)	5,361	-
Cash and cash equivalents at the beginning of the reporting period		11,748	6,387	6,387
Cash and cash equivalents at the end of the reporting period	E1.1	6,235	11,748	6,387

¹ Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024.

² GST paid to suppliers, per AASB 107 *Statement of Cash Flows and Primary Reporting and Information Management Aid (PRIMA)*.

³ Student Identifiers Special Account transferred from Department of Education.

The above statement should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations

BUDGET VARIANCES COMMENTARY

for the year ended 30 June 2025

Commentary for significant variances between the Department's original budget estimates, as published in the 2024-25 Portfolio Budget Statements on 14 May 2024, and the final outcome in the 2024-25 financial statements is presented below. Significant variances are those relevant to an analysis of the Department's performance, not merely numerical differences between actual amounts and budget. Unless otherwise individually significant, no additional commentary has been included.

Departmental financial result

In 2024-25, the Department reported an operating deficit on continuing operations of \$147.5 million, against a budgeted deficit of \$93.6 million. After adjusting for the net cash appropriation effect of unfunded depreciation and amortisation as well as principal repayments of leased assets, the Department reported a net surplus of \$2.5 million.

Total expenses were \$133.7 million more than the budget, mainly due to an increase in employee expenses associated with expenditure to deliver on outcomes and activities funded by MYEFO, 2024-25 Budget measures and contracts from customers (\$130.0 million), as well as increased depreciation and amortisation arising from the capitalisation of a number of assets (\$61.2 million).

Total own source revenue was \$48.9 million more than budget, mainly due to higher than anticipated projects and services requests from the Department of Education.

Revenue from Government was \$16.8 million higher than budget, primarily from funding received through additional current year measures in the 2024-25 MYEFO process.

Departmental financial position

Cash and cash equivalents mainly reflect the balance of the Unique Student Identifier (USI) special account (\$5.3 million) which is held in the Official Public Account and reported as cash equivalent.

Trade and other receivables were \$67.4 million more than budget, primarily due to the additional work undertaken for the Department of Education.

Non-financial assets were \$138.6 million lower than budget, mainly due to a decrease in Computer Software \$128.0 million.

Supplier payables were in line with budget, while Other Payables were \$15.9 million more than budget due to increased year end accruals of wages, salaries and superannuation.

Employee Provisions were \$33.8 million more than budget as a result of increased staffing levels and actuarial adjustments to year end balances, including lengths of service and probability factors.

Departmental statement of changes in equity

As of 30 June 2025, the Department's equity is \$138.2 million less than budgeted. This is a direct result of \$24.4 million adjustment to the opening balance to account for prior period errors in leases and the recognition of assets, as well as an operating deficit of \$53.9 million more than budget.

Departmental cash flow statement

Variances in the statements of comprehensive income and schedule of assets and liabilities were also reflected in the cash flow statement. The underlying causes are identical.

Department of Employment and Workplace Relations
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the year ended 30 June 2025

Administered Schedules

		2025	2024	Original Budget ¹
	Notes	\$'000	\$'000	2025 \$'000
NET COST OF SERVICES				
Expenses				
Grants	D1.1	236,090	184,227	232,910
Personal benefits	D1.2	564,838	425,473	795,743
Suppliers	D1.3	2,095,220	2,103,664	2,329,301
Subsidies	D1.4	1,193,162	2,094,560	1,147,203
Impairment loss on financial assets		(9,626)	16,740	366,610
Payment to corporate Commonwealth entity - Comcare		6,679	6,029	57,600
Fair value losses	D1.5	155,551	514,718	-
Total expenses		4,241,914	5,345,411	4,929,367
Income				
Revenue				
Taxation revenue				
Levies - Coal Mining Industry (Long Service Leave Funding)		269,131	240,661	255,056
Total taxation revenue		269,131	240,661	255,056
Non-taxation revenue				
Revenue from contracts with customers	D2.1	80,878	89,276	-
Interest	D2.2	207,124	195,946	123,024
Other	D2.3	54,680	108,435	282,960
Total non-taxation revenue		342,682	393,657	405,984
Total revenue		611,813	634,318	661,040
Gains				
Fair value gains	D2.4	13,154	98,540	(6,272)
Total gains		13,154	98,540	(6,272)
Total income		624,967	732,858	654,768
Net cost of services		(3,616,947)	(4,612,553)	(4,274,599)
OTHER COMPREHENSIVE INCOME				
Change in asset revaluation reserve		140,562	11,583	-
Total other comprehensive income		140,562	11,583	-
Total comprehensive loss		(3,476,385)	(4,600,970)	(4,274,599)

¹ Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024.

The above schedule should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
As at 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget ¹ 2025 \$'000
ASSETS				
Financial assets				
Cash and cash equivalents	F1.1	12,198	11,371	16,316
Trade and other receivables	F1.2	4,923,141	4,673,169	4,167,272
Equity accounted investments	F1.3	513,091	372,529	402,700
Total financial assets		5,448,430	5,057,069	4,586,288
Non-financial assets				
Prepayments		7,403	7,715	5,956
Total non-financial assets		7,403	7,715	5,956
Total assets administered on behalf of Government		5,455,833	5,064,784	4,592,244
LIABILITIES				
Payables				
Personal benefits		2,903	2,489	1,913
Suppliers		65,264	132,803	101,295
Subsidies		38,701	36,004	30,357
Grants		7,105	15,162	33,152
Other payables	F2.1	2,101,527	2,114,681	2,099,820
Total payables		2,215,500	2,301,139	2,266,537
Total liabilities administered on behalf of Government		2,215,500	2,301,139	2,266,537
Net assets		3,240,333	2,763,645	2,325,707

¹ Budget reported in the 2024–2025 Portfolio Budget Statements published on 14 May 2024.

The above schedule should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
ADMINISTERED RECONCILIATION SCHEDULE
for the year ended 30 June 2025

	2025 \$'000	2024 \$'000
Opening assets less liabilities as at 1 July	2,763,645	2,766,617
Net cost of services		
Income	624,967	732,858
Expenses		
Other than corporate Commonwealth entities	(4,235,235)	(5,339,382)
Payments to corporate Commonwealth entities	(6,679)	(6,029)
Other comprehensive income		
Revaluations transferred to reserves	140,562	11,583
Transfers (to) from the Australian Government		
Appropriation transfers from the OPA		
Annual appropriations		
Payments to entities other than corporate Commonwealth entities	3,556,124	4,260,454
Payments to corporate Commonwealth entities	6,679	6,029
GST	207,390	212,337
Special appropriations (unlimited)		
Payments to entities other than corporate Commonwealth entities	1,017,704	939,025
Special accounts	6,199	5,954
Appropriation transfers to the OPA		
Transfers to the OPA	(627,847)	(618,686)
GST transferred to OPA	(206,975)	(201,171)
Special appropriation receipts	(7,017)	(7,619)
Restructuring	-	-
Other movements	816	1,675
Closing assets less liabilities as at 30 June	3,240,333	2,763,645

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the Department for use by the Government rather than the Department is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the Department on behalf of the Government and reported as such in the Schedule of Administered Cash Flows and in the Administered Reconciliation Schedule.

The above schedule should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
ADMINISTERED CASH FLOW STATEMENT
for the year ended 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget ¹ 2025 \$'000
OPERATING ACTIVITIES				
Cash received				
Interest		280	641	194,905
GST refunds		210,862	201,171	232,930
Levies - Coal Mining Industry (Long Service Leave Funding)				
Corporation		269,131	240,661	255,056
Other revenue		152,038	169,777	193,712
Total cash received		632,311	612,250	876,603
Cash used				
Suppliers		2,161,397	2,082,870	2,562,231
Subsidies		1,190,476	2,088,913	1,147,203
Personal benefits		548,971	406,749	795,743
Grants		244,147	202,225	232,910
Payments to corporate Commonwealth entities		6,679	6,029	57,600
GST paid		209,553	201,080	-
Total cash used		4,361,223	4,987,866	4,795,687
Net cash used by operating activities		(3,728,912)	(4,375,616)	(3,919,084)
INVESTING ACTIVITIES				
Cash received				
Repayments of loans		203,047	212,964	277,598
Total cash received		203,047	212,964	277,598
Cash used				
Loans provided		425,563	432,043	524,653
Total cash used		425,563	432,043	524,653
Net cash used by investing activities		(222,516)	(219,079)	(247,055)
Net decrease in cash held		(3,951,428)	(4,594,695)	(4,166,139)
Cash from the Official Public Account				
Appropriations		4,581,795	5,199,480	5,083,555
GST appropriations		207,390	212,337	-
corporate Commonwealth entities		6,679	6,029	-
Special accounts		6,199	5,954	-
Total cash from the Official Public Account		4,802,063	5,423,800	5,083,555
Cash to the Official Public Account				
Administered Receipts		(631,929)	(618,686)	(916,773)
Return of GST appropriations		(210,862)	(201,171)	-
Special accounts - transferred in		(5,914)	(5,792)	-
Special accounts		(1,103)	(1,827)	-
Total cash to the Official Public Account		(849,808)	(827,476)	(916,773)
Net Cash transferred from the Official Public Account		3,952,255	4,596,324	4,166,782
Net increase/(decrease) in cash held		827	1,629	643
Cash and cash equivalents at the beginning of the reporting period		11,371	9,742	15,673
Cash at the end of the reporting period	F1.1	12,198	11,371	16,316

¹ Budget reported in the 2024-2025 Portfolio Budget Statements published on 14 May 2024.

The above schedule should be read in conjunction with the accompanying notes.

Department of Employment and Workplace Relations
BUDGET VARIANCES COMMENTARY
for the year ended 30 June 2025

Administered Budget Variance Commentary

Commentary for significant variances between the Department's original budget estimates, as published in the 2024-25 Portfolio Budget Statements on 14 May 2024, and the final outcome in the 2024-25 financial statements is presented below. Major variances are those relevant to an analysis of the Department's administered performance, not merely on numerical differences between actual amounts and budget. Unless otherwise individually significant, no additional commentary has been included.

Administered schedule of comprehensive income

In 2024-25 the Department administered \$4.2 billion in expenses on behalf of the Government, primarily comprised of \$1.2 billion (28%) in subsidies paid and \$2.1 billion (50%) in supplier costs.

Personal benefits expenses were under budget, predominantly due to the Australian Apprenticeships Incentives System demand driven program operating with lower than anticipated claim rates across most payment types, the Fair Entitlements Guarantee program, receiving less claims for assistance than predicted through baseline modelling and lower than budgeted activity in the Australian Apprenticeship Support Loans program.

Supplier costs are slightly below that forecast at Budget 2024-25 due to underspends within the Workforce Australia program from lower-than-expected participation in activities and under-utilisation of some capped and non-demand driven programs and services.

Subsidies were higher than budget due to higher than forecast demand for Apprenticeship Programs.

The majority of payments to corporate Commonwealth entities (Comcare) reported in the Portfolio Budget Statements were subsequently appropriated to DEWR directly, with only \$6.679 million subsequently appropriated for payment to corporate Commonwealth entities. Other payments made to Comcare were appropriated directly to the Department and recorded as Grants to Australian Government entities.

Variation to budget for the write down and impairment of assets and fair value losses reflect the impact of the actuarial adjustments from the Australian Government Actuary on Australian Apprenticeship Support Loans and Vocational Student Loans.

Revenue was lower than budget due to a decrease in assessment revenue associated with the demand for Trades Recognition Australia program.

Administered schedule of assets and liabilities

As at 30 June 2025, assets administered on behalf of Government totalled \$5.5 billion compared to an original budget of \$4.6 billion. Administered assets are primarily comprised of loans provided under the Vocational Student Loans (VSL) and Australian Apprenticeship Support Loans (AASL) programs, with a minority consisting of investments in Comcare and the Coal Mining Industry (Long Service Leave) scheme.

The variance to the original budget is primarily a result of variations in the actuarial assessment of fair value of the VSL and AASL loans, including the 2024-25 actuarial adjustment which was not reflected in the budget.

Administered cash flow statement

Variances in the Administered schedule of comprehensive income and Administered schedule of assets and liabilities are also reflected in the Administered cash flow statement.

Department of Employment and Workplace Relations NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Notes to the Financial Statements

A. About This Report

The Department of Employment and Workplace Relations (the Department) is an Australian Government controlled not-for-profit entity. The Department's purpose is to support people to have safe, secure and well-paid work with the skills for a sustainable future. The Department is structured to meet the following outcomes:

- Outcome 1: Foster a productive and competitive labour market through policies and programs that assist job seekers into work, including secure work, and meet employer and industry needs.
- Outcome 2: Promote growth in economic productivity and social wellbeing through access to quality skills and training.
- Outcome 3: Facilitate jobs growth, including secure work, through policies and programs that promote fair, productive and safe workplaces.

The Department supports its Ministers through expert, evidence-based policy advice and the design and delivery of quality and sustainable policies and programs.

The Department conducts the following administered activities on behalf of the Government:

- Employment Services:
 - Help job seekers find and keep a job,
 - Deliver high-quality and efficient services,
 - Support target groups to improve their work readiness and find employment,
 - Pacific Australia Labour Mobility (PALM) Scheme.
- Building Skills and Capability:
 - Enhance the quality of vocational education and training,
 - Respond to national future skills needs through access to VSL graduates with the required skills,
 - Reduce barriers to undertaking quality vocational education and training,
 - Maintain the Unique Student Identifier registry.
- Vocational Student Loans: Reduce barriers to undertaking quality vocational education and training.
- Workplace Relations and Support:
 - Fair Entitlements Guarantee program,
 - Coal Mining Industry Long Service Leave Corporation,
 - Comcare.

The continued existence of the Department in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the Department's administration and programs.

Activities contributing toward these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the Department. Administered activities involve the management or oversight by the Department, on behalf of the Government, of items controlled or incurred by the Government.

The Basis of Preparation

The financial statements are general purpose financial statements required by section 42 of the *Public Governance, Performance and Accountability (PGPA) Act 2013*.

The financial statements have been prepared in accordance with the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR) and the Australian Accounting Standards and Interpretations – including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period. Fair value measurement of non-financial assets are reported in accordance with Tier 1 disclosures under AASB 1053 Application of Tiers of Australian Accounting Standards.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

General disclosures to the financial statements are to one decimal place, except where appropriate to two or three decimal places to support disclosures.

Reporting of Administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Unless otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards and Interpretations.

Tier 1 reporting requirements have been applied to administered disclosures in respect of AASB 7 *Financial Instruments: Disclosure* and AASB 13 *Fair Value Measurement*.

Significant Accounting Judgements and Estimates

During the 2024-25 financial year, the Department has not made any judgements and applied estimates that had an impact on the amounts recorded in the financial statements. Judgements and estimates that are material to the financial statements are found in the following notes:

- Employee Provisions (H1)
- Non-financial Assets (E2)
- Jobactive, Workforce Australia and Transition to Work accruals (D1.3 and D1.4)
- Vocational Student Loans (includes both Vocational Student Loans (VSL) and VET FEE-HELP (VFH)) (D1.5, D2.2, D2.4, and F1.2 and F1.4)
- Australian Apprenticeship Support Loans (D1.2, D1.5, D2.2, F1.2 and F1.4).

New Australian Accounting Standards

The following new and amending standards were issued by the Australian Accounting Standards Board prior to the signing of the statement by the accountable authority and chief financial officer, which may have a material impact on the entity's financial statements for future reporting period(s):

Standard/ Interpretation	Application date for the Department ¹	Nature of impending change/s in accounting policy and likely impact on initial application
AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-For Profit Public Sector Entities	1 January 2024	AASB 2022-10 applies to annual periods beginning on or after 1 January 2024. This standard amends AASB 13 Fair Value Measurement for fair value measurements of non-financial assets of not-for-profit public sector entities not held primarily for their ability to generate net cash inflows.
AASB 2022-6 Amendments to Australian Accounting Standards -AASB 101 Presentation of Financial Statements Non-current Liabilities with Covenants	1 January 2024	A liability is classified as non-current if an entity has the right at the end of the reporting period to defer settlement of the liability for at least 12 months after the reporting period.

Other new, revised, and amending standards and interpretations that were issued prior to the sign-off date and applicable to current or future reporting periods have been assessed as not having a material impact on the financial statements.

¹ The expected initial application date is when the accounting standard becomes operative at the beginning of the reporting period.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Taxation

The Department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Shared Service Arrangements

The Department has established a memorandum of understanding with the Department of Finance, Service Delivery Office, for the provision of shared services arrangements. The Department receives core transactional services from the Department of Finance. The Department also receives grant hub support from the Department of Social Services (DSS) and the Department of Industry, Science and Resources (DISR) and payment support from Services Australia.

Section 83 of the Constitution

Section 83 of the Constitution provides that no amount may be paid out of the Consolidated Revenue Fund (CRF) except under appropriation made by law.

The Department has primary responsibility for administering legislation related to skills, employment and workplace relations. The Department made payments totalling \$1.018 billion against Special Appropriations during 2024-25 and administers 7 pieces of legislation with Special Appropriations involving statutory requirements for payments (See Note G1.4). Payments are administered by the Department through the Service Delivery Office for the *VET Students Loans Act 2016*, and *Australian Apprenticeship Support Loans Act 2014*. Grant payments are also made on behalf of the Department by the Grants Hubs operated by the Department of Industry, Science and Resources and the Department of Social Services.

The Department relies on other entities to process payments on our behalf. As a result, reliance must be placed on other control frameworks outside the Department. This, combined with the complexities of the legislation governing these payments, the risk of a section 83 breach cannot be fully mitigated. In addition, simple administrative errors can lead to breaches of section 83. If an overpayment occurs, a breach of section 83 could result despite future payments being adjusted to recover the overpayment.

The Department is committed to minimising the financial risk and impact of unintentional breaches of section 83 of the Constitution. It will continue to review relevant legislation and New Policy Proposals that affect payment eligibility, ensuring that robust business rules and processes are in place to prevent such breaches.

Coal Mining Industry (Long Service Leave) Administration Act 1992

In 2023-24 a potential contravention of section 83 of the Constitution was disclosed in relation to the Coal Mining Industry (Long Service Leave Funding) Corporation (Coal LSL). Under the *Coal Mining Industry (Long Service Leave) Administration Act 1992* employers pay a levy to the Coal LSL, as an agent for the Commonwealth, and amounts are credited to the Consolidated Revenue Fund (CRF). The Department reports the levy payments collected by Coal LSL, as the Commonwealth's agent, and appropriates amounts equivalent to the levy from the CRF back to Coal LSL. All records associated with employer payments are maintained by Coal LSL.

Coal LSL identified it had received levy payments from entities that do not meet the definition of 'employer' for the purposes of the *Coal Mining Industry (Long Service Leave) Administration Act 1992*. Payment of amounts equivalent to the levy by the Department to Coal LSL in relation to those entities would potentially have been made in contravention of section 83 of the Constitution.

In 2024-25, Coal LSL informed the Department that it completed a review of active registered entities in the Coal Mining Industry (Long Service Leave) Scheme and confirmed that it had stopped collecting levies from unincorporated entities. The review confirmed that all currently registered entities paying the levy are legitimately part of the Scheme. To strengthen entity registration processes, Coal LSL;

- has introduced measures to identify unincorporated entities early
- requires an Australian Company Number to be provided during onboarding
- records entities by their company name rather than trust name, and
- updates records and has implemented a standardised naming convention to ensure legal names are accurately captured.

Further to this work, in 2024-25 Coal LSL informed the Department that it conducted an internal risk assessment. Coal LSL has subsequently commenced repayment of the funds to affected entities.

Department of Employment and Workplace Relations NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

During 2024–25, the Department conducted a formal review of its internal procedures related to Coal LSL to identify and mitigate the risk of future breaches of section 83 of the Constitution. As a result, it is implementing key outcomes from the review, including the development of a shared risk plan with Coal LSL.

Given the Department's reliance on external stakeholders and limited oversight of how data is collected and managed prior to its receipt, there will always be an inherent risk. To address this, mitigation strategies have been established to help manage this dependency and maintain a low risk profile.

Events after the Reporting Period

Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025

The Australian Government has passed the *Universities Accord (Cutting Student Debt by 20 Per Cent) Act 2025*. The Act provides a one-time 20 per cent reduction in student loan debts incurred on or before 1 June 2025 before indexation is applied. It will also raise the minimum repayment threshold from \$54,435 in the 2024–25 financial year to \$67,000 in the 2025–26 financial year. Additionally, a new marginal repayment system will be implemented, which will be based on income above the new threshold.

The 20 per cent reduction is expected to decrease the total student loan balance by approximately \$891.8 million. The changes to the repayment threshold and calculation method, which take effect from 1 July 2025, are anticipated to further reduce the balance by around \$443.2 million. In total, these measures are expected to result in an estimated reduction of \$1,335.0 million, which will be reflected in the financial statements for 2025–26.

According to AASB 110 *Events after the Reporting Period*, these changes are classified as a non-adjusting subsequent event, as they pertain to conditions that arose after the reporting period. Therefore, no adjustments have been made to the financial statements for 2024–25.

Prior Period Errors

The 2024–25 financial statements include restatements of prior period balances due to errors identified in previous years, specifically:

- Impairment of intangible assets that no longer met the recognition criteria under AASB 138 *Intangible Assets*.
- Understatement of right-of-use assets and overstatement of lease liabilities due to incorrect application of AASB 16 *Leases*.
- Late Capitalisation of assets under construction resulting in an understatement of depreciation expense.
- Retention of expired leases on the asset register resulting in an overstatement of right of use asset gross book values and accumulated depreciation.
- Understatement of other gains as a result of the disposal and modification of leases.
- Retention of zero net book value assets on the asset register resulting in an overstatement of non-financial asset gross book values and accumulated depreciation.

These were not identified and recorded in the financial year in which the conditions changed, resulting in prior period errors. The correction has now been reflected in the restated financial statements in accordance with AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors*.

These errors did not impact the Department's business operations. Adjustments relating to the 2022–23 financial year have been recognised through equity in the opening balances. Impacts to the 2023–24 financial year have been restated in the comparative information and disclosed in Note J2.

As a result of the prior period errors, the 2023–24 operating loss decreased by \$3.5 million.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

B. Departmental Operating Result Reconciliation

B1: Net Cash Appropriation Arrangements

	2025	Restated
	\$'000	2024 ⁴
		\$'000
Total comprehensive loss - as per the Statement of Comprehensive Income ¹	(147,521)	(188,600)
Plus: depreciation/amortisation of assets funded through appropriations (departmental capital budget funding and/or equity injections)	154,315	149,993
Plus: depreciation of right-of-use assets ¹	59,199	60,831
Less: lease principal repayments ²	(63,449)	(58,017)
Net Cash Operating Surplus/(Loss) ³	2,544	(35,793)

¹ The inclusion of depreciation/amortisation expenses related to Right-of-Use (ROU) leased assets and the lease liability principal repayment amount reflects the impact of *AASB 16 Leases*, which does not directly reflect a change in appropriation arrangements.

² This is the total amount of principal lease repayments that occurred during 2024-25.

³ The Department worked within its funding during 2024-25 achieving a Net Cash Operating surplus of \$2.5m.

⁴ 2024 figures have been restated (See Note J2). Note that the Department is engaging with the Department of Finance regarding a resubmission of an operating loss. As a result of the prior period error, the 2023–24 operating loss decreased by \$3.5 million.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

C. Departmental Financial Performance

C1: Expenses

	2025 \$'000	Restated 2024 ¹ \$'000
C1.1: Employee benefits		
Salaries and wages	397,902	355,856
Leave and other entitlements	94,060	74,940
Superannuation:		
Defined benefit plans	25,395	24,668
Defined contribution plans	57,375	47,375
Separations and redundancies	5,275	267
Other	1,525	1,803
Total employee benefits	581,532	504,909

The accounting policies for employee benefits are described in note H1.1.

C1.2: Suppliers

Goods and services supplied or rendered

Consultants and contractors ¹	155,354	159,390
IT services	71,630	65,361
Property operating expenses	25,435	20,846
Managed services	23,409	23,195
Travel	7,466	6,321
Audit fees	1,000	1,000
Resources received free of charge ²	889	844
Other	23,326	22,697
Total goods and services supplied or rendered	308,509	299,654
Goods supplied	30,969	14,081
Services rendered ¹	277,540	285,573
Total goods and services supplied or rendered	308,509	299,654

Other supplier expenses

Workers compensation expenses	1,296	977
Total other supplier expenses	1,296	977
Total supplier expenses	309,805	300,631

The Department does not recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less or leases of low-value assets (less than \$10,000). The Department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

¹ 2024 figures have been restated (refer Note J2).

² Refer to note C2.2 for further details.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

C2: Income

	2025	2024
C2.1: Revenue from contracts with customers	\$'000	\$'000
Rendering of services	129,992	112,296 ¹
Total revenue from contract with customers	129,992	112,296

Revenue from the sale of goods and services is recognised when control has been transferred to the buyer.

The Department recognises revenue when performance obligations are required by an enforceable contract and are sufficiently specific to enable the Department to identify when they have been satisfied. The majority of the Departmental revenues are specified in legally enforceable contracts or Memorandum of Understandings (MoUs) where it is reasonable to expect that parties will act on their obligations and there are consequences for non-performance.

Revenue from contracts with customers is recognised either:

- At a point in time, where the ownership or control of the goods or services is passed to the customer at a specific time; or
- Over time where the services are provided and consumed simultaneously, or the Department has an enforceable right to payment for performance completed to date. Contract liabilities associated with contracts recognised over time are recorded as unearned income. Unearned income comprises payments received from other government agencies to deliver services under MoUs, refer note E3.1.

The principal activities from which the Department generates its revenue include:

- Revenue from services - such as Trades Recognition Australia, audio visual services and the National Customer Service line. Trades Recognition Australia revenue is received and recognised at the point in time when an application is lodged. Audio visual services revenue is recognised once the services specified in the individual agreements are satisfied. The remaining service revenue is received in advance and recognised over the period to which it relates.
- Services provided to other Government departments, including corporate, property and IT services. These agreements are primarily MoUs, which include terms that are sufficiently specific as to the services to be provided, with revenue recognised at the point in time when those requirements have been satisfied. For agreements with fixed annual fees where the services are provided across the period, the revenue is recognised over the relevant period.
- Rental income is received from hosting Australian Skills Quality Authority in Perth; however, as the value is immaterial it is no longer required to be disclosed separately.

	2025	2024
C2.2: Resources received free of charge	\$'000	\$'000
Australian Taxation Office collection of revenues on behalf of the Department	831	784
Australian National Audit Office financial statement audit fees	1,000	1,000
Other	58	60
Total resources received free of charge	1,889	1,844

Resources received free of charge (RRFOC) are recognised as revenue when, and only when, a fair value can be reliably determined, and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. RRFOC are recorded as either revenue or gains depending on their nature.

Other RRFOC include incidental transactions and events outside of ordinary operations such as contributions of assets at no cost or for nominal consideration recognised at their fair value when the asset qualifies for recognition and reversals of provisions.

¹ From 2024-25 Rental Income has been consolidated into Revenue from contracts with customers as it is immaterial.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

<u>C2.3: Revenue from Government</u>	2025	2024
	\$'000	\$'000
Appropriations		
Departmental appropriations	818,277	729,855
Special Account	3,770	2,852
Total revenue from Government	<u>822,047</u>	<u>732,707</u>

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the Department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivables are recognised at their nominal amounts.

Appropriated amounts that are designated as equity injections (less any formal reductions) and the departmental capital budget are recognised directly in contributed equity in that year.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

D. Administered Financial Performance

D1: Expenses

	2025	2024
	\$'000	\$'000
D1.1: Grants		
Grants		
Australian Government entities (related entities)	59,880	54,792
Not-for-profit organisations	157,843	123,813
Private sector	18,367	5,622
Total grants	236,090	184,227

The Department administers a number of grant and subsidy schemes on behalf of the Government. Grant and subsidy liabilities are recognised to the extent that:

- the services required to be performed by the grantee have been performed; or
- the grant eligibility criteria have been satisfied, but payments due have not been made.

D1.2: Personal benefits

<i>Fair Entitlements Guarantee Act 2012</i> payments	259,981	216,717
Labour market assistance to job seekers and industry	96,442	87,890
Vocational and industry training	192,962	102,718
Australian Apprenticeship Support Loans discount	15,453	18,148
Total personal benefits	564,838	425,473

The Department administers personal benefit programs on behalf of the Government that provide entitlements to individuals. Payments are determined in accordance with the *Fair Entitlements Guarantee Act 2012* and funding agreements for the New Enterprise Incentive Scheme and Youth Jobs PaTH under jobactive and Workforce Australia. The Australian Apprenticeship Support Loans discount represents the value of the discount that applies on successful completion of the apprenticeship as assessed by the Australian Government Actuary on new debt.

D1.3: Suppliers

Services rendered		
Provider services	1,537,842	1,493,404
Vocational and industry training	550,849	603,925
Other	6,529	6,335
Total services rendered	2,095,220	2,103,664
Total supplier expenses	2,095,220	2,103,664

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
<u>D1.4: Subsidies</u>	<u>\$'000</u>	<u>\$'000</u>
Vocational and industry training	843,030	1,799,089
Coal Mining Industry (LSL Funding) Corporation	267,982	239,365
Labour market assistance to job seekers and industry	82,150	56,106
Total subsidies	1,193,162	2,094,560

The Workforce Australia and Transition to Work accruals for Supplier and Subsidies expense, including training, relocation, career transition assistance and provider charges, representing payments to providers that the Department is liable for in the 2024-25 year but has not yet paid, have been reviewed by an independent actuary.

D1.5: Fair value losses

Vocational Student Loans	61,614	-
Australian Apprenticeship Support loans	32,530	83,273
Vocational Fee Help Loans	61,407	348,891
Comcare Payable	-	82,554
Total fair value losses	155,551	514,718

As at 30 June 2025, the Australian Government Actuary estimated the fair value of the Vocational Student Loans to be \$3.97 billion, applying an interest rate of between 4.5% and 5% depending upon age of debt and Australian Apprenticeship Support Loans to be \$914.4 million (Note F1.2 refers), applying an interest rate of 4.07%.

The decrease of the estimated fair value of the vocational student loans takes into account the net movement of new loans and repayments made during 2024-25; unwinding of the concessional loan discount and actuarial impairment / fair value adjustments.

This note should be read in conjunction with notes D2.4 and F1.2.

D2: Income

	2025	2024
<u>D2.1: Revenue from contracts with customers</u>	<u>\$'000</u>	<u>\$'000</u>
Rendering of services	80,878	89,276
Total revenue from contracts with customers	80,878	89,276

All administered revenues relate to ordinary activities performed by the Department on behalf of the Australian Government.

Administered revenue recognised is primarily from Trades Recognition Australia assessments. Trades Recognition Australia revenue is recognised when applications are received, in 2024-25 this was \$81.5 million (2023-24: \$88.2 million).

D2.2: Interest

Vocational Student Loans	38,398	30,250
Australian Apprenticeship Support loans	33,159	33,564
Vocational Fee Help Loans	135,288	131,491
Other	279	641
Total interest	207,124	195,946

Interest revenue is recognised using the effective interest method.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
<u>D2.3: Other revenue</u>	<u>\$'000</u>	<u>\$'000</u>
<i>Fair Entitlements Guarantee Act 2012 recoveries</i>	31,871	42,360
Refunds of prior year payments	7,902	51,251
Other	14,907	14,824
Total other revenue	<u>54,680</u>	<u>108,435</u>

Refunds of prior year payments and other revenue are recognised under AASB 1058. Refunds of prior year payments may include items such as repayments of grants that were not spent by the grantee. These amounts are recognised when received, however are then returned to the Consolidated Revenue Fund.

D2.4: Fair value gains

Comcare Payable	13,154	-
Vocational Student Loans	-	98,540
Total fair value gains	<u>13,154</u>	<u>98,540</u>

This note should be read in conjunction with notes D1.5 and F1.2.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

E. Departmental Financial Position

E1: Financial Assets

	2025	2024
	\$'000	\$'000
E1.1: Cash and cash equivalents		
Cash on hand or on deposit	953	709
Cash held in the OPA - special account	5,282	11,039
Total cash and cash equivalents	6,235	11,748

Cash and cash equivalents are recognised at their nominal amount. Cash and cash equivalents include cash on hand, demand deposits in bank accounts, and cash in special accounts.

E1.2: Trade and Other Receivables

Goods and services receivable		
Goods and services	41,922	62,629
Total goods and services receivable	41,922	62,629
Appropriations receivable		
Operating annual appropriations	230,532	150,820
Departmental capital budget	43,242	59,886
Equity injections	13,688	7,804
Total appropriations receivable	287,462	218,510
Other receivables		
Net GST receivable from the Australian Taxation Office	4,606	4,514
Total other receivables	4,606	4,514
Total trade and other receivables (gross)	333,990	285,653
Less expected credit loss	(191)	(814)
Total trade and other receivables (net)	333,799	284,839

Note E1.2: Accounting policy

All trade receivables are expected to be recovered in less than 12 months. Credit terms for goods and services are 30 days (2023-24: 30 days). Receivables are held for the purpose of collecting contractual cash flows and measured at amortised cost using the effective interest method adjusted for any loss allowance.

Goods and services receivables are assessed for impairment at the end of each reporting period based on Expected Credit Losses, using the general approach which measures the loss allowance based on an amount equal to lifetime expected credit losses.

Department of Employment and Workplace Relations NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

E2: Non-Financial Assets

E2.1: Reconciliation of the opening and closing balances of buildings, lease improvements, infrastructure, plant and equipment and computer software

	Buildings \$'000	Leasehold improvements \$'000	Infrastructure, plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2024					
Gross book value	424,724	23,172	43,350	683,377	1,174,623
Accumulated depreciation, impairment and amortisation	(213,534)	-	(5,221)	(402,369)	(621,124)
Net value as at 1 July 2024	211,190	23,172	38,129	281,008	553,499
Additions					
By purchase	-	20,786	22,101	95,796	138,683
By development	-	-	-	43,522	43,522
Right-of-use assets	62,753	-	572	-	63,325
Reclassification					
Reclassification - Gross Value	-	-	(613)	1,073	460
Reclassification - Accumulated Depreciation	-	-	-	-	-
Reclassification	-	-	(613)	1,073	460
Depreciation	-	-	(16,835)	(122,752)	(154,315)
Manual Depreciation Adjustment	-	(14,728)	-	-	-
Depreciation and amortisation	-	(14,728)	(16,835)	(122,752)	(154,315)
ROU Depreciation	(58,875)	-	(324)	-	(59,199)
ROU Manual Depreciation Adjustment	-	-	-	-	-
Depreciation on right-of-use assets	(58,875)	-	(324)	-	(59,199)
Other Movements - Gross Value	-	-	(4)	-	(4)
Other Movements - Accumulated Depreciation	-	-	-	-	-
Other movements	-	-	(4)	-	(4)
Other Movements ROU - Gross Value	12,550	-	-	-	12,550
Other Movements ROU - Accumulated Depreciation	-	-	-	-	-
Other movements of right-of-use assets	12,550	-	-	-	12,550
Disposals	-	-	-	-	-

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Disposals - Gross Value	(29,788)	-	(888)	(43,219)	(73,895)
Disposals - Accumulated Depreciation	29,788	-	639	35,167	65,594
Disposals	-	-	(249)	(8,052)	(8,301)
Write-offs - Gross Value	-	-	-	-	-
Write-offs - Accumulated Depreciation	-	-	-	-	-
Write-down expense	-	-	-	-	-
Net value as at 30 Jun 2025	227,618	29,230	42,777	290,595	590,220
Net value as at 30 June 2025 represented by					
Gross book value	470,239	43,958	64,518	780,549	1,359,263
Accumulated depreciation, impairment and amortisation	(242,621)	(14,728)	(21,741)	(489,954)	(769,044)
Net value as at 30 June 2025	227,618	29,230	42,777	290,595	590,220
Carrying amount of right-of-use assets	227,618	-	-	-	227,618

¹ 1 July 2024 opening balance has been restated (refer Note J2).

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note E2: Accounting Policy

Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of non-financial assets are recognised initially at cost in the statement of financial position, except for purchases costing less than the asset capitalisation thresholds. All desktops and laptop assets are capitalised regardless of value. Other purchases below the threshold are expensed in the year of acquisition other than where they form part of a group of similar items which are significant in total.

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to the restoration provisions in property leases taken up by the Department where there exists an obligation to restore the property to its original condition. These costs are included in the value of the Department's leasehold improvements with a corresponding provision for the 'restoration' recognised.

The asset thresholds and useful lives for leasehold improvements, infrastructure, plant and equipment and computer software are unchanged from the 2023-24 year:

Asset class	2025 Useful life	2025 Threshold
Leasehold improvements	Lease term	\$50,000
Infrastructure, plant and equipment	3-25 years	\$5,000
Bulk IT assets	4 years	\$50,000
Computer software	2-15 years	\$200,000
Buildings (right of use assets)	Lease term	\$10,000 annual value and more than 12 months.
Motor Vehicles	Lease term	\$10,000 annual value and more than 12 months.

Impairment

All assets were assessed for impairment as at 30 June 2025. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the Department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the above mentioned useful lives.

Leasehold improvements

There are no leased properties that the Department manages that are due to expire within the next 12 months that have leasehold improvement assets. All leasehold improvements are assessed for indicators of impairment with nil identified.

Infrastructure, plant and equipment

No material amounts of infrastructure, plant and equipment are expected to be sold or disposed of within the next 12 months. All infrastructure, plant and equipment are assessed for indicators of impairment.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Intangibles

The Department's intangibles comprise of purchased and internally developed software for internal use. These assets are carried at cost less accumulated depreciation or accumulated impairment losses. No material amounts of computer software are expected to be sold or disposed of within the next 12 months.

All computer software assets were reviewed for indicators of impairment, and derecognised where indicators of impairment exist.

Lease Right of Use (ROU) Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by the Department as separate asset classes to corresponding assets owned outright, but included in the same column as where the corresponding underlying assets would be presented if they were owned.

Revaluations

Following initial recognition at cost, property, plant and equipment (excluding ROU assets) are carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets. This volatility is assessed before the end of each reporting period.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

In 2024-25, the Department engaged JLL Pty Ltd to undertake an asset materiality review of the Leasehold Improvements and Property, Plant & Equipment asset classes as at 31 May 2025 for the financial year 2024-25. The Department is of the opinion that there are no material differences between the carrying amounts and fair values for the assets under consideration as at 31 May 2025.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

E2.2: Fair value measurements, valuation techniques and input used

The Department does not undertake an asset revaluation every year. In 2024-25 an Asset Materiality Review was undertaken highlighting an insignificant difference between the carrying amounts of its assets and estimated fair value. As a result the 2025 figures in the table below represent the carrying value.

Fair value is a market based, rather than entity specific, measurement. The objective in all cases is to estimate the price at which an orderly transaction to sell the asset would take place between market participants under current market conditions at the measurement date. Where possible the assets are valued based upon observable inputs, such as quoted prices in active markets or other market transactions or information. Where this information is not available valuation techniques rely upon unobservable inputs. The different levels of the fair value hierarchy are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets.

Level 2: Inputs other than quoted prices included within level 1 that are observable for the asset, either directly or indirectly.

Level 3: Unobservable inputs for the asset.

An analysis of the fair value of non-financial assets by level is provided below.

Fair value measurement as at 30 June

	2025 ¹ \$'000	2024 \$'000	Level	Valuation technique ¹	Inputs used
Non-financial assets					
Leasehold improvements	13,394	19,240	3	Depreciated replacement cost	Replacement cost new Useful life and consumed economic benefit / obsolescence of asset
Infrastructure, plant and equipment	-	12,156	2	Market	Adjusted market transactions
Infrastructure, plant and equipment	715	438	3	Market	Adjusted market transactions
Infrastructure, plant and equipment	27,801	14,208	3	Depreciated replacement cost	Replacement cost new Useful life and consumed economic benefit / obsolescence of asset
Total	41,910	46,042			
Assets not measured at fair value in the Statement of Financial Position					
Leasehold improvements - AUC	15,836	6,287			
Infrastructure, plant and equipment - AUC	14,976	12,574			
Total	30,812	18,861			

Contractual commitments for the acquisition of property, plant and equipment, and intangible assets

As at 30 June 2025, DEWR has contractual commitments of \$14.5 million for the acquisition of property, plant and equipment, and intangible assets.

¹ 2025 figures represent the carrying value of assets as no revaluation occurred during the financial year.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

E3: Payables

	2025	2024
	\$'000	\$'000
E3.1: Other payables		
Wages and salaries	16,803	13,465
Unearned revenue from contracts with customers	5,946	9,695
Separations and redundancies	4,808	-
Superannuation	2,580	2,057
Other employee benefits	409	143
Total other payables	30,546	25,360

E4: Interest Bearing Liabilities

	2025	Restated 2024 ¹
	\$'000	\$'000
E4.1: Leases		
Lease Liabilities - Building	243,319	202,163
Lease Liabilities - Plant and equipment	722	-
Total leases	244,041	202,163

Total cash outflow for leases including interest and short term and minor leases for the year ended 30 June 2025 was \$35.9 million (2023-24: \$60.8 million).

Maturity analysis - contractual undiscounted cash flows

Within 1 year	60,165	50,679
Between 1 to 5 years	172,390	145,778
More than 5 years	29,619	30,822
Total leases	262,174	227,279

For all new contracts entered into, the Department considers whether the contract is, or contains, a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the Department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

The Department has a large and geographically dispersed building lease portfolio.

The majority of the lease liability balance relates to commercial properties which are typically long term and contain extension options. Where practicable, the Department seeks to include extension options in new leases to provide operational flexibility. The extension options held are exercisable only by the Department and not by the lessors. The Department assesses whether it is reasonably certain to exercise the extension options at the inception of the lease, and where it is reasonably certain, the option period is included as part of the lease term. The Department in its capacity as lessee has no lease arrangements with below market terms.

¹ 2024 figures have been restated (refer Note J2).

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

F. Assets and Liabilities Administered on behalf of Government

F1: Administered - Financial Assets

	2025	2024
	\$'000	\$'000
<u>F1.1: Cash and cash equivalents</u>		
Cash on hand or on deposit	11	2
Cash held in the OPA - special accounts	12,187	11,369
Total cash and cash equivalents	12,198	11,371
Cash and cash equivalents are recognised at their nominal amount. Cash and cash equivalents include demand deposits in bank accounts, and cash in special accounts. No cash amounts are held in trust.		
	2025	2024
	\$'000	\$'000
<u>F1.2: Trade and other receivables</u>		
Goods and services receivable		
Goods and services receivable	136,118	152,872
Total goods and services receivable	136,118	152,872
Advances and loans		
Vocational Student Loans	3,968,116	3,726,035
Australian Apprenticeship Support Loans	899,818	883,542
Total advances and loans	4,867,934	4,609,577
Other receivables		
Personal benefits receivable	15	3
GST receivable	13,260	14,569
Total other receivables	13,275	14,572
Total trade and other receivables (gross)	5,017,327	4,777,021
Less impairment loss		
Goods and services receivable	(94,186)	(103,852)
Total impairment loss	(94,186)	(103,852)
Total trade and other receivables (net)	4,923,141	4,673,169

Where receivables are not subject to concessional treatment, they are carried at amortised cost using the effective interest method. Gains and losses due to impairment, derecognition and amortisation are recognised through profit or loss.

In the determination of the fair value of loans, consideration is given to: projections of future income of debtors; pattern and timing of repayments; changes in legislation; the recoverability of concessional debt; yield curve for discounting future cash flows and the impact of COVID-19 on the economy and future income levels which has been concluded as highly uncertain and will evolve over time. Only measures that have been legislated are incorporated into the estimates for financial statement reporting purposes.

Vocational Student Loans are an income contingent loan program to eligible students undertaking vocational education and training in eligible courses. It is administered under the *VET Student Loans Act 2016*.

Australian Apprenticeship Support Loans are an income contingent loan program to eligible students undertaking vocational education and training in eligible courses. It is administered under the *Australian Apprenticeship Support Loans Act 2014*.

The Australian Taxation Office collects repayment of these debts through the tax system.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

The Australian Government Actuary has developed a microsimulation model to provide estimates of a number of financial measures related to these loans, including an estimate of the debt that is not expected to be repaid. Significant judgements, estimates and assumptions are re-evaluated for each reporting period in light of historical experience, new loan schemes and changes to reasonable expectations of future events.

The Australian Government Actuary has developed a model to provide a number of financial measures related to the loans receivable, including an estimate of debt not expected to be repaid.

When the 2024-25 budget was handed down on 5 May 2024, the government announced the decision to cap the indexation rate to be the lower of either the Consumer Price Index (CPI) or the Wage Price Index (WPI) with effect from 1 June 2023. As of 30 June 2025, legislation has not been enacted. Consequently, no adjustments have been made to reflect the potential impact of this legislative change. Only measures that have been legislated are incorporated into estimates for financial statement reporting purposes.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
<u>F1.3: Equity accounted investments</u>		
Investments in associates:		
Coal Mining Industry (Long Service Leave Funding) Corporation	499,778	353,525
Comcare	13,313	19,004
Total equity accounted investments	513,091	372,529

The principal activities of each of the entity's administered investments were as follows:

- Comcare - A work health and safety regulator, a scheme manager, a claims manager and an insurer.
- Coal Mining Industry (Long Service Leave Funding) Corporation - To regulate and manage long service leave entitlements on behalf of employees and employers

Administered investments are measured at their fair value as at 30 June 2025. Fair value has been taken to be the Australian Government's proportional interest in the net assets of the entities.

Movements between years are recognised at fair value through other comprehensive income. In 2024-25 the increase was \$140.6 million (2023-24: \$11.6 million).

	2025	2024
	\$'000	\$'000
<u>F1.4: Concessional loans</u>		
Vocational Student Loans		
Nominal value	7,144,917	7,315,808
Unexpired discount	(583,841)	(349,941)
Impairment	(2,592,960)	(3,239,832)
Carrying amount	3,968,116	3,726,035
Australian Apprenticeship Support Loans		
Nominal value	1,130,118	1,128,500
Unexpired discount	(59,000)	(65,000)
Impairment	(171,300)	(179,958)
Carrying amount	899,818	883,542
Total concessional loans¹	4,867,934	4,609,577

¹This should be read in conjunction with Note A: Events after the Reporting Period.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

F2: Payables		
	2025	2024
	\$'000	\$'000
F2.1: Other payables		
Comcare payables ^{1,2}	2,101,527	2,114,681
Total other	2,101,527	2,114,681
Comcare as a corporate Commonwealth entity administers a range of compensation schemes on behalf of the Commonwealth and is indemnified for claims incurred by the Commonwealth. The amount recognised is consistent with the amount reported as a receivable by Comcare following assessment of outstanding claims by an actuary. ¹ The amount payable by the Commonwealth to Comcare for: - workers' compensation claims resulting from injuries that occurred prior to 1 July 1989, referred to as 'pre premium' claims; - workers' compensation claims resulting from injuries that have occurred since 1 July 1989, referred to as 'premium' claims; and - the management of asbestos-related personal injury common law disease claims against the Commonwealth. ² Comcare payables are non-current in nature and recognised at fair value.		

Department of Employment and Workplace Relations NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

G. Funding G1: Appropriations

Annual Appropriations for 2025

	Annual Appropriation \$'000	Adjustments to appropriation - s74 receipts ⁵ \$'000	Total appropriation \$'000	Appropriation applied in 2025 (current and prior years) ⁶ \$'000	Variance ⁷ \$'000
Departmental					
Ordinary annual services ¹	821,882	205,832	1,027,714	(944,153)	83,561
Capital Budget ²	100,963	-	100,963	(113,932)	(12,969)
Other services					
Equity Injections ³	69,831	-	69,831	(63,947)	5,884
Total departmental	992,676	205,832	1,198,508	(1,122,032)	76,476
Administered					
Ordinary annual services					
Administered items ⁴	3,971,071	6,099	3,977,170	(3,556,068)	421,102
Other services					
Payments to corporate Commonwealth entities	6,679	-	6,679	(6,679)	-
Total administered	3,977,750	6,099	3,983,849	(3,562,747)	421,102

¹ Adjustments to appropriations include GST related receipts retained under section 74 of the Public Governance, Performance and Accountability Act 2013 (PGPAA). In 2024-25, the entity has changed the presentation of appropriations disclosed in the appropriation note to include GST amounts retained under section 74 of the PGPAA Act. In prior years, retainable GST under section 74 of the PGPAA Act was excluded from the appropriation note.

² Departmental Capital Budgets are appropriated through Appropriation Acts (No. 1, 3 & 5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts but are disclosed in the Portfolio Budget Statements.

³ Equity Injections are appropriated through Appropriation Acts (No. 2, 4 & 6). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

⁴ Consistent with the treatment in previous years, repayment of amounts funded under Administered Appropriation Acts (No. 1, 3 & 5) are recorded as S74 receipts, including repayments by recipients or payments returned by recipient banks.

⁵ The Section 74 amount includes \$47.0 million GST received.

⁶ The total amount of appropriation applied in 2025 includes \$47.6 million of GST paid.

⁷ The departmental variance is made up of movements in cash, net GST paid and appropriations receivable. The administered variance represents the movement in the balance of appropriations, Section 75 transfers of prior year appropriations, quarantines applied to current year appropriations, and cash spent from the balance of prior year appropriations.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Annual Appropriations for
2024

	Annual Appropriation \$'000	Adjustments to appropriation - s74 receipts \$'000	Total appropriation \$'000	Appropriation applied in 2024 (current and prior years) \$'000	Variance \$'000
Departmental					
Ordinary annual services ¹	741,755	106,718	848,473	(877,776)	(29,303)
Capital Budget ²	72,412	-	72,412	(67,585)	4,827
Other services					
Equity Injections ³	47,040	-	47,040	(46,386)	654
Total departmental	861,207	106,718	967,925	(991,747)	(23,822)

Administered					
Ordinary annual services					
Administered items	4,770,439	33,298	4,803,737	(4,293,776)	509,961
Other services					
Payments to corporate Commonwealth entities	6,029	-	6,029	(6,029)	-
Total administered	4,776,468	33,298	4,809,766	(4,299,805)	509,961

¹The 2024 appropriation note is not required to be restated for GST related receipts retained under section 74 as it is a change in presentation only and not an error.

² Departmental Capital Budgets are appropriated through Appropriation Acts (No. 1, 3 & 5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

³ Equity Injections are appropriated through Appropriation Acts (No. 2, 4 & 6). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
G1.2: Departmental - Unspent annual appropriations ('recoverable GST exclusive')		
<i>Appropriation Act (No. 1) 2021-22¹</i>		7,682
<i>Appropriation Act (No. 1) 2022-23²</i>	322	28,719
<i>Supply Act (No. 2) Equity Injection 2022-23³</i>	2,721	2,721
<i>Supply Act (No. 3) 2022-23⁴</i>	149	149
<i>Supply Act (No. 3) Departmental Capital Budget 2022-23</i>	-	5,454
<i>Supply Act (No. 4) Equity Injection 2022-23⁵</i>	2,674	2,674
<i>Appropriation Act (No. 1) 2023-24⁶</i>	12,102	71,582
<i>Appropriation Act (No. 1) Departmental Capital Budget 2023-24</i>	-	39,805
<i>Appropriation Act (No. 3) 2023-24</i>	-	44,511
<i>Appropriation Act (No. 3) Departmental Capital Budget 2023-24</i>	-	14,538
<i>Appropriation Act (No. 4) Equity Injection 2023-24⁷</i>	3,717	11,361
<i>Appropriation Act (No. 5) 2023-24</i>	-	18,230
<i>Appropriation Act (No. 5) Departmental Capital Budget 2023-24</i>	-	89
<i>Appropriation Act (No. 6) Equity Injection 2023-24</i>	-	160
<i>Appropriation Act (No. 1) 2024-25⁸</i>	129,771	-
<i>Appropriation Act (No. 1) Departmental Capital Budget 2024-25⁹</i>	46,146	-
<i>Appropriation Act (No. 2) Equity Injection 2024-25</i>	13,688	-
<i>Appropriation Act (No. 3) 2024-25¹⁰</i>	104,163	-
<i>Appropriation Act (No. 3) Departmental Capital Budget 2024-25</i>	771	-
<i>Cash at bank</i>	953	709
Total unspent annual appropriations	317,177	248,384

There have been no unspent appropriations lapsed as at 30 June 2025.

The following amounts have been reduced by permanent quarantine under s51 of the PGPA Act which constitutes a permanent loss of control. They are included in this note, but do not form part of the appropriation receivable balance at Note E1.2:

¹This appropriation was repealed on 1 July 2024.

²This appropriation includes a quarantine amount of \$0.322 million, but legally available at 30 June 2025.

³This appropriation includes a quarantine amount of \$2.721 million, but legally available at 30 June 2025.

⁴This appropriation includes a quarantine amount of \$0.149 million, but legally available at 30 June 2025.

⁵This appropriation includes a quarantine amount of \$2.674 million, but legally available at 30 June 2025.

⁶This appropriation includes a quarantine amount of \$11.900 million that was reappropriated into 2024-25 budgets.

⁷This appropriation includes a quarantine amount of \$3.717 million, but legally available at 30 June 2025.

⁸This appropriation includes the reappropriated amount of \$11.900 million.

⁹This appropriation includes a quarantine amount of \$3.676 million, but legally available at 30 June 2025.

¹⁰This appropriation includes a quarantine amount of \$3.605 million, but legally available at 30 June 2025.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
G1.3: Administered - Unspent annual appropriations ('recoverable GST exclusive')		
<i>Appropriation Act (No. 1) 2021-22¹</i>	-	665,207
<i>Appropriation Act (No. 3) 2021-22¹</i>	-	12,401
<i>Supply Act (No. 1) 2022-23</i>	113	113
<i>Supply Act (No. 3) 2022-23</i>	170,600	170,600
<i>Appropriation Act (No. 1) 2022-23²</i>	16,353	16,353
<i>Appropriation Act (No. 3) 2022-23³</i>	380,837	380,837
<i>Appropriation Act (No. 1) 2023-24⁴</i>	334,129	334,129
<i>Appropriation Act (No. 3) 2023-24⁵</i>	133,431	133,431
<i>Appropriation Act (No. 5) 2023-24</i>	42,425	42,425
<i>Appropriation Act (No. 1) 2024-25⁶</i>	356,848	-
<i>Appropriation Act (No. 3) 2024-25</i>	58,155	-
Cash at bank	11	2
Total unspent annual appropriations	1,492,902	1,755,498

¹ This appropriation was repealed on 1 July 2024.

² The balance of appropriation includes a quarantine amount of \$8.469 million; legally available at 30 June 2025.

³ The balance of appropriation includes a quarantine amount of \$32.881 million; legally available at 30 June 2025.

⁴ The balance of appropriation includes a quarantine amount of \$193.826 million; legally available at 30 June 2025.

⁵ The balance of appropriation includes a quarantine amount of \$73.948 million; legally available at 30 June 2025.

⁶ The balance of appropriation includes a quarantine amount of \$123.794 million; legally available at 30 June 2025.

	Appropriation applied	
	2025	2024
	\$'000	\$'000
G1.4: Special appropriations applied ('recoverable GST exclusive')		
Authority		
<i>Australian Apprenticeship Support Loans 2014, section 104</i>	187,953	203,482
<i>VET Student Loans Act 2016, section 115</i>	241,796	228,390
<i>Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005</i>	31,086	27,258
<i>Coal Mining Industry (Long Service Leave) Administration Act 1992</i>	267,666	232,702
<i>Fair Entitlements Guarantee Act 2012</i>	264,222	220,692
<i>Safety, Rehabilitation and Compensation Act 1988</i>	24,980	26,359
<i>Higher Education Support Act 2003</i>	-	136
Total special appropriations applied	1,017,703	939,019

Payments made under s77 of the Public Governance, Performance and Accountability Act 2013 were \$55,671 (16 transactions).

Services Australia spends money from the CRF on behalf of the Department from Appropriation Acts 1,3 and 5.

G1.5: Disclosure by agent in relation to annual and special appropriations ('recoverable GST exclusive')

The Department had drawing rights for the National Indigenous Australians Agency (NIAA) administered annual appropriation for the community development program; payments were \$388.62 million (2023-24: \$423.17 million).

The Department had drawing rights for the Department of Finance (DoF) administered annual appropriation for the Parliamentary Injury Compensation Scheme program; payments were \$0.5 million (2023-24: \$0.2 million).

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

G2: Special Accounts

G2.1: Special Accounts ('Recoverable GST exclusive')

	Student Identifiers Special Account ¹	Student Identifiers Special Account ¹	VSL Tuition Protection Fund	VSL Tuition Protection Fund
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Balance as at 1 July (represented by cash held in the OPA) made up of:				
Departmental cash held in the OPA	11,039	5,727	-	-
Administered cash held in the OPA	-	-	11,369	9,715
Balance as at 1 July	11,039	5,727	11,369	9,715
Increases				
Departmental				
Appropriation credited to special account	2,532	5,201	-	-
Receipts	7,500	10,792	-	-
Total Departmental increases	10,032	15,993	-	-
Administered				
Appropriation credited to special account	5,914	5,792	-	531
Receipts	-	-	1,103	1,296
Total Administered increases	5,914	5,792	1,103	1,827
Total increases	15,946	21,785	1,103	1,827
Available for payments	26,985	27,512	12,472	11,542
Decreases				
Departmental				
Payments made	(15,790)	(10,681)	-	-
Total Departmental decreases	(15,790)	(10,681)	-	-
Administered				
Payments made	(5,914)	(5,792)	(285)	(173)
Total Administered decreases	(5,914)	(5,792)	(285)	(173)
Total decreases	(21,704)	(16,473)	(285)	(173)
Balance represented by:				
Departmental cash held in the OPA	5,282	11,039	-	-
Administered cash held in the OPA	-	-	12,187	11,369
Balance as at 30 June	5,282	11,039	12,187	11,369

¹ Expenditure associated with administered appropriations in the Student Identifiers Special account was paid from departmental bank accounts. There were consequently no administered cash flow events arising from Student Identifiers Special account expenditure.

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Special Account	Establishing Instrument	Purpose
Student Identifiers Special Account (combined departmental and administered special account)	<i>Student Identifiers Act 2014</i> ; subsection 48(1). This account was established under the <i>Public Governance, Performance and Accountability Act 2013</i> section 80.	For paying or discharging the costs, expenses and other obligations incurred by the Commonwealth in the performance of the Registrar's functions, paying any remuneration and allowances payable to any person under the Act and meeting the expenses of administering the account.
VET Student Loans (VSL) Tuition Protection Fund Special Account	<i>Education Legislation Amendment (Tuition Protection and Other Measures) Act 2019</i> , section 66J, commenced 1 January 2020. This account was established under the <i>Public Governance, Performance and Accountability Act 2013</i> section 80.	The purposes of the VSL Tuition Protection Fund are as follows: a) making payments in connection with tuition protection; b) paying or discharging the costs, expenses and other obligations incurred by the Commonwealth in the performance of the VSL Tuition Protection Director's functions, including in managing the VSL Tuition Protection Fund; c) paying any remuneration and allowances payable to the VSL Tuition Protection Director; d) paying any remuneration and allowances payable to the members of the VSL Tuition Protection Fund Advisory Board; e) paying any amount that is required or permitted to be repaid; and f) reducing the balance of the Fund (and therefore the available appropriation for the Fund) without making a real or notional payment.

G3: Regulatory Charging		
	2025	2024
G3.1: Regulatory charging summary	\$'000	\$'000
Amounts applied		
Annual appropriation	32,516	32,688
Total amounts applied	32,516	32,688
Expenses		
Employee benefits	29,638	28,316
Supplier	2,878	4,372
Total expenses	32,516	32,688

The Department undertakes departmental regulatory charging activities relating to:

- Certain programs managed by Trades Recognition Australia (See www.tradesrecognitionaustralia.gov.au for further information); and
- VSL Program (See <https://www.dewr.gov.au/vet-student-loans> for further information)

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025	2024
	\$'000	\$'000
<u>G3.2: Administered - Regulatory Charging</u>		
Expenses		
Suppliers	73,151	63,773
Total expenses	73,151	63,773
External revenue		
Cost recovery	82,621	89,259
Total external revenue	82,621	89,259

The Department undertakes administered regulatory charging activities relating to:

- Certain programs managed by Trades Recognition Australia (See www.tradesrecognitionaustralia.gov.au for further information); and
- VSL Program (See www.studyassist.gov.au/vet-students/vet-student-loans for further information)

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

H. People and Relationships

H1: Employee Provisions

	2025	2024
	\$'000	\$'000
H1.1: Employee provisions		
Annual and long service leave provisions	163,185	144,063
Total employee provisions	163,185	144,063

As required by AASB 119 *Employee Benefits*, the estimate of future cash outflows takes into account estimated attrition, probability factors, future salary rates and ancillary costs. In 2024-25, the Australian Government Actuary undertook an assessment of leave provisions taking into account the likely tenure of existing staff, patterns of leave claims and payouts, future salary movements and discount rates.

Liabilities for short-term employee benefits expected to be paid within 12 months of the end of reporting period are measured at the one-year Commonwealth Government bond rate of 3.50%. Liabilities for long term employee benefits are discounted using the 10-year Commonwealth Government bond rate of 4.25%.

Provision is made for separation and redundancy benefit payments. The entity recognises a provision for separation and redundancy based on AASB 119 for those employees affected.

Employees of the Department are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other elected defined contribution schemes. The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered financial statements. The Department makes employer contributions to defined benefit superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government. The Department accounts for the contributions as if they were contributions to defined contribution plans. The payable for superannuation recognised at 30 June 2025 represents outstanding contributions owed by the Department to the superannuation schemes.

H2: Key management personnel remuneration (KMP)

H2.1: KMP remuneration for the period 1 July 2024 to 30 June 2025

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the Department. The Department has determined the KMP to be the Portfolio Ministers, the Secretary, and the Deputy Secretaries. Other senior executives may at times act in one of these positions for a short period of time during the year. These officers are not reported as KMP unless they have acted in the position for more than three consecutive months.

	2025	2024
	\$'000	\$'000
Short-term employee benefits ¹	2,487	2,389
Post-employment benefits ²	392	369
Other long-term employee benefits ³	88	51
Total key management personnel remuneration expenses	2,967	2,809

¹ Short-term benefits include base salary, Annual leave, motor vehicle allowances, other allowance and reportable fringe benefits.

² Post-employment benefits are superannuation contributions.

³ Other long-term benefits include long service leave and others.

The above table includes the remuneration for five officers with five permanent KMP positions (five officers for the full period) (2023-24: 7 officers for 5 positions) occupying KMP positions for the Department during the year. The remuneration and benefits for the portfolio minister are excluded from the table as they are set by the Remuneration Tribunal and are not paid by the Department.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

H3: Related party disclosures

The Department is an Australian Government controlled entity. Related parties to the Department are KMP as described in note H2, their close family members and organisations they or their close family member control, including the Portfolio Ministers and other Australian Government Entities.

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as members of the public. Transactions not requested or recorded where they reflect transactions that may be undertaken with the Agency under the same terms and conditions as any other member of the public. Such transactions include the payment or refund of Australian Apprenticeship Support Loans or participation in the Australian Apprenticeships Incentives Programs.

Transactions with entities where KMP have an interest

During 2024-25, there have been nil related party transactions with entities where the Department's KMPs have an interest (2023-24:Nil).

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

I. Managing Uncertainties

I1: Contingent Assets and Liabilities

I1.1: Departmental contingent assets and liabilities

Departmental contingent assets and liabilities are not recognised in the statement of financial position. They may arise from uncertainty as to the existence of an asset or liability or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

Quantifiable contingencies

As at 30 June 2025, there are no departmental quantifiable contingent assets or liabilities.

Unquantifiable contingencies

As at 30 June 2025, there are no departmental unquantifiable contingent assets or liabilities.

I1.2: Administered contingent assets and liabilities

Administered contingent assets and liabilities are not recognised in the administered schedule of assets and liabilities. They may arise from uncertainty as to the existence of an asset or liability or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

Quantifiable contingencies

As at 30 June 2025, there is one administered quantifiable contingent asset amounting to \$0.8 million, in respect of litigation matters with Industry Specialist Mentoring for Australian Apprentices (ISMAA) program providers.

Unquantifiable contingencies

Vocational FEE-HELP payments:

There is a potential financial risk to the Commonwealth if compliance actions lead to the remission of student loan debts, but the Commonwealth is unable to recover the associated payments from education providers or tuition assurance operators due to provider closures.

The Government continues to pursue compliance action, where permitted under legislation, to recover VET FEE-HELP payments from providers that inappropriately enrolled students in units and courses resulting in VET FEE-HELP debts. In 2019–20, the Commonwealth was awarded compensation through the Federal Court in relation to these recoveries. A proof of debt was submitted to the liquidators, and in 2024–25, payments to the Commonwealth have commenced. However, the total value of this contingent asset remains unquantifiable.

Fair Entitlements Guarantee Scheme (FEG):

Where appropriate, the Commonwealth provides indemnities for legal costs incurred by, or awarded against, liquidators in the pursuit of debt recovery under the Fair Entitlements Guarantee (FEG) scheme. A financial risk to the Commonwealth may arise in the event of an adverse costs order issued by the courts, or if legal costs cannot be recovered.

There are currently two contingent liabilities arising from court judgments against the liquidator that are expected to result in material costs to the Commonwealth. However, the total value of these contingencies remains unquantifiable.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

I2: Financial Instruments

Financial assets

The Department classifies its financial assets in the following categories:

- a) financial assets at fair value through profit or loss;
- b) financial assets at fair value through other comprehensive income; and
- c) financial assets measured at amortised cost.

The classification depends on both the entity's business model for managing the financial assets and contractual cash flow characteristics at the time of initial recognition. Financial assets are recognised when the entity becomes a party to the contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'. As other financial liabilities, supplier and grant payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

	2025 \$'000	2024 \$'000
I2.1: Categories of Financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	6,235	11,748
Goods and services receivable	41,922	62,629
Total financial assets at amortised cost	48,157	74,377
Total financial assets	48,157	74,377
Financial liabilities measured at amortised cost		
Supplier payables	57,571	42,536
Total financial liabilities measured at amortised cost	57,571	42,536
Total financial liabilities	57,571	42,536

The Department has adopted the simplified approach for measuring the impairment loss allowance for these financial assets. This approach measures the loss allowance as the amount equal to the lifetime expected credit losses. Any amounts written off have been recognised as a reduction to the financial asset.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

All payables are expected to be settled within 12 months except where indicated.

	2025 \$'000	2024 \$'000
I2.2: Net Gains or Losses on Financial Assets		
Financial assets at amortised cost		
Gains on receivables - goods and services	623	(642)
Net gains on financial assets at amortised cost	623	(642)
Net gains on financial assets	623	(642)

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025 \$'000	2024 \$'000
<u>I2.3: Categories of financial instruments</u>		
FINANCIAL ASSETS		
Financial assets at amortised cost		
Cash	12,198	11,371
Goods and services receivable	41,932	49,020
Total financial assets at amortised cost	54,130	60,391
Financial assets at fair value through other comprehensive income		
Investments	513,091	372,529
Total financial assets at fair value through other comprehensive income	513,091	372,529
Financial assets at fair value through profit or loss (designated)		
Concessional loans		
Vocational Student Loans	3,968,116	3,726,035
Australian Apprenticeship Support Loans	899,818	883,542
Total financial assets at fair value through profit or loss (designated)	4,867,934	4,609,577
Total financial assets	5,435,155	5,042,497
FINANCIAL LIABILITIES		
Financial liabilities measured at amortised cost		
Supplier payables	65,264	132,803
Grants payable	7,105	15,162
Total financial liabilities measured at amortised cost	72,369	147,965
Financial liabilities at fair value through other comprehensive income		
Comcare payable	2,101,527	2,114,681
Total financial liabilities through other comprehensive income	2,101,527	2,114,681
Total financial liabilities	2,173,896	2,262,646
<u>I2.4: Net gains or losses on financial assets</u>		
Financial assets at amortised cost		
Write-down and impairment / reversal	9,626	(16,740)
Net gains/(losses) on financial assets at amortised cost	9,626	(16,740)
Investments in equity instruments at fair value through other comprehensive income (designated)		
Gains/(losses) recognised in equity	140,562	11,583
Net gains/(losses) on investments in equity instruments at fair value through other comprehensive income (designated)	140,562	11,583
Financial assets at fair value through profit or loss		
Interest revenue	207,124	195,946
Loan fee revenue	-	-
Australian Apprenticeship Support Loan discount	(15,453)	(18,148)
Fair value gains/(losses)	(142,397)	(416,178)
Net gains/(losses) at fair value through profit or loss	49,274	(238,380)
Net gains/(losses) on financial assets	199,462	(243,537)

The financial assets measured at amortised cost are impaired according to AASB 9, wherein the lifetime expected credit losses are measured using the simplified approach.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2025 \$'000	2024 \$'000
<u>I2.5: Financial instruments designated at fair value through profit or loss</u>		
FINANCIAL ASSETS		
Fair value changes due to credit risk		
During the period	(64,895)	(56,098)
Prior periods	(2,804,256)	(3,037,602)
Cumulative change	(2,869,151)	(3,093,700)

I2.6: Credit risk

The financial assets measured at amortised cost are not exposed to a high level of credit risk and the Department manages this risk by applying debt recovery policies and procedures. The risk of default on payments has been assessed and an impairment provision brought to account. Note F1.2 refers.

The financial assets at fair value through other comprehensive income represent the Government's proportional interest in the net assets of the entities which are not exposed to a high level of credit risk. Note F1.3 refers.

The financial assets at fair value through profit or loss are subject to annual fair value actuarial assessments which take into account the future income projections, pattern and timing of repayments and debt not expected to be repaid. Note F1.2 and F1.4 refer.

I2.7: Liquidity risk

The Department is exposed to minimal liquidity risk and is appropriated funding from the Australian Government. The Department manages its budgeted funds to ensure it has adequate funds to meet payments as they fall due. In addition, the Department has policies in place to ensure timely payments are made when due and has no past experience of default.

I2.8: Market risk

The value of concessional loans held at fair value, such as the Australian Apprenticeship Support Loans and the Vocational Student Loans are also impacted by changes in market interest rates. For example, if the interest rates were to increase by 0.1%, the fair value of these loans would decrease by approximately 1%. However, interest rate changes will have no impact on the future cash flows or principal amounts at maturity.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

13: Fair Value

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13.1: Fair value measurement of level 3 financial instruments

Fair value measurement as at 30 June

	2025	2024			
	\$'000	\$'000	Level ²	Valuation technique ³	Inputs used
Financial assets					
Concessional loans					
Vocational Student Loans	3,968,116	3,726,035	3	Loan conditions	Discounted Future Cash Flows
Australian Apprenticeship Support Loans	899,818	883,542	3	Loan conditions	Discounted Future Cash Flows
Investments	513,091	372,529	3	Net assets of the entity	Net assets of the entity
Total¹	5,381,025	4,982,106			

¹The carrying value of these assets equals the fair value.

²There has been no transfer between levels during the period.

³The methods and valuation techniques used for the purpose of measuring fair value of assets in 2025 are consistent with previous years.

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13.2: Movement in level 3 fair value measurement

	Financial assets			
	Concessional loans		Investments	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
As at 1 July	4,609,577	4,546,964	372,529	360,946
Total gains/(losses) recognised in net cost of services	321,459	192,460	-	-
Total gains/(losses) recognised in comprehensive income	-	-	-	11,583
Total restructure recognised	-	-	-	-
Issues	464,836	444,504	-	-
Settlements	(527,938)	(574,351)	-	-
As at 30 June	4,867,934	4,609,577	372,529	372,529

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

J. Other Information

J1: Current/Non-current distinction for Assets and Liabilities

	2025	Restated 2024 ¹
<u>J1.1: Current/non-current distinction for assets and liabilities</u>	<u>\$'000</u>	<u>\$'000</u>
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	6,235	11,748
Trade and other receivables	333,799	284,839
Prepayments	31,954	30,650
Total no more than 12 months	371,988	327,237
More than 12 months		
Leasehold improvements	29,230	23,172
Buildings	227,618	211,190
Infrastructure, plant and equipment	42,777	38,129
Computer software	290,595	281,008
Prepayments	7,317	11,802
Total more than 12 months	597,537	565,301
Total assets	969,525	892,538
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	57,571	42,356
Other payables	30,546	25,360
Leases	60,165	56,174
Employee provisions	65,974	59,290
Total no more than 12 months	214,256	183,180
More than 12 months		
Leases	183,876	145,989
Employee provisions	97,211	84,773
Total more than 12 months	281,087	230,762
Total liabilities	495,343	413,942

¹ 2024 figures have been restated (refer Note J2).

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

J1.2: Administered - Current/non-current distinction for assets and liabilities

	2025	2024
	\$'000	\$'000
Assets expected to be recovered in:		
No more than 12 months		
Cash and cash equivalents	12,198	11,371
Trade and other receivables	681,450	638,888
Prepayments	7,403	7,715
Total no more than 12 months	701,051	657,974
More than 12 months		
Trade and other receivables	4,241,691	4,034,281
Equity accounted investments	513,091	372,529
Total more than 12 months	4,754,782	4,406,810
Total assets	5,455,833	5,064,784
Liabilities expected to be settled in:		
No more than 12 months		
Suppliers	65,264	132,803
Subsidies	38,701	36,004
Grants	7,105	15,162
Personal benefits	2,903	2,489
Total no more than 12 months	113,973	186,458
More than 12 months		
Other payables	2,101,527	2,114,681
Total more than 12 months	2,101,527	2,114,681
Total liabilities	2,215,500	2,301,139

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

J2: Restatement of Prior Period Balances

During 2025, the Department identified errors in the reporting of leases and intangible assets reported at 30 June 2024 which has resulted in prior period errors and the restatement of comparatives.

Impairment of Intangible Assets

The Department reassessed the carrying value of internally developed software assets during 2024–25. It was determined that some assets no longer met the recognition criteria under AASB 138 *Intangible Assets*, due to reasons including technical obsolescence or changes in the planned use of the systems.

As a result, write-down and impairment losses totalling \$24.4m, including \$7.4m in 2023–24 and \$17.0m in 2022–23, should have been recognised. The omission of this impairment resulted in an overstatement of intangible assets, depreciation (amortisation) expenses and retained surplus.

Understatement of right-of-use assets and overstatement of lease liabilities

A review of lease arrangements identified property leases and motor vehicle leases that had not been fully captured under AASB 16 *Leases*. These included office premises where lease terms and renewal options were not accurately reflected in the original calculations, as well as motor vehicle leases which had not previously been recognised.

The impact of these errors as at 30 June 2024 included an understatement of:

- Buildings right-of-use assets (\$11.4m)
 - lease liabilities (\$11.5m)
 - depreciation (\$10.4m)
 - interest expense (\$0.77m)
- Motor Vehicle (Infrastructure, plant and equipment) right-of-use assets (\$0.47m)
 - lease liabilities (\$0.47m)
 - depreciation (\$0.14m), and
 - interest expense (\$0.02m).

Late Capitalisation of Assets Under Construction

A review of Assets Under Construction (AUC) identified that several completed capital projects were not transferred to the asset register in a timely manner.

This resulted in an overstatement of AUC and an understatement of non-financial assets in use as at 30 June 2024, as well as an overstatement of net assets and retained surplus in prior years due to an understatement in depreciation expense totalling \$0.58m. The understatement of depreciation expenses includes \$0.56m in 2023–24 and \$0.02m in 2022–23 and should have been recognised in the periods when the assets were available for use.

Expired Leases

The review of lease arrangements identified 4 leases with a combined gross book value of \$49.3m that expired prior to 1 July 2024 and had not been disposed of in 2023–24.

Other Gains

The review of lease arrangements resulted in other gains of \$11.2m, comprising gains from the disposal and modification of lease contracts.

Zero Net Book Value Assets

The review identified assets recorded on the register with a nil net book value. These assets were assessed for their continued utility. Assets identified as no longer in use were subsequently removed from the asset register. The total gross book value of these derecognised assets was \$31.9 million.

Department of Employment and Workplace Relations

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

STATEMENT OF COMPREHENSIVE INCOME

	2024 Original Balance	Increase/ (decrease) due to errors	2024 Restated Balance
	\$'000	\$'000	\$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	504,909	-	504,909
Suppliers	297,306	3,325	300,631
Interest on lease liabilities	2,549	784	3,333
Depreciation and amortisation	199,866	10,958	210,824
Write-down of non-financial assets	25,978	3,642	29,620
Losses from asset sales	120	-	120
Net loss on lease derecognised	433	-	433
Impairment loss on financial assets	642	-	642
Total expenses	1,031,803	18,709	1,050,512
Total own-source revenue	114,140	-	114,140
Gains			
Other gains	125	11,223	11,348
Total gains	125	11,223	11,348
Total own-source income	114,265	11,223	125,488
Net cost of services	(917,538)	(7,486)	(925,024)
Deficit on continuing operations	(184,831)	(7,486)	(192,317)
Total comprehensive loss	(181,114)	(7,486)	(188,600)

STATEMENT OF FINANCIAL POSITION

ASSETS

Non-financial assets

Buildings	199,782	11,408	211,190
Leasehold improvements	25,527	(2,355)	23,172
Infrastructure, plant and equipment	39,361	(1,232)	38,129
Computer software	301,225	(20,217)	281,008
Total non-financial assets	608,347	(12,396)	595,951
Total assets	904,934	(12,396)	892,538

LIABILITIES

Interest bearing liabilities

Leases	214,169	(12,006)	202,163
Total interest bearing liabilities	214,169	(12,006)	202,163
Total liabilities	425,948	(12,006)	413,942
Net assets	478,986	(390)	454,585

EQUITY

Accumulated deficit	(269,183)	(24,401)	(293,584)
Total equity	478,986	(24,401)	454,585

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

STATEMENT OF CHANGES IN EQUITY

	2024 Original Balance	Increase/ (decrease) due to errors	2024 Restated Balance
	\$'000	\$'000	\$'000
CONTRIBUTED EQUITY			
Opening balance			
Balance carried forward from previous period	626,680	-	626,680
Adjusted opening balance	626,680	-	626,680
Contributions by owners			
Equity injection – appropriations ²	43,322	-	43,322
Departmental capital budget	72,412	-	72,412
Restructuring	2,038	-	2,038
Total transactions with owners	117,772	-	117,772
Closing balance as at 30 June	744,452	-	744,452
ACCUMULATED DEFICIT			
Contributions by owners			
Balance carried forward from previous period	(84,352)	-	(84,352)
Adjustment to opening balance	-	(16,915)	(16,915)
Adjusted opening balance	(84,352)	(16,915)	(101,267)
Comprehensive income			
Deficit on continuing operations	(184,831)	(7,486)	(192,317)
Total comprehensive income	(184,831)	(7,486)	(192,317)
Closing balance as at 30 June	(269,183)	(24,401)	(293,584)
Total equity as at 30 June	478,986	(24,401)	454,585

Department of Employment and Workplace Relations
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Reconciliation of the opening and closing balances of buildings, lease improvements, infrastructure, plant and equipment and computer software

Original Balance 2024	Buildings \$'000	Leasehold improvements \$'000	Infrastructure, plant and equipment \$'000	Computer software \$'000	Total \$'000
Gross book value	440,416	25,527	44,723	704,156	1,214,822
Accumulated depreciation, impairment and amortisation	(240,634)	-	(5,362)	(402,931)	(648,927)
Net value as at 30 June 2024	199,782	25,527	39,361	301,225	565,895
Carrying amount of right-of-use assets	199,782	-	-	-	199,782

Increase/ (decrease) due to errors	Buildings \$'000	Leasehold improvements \$'000	Infrastructure, plant and equipment \$'000	Computer software \$'000	Total \$'000
Gross book value	(15,692)	(2,355)	(1,373)	(20,779)	(40,199)
Accumulated depreciation, impairment and amortisation	27,100	-	141	562	27,803
Net value as at 30 June 2024	11,408	(2,355)	(1,232)	(20,217)	(12,396)
Carrying amount of right-of-use assets	11,408	-	466	-	11,874

Restated Balance 2024	Buildings \$'000	Leasehold improvements \$'000	Infrastructure, plant and equipment \$'000	Computer software \$'000	Total \$'000
Gross book value	424,724	23,172	43,350	683,377	1,174,623
Accumulated depreciation, impairment and amortisation	(213,534)	-	(5,221)	(402,369)	(621,124)
Net value as at 30 June 2024	211,190	23,172	38,129	281,008	554,129
Carrying amount of right-of-use assets	211,190	-	466	-	211,656

The restated balances include movements in Gross Book Value and Accumulated Depreciation of \$49.3 million for Expired Leases and \$31.9 million for Zero Net Book Value assets.

Highlight:

Supporting the government's gender equality agenda

The Australian Government's vision for gender equality is an Australia where people are safe, are treated with respect, have choices, and have access to resources and equal outcomes no matter their gender. In 2024–25, the department supported key reforms and initiatives aimed at addressing structural barriers to gender equality.

As of May 2025 the national gender pay gap stood at 11.5%, matching the historic low recorded in May 2024. While this figure reflects progress, it also underscores the ongoing need to address the underlying drivers of pay disparity, including unequal gender representation and remuneration across industries and occupations. The work of the department to reduce workforce gender imbalances is also important to prevent skills shortages, particularly in vital industries such as care and construction.

Early childhood multi-employer bargaining agreement

The department continued to support the government as it participated in proceedings in the Fair Work Commission that led to the approval of the first supported bargaining agreement in the early childhood education and care (ECEC) sector. This landmark agreement, approved by the Fair Work Commission on 10 December 2024, has expanded from its original coverage of 60 employers, employing around 12,000 employees, to cover 494 employers, employing more than 45,500 ECEC workers as at 2 September 2025.

The department supported the Department of Education on the implementation of the government's \$3.6 billion Worker Retention Payment (WRP) Program, which has facilitated historic pay rises in the ECEC sector. Government grant funding through the WRP has facilitated an initial pay rise of 10%, with another 5% in December 2025.

The WRP Program is directly supporting a historically low-paid, highly feminised workforce which the Productivity Commission found is experiencing serious attraction and retention issues. This program supports the government's goal of closing the gender pay gap. A fairly paid, stable ECEC workforce contributes to a safe and high-quality learning environment for children.

Supporting the Fair Work Commission's gender-based undervaluation priority awards review

In 2024–25, DEWR facilitated Commonwealth engagement with the Fair Work Commission's gender-based undervaluation priority awards review. The review, which was initiated following government reforms to place gender equality at the heart of the *Fair Work Act 2009*, found gender-based undervaluation in 5 priority awards. The Commonwealth is continuing to participate in the Fair Work Commission's proceedings to remedy this undervaluation.

Grants program to advance gender equality in gender-segregated industries, occupations and workplaces

The department established a 12-month pilot grant program to advance gender equality in gender-segregated industries, occupations and workplaces. Eleven grants were awarded to peak employer organisations and state and territory Trades and Labour Councils to deliver initiatives that address gender segregation challenges at an industry, occupation or workplace level. Grantees are undertaking a wide range of projects. These include supporting women-led small businesses in male-dominated sectors through direct business support, research and resource development, and surveys auditing the adequacy of workplace facilities and amenities in the mining sector. Activities under the grants are now underway.



Credit: alvarez. Getty Images.

Note: This highlight is not part of the Financial statements section. It is intended to demonstrate the work of DEWR.

5

Appendices

Appendix A – Agency Resource Statement and expenses for outcomes	166
Appendix B – Workforce statistics	171
Appendix C – Annual Child Safety Statement	186
Appendix D – Activities funded to assist people to obtain and maintain paid work	188
Appendix E – Environmental sustainability and performance	192
Appendix F – Annual Report of the Australian Apprenticeship Support Loans program	200
Appendix G – Annual Report of the Student Identifiers Registrar	204
Appendix H – Annual Report of Jobs and Skills Australia	212
Appendix I – Corrigendum	229

Appendix A – Agency Resource Statement and expenses for outcomes

Table A.1: Agency Resource Statement, 2024–25

	Actual available appropriation for 2024–25 \$'000	Payments made 2024–25 \$'000	Balance remaining 2024–25 \$'000
Ordinary annual services			
Departmental			
Annual appropriations – ordinary annual services ^{1 2}	1,059,099	846,872	212,227
Prior year appropriations available – ordinary annual services	211,415	211,213	202
Annual appropriations – other services – non-operating ³	69,831	56,143	13,688
Prior year appropriations available – other services – non-operating	7,804	7,804	–
Total departmental annual appropriations	1,348,149	1,122,032	226,117
Administered			
Outcome 1 ¹	1,848,889	1,700,996	
Outcome 2 ¹	1,903,082	1,784,859	
Outcome 3 ¹	95,306	70,213	
Prior year appropriations available – ordinary annual services	768,765	–	
Payments to corporate Commonwealth entities	6,679	6,679	
Total administered annual appropriations	4,622,721	3,562,747	
Total ordinary annual services	5,970,870	4,684,779	
Total available annual appropriations	5,970,870	4,684,779	

¹ Appropriation Act (No. 1), Appropriation Act (No. 3) and Appropriation Act (No. 5) 2024–25.

² Departmental capital budgets are not separately identified in Appropriation Bill (Nos 1, 3, 5) and form part of ordinary annual services items. For accounting purposes, this amount has been designated as a 'contribution by owner'.

³ Appropriation Act (No. 2), Appropriation Act (No. 4) and Appropriation Act (No. 6) 2024–25.

	Actual available appropriation for 2024–25 \$'000	Payments made 2024–25 \$'000	Balance remaining 2024–25 \$'000
Special appropriations			
Special appropriations limited by criteria/entitlement			
VET Student Loans Act 2016		241,796	
Trade Support Loans Act 2014		187,953	
Asbestos-related Claims (Management of Commonwealth Liabilities) Act 2005		31,086	
Coal Mining Industry (Long Service Leave) Administration Act 1992		267,666	
Safety, Rehabilitation and Compensation Act 1988		24,980	
Fair Entitlements Guarantee Act 2012		264,222	
Higher Education Support Act 2003		–	
Total special appropriations		1,017,703	
Special accounts			
Opening balance	22,408		
Appropriation receipts	8,446		
Non-appropriation receipts to special accounts	8,603		
Payments made		21,989	
Closing balance			17,468
Total resourcing and payments	6,010,327	5,724,471	
Less appropriations drawn from annual or special appropriations and credited to special accounts	(8,446)	(8,446)	
And/or payments to corporate entities through annual appropriations	(6,679)	(6,679)	
Total available annual appropriations	5,995,202	5,709,346	

Table A.2: Expenses for Outcome 1, 2024–25

Expenses for Outcome 1			
Outcome 1: Foster a productive and competitive labour market through policies and programs that assist job seekers into work, including secure work, and meet employer and industry needs.	Budget ⁴ 2024–25 \$'000	Actual expenses 2024–25 \$'000	Variation 2024–25 \$'000
Administered expenses			
Program 1.1: Employment Services			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	1,849,870	1,695,860	154,010
Special appropriations	30	–	30
Total for Program 1.1	1,849,900	1,695,860	154,040
Outcome 1 Totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	1,849,870	1,695,860	154,010
Special appropriations	30	–	30
Administered total	1,849,900	1,695,860	154,040
Departmental expenses			
Departmental appropriation	392,824	419,027	(26,203)
s74 external revenue	71,299	66,268	5,031
Expenses not requiring appropriation in the budget year ⁵	101,526	102,694	(1,168)
Departmental total	565,649	587,989	(22,340)
Total expenses for Outcome 1	2,415,549	2,283,849	131,700
Average staffing level (number)	2,250	2,053	197

⁴ Full-year budget, including any subsequent adjustment made to the 2024–25 budget at Additional Estimates.

⁵ Expenses not requiring appropriation in the budget year are made up of depreciation expenses, amortisation expenses, make-good expenses, and resources received free of charge.

Table A.3: Expenses for Outcome 2, 2024–25

Expenses for Outcome 2			
Outcome 2: Promote growth in economic productivity and social wellbeing through access to quality skills and training.	Budget ⁶ 2024-25 \$'000	Actual expenses 2024-25 \$'000	Variation 2024-25 \$'000
Administered expenses			
Program 2.1: Building Skills and Capability			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	1,898,736	1,705,950	192,786
Special appropriations	334,452	47,983	286,469
Special accounts	5,914	5,914	–
Total expenses for Program 2.1	2,239,102	1,759,847	479,255
Program 2.2: VET Student Loans			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	286	286	–
Special appropriations	1,277,825	113,154	1,164,671
Special accounts	2,687	201	2,486
Total expenses for Program 2.2	1,280,798	113,641	1,167,157
Outcome 2 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	1,899,022	1,706,236	192,786
Special appropriations	1,612,277	161,137	1,451,140
Special accounts	8,601	6,115	2,486
Administered total	3,519,900	1,985,605	1,534,295
Departmental expenses			
Departmental appropriation	286,838	281,074	5,764
s74 external revenue	53,643	44,451	9,192
Special accounts	2,532	7,313	(4,781)
Expenses not requiring appropriation in the budget year ⁷	40,015	40,475	(460)
Departmental total	383,028	373,313	9,715
Total expenses for Outcome 2	3,902,928	2,246,801	1,656,127
Average staffing level (number)	1,468	1,437	31

⁶ Full-year budget, including any subsequent adjustment made to the 2024–25 budget at Additional Estimates.

⁷ Expenses not requiring appropriation in the budget year are made up of depreciation expenses, amortisation expenses, make-good expenses, and resources received free of charge.

Table A.4: Expenses for Outcome 3, 2024–25

Expenses for Outcome 3			
Outcome 3: Facilitate jobs growth, including secure work, through policies and programs that promote fair, productive and safe workplaces.	Budget⁸ 2024–25 \$'000	Actual expenses 2024–25 \$'000	Variation 2024–25 \$'000
Administered expenses			
Program 3.1: Workplace Support			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	95,306	76,498	18,808
Special appropriations	578,038	533,321	44,717
Total expenses for Program 3.1	673,344	609,819	63,525
Program 3.2: Workers' Compensation Payments			
Special appropriations	56,066	56,066	–
Payments to corporate entities	6,679	6,679	–
Total expenses for Program 3.2	62,745	62,745	–
Outcome 3 totals by appropriation type			
Administered expenses			
Ordinary annual services (Appropriation Act Nos 1, 3 and 5)	95,306	76,498	18,808
Special appropriations	634,104	589,387	44,717
Payments to corporate entities	6,679	6,679	–
Administered total	736,089	672,564	63,525
Departmental expenses			
Departmental appropriation	77,715	121,862	(44,147)
s74 external revenue	11,312	19,272	(7,960)
Expenses not requiring appropriation in the budget year ⁹	12,887	13,035	(148)
Departmental total	101,914	154,169	(52,255)
Total expenses for Outcome 3	838,003	826,733	11,270
Average staffing level (number)	449	616	(167)

⁸ Full-year budget, including any subsequent adjustment made to the 2024–25 budget at Additional Estimates.⁹ Expenses not requiring appropriation in the budget year are made up of depreciation expenses, amortisation expenses, make-good expenses, and resources received free of charge.

Appendix B – Workforce statistics

The following definitions and caveats apply to the workforce statistics content.

Headcount – the number of employees directly employed by the organisation at a point in time.

Inclusions – all employees paid through SAP payroll and employed under the *Public Service Act 1999*, regardless of leave status.

Exclusions – Secretary, inactive staff, contractors, public office holders, committee and board members and locally engaged staff.

Table B.1: All ongoing employees, 2024–25

	Man/Male			Woman/Female		
	Full time	Part time	Total	Full time	Part time	Total
NSW	121	4	125	133	20	153
Qld	142	11	153	254	49	303
SA	130	5	135	189	63	252
Tas	16	4	20	33	10	43
Vic	136	2	138	186	33	219
WA	36	–	36	52	15	67
ACT	1,023	57	1,080	1,240	275	1,515
NT	3	–	3	17	2	19
External Territories	–	–	–	–	–	–
Overseas	–	–	–	2	–	2
Total	1,607	83	1,690	2,106	467	2,573

Note: Actual work location at 30 June 2025.

Table B.2: All non-ongoing employees, 2024–25

	Man/Male			Woman/Female		
	Full time	Part time	Total	Full time	Part time	Total
NSW	5	–	5	6	1	7
Qld	10	–	10	14	5	19
SA	8	–	8	4	1	5
Tas	–	–	–	–	–	–
Vic	6	–	6	7	6	13
WA	4	–	4	4	–	4
ACT	41	9	50	42	9	51
NT	–	–	–	–	–	–
External Territories	–	–	–	–	–	–
Overseas	–	–	–	–	–	–
Total	74	9	83	77	22	99

Note: Actual work location at 30 June 2025.

Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
1	–	1	–	–	–	–	–	–	279
2	–	2	–	–	–	–	–	–	458
–	–	–	–	–	–	–	–	–	387
–	–	–	–	–	–	–	–	–	63
2	–	2	–	–	–	–	–	–	359
–	–	–	–	–	–	–	–	–	103
4	–	4	–	–	–	–	–	–	2,599
–	–	–	–	–	–	–	–	–	22
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	2
9	–	9	–	–	–	–	–	–	4,272

Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
–	–	–	–	–	–	–	–	–	12
–	–	–	–	–	–	–	–	–	29
–	–	–	–	–	–	–	–	–	13
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	19
–	–	–	–	–	–	–	–	–	8
–	–	–	–	–	–	–	–	–	101
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	182

Table B.3: Australian Public Service Act ongoing employees, 2024–25

	Man/Male			Woman/Female		
	Full time	Part time	Total	Full time	Part time	Total
SES 3	1	–	1	3	–	3
SES 2	9	1	10	14	1	15
SES 1	35	1	36	63	6	69
EL 2	184	5	189	289	34	323
EL 1	545	22	567	658	158	816
APS 6	404	19	423	552	134	686
APS 5	248	11	259	286	56	342
APS 4	136	9	145	196	53	249
APS 3	39	8	47	40	18	58
APS 2	5	7	12	1	7	8
APS 1	1	–	1	4	–	4
Other	–	–	–	–	–	–
Total	1,607	83	1,690	2,106	467	2,573

Note: Actual classification at 30 June 2025.

Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
–	–	–	–	–	–	–	–	–	4
–	–	–	–	–	–	–	–	–	25
–	–	–	–	–	–	–	–	–	105
2	–	2	–	–	–	–	–	–	514
1	–	1	–	–	–	–	–	–	1,384
2	–	2	–	–	–	–	–	–	1,111
2	–	2	–	–	–	–	–	–	603
2	–	2	–	–	–	–	–	–	396
–	–	–	–	–	–	–	–	–	105
–	–	–	–	–	–	–	–	–	20
–	–	–	–	–	–	–	–	–	5
–	–	–	–	–	–	–	–	–	–
9	–	9	–	–	–	–	–	–	4,272

Table B.4: Australian Public Service Act non-ongoing employees, 2024–25

	Man/Male			Woman/Female		
	Full time	Part time	Total	Full time	Part time	Total
SES 3	–	–	–	–	–	–
SES 2	–	–	–	–	–	–
SES 1	–	–	–	1	–	1
EL 2	–	1	1	3	–	3
EL 1	12	–	12	9	3	12
APS 6	7	–	7	14	4	18
APS 5	9	–	9	12	2	14
APS 4	26	2	28	20	5	25
APS 3	17	4	21	13	4	17
APS 2	3	2	5	5	4	9
APS 1	–	–	–	–	–	–
Other	–	–	–	–	–	–
Total	74	9	83	77	22	99

Note: Actual classification at 30 June 2025.

Non-binary			Prefers not to answer			Uses a different term			Total
Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	1
–	–	–	–	–	–	–	–	–	4
–	–	–	–	–	–	–	–	–	24
–	–	–	–	–	–	–	–	–	25
–	–	–	–	–	–	–	–	–	23
–	–	–	–	–	–	–	–	–	53
–	–	–	–	–	–	–	–	–	38
–	–	–	–	–	–	–	–	–	14
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	–
–	–	–	–	–	–	–	–	–	182

Table B.5: Australian Public Service Act employees by full-time and part-time status, 2024–25

	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	4	–	4	–	–	–	4
SES 2	23	2	25	–	–	–	25
SES 1	98	7	105	1	–	1	106
EL 2	475	39	514	3	1	4	518
EL 1	1,204	180	1,384	21	3	24	1,408
APS 6	958	153	1,111	21	4	25	1,136
APS 5	536	67	603	21	2	23	626
APS 4	334	62	396	46	7	53	449
APS 3	79	26	105	30	8	38	143
APS 2	6	14	20	8	6	14	34
APS 1	5	–	5	–	–	–	5
Other	–	–	–	–	–	–	–
Total	3,722	550	4,272	151	31	182	4,454

Note: Actual classification at 30 June 2025.

Table B.6: Australian Public Service Act employment type by location, 2024–25

	Ongoing	Non-ongoing	Total
NSW	279	12	291
Qld	458	29	487
SA	387	13	400
Tas	63	–	63
Vic	359	19	378
WA	103	8	111
ACT	2,599	101	2,700
NT	22	–	22
External Territories	–	–	–
Overseas	2	–	2
Total	4,272	182	4,454

Note: Actual work location at 30 June 2025.

Table B.7: Australian Public Service Act Indigenous employment, 2024–25

	Total
Ongoing	99
Non-ongoing	14
Total	113

Note: At 30 June 2025.

Table B.8: Australian Public Service Act employment arrangements, 2024–25

	SES	Non-SES	Total
Individual s24(1) determination	111	–	111
Enterprise Agreement	–	4,343	4,343
Individual Flexibility Arrangement	–	64	64
Total	111	4,407	4,526

Note: At 30 June 2025. Employees on an Individual Flexibility Arrangement (IFA) are also included in the Enterprise Agreement total. IFAs are enabled under clauses 10–15 of the DEWR Enterprise Agreement 2024–2027. One person might have multiple arrangements in place.

Table B.9: Australian Public Service Act employment salary ranges by classification level (minimum/maximum), 2024–25

	Minimum salary \$	Maximum salary \$
SES 3	394,440	421,013
SES 2	297,849	339,878
SES 1	230,837	294,439
EL 2 including Principal Government Lawyer	147,352	181,300
EL 1 including Senior Government Lawyer	125,220	153,394
APS 6	101,833	111,979
APS 5	90,580	96,839
APS 4	82,039	87,737
APS 3	75,419	78,554
APS 2	67,532	71,966
APS 1	57,497	62,868
Other	–	–
Minimum/maximum range	57,497	421,013

Note: Cadets undertaking full-time study will be paid 57% of the minimum salary that would be payable to the cadets if they were performing practical training.

Figures reflect the salary ranges at 30 June 2025.

The department did not offer performance pay in 2024–25.

Table B.10: Australian Public Service Act employment performance pay by classification level, 2024–25

	Minimum salary	Maximum salary
SES 3	–	–
SES 2	–	–
SES 1	–	–
EL 2	–	–
EL 1	–	–
APS 6	–	–
APS 5	–	–
APS 4	–	–
APS 3	–	–
APS 2	–	–
APS 1	–	–
Other	–	–
Minimum/maximum range	–	–

Table B.11: Information about remuneration for key management personnel, 2024–25

Name	Position title	Short-term benefits			Post employment benefits
		Base salary	Bonuses	Other benefits and allowances	Superannuation contributions
Natalie James	Secretary	829,368	–	34,726	120,206
Anna Faithfull	Deputy Secretary	426,472	–	2,160	62,765
Deborah Jenkins	Deputy Secretary	382,755	–	2,387	58,402
Gregory Manning	Deputy Secretary	378,391	–	2,160	73,656
Tania Rishniw	Deputy Secretary	426,479	–	2,178	76,546
Totals		2,443,466	–	43,612	391,575

Notes:
Total remuneration is calculated on an accrual basis in accordance with *AASB 119 Employee Benefits*. There will be a difference between the total remuneration included on an individual's annual payment summary and the remuneration disclosed in the table. There will also be differences between the table and the Remuneration Tribunal determination.
The full term for key management personnel in the Department of Employment and Workplace Relations is 1 July 2024 to 30 June 2025.
Base salary includes salary, salary paid while on leave, and annual leave accrued and taken.
Other benefits and allowances include monetary and non-monetary benefits such as provision of a car park.
Accumulation superannuation schemes (PSSap and private funds) include employer superannuation contribution amounts. Defined benefit schemes (CSS and PSS) include the relevant Notional Employer Contribution Rate and Employer Productivity Superannuation Contribution.
Long service leave comprises the amount of leave accrued and taken in the period. It is subject to on-costs and discount factors in line with AASB 119.

Other long-term benefits		Termination benefits	Total remuneration	Term as KMP
Long service leave	Other long-term benefits			
26,499	–	–	1,010,800	Full term
11,882	–	–	503,280	Full term
12,102	–	–	455,646	Full term
15,396	–	–	469,604	Full term
22,596	–	–	527,799	Full term
88,476	–	–	2,967,128	

Table B.12: Information about remuneration for senior executives, 2024–25

Total remuneration bands	Number of senior executives	Short-term benefits		
		Average base salary	Average bonuses	Average other benefits and allowances
\$0 – \$220,000	71	100,414	–	661
\$220,001 – \$245,000	6	191,435	–	1,689
\$245,001 – \$270,000	15	219,930	–	1,377
\$270,001 – \$295,000	24	230,372	–	2,559
\$295,001 – \$320,000	22	249,885	–	2,377
\$320,001 – \$345,000	9	268,387	–	2,080
\$345,001 – \$370,000	5	297,098	–	1,721
\$370,001 – \$395,000	7	311,266	–	1,933
\$395,001 – \$420,000	1	316,119	–	2,160
\$420,001 – \$445,000	–	–	–	–
\$445,001 – \$470,000	1	250,494	–	1,691
\$470,001 – \$495,000	2	252,306	–	53,710
\$495,001 – \$520,000	–	–	–	–
\$520,001 – \$545,000	–	–	–	–
\$545,001 – \$570,000	1	266,952	–	196,264

Notes:

This table includes all substantive SES employed by the department during the period and employees acting in SES positions for at least 3 continuous months.

Total remuneration is calculated on an accrual basis in accordance with *AASB 119 Employee Benefits*. This means there is a difference between the total remuneration included on an individual's annual payment summary and the remuneration disclosed in this table.

Base salary includes salary, salary paid while on leave, annual leave accrued and taken, and temporary performance allowances.

Other benefits and allowances include monetary benefits and non-monetary benefits such as provision of a car park, overseas posting allowances and departmental FBT.

Accumulation superannuation schemes (PSSap and private funds) include employer superannuation contribution amounts. Defined benefit schemes (CSS and PSS) include the relevant Notional Employer Contribution Rate and Employer Productivity Superannuation Contribution.

Long service leave comprises the amount of leave accrued and taken for the period. It is subject to on-costs and discount factors in line with AASB 119.

Post employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
16,870	(2,456)	–	400	115,889
35,213	(756)	–	–	227,579
37,164	1,247	–	–	259,718
37,624	10,706	–	–	281,261
44,019	12,388	–	–	308,669
43,719	15,378	–	–	329,564
51,377	10,889	–	–	361,085
53,513	17,459	–	–	384,172
59,593	24,240	–	–	402,113
–	–	–	–	–
36,666	2,965	–	165,246	457,062
60,877	9,788	–	105,389	482,070
–	–	–	–	–
–	–	–	–	–
59,313	24,584	–	–	547,113

Table B.13: Information about remuneration for other highly paid staff, 2024–25

Total remuneration bands	Number of other highly paid staff	Short-term benefits		
		Average base salary	Average bonuses	Average other benefits and allowances
\$260,000 – \$270,000	–	–	–	–
\$270,001 – \$295,000	3	231,996	–	5,818
\$295,001 – \$320,000	–	–	–	–
\$320,001 – \$345,000	–	–	–	–
\$345,001 – \$370,000	–	–	–	–
\$370,001 – \$395,000	–	–	–	–
\$395,001 – \$420,000	–	–	–	–
\$420,001 – \$445,000	–	–	–	–
\$445,001 – \$470,000	–	–	–	–
\$470,001 – \$495,000	–	–	–	–
\$495,001 – \$520,000	1	459,944	–	–

Notes:

This table includes officials who are neither key management personnel nor senior executives.

Total remuneration is calculated on an accrual basis in accordance with *AASB 119 Employee Benefits*. This means there is a difference between the total remuneration included on an individual's annual payment summary and the remuneration disclosed in this table. There will also be differences between the table and the Remuneration Tribunal determination.

Base salary includes salary, salary paid while on leave, annual leave accrued and taken, and temporary performance allowances.

Other benefits and allowances include monetary benefits and non-monetary benefits.

Accumulation superannuation schemes (PSSap and private funds) include employer superannuation contribution amounts. Defined benefit schemes (CSS and PSS) include the relevant Notional Employer Contribution Rate and Employer Productivity Superannuation Contribution.

Long service leave comprises the amount of leave accrued and taken for the period. It is subject to on-costs and discount factors in line with AASB 119.

Post employment benefits	Other long-term benefits		Termination benefits	Total remuneration
Average superannuation contributions	Average long service leave	Average other long-term benefits	Average termination benefits	Average total remuneration
–	–	–	–	–
39,944	6,667	–	–	284,426
–	–	–	–	–
–	–	–	–	–
–	–	–	–	–
–	–	–	–	–
–	–	–	–	–
–	–	–	–	–
–	–	–	–	–
29,932	9,836	–	–	499,712

Appendix C – Annual Child Safety Statement

The department continues its commitment to ensuring the safety and wellbeing of children and young people by promoting and modelling a culture that upholds the rights, interests and needs of children and does not permit or tolerate child abuse, neglect or exploitation.

The department recognises the shared responsibility of all employees to keep children and young people safe and commits to protecting and safeguarding children and young people by:

- creating and enforcing policies and procedures that prioritise the protection of children and young people
- ensuring all employees are aware and have access to policies, procedures and guidance
- creating conditions that reduce the likelihood of harm to children and young people
- regularly assessing the risks through the lens of child safety and managing incidents appropriately and effectively
- ensuring compliance with the Commonwealth Child Safe Framework
- adopting and implementing the National Principles for Child Safe Organisations.

Department's interaction with children and young people

The department's operations may directly or indirectly involve children in limited settings. These include:

- events and exhibitions, both on-site and off, where children and young people may visit
- video recording or photography of children and young people at educational institutions, departmental or portfolio-related events, or pre-arranged locations for promotional products
- delivering the Parent Pathways service where children and young people may come into contact with contracted service providers
- site visits to locations where children or young people may be present (for example, childcare centres)
- receiving a complaint that may directly or indirectly involve a child or young person through the department's complaints mechanisms.

Annual risk assessment and mitigation

The department completes a risk assessment annually to determine the overall level of risk for the department. It is currently assessed as low.

We continue to provide robust measures to mitigate risks to children and young people who interact with, or are otherwise impacted by, the department's operations.

Compliance with the Commonwealth Child Safe Framework

There are 4 requirements under the Child Safe Framework:

1. Undertake risk assessments annually in relation to activities of the entity, to identify the level of responsibility for, and contact with, children, evaluate risks to child safety, and put in place appropriate strategies to manage identified risks.
2. Establish and maintain a system of training and compliance, to make staff aware of, and compliant with, the Framework and relevant legislation.
3. Adopt and implement the National Principles for Child Safe Organisations.
4. Publish an annual statement of compliance with the framework, including an overview of the entity's child safety risk assessment (conducted under Requirement 1).

The department demonstrates compliance by:

- developing and reviewing enterprise-wide risk assessments and ensuring all divisions assess child safety risks as part of their divisional plans
- providing a training package developed by the National Office for Child Safety for all departmental staff to complete as part of mandatory training

- implementing and monitoring additional compliance measures for staff undertaking child-related work, including further child safety training and a mandatory requirement to obtain a valid Working with Children Check/Working with Vulnerable People Check before commencing child-related work
- maintaining the DEWR Child Safe Policy, which details the department's commitment to child safety, the responsibilities of staff, and the promotion of child safe behaviours by staff and in funding arrangements with third parties
- communicating to all staff to launch and promote National Child Protection Week
- collating child safe material and resources on the department's internal website to support staff implementing child safe processes and practices in their work areas.

The department is committed to exercising continuous efforts to be a child safe organisation.

Appendix D – Activities funded to assist people to obtain and maintain paid work

This appendix provides information about employment programs supported, in full or in part, by section 1062A of the *Social Security Act 1991* (Cth) from 1 July 2024 to 30 June 2025.

Table D.1: Total amounts paid under arrangements or grants, 2024–25

Program	Total actual expenses 2024–25 \$'000
Outcome 1 (Employment and Workforce) programs	
Workforce Australia	1,256,190
Workforce Australia (a)	1,057,307
Work for the Dole	7,213
Labour Market Support Stream	–
Harvest Trail Services and Harvest Trail Information Service	186
Launch Into Work	793
Workforce Australia – Self-Employment Assistance	154,303
Norfolk Island Employment Services	182
Broome Employment Services	1,384
Yarrabah Employment Services (a)	1,016
Employability Skills Training	26,396
Career Transition Assistance	7,406
Real Jobs, Real Wages	5
WorkFoundations	–
Local Jobs Program	34,433
Local Jobs Program	34,433
ParentsNext	19,581
ParentsNext	19,581

Program	Total actual expenses 2024–25 \$'000
Supporting Worker Transition Through Energy System Changes	223
Supporting Workforce Transition Services	223
Transition to Work	330,615
Workforce Australia – Transition to Work	330,582
Employability Skills Training	33
Y Careers	–
Y Careers	–
Reconnection, Employment and Learning Program	500
National Indigenous Employment and Training Alliance	500
Reconnection, Employment and Learning (REAL) Program	–
Parent Pathways	51,105
Parent Pathways	51,105
Subtotal Outcome 1	1,692,647
Outcome 2 (Skills and Training) programs	
Apprentice Connect Australia Providers	197,225
Australian Apprenticeship Support Services	197,225
Supporting women in male dominated apprenticeships	–
Australian Apprenticeships Incentives Program	233,986
Australian Apprenticeships Incentives Program	100,126
Coronavirus Economic Response – Assistance for Apprentices and Trainees	133,861
Australian Apprenticeships Incentive System	871,737
Australian Apprenticeships Incentive System	71,737
Skills Checkpoint For Older Workers Program	1
Skills Checkpoint For Older Workers Program	1
National Training System COPE	38,919
National Training System Commonwealth Own Purpose Expenditure Program	36,938
Reading Writing Hotline	1,172
Australian Training Awards	808
Building Women's Careers	9,250
Building Women's Careers	9,250

Program	Total actual expenses 2024–25 \$'000
National Careers Institute and Ambassador	1,741
National Careers Institute Grants Program (Your Career)	663
School Leaver Program	–
National Careers Institute – Digital Platform (Your Career)	1,086
School Leavers Information Service	(7)
Industry Workforce Training Program	3,961
Adult Learners' Week	208
WorldSkills Australia	2,008
Australian Training Awards	126
Skilling the Clean Energy Workforce Program	1,618
National Skills Agreement (NSA) COPE	1,524
National Skills Agreement (NSA) COPE	437
Aboriginal and Torres Strait Islander Registered Training Organisations (RTO) Community of Practice	545
Indigenous Centre of Vocational Excellence (ICoVE)	–
Aboriginal Community Controlled Trainer and Assessor Workforce Program	541
Remote Training Hubs Network	1,713
Remote Training Hubs Network	1,713
Skills For Education and Employment	138,568
Skills For Education and Employment Program	138,568
Migrant Skills Incentive	1
Skills Assessment Pilots	1
Other	4,444
Fee-Free TAFE advertising campaign	3,896
Communications to encourage VET pathways	378
Skilling the Clean Energy Workforce Program	170
Subtotal Outcome 2	1,503,069

Program	Total actual expenses 2024–25 \$'000
Outcome 3 (Workplace Relations) programs	
Advancing Gender Equality in Gender Segregated Industries grants	6,892
Advancing Gender Equality in Gender Segregated Industries	6,892
Subtotal Outcome 3	6,892
Total	3,202,609

(a) A misstatement has been identified in the allocation of expenses between Yarrabah Employment Services and Workforce Australia. Expenses incurred over the period 2022–23 to 2023–24 were incorrectly attributed to Yarrabah Employment Services and have now been reallocated to Workforce Australia. While group-level totals remain unchanged, the program-level figures have been restated as follows:

Workforce Australia:

- 2023–24: \$1,036,657,000
- 2022–23: \$893,489,000

Yarrabah Employment Services:

- 2023–24: \$299,000
- 2022–23: \$289,000

Note: Minor discrepancies between totals and subtotals can be attributed to rounding.

Appendix E – Environmental sustainability and performance

Preface

The Commonwealth Climate Disclosure is the government's policy for Commonwealth entities to publicly disclose their exposure to climate risks and opportunities, as well as their actions to manage them. This marks the department's second year of climate-related disclosures, supporting the Australian Government's broader Commonwealth Climate Disclosure Policy. These disclosures reflect DEWR's ongoing efforts to identify, assess and manage climate risks and opportunities across its operations.

Net zero

The department reports on the environmental impacts of its activities under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* and in line with the Australian Government's APS Net Zero 2030 Policy. This includes reporting on:

- how the department accords with and contributes to the principles of ecologically sustainable development
- the greenhouse gas emissions from the department's operations.

Ecologically sustainable development

As in previous years, DEWR did not administer legislation with direct implications for ecologically sustainable development. The principles of scientific and biological diversity remained of limited relevance to the department's core functions.

Governance

Climate risk governance and accountability

DEWR's internal governance structures are underpinned by a robust enterprise risk management framework established in accordance with the requirements of the Commonwealth Risk Management Policy (2023) and the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In 2024–25, DEWR expanded its climate risk capability through targeted training and development. Building on resources provided by the Department of Finance and the Department of Climate Change, Energy, the Environment and Water, DEWR undertook a skills and capability review to identify gaps. The department is now working with the People and Capabilities team to address these gaps through recruitment and tailored learning programs.

DEWR continues to use the department's existing governance and risk systems, policies and tools to manage risks, including climate-related risks and opportunities. The department acknowledges that climate-related risk, along with other whole-of-government and legislative risk obligations, is a priority area. Accordingly DEWR has commenced incorporating climate-related risks and opportunities into existing reporting arrangements and key corporate documentation including the corporate plan and the annual report.

Although the Secretary and Executive Board are ultimately responsible for leading the oversight of the department’s risk, including climate-related risk, the department has embedded a culture that risk management is the responsibility of all staff. All staff are responsible for climate-related risk and opportunity identification and management with consideration to their role and appropriate with their level.

The department manages its policies and programs related to net zero through internal governance arrangements including the Net Zero SES Steering Group, which enable DEWR’s Employment and Workforce,

Skills and Training, Workplace Relations, and Corporate and Enabling Groups to come together under a centralised governance framework to ensure a consistent approach to the government’s net zero transformation agenda.

The current DEWR governance structure associated with climate risk management is outlined below in Figure E.1. The roles and responsibilities of the Secretary in managing climate risks and opportunities with the department are outlined in Table E.1. In the next reporting year, we will refine governance structures to assess their effectiveness in considering climate-related risks and other government policy constraints.

Figure E.1: DEWR climate risk governance structure

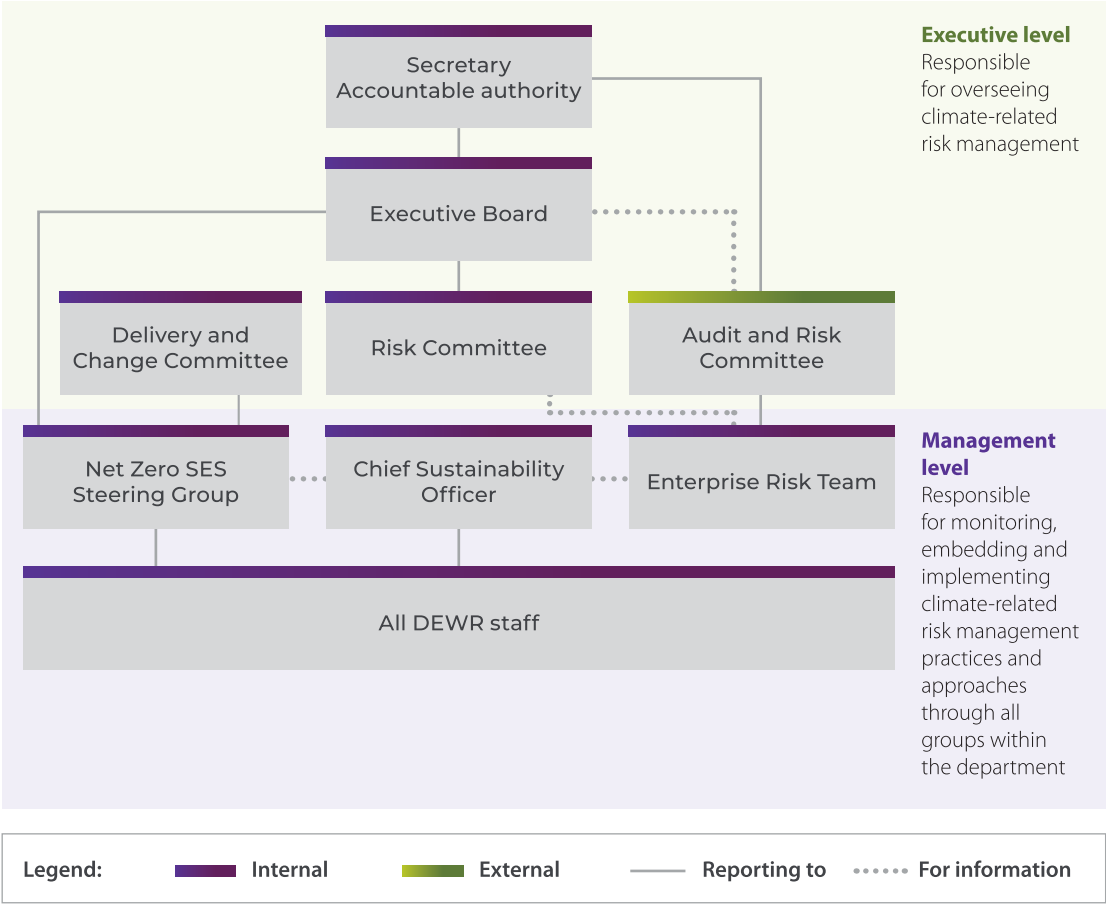


Table E.1: Roles and responsibilities for climate risk management

Roles	Responsibilities
Secretary	As the department's accountable authority, the Secretary is required to establish and maintain appropriate systems and internal controls for the oversight and management of risks, including climate-related risks.
Executive Board	The Executive Board is responsible for overseeing risk including climate-related risks and approving the department's climate-related risk strategies, targets, policies, activities and performance.
Audit and Risk Committee	The Audit and Risk Committee is required to review the appropriateness of the department's financial reporting, performance reporting, system of risk oversight and management and system of internal controls; and to consider reporting from the Risk Committee in relation to the delivery, implementation and application of the department's enterprise risk management arrangements, including its risk systems and risk culture.
Risk Committee	The Risk Committee is responsible for the oversight of the delivery, implementation and application of the department's enterprise risk management arrangements, including its risk systems and risk culture.
Delivery and Change Committee	The Delivery and Change Committee has responsibility for supporting the oversight, management, reporting and control of the department's portfolio project and program delivery. This includes consideration of project and program delivery within individual groups and divisions, and cross-departmental projects and programs.
Net Zero SES Steering Group	The Net Zero SES Steering Group steers departmental policy thinking on net zero and guides interactions across the groups and with relevant portfolio agencies.
Chief Sustainability Officer	The Chief Sustainability Officer is responsible for overseeing the department's climate risk management framework and governance as well as advising the Secretary and Executive Board, including through their role on the Risk Committee. The Chief Sustainability Officer executes the department's obligation under the Commonwealth Climate Disclosure Reform and Climate Risk and Opportunity Management Program (CROMP), contributing to the department's implementation of the Net Zero in Government Operations Strategy (currently led by the Finance and Budget Division).
Enterprise Risk Team	The Enterprise Risk Team is responsible for designing, building and implementing the department's risk management framework and developing capability internally to manage risk. Climate-related risk is included in the department's enterprise risk management framework as a specialist risk category.
All DEWR staff	All staff are responsible for climate-related risk and opportunity identification and management with consideration to their role and appropriate to their level.

Risk management

This is the second year in which DEWR has undertaken an organisation-wide risk assessment in accordance with our obligations under the Australian Government's Approach to Climate Risk and Opportunity Management in the Public Sector 2024–2026 and the CROMP.

This reporting year, we focused on completing a full organisation-wide climate risk and opportunity assessment and consideration of climate risks within existing enterprise risk management arrangements.

In the next reporting year, we aim to refine our climate risk and opportunity assessment and continue integrating climate risks and opportunities into our broader enterprise risk management arrangements.

Our progress

CROMP actions completed

Step 1: Scoping the assessment

- Refined our climate risk governance structure to better align with organisational capabilities and reporting frameworks.
- Identified values at risk against the objectives of the organisation and the DEWR office locations around Australia. As we mature in our understanding of this process, we will include the key work of each division. Divisions should also, in their divisional risk plans, consider climate change risks and opportunities, both physical and transition, that will potentially impact the delivery of their key pieces of work.
- Reviewed the geographic regions of interest for DEWR. Due to the broad scope of DEWR's policy responsibilities, DEWR has multiple offices across Australia, all of which are in scope. This will need to be reviewed in future years as our services are provided to the whole of the Australian community.

- DEWR continues to identify stakeholders for ongoing engagement activities, including internally, with expertise across a range of risk topics and understanding of risks and opportunities specific to their business and in policy areas. In addition, we continue to work with our external stakeholders from the community that the department engages with in the delivery of outcomes.
- In consultation with the Enterprise Risk Team, the department has further refined the way DEWR's Enterprise Risk Management Policy and Framework embeds climate risks to understand the risk evaluation criteria that could be applied to assess climate risks. We will use the existing DEWR enterprise risk management system to meet reporting requirements required in the CROMP.

Step 2: Considering current and future state

- DEWR has multiple office locations across Australia (approximately 31 buildings). It has been identified that the locations of the offices may be disrupted due to several physical hazards including extreme heat, drought, fire, flooding and other severe weather conditions. DEWR will need to ensure that there are adequate contingency management arrangements in place including working from home policies and operational procedures should severe weather conditions occur.

Step 3: Identify your risks and opportunities

- DEWR has identified some risks through step 1 and included them in the risk management tool. Further consultation is required, and the risk management tool will continue to be updated to incorporate additional risks and opportunities as they are identified. Ongoing work will be undertaken to incorporate new risks and opportunities into the department's electronic risk management system.

Metrics and targets

Climate-related metrics

2024–25 greenhouse gas emissions inventory

Emissions are required to be calculated in line with the APS Net Zero Emissions Reporting Framework provided by the Department of Finance, consistent with the whole-of-Australian-Government (WoAG) approach as part of the APS Net Zero by 2030 policy.

The department continues to focus on optimising the occupancy rates of its property portfolio and improving energy efficiency, including through the use of standard Commonwealth lease clauses requiring compliance with energy efficiency requirements.

For 2024–25 the department's emissions from electricity, natural gas, fleet vehicles and domestic flights have been captured in line with APS Net Zero 2030 and Commonwealth Climate Disclosure requirements using the emissions reporting tool developed by the Department of Finance to ensure consistency across all entities.

The greenhouse gas emissions inventory presents greenhouse gas emissions over the 2024–25 period. Results are presented on the basis of carbon dioxide equivalent (CO₂-e) emissions. The baseline emissions for this disclosure focus on scope 1 and scope 2 emissions, consistent with the APS Net Zero by 2030 target.

The electricity and natural gas figures reported below include the total consumption across the department's leased property portfolio. The department currently hosts the Department of Education in its tenancies under a memorandum of understanding (MoU) arrangement, and energy usage cannot be meaningfully separated between the 2 entities.

DEWR also has MoU hosting arrangements in place providing a small number of workpoints nationally to the National Indigenous Australians Agency (NIAA), the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (DITRDCA), the Department of Social Services (DSS), the Fair Work Ombudsman (FWO), Safe Work Australia (SWA), the Department of Health, Disability and Ageing (DoHDA) and the Australian Skills Quality Authority (ASQA). Energy and solid waste usage from these arrangements cannot be meaningfully separated and has been included in DEWR's annual report.

DEWR currently occupies a small number of workpoints in tenancies leased by other entities, including NIAA, FWO, DITRDCA and Services Australia. Energy and solid waste usage from these arrangements cannot be meaningfully separated and has been included in annual reports for those entities.

Solid waste data was not available for tenancies where waste removal is administered by building landlords and where the department is not the sole tenant. The quality of data is expected to improve over time as emissions reporting matures.

Reporting on refrigerants is optional for 2024–25 and will be phased in over time as emissions reporting matures.

Figures for emissions from electricity consumed by electric and plug-in hybrid vehicles have only been reported for electricity directly purchased by DEWR. Emissions associated with electricity consumption from public charging stations have not been reported for 2024–25.

Figures for emissions from hire cars for 2024–25 have been sourced from third party providers and may be incomplete. The quality of data is expected to improve over time as emissions reporting matures.

The results presented in Table E.2 are based on the best available data at the time of reporting. Amendments to data may be required in future reports.

Table E.2: Greenhouse gas emissions inventory (location based)

Emission source	Scope 1 T CO ₂ -e (direct combustion)	Scope 2 T CO ₂ -e (indirect electricity consumption)	Scope 3 T CO ₂ -e (indirect emissions and supply chain sources)	Total T CO ₂ -e
Electricity (location-based approach)	N/A	2,252.22	163.49	2,415.72
Natural gas	–	N/A	–	–
Solid waste	–	N/A	98.89	98.89
Refrigerants	–	N/A	N/A	–
Fleet and other vehicles	52.68	N/A	13.34	66.02
Domestic commercial flights	N/A	N/A	1,071.51	1,071.51
Domestic hire car	N/A	N/A	19.89	19.89
Domestic travel accommodation	N/A	N/A	331.40	331.40
Other energy	–	N/A	–	–
Total T CO₂-e	52.68	2,252.22	1,698.53	4,003.43

Electricity-related greenhouse gas emissions were calculated using the location-based approach in Table E.2. When applying the market-based method, which accounts for factors such as GreenPower usage, purchased large-scale generation certificates, power purchasing agreements, the renewable power percentage and the jurisdictional renewable power percentage (ACT only), the total emissions for electricity are as shown in Table E.3.

Table E.3: Greenhouse gas emissions inventory (market based)

Emission source	Scope 2 T CO ₂ -e (indirect electricity consumption)	Scope 3 T CO ₂ -e (indirect emissions and supply chain sources)	Total T CO ₂ -e	Electricity kWh
Electricity (location-based approach)	2,252.22	163.49	2,415.72	3,469,411.40
Market-based electricity emissions	563.95	76.59	640.53	696,230.24
Total renewable electricity consumed	N/A	N/A	N/A	2,791,584.11
Renewable power percentage ¹	N/A	N/A	N/A	631,259.40
Jurisdictional renewable power percentage ²	N/A	N/A	N/A	2,141,921.75
GreenPower ³	N/A	N/A	N/A	–
Large-scale generation certificates ³	N/A	N/A	N/A	–
Behind the meter solar ⁴	N/A	N/A	N/A	18,402.95
Total renewable electricity produced	N/A	N/A	N/A	18,402.95
Large-scale generation certificates ³	N/A	N/A	N/A	–
Behind the meter solar ⁴	N/A	N/A	N/A	18,402.95

Notes: The table above presents emissions related to electricity usage using both the location-based and the market-based accounting methods. CO₂-e = carbon dioxide equivalent. Electricity usage is measured in kilowatt hours (kWh).

¹ Listed as mandatory renewables in 2023–24 Annual Reports. The renewable power percentage (RPP) accounts for the portion of electricity used, from the grid, that falls within the Renewable Energy Target (RET).

² The Australian Capital Territory is currently the only state with a jurisdictional renewable power percentage (JRPP)

³ Listed as voluntary renewables in 2023–24 Annual Reports.

⁴ Reporting behind the meter solar consumption and/or production is optional. The quality of data is expected to improve over time as emissions reporting matures.

Climate-related targets

DEWR is responsible for managing and implementing emissions reduction initiatives set by the **Australian Government's Net Zero in Government Operations Strategy** developed by the Department of Finance. The strategy sets out the Australian Government's approach to achieving net zero greenhouse gas emissions from its operations by 2030 and the reinstatement of public emissions reporting.

DEWR has developed an Emissions Reduction Plan signed off by the Secretary to provide a pathway for the department to contribute to the achievement of the APS Net Zero by 2030 target through emissions reduction activities. This plan encompasses existing and new priorities and actions within DEWR to reduce emissions.

The APS Net Zero by 2030 target is a net emissions reduction target based on the metric CO₂-e. It is an absolute target, rather than an intensity target, as it corresponds to a reduction in total emissions. The timeframe for achieving the APS Net Zero target is 2030 and it applies at the aggregate level to in-scope non-corporate Commonwealth entities. The target covers the entirety of our organisation's operations, including scope 1 and scope 2 greenhouse gas emissions, with decisions on scope 3 greenhouse gas emissions to be made in the future as further data becomes available.

The APS Net Zero by 2030 target forms part of Australia's international climate commitments, including Australia's Nationally Determined Contribution under the Paris Agreement. The types of greenhouse gas emissions covered by the target are set out in the APS Net Zero Emissions Reporting Framework. The APS Net Zero by 2030 target was not derived using a sectoral decarbonisation approach.

Summary of progress

DEWR published the department's Emission Reduction Plan 2024,⁵ which outlines the priorities, targets and actions that have been implemented or committed within this reporting period, as well as those that will be delivered in the future.

Achievements this reporting year

- Released the DEWR Emission Reduction Plan 2024 and tracking against action items.
- Enhanced the department's Net Zero governance framework to ensure stronger alignment with internal reporting structures and strategic oversight mechanisms.

- Incorporated the Department of Climate Change, Energy, the Environment and Water (DCCEEW) Environmentally Sustainable Procurement Policy into DEWR's training, policy and procedures.
- Made the commitment that new leased office space from 1 July 2025 will have a minimum 5.5 star National Australian Built Environment Rating System (NABERS) rating and a preference for all-electric buildings where available.
- Exceeded WoAG low emission vehicle (LEV) targets, with 79% of our passenger vehicle fleet now LEV. Currently DEWR has 47 leased fleet vehicles, 39 of which are passenger cars subject to LEV targets.

Future actions

- Increase the percentage of renewable electricity procured under Department of Finance's WoAG electricity contract with a goal of 100% renewable energy by 2030.
- All future passenger vehicle orders are to be zero emissions vehicles, with a target of 100% LEVs by 1 July 2026.
- Deliver on the commitment that, for purchase or construction contracts entered into from 1 July 2026, new office spaces will be all-electric, including building heating, cooling and water heating.
- Deliver on the commitment that, for purchase or construction contracts entered into from 1 July 2026, and with a value greater than \$15 million, new office spaces will have a minimum 6 star NABERS energy rating and 4 star green star rating.
- Incorporate sustainable travel alternatives in line with the WoAG travel arrangements and policies. The department will look at more efficient ways to travel, with an aim to reduce emissions associated with business travel.
- Deliver capability uplift for decision-makers to evaluate climate information from suppliers and enhance assessment under the Commonwealth Procurement Rules.

DEWR will continue to monitor our progress towards net zero and report additional measures as opportunities are identified or additional requirements are needed in line with the Net Zero in Government Operations Strategy.

⁵ [Department of Employment and Workplace Relations Emission Reduction Plan 2024](#).

Appendix F – Annual Report of the Australian Apprenticeship Support Loans program

Overview

The Australian Government's Australian Apprenticeship Support Loans program (formerly the Trade Support Loans program) provides Australian Apprentices with access to an income-contingent loan over the course of their Australian Apprenticeship. It supports the government's commitment to deliver improved productivity and competitiveness to the Australian economy by ensuring there are highly skilled individuals in areas of skills shortage.

The program provides financial support to eligible Australian Apprentices to help with expenses associated with living, learning and completing an Australian Apprenticeship, supporting them to complete their qualification.

A person wishing to apply for and receive an Australian Apprenticeship Support Loan must meet the qualification and payability criteria, as set out in the *Australian Apprenticeship Support Loans Act 2014*, *Australian Apprenticeship Support Loans Rules 2023*, and *Australian Apprenticeship Support Loans Program Guidelines*.

In summary, the qualification criteria a person must meet are:

- be an Australian resident
- be undertaking a qualifying apprenticeship
- have provided their Tax File Number
- meet any other conditions prescribed in the *Australian Apprenticeship Support Loans Rules 2023*.

The payability criteria a person must meet are:

- meet the qualification criteria
- be undertaking a qualifying apprenticeship for the whole of the instalment period
- apply for Australian Apprenticeship Support Loans on or before the final day of an instalment period (when an application or opt-in form is submitted, an application is taken to have been made for 6 instalments of Australian Apprenticeship Support Loans).

A 'qualifying apprenticeship' is an apprenticeship leading to a qualification that:

- is at level 3 (Certificate III), level 4 (Certificate IV), level 5 (Diploma) or level 6 (Advanced Diploma) in the Australian Qualifications Framework
- is included on the National Register of Vocational Education and Training (www.training.gov.au)
- is leading to an occupation specified on the Australian Apprenticeships Priority List.

The Australian Apprenticeships Priority List is the list determined under subsection 105(1) of the *Australian Apprenticeship Support Loans Act 2014*. The occupations specified in the list all fall within the following Australian and New Zealand Standard Classification of Occupations (ANZSCO) major groups: Technicians and Trades Workers, and Community and Personal Service Workers. The Occupation Standard Classification for Australia (OSCA) replaced ANZSCO in Australia on 1 January 2025.

The Trade Support Loans program was renamed to the Australian Apprenticeship Support Loans program following the passage of the *Trade Support Loans Amendment Act 2023* on 9 August 2023, which took effect from 1 January 2024.

Governance

The Australian Apprenticeship Support Loans program is legislated under the *Australian Apprenticeship Support Loans Act 2014*. Two legislative instruments are in place to administer the program:

- **Australian Apprenticeship Support Loans Rules 2023**, which provide for matters relating to qualification for the Australian Apprenticeship Support Loans program, granting loans, application forms and other matters
- **Australian Apprenticeships Priority List**, which is a list of occupations for which, in the opinion of the Minister for Skills and Training, skilled persons are a priority.

DEWR delivers the Australian Apprenticeship Support Loans program jointly with contracted Apprentice Connect Australia providers and the Australian Taxation Office.

Operation of the program

An eligible Australian Apprentice (apprentice or trainee) can apply to receive Australian Apprenticeship Support Loan instalments by completing an Australian Apprenticeship Support Loans application in the Apprenticeships Data Management System (ADMS) of the Department of Employment and Workplace Relations.

Apprentice Connect Australia providers are able to assist Australian Apprentices with accessing ADMS and completing and submitting their application. The power of the Secretary of the Department of Employment and Workplace Relations to grant an application for an Australian Apprenticeship Support Loan has been delegated to individuals holding the position of Commonwealth Contract Officer in an Apprentice Connect Australia provider. This requires the Commonwealth Contract Officer to be satisfied that eligibility and payability criteria have been met.

Monthly instalment amounts are calculated based on a 'lifetime limit', which is the amount set by the *Australian Apprenticeship Support Loans Act 2014* on 1 July 2017 and indexed in line with the Consumer Price Index on 1 July each year. Australian Apprentices who successfully complete their Australian Apprenticeship receive a 20% discount on their loan balance.

Australian Apprenticeship Support Loan payment rates

The Australian Apprenticeship Support Loans lifetime limit was \$25,374 for 2024–25. The corresponding yearly and monthly instalment rates for 2024–25 are shown in Table F.1.

Table F.1: Australian Apprenticeship Support Loan payment rates, 2024–25

Apprentice year	Proportion of lifetime limit	Yearly rate (\$)	Monthly instalment rate (\$)
First	40%	10,150	845.80
Second	30%	7,612	634.35
Third	20%	5,075	422.90
Fourth	10%	2,537	211.45

Performance information

Between 1 July 2014 and 30 June 2025 the Department of Employment and Workplace Relations:

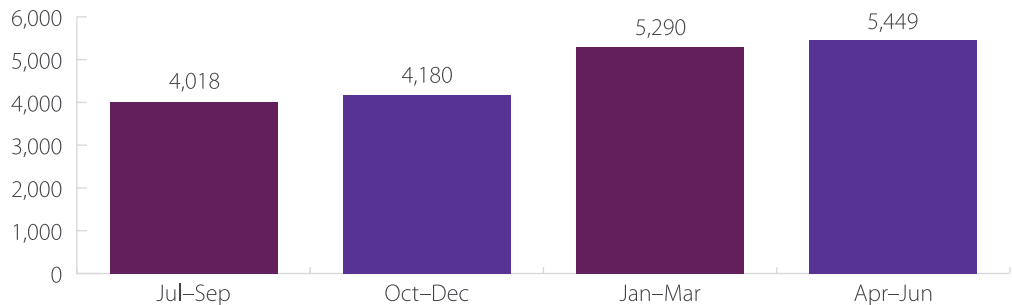
- approved 215,122 Australian Apprenticeship Support Loan applications
- processed \$2.008 billion in payments to eligible Australian Apprentices.

In 2024–25 the Department of Employment and Workplace Relations:

- approved 18,937 Australian Apprenticeship Support Loan applications
- applied a completion discount for 13,977 Australian apprentices who successfully completed.

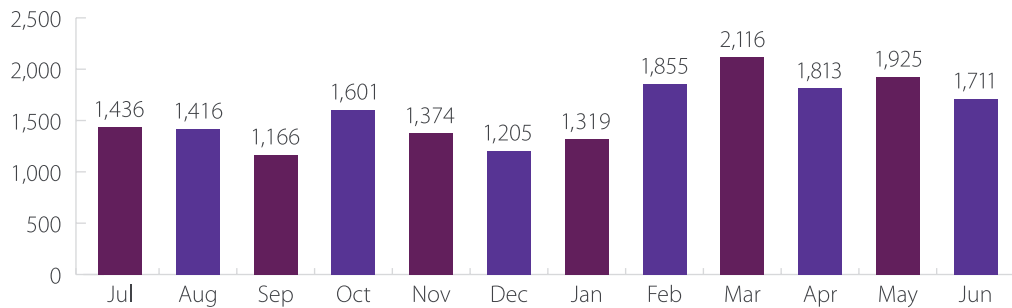
Figures F.1 to F.5 provide additional detail on program performance in 2024–25. Data is sourced from ADMS as at 1 July 2025.

Figure F.1: Number of successful Australian Apprenticeship Support Loan applications received by quarter, 2024–25



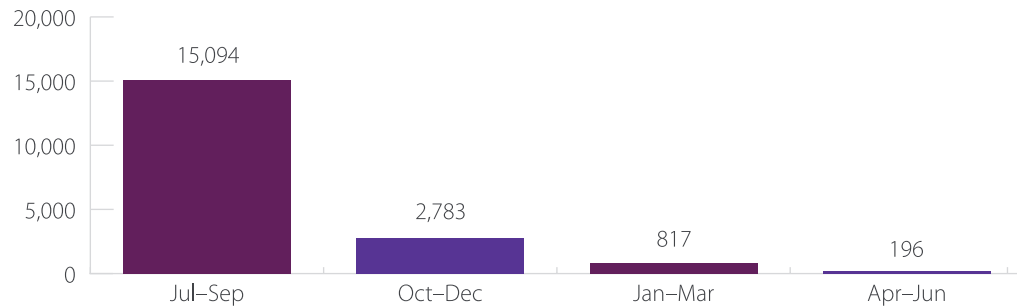
Data source: ADMS as at 1 July 2025.

Figure F.2: Number of successful Australian Apprenticeship Support Loan applications received by month, 2024–25



Data source: ADMS as at 1 July 2025.

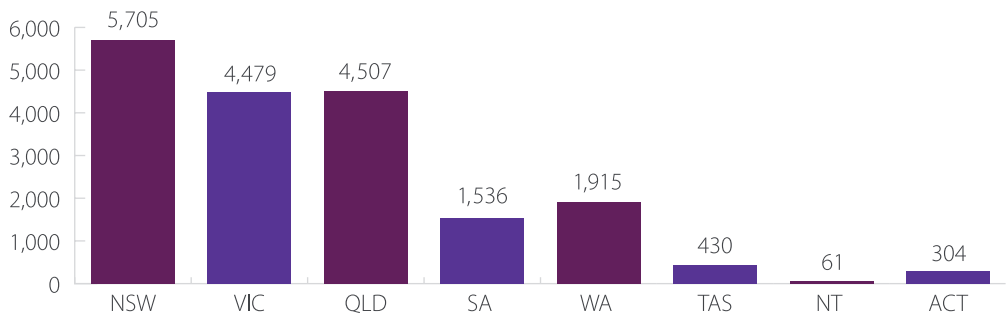
Figure F.3: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship stage, 2024–25



Data source: ADMS as at 1 July 2025.

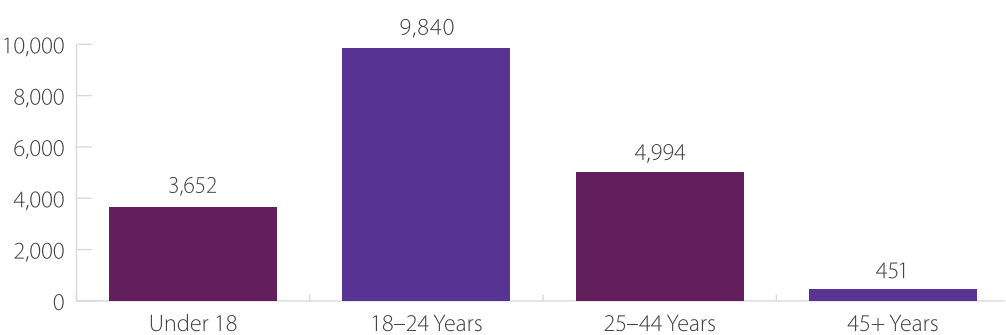
Note: Total in Figure F.3 does not sum to 18,937 as 42 applications were submitted by apprentices in year 5 of their apprenticeship, and there were 5 withdrawals of applications before receiving an instalment.

Figure F.4: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship state/territory, 2024–25



Data source: ADMS as at 1 July 2025.

Figure F.5: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship age category, 2024–25



Data source: ADMS as at 1 July 2025.

Appendix G – Annual Report of the Student Identifiers Registrar

This report is prepared in compliance with Division 5 Section 51 of the *Student Identifiers Act 2014* (the SI Act).

The SI Act provides for a Commonwealth statutory office holder, the Student Identifiers Registrar (the Registrar), to oversee the implementation and management of the Unique Student Identifier (USI) nationally.

About the Unique Student Identifier

The USI is a randomly generated alpha-numerical 10-digit identifier.

Introduced in 2015 following the passage of the SI Act, the USI is a linkage key enabling the collection of information about students' training and study activity and their movements within the education systems. This information provides an important foundation for understanding and improving vocational education and training (VET) and higher education performance, and better meeting the needs of students, education or training providers, and employers.

Students need a USI if they are:

- studying a VET course
- seeking financial assistance through a VET student loan
- enrolling in a Commonwealth supported place or seeking Commonwealth financial assistance through the Higher Education Loan Program (HELP)
- a higher education student graduating.

Authorising legislation

The Registrar's functions include:

- assigning and verifying student identifiers
- preparing a student's authenticated transcript
- enabling students to give third parties access to their transcript
- protecting students' personal information from unauthorised access or misuse.

The Registrar is appointed on a full-time basis for up to 5 years by the Minister for Skills and Training following consultation with the Skills and Workforce Ministerial Council. The Registrar in the 2024–25 reporting period was Mr Craig Ward, who commenced in the role on 15 January 2024.

The Registrar is assisted by employees from DEWR and labour hire workers. As at 30 June 2025, there were a total of 58.8 full-time equivalent staff supporting the Registrar.

Under Part 4 Division 4 of the SI Act, a Student Identifiers Special Account has been established for the purposes of the *Public Governance, Performance and Accountability Act 2013* to be used for meeting the costs in the performance of the Registrar's functions. The appropriation for the 2024–25 financial year was \$8,447,200.00 and the total expenditure was \$10,144,932.34. Additional resources were required due to critical system upgrades to the USI Registry System and the funds were sourced from the USI Special Account.

Registrar's overview

I am pleased to submit my Annual Report for 2024–25.

Over 16.6 million USIs have been created since 2015, including 1.04 million this reporting year. Collaboration with our stakeholders to increase awareness of the benefits of the USI has seen a continuing upward trend of USI VET transcript views and downloads with a 24% increase from the previous financial year.

Our business priorities covering 2024 to 2026 support our continued purpose of providing a simple, secure and trusted service linking the education and training journey for students, whether they are studying across the VET or higher education sectors. Our priorities are underpinned by the Australian Government best practice principles of continuous improvement and building trust, collaboration and engagement; and being risk based and data driven – all while upholding the Australian Public Service values and employment principles.

Ensuring the security and protection of data entrusted to us remains our highest priority, as demonstrated in our investment to uplifting the USI Registry System through staged digital reforms.

Our commitment to regulatory compliance elevates our data capability through new strategies for audit and compliance, and data governance. Key deliverables this year set the foundation to support faster, scalable, reliable and well-constructed data for reporting and analytics.

As education, training, data integration, privacy and technology progress, the USI Initiative continues to play a crucial role in Australia's education and training system.

Craig Ward

Student Identifiers Registrar

At a glance | 2024–25



1.04 million new USIs



16.6 million total USIs



2.4 million transcript views/downloads (24% increase*)



39,455 USIs created using Digital ID bringing the total to 150,769



29,427 USI accounts accessed using Digital ID



9.1 million self-service transactions



184,078 calls handled (8,922 fewer calls* ^)



62,411 actioned online requests for help** (11% decrease*)



128 seconds average call wait time (72 seconds slower*)



308,861 active USI accounts linked to myGov, bringing the total to 535,727



0 notifiable data breaches reported to Office of the Australian Information Commissioner

* Compared to 2023–24 data.

^ Based on daily average.

** Includes portal-created Help Requests and emails.

Guiding Principle 1: Continuous improvement and building trust

Statement: Innovate and continuously improve our service so that our USI account holders and stakeholders trust in our product.

To meet our objective of excellence in customer service, we:

- improved our website experience. Following extensive user experience analysis including consideration of customer feedback, we developed a new USI website which was launched on 21 May 2025. The new USI website has improvements to structure and layout, content, navigation and fundamentals such as improved image and form navigability across a range of devices
- undertook consultation and commenced a business case for digital self-help improvements
- enhanced our customer satisfaction by strengthening and implementing streamlined quality assurance processes. This was reflected in the average service level of the contact centre of 79% of calls answered within 5 minutes, exceeding the service level agreement target of 67.7%
- created a new USI VET transcript request form for incarcerated people which improved access and process
- analysed over 1,159 evidence of identity forms, enabling students who did not have identity documents to create a USI.

To meet our objective of innovation and growth, we:

- completed service design requirements to transform USI VET transcripts to enable USI account holders to share transcripts with trusted digital applications
- completed service design requirements for 3 system enhancement features to allow third parties who have received verifiable transcripts, and for registered training organisations and VET related bodies who have account permission, to verify USI VET transcripts in bulk
- provided project management, governance, and IT business requirements in coordination with Department of Education for the delivery of the USI schools project
- supported the Australian Taxation Office and Services Australia with the whole-of-government rebrand of myGovID to myID and of Digital Identity to Digital ID.

KPI: SPEED OF SERVICE

🎯 **TARGET:** Average speed to answer does not exceed 2 minutes and 30 seconds.

✅ **ACHIEVEMENT:** Average is 128 seconds.

KPI: CUSTOMER SATISFACTION

🎯 **TARGET:** 85% of callers surveyed are satisfied with our service*

✅ **ACHIEVEMENT:** 88.1% of respondents gave us 5 out of 5 stars

* 62,598 customers took our post-call survey.

🎯 **TARGET:** 85% of customers using the USI Portal are satisfied (based on 4 and 5 star rating)*

❌ **ACHIEVEMENT:** 82.3% of users are satisfied with their USI Portal experience

* 2,046 customers responded via the portal survey upon successful creation or location of their USI.

🎯 **TARGET:** 90% of users are satisfied with their USI website experience (yes/no rating*)

❌ **ACHIEVEMENT:** 76.4% of users are satisfied with their USI website experience

* 5,590 customers provided feedback via the website feedback question.

KPI: THE USI REGISTRY SYSTEM SUPPORTS SELF-SERVICE

🎯 **TARGET:** 90% of transactions are self-service

✅ **ACHIEVEMENT:** 97.6%

KPI: THE USI REGISTRY SYSTEM IS HIGHLY AVAILABLE

🎯 **TARGET:** 99% of the time the Student Portal is available and operational

✅ **ACHIEVEMENT:** 99.8%

Guiding Principle 2: Risk based and data driven regulation

Statement: Protect data and security to ensure and maintain public confidence in the USI.

To meet our objective of data privacy and security, we:

- completed an external and independent cyber-security assessment through the Infosec Registered Assessors Program and actioned to completion all critical and high-priority recommendations from that report
- introduced multi-factor authentication and passphrases for students accessing the USI Student Portal
- created the Data Breach Response Plan and Data Breach Guide detailing the appropriate policies, guidelines and systems that are in place to protect personal information in accordance with the *Privacy Act 1988* and the SI Act
- built staff understanding of the regulator's approach to risk by facilitating internal workshops, embedded risk awareness into procedures, ensured staff are compliant in risk management training, and appointed risk culture leaders within each team.

Statement: Regularly review our practices to meet changing social, technological and commercial contexts; and inform and support our stakeholders on their compliance responsibilities.

To meet our objective of being regulatory and compliance focused, we undertook the following activities:

- established a compliance and audit strategy to:
 - › mitigate any harm or public confidence in the integrity of the USI Registry System
 - › protect students and the reputation of the education and training sector
 - › educate training providers on their compliance obligations and encourage voluntary compliance
 - › effectively and proportionately respond to any identified non compliance
- created a compliance health check survey which was sent to 7% of all education or training providers in Australia, with results of 90% response and 99% compliance rate

- reinforced compliance obligations for education or training providers through a broad awareness campaign via targeted email communications to over 6,000 providers, with an open rate of 42.8%
- reviewed and updated the USI's business assurance and risk management plans against whole-of-government models, frameworks and standards; achieved compliance with legislative requirements and industry standards; and established consistent and effective processes and practices
- designed and implemented a data strategy to guide collection, analysis and reporting, and undertook an assessment which established a baseline of current capabilities and identified priority areas for uplift
- completed the design and foundational build of a new data hub to support faster, scalable, reliable and well-structured data for reporting and analytics
- enabled new data sharing initiatives with key stakeholders to support legal investigations and contribute to regulation of service providers in the VET sector.

KPI: NUMBER OF DATA BREACHES

🎯 **TARGET:** 0 reportable data breaches*

✔ **ACHIEVEMENT:** 0 reportable breaches

* Reportable data breaches are those that may cause serious harm to an individual and therefore must be reported to the Office of the Australian Information Commissioner (OAIC).

KPI: STAFF PROTECT STUDENTS' PERSONAL INFORMATION

🎯 **TARGET:** 100% of staff are trained in, and aware of, their privacy obligations

✔ **ACHIEVEMENT:**

100% of staff completed mandatory privacy, security, and fraud awareness training

100% of staff completed data breach training in accordance with OAIC requirements

Guiding Principle 3: Collaboration and engagement

Directly engaged with our target audience:

- by surveying 70,234 customers to rate our service via phone, portal and webpage
- through attendance at 15 student events and sponsorship of 5 industry forums:
 - › promoted the USI to over 164,000 students in high school, higher education and VET
 - › connected with over 2,000 industry representatives
 - › surveyed 11,075 students, identifying that 80% of respondents had limited to no knowledge of USI
 - › gained 149 direct leads
 - › sent 3,975 USI explanatory flyers to 7 schools and 531 industry representatives at the 2024 Career Advisers Association of NSW & ACT
 - › gained 1,706 new social media followers, reached 1,897,278 million unique users and achieved 7,332 engagements, with 88 customers contacting us for further information
- by sending 23 electronic direct marketing newsletters providing policy information on a range of issues, including international students and higher education enrolments, to 86,848 recipients, with an average open rate of 52.7%
- through 343 organic social media posts engaging with 5,885 followers. We gained 1,706 new followers, reached 1,897,278 unique users who viewed the content and achieved 7,332 engagements, with 88 customers directly contacting us. Most of our content was published on Instagram and Facebook, with the former demonstrating an engagement rate of over 10%.

Collaborated with key stakeholders

- *Where to Next?* magazine, published by Careers Event, reached 23,921 students in Brisbane, Mackay, Townsville and the Sunshine Coast
- Worked with Career Industry Council of Australia on:
 - › 3 social media posts resulting in 218,926 impressions and 2,336 clicks
 - › social media Premier Partner Recognition post
 - › featuring USI logo on the National Careers Week homepage and a USI presence at headline events
 - › 3 eNews communications on the USI initiative reached 128,490 subscribers

- Worked with the Heads of Student Administration to deliver a webinar to 176 members and subsequently provided Q&As in response to issues raised
- Engaged with universities to update their websites with accurate information for international students
- The USI logo was displayed on the Australian Centre for Career Education (ACCE) website, resulting in 127 page views and 92 link clicks to the USI website homepage
- Engaged with the Queensland Tertiary Admissions Centre (QTAC), South Australian Tertiary Admissions Centre (SATAC) and Tertiary Institutions Service Centre (TISC) to promote the USI to school leavers through a variety of mediums.

Delivered targeted campaigns

Promoted USI VET transcripts, resulting in an annual 24% increase in views and downloads through:

- collaboration with the SA Business Chamber via electronic direct marketing reaching 32,142 members
- paid social media resulting in over 4.1 million impressions, reaching over 1 million unique users and generating 51,402 clicks
- articles in Vocational Education Learning Group's electronic magazine reaching 1,852 subscribers
- information posted through the National Careers Institute and National Skills Week sponsors, producing 1,950 impressions and 1,501 clicks to the USI website
- an article distributed to 117 member schools of the Association of Independent Schools of South Australia, resulting in 232 clicks to the USI website.

Promoted USI to school leavers via:

- a feature in the digital QTAC guides for Year 10 and Year 12, reaching 90,467 unique users who viewed the guides
- a full-page inclusion in the SATAC Guide 2024–2025, which saw 98,032 views online and an additional 500 physical copies distributed
- direct communication with 9,741 Year 12 students across South Australia and the Northern Territory via SATAC
- a feature in the 2025 TISC Guide, which was distributed in hard copy in July 2024 to 10,240 schools and stakeholders in Western Australia, and in a digital version reaching 8,359 unique users
- social media generating over 5.6 million impressions with a reach of 721,325 unique users from 2.8 million followers, resulting in 92,770 clicks to the 'Get a USI' webpage

- a *Canberra City News* editorial reaching an audience of 25,600
- collaboration with the Career Advisers Association of New South Wales and Australian Capital Territory on direct electronic news and marketing material reaching 3,408 recipients, and on a news item reaching 933 subscribers
- an editorial in *The Canberra Times* reaching an audience of 35,000
- 2 newsletters from the Australian Capital Territory Careers Association reaching 135 recipients
- a newsletter article from the Career Development Association of Australia reaching 1,185 recipients
- the ACCE electronic newsletter to 1,056 subscribers, resulting in a 41.75% open rate and a 31.36% click rate.

Statement: Foster an environment where team collaboration thrives and invest in our people to build on wellbeing and capability for today and tomorrow.

- Strengthened team engagement and morale at the annual OSIR All Staff Event and achieved 100% employee satisfaction in the post-event survey
- Promoted a culture of recognition and appreciation that encourages continued collaboration and excellence through the Staff and Culture Awards
- Participated in Aboriginal and Torres Strait Islander peoples' reconciliation efforts through active representation on the Indigenous Business is Everyone's Business committee and the DEWR Community of Practice on Closing the Gap, and the identification and selection of an office reconciliation champion
- All staff participated in 7 group training sessions focusing on both soft skills and role-specific competencies to support professional development and cross-team capability building
- Contact centre staff attended multiple courses tailored to upskill resilience, effective communication, cultural sensitivity and team cohesion
- Completed the discovery phase for an operational workforce plan by uplifting identified DEWR resources and business requirements
- Improved the internal staff survey to ensure alignment to DEWR census themes and identified a monitoring and evaluation system aimed to increase survey engagement and encourage quality data collection
- Reinforced team achievements and cultivated a pride and purpose by sharing positive customer service feedback with all staff
- Created a positive culture for staff through multiple activities designed to foster team interaction, share social responsibilities, foster inclusivity and engage and connect.

Culture

KPI: WE ARE A GOOD PLACE TO WORK

TARGET: 100% of staff report role clarity, support, and a line of sight to our customers.

Staff Survey – Achievement	Strongly/agreed	
	April 2024 – October 2024	November 2024 – March 2025
I understand what is expected of me and my current role	97%	100%
I understand how my job contributes to the customer experience	100%	100%
I believe the USI team has a strong privacy culture	100%	100%
I know who to ask if I need help with any aspects of my current role	100%	98%
I have the necessary resources I need to perform my duties	93%	96%
I feel that my manager sees my wellbeing as a priority	97%	94%
I feel that my ideas are welcome	97%	94%
I understand the link between my job and the USI mission statement	99%	100%
I have discussed my learning and development needs with my manager	97%	98%
How likely are you to recommend USI as a good place to work to someone you know?	67NPS*	63NPS*

* Net promoter score

Appendix H – Annual Report of Jobs and Skills Australia

About Jobs and Skills Australia

On 16 November 2022 Jobs and Skills Australia (JSA) was formally established, with an amendment to the *Jobs and Skills Australia Act 2022* (JSA Act) in August 2023 transitioning JSA to its permanent arrangement.

The main functions of JSA are:

- Provide advice to the Minister for Skills and Training and to the Secretary on Australia's current and emerging labour market (including workforce needs and priorities) and Australia's current, emerging and future skills and training needs and priorities (including in relation to apprenticeships).
- Provide reports on the labour market and workforce skills and training needs and priorities to assist with government policy development and program delivery.

JSA is a secondary statutory body within the Department of Employment and Workplace Relations (DEWR).

JSA comprises the JSA Commissioner and staff made available by the Secretary of the department to assist the Commissioner in delivering their legislative functions. Professor Barney Glover AO began his 5-year term as Commissioner of JSA on 15 April 2024.

In line with the JSA Act, the appointment of 2 Deputy Commissioners was announced by the Minister for Skills and Training on 14 August 2024. Ms Megan Lilly and Mr Trevor Gauld commenced their 3- and 5-year terms (respectively) on 9 September 2024 and 14 October 2024. The role of the Deputy Commissioners is to help drive JSA's enhanced tripartite stakeholder engagement, involving the Commonwealth, state and territory governments, industry, employers, unions and training providers, while leading the delivery of key projects, including specific sector capacity, cohort and regional studies.

The amendment to the JSA Act also provided for the Minister for Skills and Training to establish a Ministerial Advisory Board (MAB) to advise in relation to the performance of the functions of JSA. Chaired by Cath Bowtell, the MAB provides independent, expert and strategic advice to the minister and to the JSA Commissioners in relation to JSA's legislated functions and the development of annual work plans. It also ensures tripartite partners and leaders, with knowledge and experience of key workforce groups, help plan for the nation's current and future skills, labour market and workforce needs.

Our people

JSA's people are located all over Australia and come from diverse backgrounds and bring unique perspectives. Our values were developed and agreed by staff, and they underpin how we operate and behave. JSA is **collaborative** and understands that the best advice considers a range of evidence and perspectives to reach a more holistic understanding of the issues, as well as better solutions. JSA is **respectful** in how it works internally and externally, valuing the unique experiences, opinions, skills, and qualities of others, and how these can enrich both the organisation's work and the workplace. JSA is **innovative**, trying new ideas, methods, and solutions to deliver impactful and meaningful work. JSA's people are **courageous** and not afraid to take risks as this leads to learning and growth. JSA is **accurate** and considers the full suite of available evidence to formulate the best advice. Importantly, at JSA **we make a difference**. JSA considers how the organisation's outputs, products and advice will have meaningful impact and builds this into project design.

JSA's performance

The Jobs and Skills Australia Performance and Measurement Framework outlines JSA's approach to measuring our performance in the context of its purpose. The framework provides annual review on the success of the JSA work plan. The framework has been developed this year and applied for the first time. It is expected that the impact will continue to grow over time, as JSA establishes itself as central to the skills system architecture.

The framework has been developed in alignment with the 2024–2027 **Strategic Plan**, which outlines JSA's strategic priorities and operational settings, as well as the annual **JSA work plan**, which outlines work priorities for the year, developed in collaboration with stakeholders and agreed by the JSA MAB and government. These planning documents are complementary to ensure JSA's core operating principles are embedded across work processes, and resources are aligned to progressing the Commissioner's outcomes. Together, these documents outline what JSA plans to achieve, how these things will be achieved, and what success looks like.

JSA is an advisory body. Its role is to advise and assist the Australian Government and other stakeholders to make connected and well-informed decisions on the current, emerging and future skills and workforce needs of the Australian economy. JSA contributes by providing quality, independent advice and facilitating informed dialogue within a collaborative network of engaged stakeholders. The outputs are expected to inform decisions across skills system partners, noting the different levers each have for bringing about system influence.

JSA does not have the ability to directly impact the skills system through programs or policy; therefore the framework is centred around the 3 operating principles that make JSA's work influential. For JSA's outputs to be influential, they must:

1. be of high **quality**
2. be **relevant** to JSA's skills system partners
3. **benefit** the skills system.

Excelling in JSA's core operating principles is key for its products to influence the skills system and drive an inclusive and productive economy. From this foundation, JSA trusts that skills system partners will champion the organisation's work and bring about benefit to Australia. The 3 operating principles noted above serve as the building blocks to progressing JSA's purpose, with each being an opportunity to check on our performance. JSA is currently collating the first set of metrics for its performance and measurement framework, and the outcomes will be available on the JSA website later this year.

The JSA Performance and Measurement Framework

Our purpose	Activating the potential of all individuals to meet present and future skills needs within an inclusive labour market and a productive economy.					
Our Commissioner's outcomes (what we do)	Foster inclusive participation	Understand today's workforce	Shape Australia's future workforce	Optimise pathways and system settings	Activate an informed dialogue	
Primary operating principle	Benefit <i>JSA benefits Australia when our advice and analysis contribute to decisions that positively impact the drivers of productivity and inclusive economic growth.</i>					
Key indicators	Within the context of the Commissioner's outcomes: • Contributions to major Government initiatives. • Uptake of findings or recommendations in Government policy. • Advisory contributions to policy and initiatives. • Broad influence on the skills system.					
Core operating principles (what our work should reflect)	Quality <i>We provide fit-for-purpose advice and analysis on Australia's current, emerging, and future skills needs.</i>			Relevance <i>Our processes are open, transparent, and founded on genuine tripartite collaboration and community-wide engagement.</i> <i>Our work plan is responsive to stakeholder priorities.</i> <i>Our products are accessible and relevant to their intended audience.</i> <i>We facilitate opportunities for skills system connection and cohesion.</i>		
Key indicators	• Products are founded on robust methodologies and evidence bases. • Products closely reflect their planned scope, are accurate, evidence-based, timely and transparent. • Our work incorporates community-wide insights, intelligence, and evidence from an appropriate range of sources. • We embed tripartite collaboration and genuine community-wide stakeholder engagement into our processes. • Our staff reflect the community we serve.			• Our work plan priorities are aligned to our Commissioner's outcomes, and developed with input from stakeholders. • We clearly communicate our advice and analysis so it is accessible and useable. • Our communication is timely, clear and best practice. • Strategic advice products include specific findings or recommendations, aligned to our Commissioner's outcomes, that could be actioned by our skills system partners. • We support our skills system partners through providing expert input to their activities. • We work collaboratively with our skills system partners.		
Our values (how we do it)	Innovative	Collaborative	Accurate	Respectful	Courageous	We make a difference

The JSA work plan

The JSA Act requires the JSA Commissioner to prepare a work plan for each financial year. In preparing the work plan, the Commissioner must consult with the Minister for Skills and Training and the MAB and may consult with any other minister and any other person the Commissioner considers appropriate. The JSA Commissioner must also invite public submissions on the work plan. JSA's annual work plans are focused on providing high-quality advice to underpin Australia's response to current, emerging and future workforce, skills and training needs. Each work plan sets out the outcomes and priorities for the financial year such as major in-depth studies, research and analytic projects.

On 20 November 2024, following extensive consultation, JSA published its 2024–25 work plan. The plan was developed and finalised after a period of consultation with the MAB, state and territory officials, Jobs and Skills Councils (JSCs) and other Commonwealth agencies to ensure partner and stakeholder input into the work of JSA. Over 75 public submissions were received from a variety of stakeholders including unions, employer bodies, individuals, tertiary education providers, non-government organisations and peak bodies.

The 2024–25 work plan is guided by JSA's 5 strategic Commissioner's outcomes:

- **Fostering inclusive participation** – broadening employment opportunities through identifying and removing barriers for people and communities.
- **Understanding today's workforce** – building the evidence base to inform and address current and emerging labour market and skills needs.
- **Shaping Australia's future workforce** – projecting forward to plan for the opportunities and challenges for our nation's future workforce needs.
- **Optimising pathways and system architecture** – monitoring, analysing and advising on the effectiveness of the national skills system.
- **Activating an informed dialogue** – convening stakeholders across the skills system to provide the best evidence and advice on Australia's current and future workforce and skills needs.

Key highlights and achievements against these outcomes are identified below.

Fostering inclusive participation

A key area of focus for JSA this year was to continue embedding cohort analysis into and across its work, to generate nuanced insights on how gender, cultural and linguistic diversity, First Nations status, disability, geography, socio-economic indicators and other demographics intersect and compound to shape labour market and education outcomes and inequalities.

Gender economic equality study

This study examines the gendered nature of work, education, skills and training, providing new perspectives and reform recommendations on gendered occupational segregation and education and training divides.

It fills key evidence gaps, to support progress towards gender economic equality by using intersectional and longitudinal approaches to data, including in relation to gender pay gap data. This data and evidence will support progress beyond workforce participation to broader structural reforms and policy levers to speed up progress towards gender economic equality.

The study also offers Australia's first occupational insights from the new Australian Bureau of Statistics (ABS) classification system Occupational Standard Classification for Australia (OSCA). This will significantly improve understanding of Australia's gendered jobs, pay, work, skills, and pathways in particular female-dominated jobs, which again fills key evidence gaps and will be of interest to diverse stakeholders across industry and government.

As part of the study, the first iteration of JSA's Gender Framework was released on 14 March 2025. The framework guides policymakers, analysts, and stakeholders in embedding gendered and intersectional analysis. Analysing Australia's labour market and skills systems through gendered and intersectional lenses is beneficial for developing effective evidence-based policy and making faster progress towards gender economic equality.

Developed through collaboration and consultation with tripartite stakeholders, the framework aligns with other government initiatives, like Closing the Gap and Working for Women: A Strategy for Gender Equality, to work towards better intersectional data to create the policy levers we need to manage inequalities in the world of work and education. It positions JSA as an innovator across government and has already been used in an industry discussion paper published by the National Centre for Vocational Education Research (NCVER) as a framework for registered training organisations (RTOs) and other training providers to embed inclusive practices into the VET sector.

Foundation skills study – national survey

JSA continued to progress the National Survey of Adult Literacy and Numeracy Skills across Australia. The national survey, known as Understanding Skills Across Australia, forms a key part of the Foundation Skills Study, developed in response to the House of Representatives Standing Committee on Employment, Education and Training report *Don't take it as read: inquiry into adult literacy and its importance*. The survey will measure adult literacy and numeracy skill levels and form an up-to-date national evidence base. The main wave of the survey's data collection commenced in February 2025, with ongoing data collection until the end of October 2025.

The survey is a central component of the National Foundation Skills Strategy: a 5-year agreement between the Australian and state and territory governments aimed at improving foundation skill levels among Australian adults. The survey will provide governments and stakeholders with essential data to improve access and inclusion, workforce sustainability, and system design for foundation skills. It will help build the evidence base to inform research and policy development, and guide funding to areas of greatest need. The survey aims to collect data for priority cohorts including culturally and linguistically diverse people, individuals living with long-term health conditions, women, and those living in rural and remote areas.

The survey has broad influence on the skills system by delivering key insights into the current foundation skills landscape to inform policy, program, and system improvements. Stakeholders consulted in the development of the survey include DEWR's Foundation Skills Steering Committee, a panel of subject matter advisors, and the MAB. In addition to its core objectives, the survey will include an in-depth qualitative study with some of the survey participants to explore the behaviours, attitudes, and personal experiences that may influence foundation skill levels.

International student pathways and outcomes study

An under-researched group facing their own set of employment challenges is Australia's international student cohort. To shed light on these issues, JSA has conducted a cohort study on employment outcomes for international students, establishing the evidence base needed to support ongoing reforms across government, including the Migration Strategy, National Skills Agreement and outcomes from the Universities Accord. Observations from the international student pathways and outcomes study will help inform better understanding of the post-study outcomes of international students as they enter the Australian workforce as graduates, by providing new insights, analysis and data for Commonwealth and state governments, education and training providers, businesses and unions. The cohort study may also inform elements of Australia's International Education and Skills Strategic Framework and initiatives to enhance the prospects of those international students who stay in Australia as permanent migrants playing a significant role in enhancing Australia's skills profile. The study emphasises the importance of international students having access to work-relevant practical and cultural experience to help set them up for success in the workforce and will help build a more nuanced understanding of international education and the role international students play in Australia's social and economic future.

A broad range of stakeholder groups were consulted for qualitative research to inform the study and as part of gaining feedback and input about the study's preliminary observations. These include the JSA MAB (and education subcommittee), the Council for International Education, the expert subcommittee of the Ministerial Advisory Council on Skilled Migration, public and private higher education and VET peak bodies and providers, as well as business, union and community peak bodies. During consultation, stakeholders acknowledged the importance of understanding outcomes for international students to support future workforce development and welcomed the study's findings.



OUTCOME 1 CASE STUDY: MURTU YAYNGILIYN

Beyond shining a spotlight on the employment barriers facing people and communities, JSA is also fostering inclusive participation through adopting transformative ways of working. One piece of work JSA is currently undertaking with this approach is a feasibility study into how best to collect the literacy, numeracy and digital literacy skills data among First Nations communities. The study, known as Murtu Yayngiliyn (meaning Walking Together), has been developed in response to an absence of a contemporary and cohesive national dataset on First Nations people's foundation skills.

The Murtu Yayngiliyn project demonstrates a strong commitment to embedding First Nations practices and values into public policy and governance. It contributes directly to key national reforms, including Closing the Gap Priority Reforms 1, 2, 3 and 4, and directly supports several socio-economic targets, including educational attainment, employment and digital inclusion.

The study upholds Indigenous data sovereignty and governance principles, adheres to Indigenous procurement policies, and applies co-design practices in genuine partnership with First Nations communities.

The project is built on collaboration with other government agencies, such as the National Indigenous Australians Agency and the Australian Bureau of Statistics. It is also guided by the reconciliation commitments outlined in DEWR's draft Reconciliation Action Plan.

Central to the project is a Cultural Advisory Panel made up of respected First Nations leaders, comprising representatives including First Nations peak bodies, subject matter experts, traditional owners and cultural custodians. This panel holds decision-making authority and ensures First Nations voices shape the study's key outcomes and directions, aligning with Priority Reform 1 (formal partnerships) and Priority Reform 3 (transforming government institutions) of the Closing the Gap framework.

Understanding today's workforce

As a key economic advisory body, JSA provides independent advice on current, emerging and future workforce, skills and training needs to improve employment opportunities and economic growth. JSA has engaged with stakeholders to effectively provide advice to government and inform decision-making, and released significant reports, data tools and regular analysis of the labour market.

Regional workforce insights and tools

JSA is committed to recognising the unique experience and perspectives of those living outside of Australia's cities by focusing on the workforce and skills needs of regional, rural and remote Australia. One way that JSA has contributed towards Australia's understanding of its current regional workforce is through its work in delivering Phase 1 of the Regional Jobs and Skills Roadmap, which it released on 3 July 2025.

JSA engaged extensively with stakeholders throughout its development of the roadmap, drawing on the advice of a tripartite Regional Advisory Group. Further consultation was conducted through a series of 7 field trips across Regional Australia, which allowed JSA to closely engage with a range of tripartite stakeholders across the system. The Regional Jobs and Skills Roadmap will provide a framework for strategic analysis, evaluation and advice on regional Australia's employment, education and training system.

JSA's regional roadmap and related regional work has influenced and been noted in several research papers this year, including in research on vacancy indicators and matching efficiency published by the economic research institute e61 and the Australian Journal of Labour Economics, as well as in research being developed by other stakeholders such as the Reserve Bank of Australia.

Further supporting regions across Australia, JSA supports the Workforce Australia program through its continued delivery of ratings of regional labour market conditions, based on JSA's Regional Labour Market Indicator throughout 2024–25. These ratings provide data and evidence that influences job seeker activity requirements based on local labour market conditions. This aligns closely with the Australian Government's approach to consider a broader range of labour market indicators to measure progress towards sustained and inclusive full employment, as outlined in *Working future: the Australian Government's white paper on jobs and opportunities*. JSA also produces in-depth profiles and targeted dashboards for all 51 individual employment regions to support the DEWR Local Jobs Program, particularly by informing the activities of Employment Facilitators (job coordinators) about the current local labour market and local skills needs.

Migration-related advice and analytical insights

Released on 11 December 2023, the Migration Strategy formalises a role for JSA's labour market analysis and tripartite stakeholder engagement in targeting migration to Australia's skilled workforce needs. On 9 August 2024, JSA delivered advice to government on the 2024 Core Skills Occupations List (CSOL), which is a key element of the Migration Strategy's objective to target the Core Skills stream of the employer-sponsored temporary Skills in Demand visa to Australia's current, future and emerging workforce needs. JSA's advice was accepted by the Australian Government without change and came into effect on 7 December 2024. The CSOL will also contribute to productivity by ensuring that businesses (including in regional Australia) can supplement their workforce needs with suitably skilled foreign workers.

The comprehensive tripartite stakeholder engagement process for the 2024 CSOL included structured surveys, a public submissions process, and bilateral meetings with Commonwealth, state and territory government departments, industry bodies, businesses and occupation regulatory bodies. Input was also sought from the JSA MAB; the Ministerial Advisory Council on Skilled Migration (MACSM) and the MACSM Expert Sub Committee; the Skilled Migration Officials Group; Commonwealth, state and territory government departments responsible for employment and training; and the JSCs.

Sharing further insights on the topic of migration, JSA's Australian Labour Market for Migrants publication includes analysis to better inform potential and recent migrants on the Australian labour market, along with organisations supporting migrants such as migration agents, education providers, skills assessing bodies, registration authorities and migrant resource and settlement centres.

Skills shortage analysis

JSA leads work on skills shortage analysis through the annual Occupation Shortage List (OSL) (formerly known as the Skills Priority List) and quarterly reports on skills shortages via the Occupation Shortage Report. A publicly available tool, the OSL provides stakeholders with a point-in-time assessment of the shortage status of occupations in the Australian labour market at the national, state and territory level. JSA released its 2024 OSL on 14 October 2024.

The findings and insights derived from the OSL, along with other analysis from JSA, can be useful for informing labour market policies and programs. The information can also help identify priority occupations and support government, industry and education and training providers to undertake targeted steps to build the skills in demand in the Australian economy both now and into the future. It also helps jobseekers identify employment opportunities within occupations that are in shortage and provides employers with data-driven insights to support recruitment-related decision-making. Additionally, the OSL findings were a key input to the April 2025 update to the Australian Apprenticeships Priority List (AAPL), underpinning the financial incentives offered to apprenticeships in occupations deemed to be in shortage, and informed JSA's 2024 CSOL model and analysis.

The OSL results have also informed the analysis of various JSA capacity studies (including the food supply chain workforce report, the early childhood education and care workforce report, the clean energy generation report, and the VET workforce report) and are used by JSCs in their annual workforce plans.

Labour market analysis

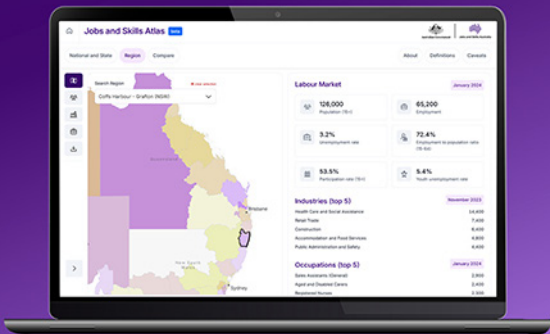
JSA publishes a range of labour market data and analysis throughout the year that provides insights into how the labour market is performing. An overview of JSA's regular releases and data tools is presented in Table H.1.

Table H.1: JSA periodic releases and data tools

Publication	Description	Frequency	Publications
Employment Projections	The annual projections give insights into trends and growth areas in the labour market.	Annual	1
Internet Vacancy Index (IVI)	The Internet Vacancy Index (IVI) is a monthly count of online job advertisements compiled by JSA. Data are available by occupational groups, skill level groups, state or territory and by regional areas.	Monthly	12
Nowcast of Employment by Region and Occupation (NERO)	The Nowcast of Employment by Region and Occupation (NERO) provides estimates of employment in 355 occupations across 88 regions in Australia.	Monthly	12
Recruitment Experiences and Outlook Survey (REOS) and spotlight reports	Each spotlight focuses on a different/specific topic or area of interest from the REOS.	No fixed frequency	7
Recruitment Insights Report	The report uses REOS data to provide information on key indicators, such as recruitment activity, recruitment difficulty and employers' intentions.	Monthly	12
Vet National Data Asset graduate outcomes reports	These reports explore the economic, employment and further study outcomes for VET graduates following course completion. In 2024–25, JSA released the 2019–2020 graduate outcomes report.	N/A	1
International Labour Market Update	Quarterly publication providing key labour market data for Australia and selected overseas countries and country groups.	Quarterly	4
Quarterly Labour Market Update	The Labour Market Update is a quarterly report that provides information about issues affecting the Australian labour market.	Quarterly	4
Employment region dashboards and profiles	JSA develops a range of resources which provide insights on the labour market and employment conditions across Australia including monthly labour market dashboards, recruitment trends and industry profiles.	Monthly	12
Labour Force Trending	This data is designed to give a view of longer-term changes in industries and occupations.	Quarterly	4
Australian Jobs	JSA provides significant analysis to the annual Australian Jobs report, which supports job seekers navigating the career landscape, employment providers and career advisors through an easy-to-read overview of the Australian labour market.	Annual	1

Jobs and Skills ATLAS

Compare, explore and discover national and regional insights across industries or occupations



jobsandskills.gov.au

OUTCOME 2 CASE STUDY: JOBS AND SKILLS ATLAS

Further building the evidence base to inform and address current and emerging labour market and skills needs, JSA's Jobs and Skills Atlas, launched on 14 August 2024, provides easy access to national state and regional data including on employment, region, occupation, education and training, and cohort data including gender. Regular and ongoing 2-way engagement and feedback from schools, students, careers advisors, industry, business and government continue to inform the development and design of the Atlas to support policy and decision-making.

The Jobs and Skills Atlas has already proven its value for a variety of stakeholders. The *Australian Financial Review* has cited it as being a 'treasure trove of employment and training data, broken down to regional levels' (August 2024). In addition to being cited in academic publications like the *Journal of Higher Education Policy*

and *Management*, the Atlas has received international interest from the Maltese and Canadian governments, which are seeking to emulate it for their own countries' needs. The information in the Atlas is also being used by Jobs and Skills Councils in the development of industry workforce plans and future training packages, and state and territory governments to shape trends and inform workforce-related policies.

Throughout 2024–25, JSA delivered 3 public Jobs and Skills Atlas masterclasses in webinar format to a total of 849 attendees, 2 in-person masterclasses, and over 25 Atlas demonstrations to large stakeholder cohorts including the National Career Development Advisors Association, universities, registered training organisations, regional development associations and overseas government departments. These events provided a platform to share other JSA products and gave stakeholders an opportunity to offer feedback to inform future work.

Shaping Australia's future workforce

JSA provides advice to government in relation to Australia's emerging and future skills and training needs and priorities. The advice JSA provides will support understanding how jobs and skills are likely to evolve to help the national skills system respond to, and deliver, the required skills pipeline.

Food supply chain capacity study

JSA undertook a major study to help understand the key challenges and opportunities of the food supply chain (specifically the production, manufacturing and distribution of food) and how they can be addressed through the national skills system. *An Essential Ingredient: The Food Supply Chain Workforce* report was released on 22 January 2025. The report made 41 recommendations in relation to the workforce needs of Australia's food production, manufacturing, transport and distribution industries, and identified key opportunities to improve outcomes for students, workers and employers. It also examined the critical role of Australia's veterinary and biosecurity workforces. The report is anticipated to help inform the upcoming national food security strategy, Feeding Australia, and its analysis and advice will support future workforce planning activities of JSCs.

The study was developed in close consultation with academia, employer groups, unions, JSCs, and multiple Commonwealth departments. It also played a key role in bringing together employer groups and unions to explore opportunities within the Pacific Australia Labour Mobility scheme and the Working Holiday Maker program, helping to build the evidence base and foster tripartite consensus to support future reform. JSA also received valuable engagement from members of its project advisory group, JSCs and the Australian Government Department of Agriculture, Fisheries and Forestry.

Generative artificial intelligence study

Artificial intelligence (AI) is an emerging technology that will play an increasingly influential role in the everyday life of Australians. To better understand the opportunities and challenges presented by this technology, JSA undertook a capacity study on the implications and opportunities of generative AI for the labour market and education and training systems.

To understand the potential implications of generative AI, JSA conducted extensive engagement with tripartite stakeholders across the skills system via a series of roundtables, interviews and focus groups, engaging with over 80 organisations and separate individuals, including industry bodies, businesses, workers, trade unions, Commonwealth and state and territory governments, JSCs, education and training providers, academic institutions and non-government organisations. The breadth of JSA's engagement supported development of recommendations that will advise government and labour market and skills system actors on best practice approaches to negotiating the medium-term transition.

Analysing the exposure of different occupations to generative AI is a foundational piece that, coupled with its engagement mechanisms, is positioning JSA as a leader in thinking about, understanding, monitoring and navigating Australia's early stages of the AI transition. The methodology JSA has developed to disaggregate the automation and augmentation effects of generative AI is the first of its kind in Australia and is being validated by the International Labour Organization.

This study will be an important input into the National AI Capability Plan being developed by the Department of Industry, Science and Resources. It will fill current gaps in Australian research through extensive qualitative and quantitative analysis, providing a framework for employment and skills policy to better engage with both the opportunities and challenges offered by generative AI. More broadly, the study will contribute to a more constructive public discussion of generative AI, with its findings and recommendations expected to influence actors across the labour market and the entire skills system.

VET Workforce Blueprint national actions

Announced on 3 October 2024, the VET Workforce Blueprint is a roadmap of action to address long standing challenges within the sector. The blueprint outlines 8 opportunities and 14 actions to attract, retain, develop and support the VET workforce. It was developed as an outcome of the 2022 Jobs and Skills Summit, led by DEWR and overseen by Skills Ministers. JSA contributed to this initiative through its VET workforce study report, published on 3 October 2024, which provided the evidence base for the blueprint.

The blueprint supports action under the National Skills Agreement, which includes an Australian Government investment of \$30 million for national action and \$70 million for state and territory workforce initiatives, with matched funding. JSA is progressing 3 foundational national actions that support the blueprint's broader objectives by improving understanding of the VET workforce. These actions include occupational mapping (Action 1), development of a national VET workforce data collection (Action 2), an ongoing research program into VET workforce issues (Action 3), and (related to Action 3) undertaking targeted research into the drivers and impacts of VET workforce casualisation. This multi-year advisory project will report progress, insights and implementation advice to the Commonwealth and state and territory governments through DEWR.

Stakeholder consultation has been central to the development of the VET Workforce Blueprint national actions. Between May and June 2025, 30 consultations were held with a broad range of stakeholders including data custodians, researchers, VET provider peak bodies, governments and unions. These consultations explored data scope and use cases, data components and fields, collection mechanisms and standards, and data integrity and security. The findings will inform a public consultation phase in November 2025, supported by a consultation plan, facilitation guide and discussion paper developed by Deloitte. A strong emphasis will be placed on amplifying the voice of VET workers.

Supply and demand framework

To develop a forward outlook of Australia's workforce and skills needs, JSA is building a national skills supply and demand framework that will assess the supply of skills across the economy over time and identify future supply. This framework helps JSA understand the current and future demand for skills across various industries and occupations and compare that with the available supply of skilled workers.

By mapping this supply and demand, JSA can identify skills shortages, predict future workforce needs, and more accurately inform training and migration policies. The framework introduces a greater level of discipline in the expectation of how many new jobs may eventuate and enhances the ability to analyse the potential impacts of policy changes on workforce outcomes. JSA has created an occupational dashboard that combines disparate data sources relevant to an occupation's employment outlook to determine possible unused (or latent) supply of workers, how workers currently move to and from relevant occupations, and how that might develop in the future.

Clean energy workforce capacity study

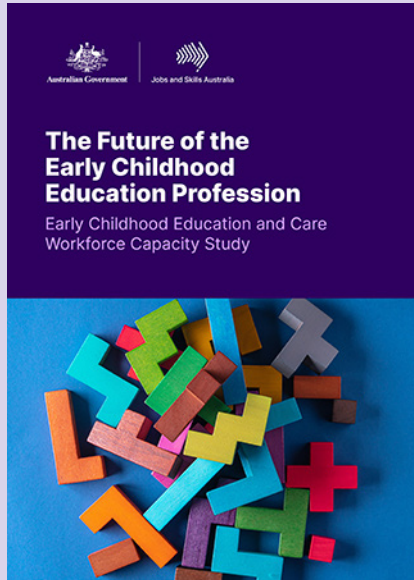
Demonstrating how JSA's advice is continuing to influence policymaking and being used by stakeholders, the recommendations from JSA's clean energy workforce capacity study report, *The Clean Energy Generation: workforce needs for a net zero economy* are continuing to help inform decision-making. Released in October 2023, the report provides important analysis to support Australia's transformation to net zero. The study included 50 recommendations aimed at ensuring Australia has the skills and workforce required to meet the nation's clean energy ambitions. The report included a holistic analysis of the existing and future needs of the clean energy workforce, training and education pathways, and opportunities to transform existing sectors through decarbonisation.

The capacity study has influenced research on working futures in Australia's renewable industries, with its findings referenced in several publications including *The Economic and Labour Relations Review* and the OECD's *Getting skills right: assessing and anticipating skills for the green transition*. Furthermore, the recommendations from the report continue to be taken up, including through the National Indigenous Australians Agency's inclusion of the following actions in the *Commonwealth Closing the Gap 2024 Annual Report* and *Commonwealth Closing the Gap 2025 Implementation Plan*, which were delivered by the Prime Minister on 10 February 2025:

- expansion of the Indigenous Rangers Program to create 1,000 new jobs, including 770 positions for First Nations women
- strengthening the Indigenous Procurement Policy to boost opportunities for First Nations businesses to grow and create jobs
- release of the Australian Government's first-ever First Nations Clean Energy Strategy, to maximise the nation-wide potential for First Nations people to benefit from the clean energy transformation.

The upcoming National Energy Workforce Strategy, led by the Department of Climate Change, Energy, the Environment and Water, will also build on the analysis and advice of JSA's clean energy workforce capacity study. The study's findings are also informing the activities of TAFE Centres of Excellence to strengthen teaching and learning products in areas of national priority.

OUTCOME 3 CASE STUDY: EARLY CHILDHOOD EDUCATION AND CARE STUDY



On 3 September 2024, JSA released its report *The Future of the Early Childhood Education Profession*. The early childhood education and care (ECEC) workforce capacity study provided critical evidence and insights to support current and future workforce planning for this important sector.

The study was undertaken in partnership with HumanAbility, the Jobs and Skills Council with responsibility for the children's education and care, aged and disability, health, human services, and sport and recreation industries. The study established a comprehensive overview of the sector's challenges, detailing 28 key findings and making 41 recommendations that focus on addressing current challenges and building strong foundations for rewarding ECEC careers.

Findings from the ECEC study's final report have already contributed to government policy initiatives, including the worker retention payment, and have provided a robust evidence base for Jobs and Skills Council workforce plans and the skills and training activities of the Commonwealth, state and territory governments. JSA's ECEC study is also beginning to have academic impact, with its analysis being cited in the December 2024 issue of the *Journal of Australian Political Economy*.

Optimising pathways and system architecture

JSA has a role to play in better understanding the interactions between, and adequacy of, the skills system and employment pathways. Through monitoring, analysing and advising on the effectiveness of the national skills system, JSA is helping to improve connections between different employment pathways and support reform to Australia's skills architecture.

National Skills Taxonomy

The National Skills Taxonomy (NST) is a foundational initiative designed to support the development of an integrated, responsive, and skills-first national skills system. Serving as a common language framework, the NST aims to align workforce capabilities with industry needs, enhance occupational mobility, and enable clearer qualification pathways while also supporting recognition of prior learning and facilitating transitions between vocational education and training (VET) and higher education.

To ensure the NST reflects the full skills ecosystem, JSA has taken a tripartite approach to consultation, engaging over 500 stakeholders – including governments, employer groups, unions, education and training providers, Jobs and Skills Councils, industry bodies, and academics – through workshops, interviews, and written submissions. An expert advisory group was also formed to guide the development of the NST. Beyond its technical design, the NST is starting to contribute to and reshape national conversations about skills, productivity, and economic resilience, and has gained international recognition from forums such as the OECD and World Economic Forum. It is increasingly seen as a reform enabler across initiatives like tertiary harmonisation and the Training Package Organising Framework.

Tertiary education

On 13 November 2024, JSA released its latest data from the Vocational Education and Training National Data Asset (VNDA) assessing VET graduate outcomes. The report – titled *Strong and Responsive VET Pathways: 2019–20 graduate outcomes from the VET National Data Asset* – provided insights on domestic, non-school students who completed a nationally recognised VET qualification in the 2019–20 financial year. The analysis explored the economic, employment and further study outcomes for VET graduates following course completion, with key findings highlighting the benefits of completing a VET qualification, including for First Nations and female graduates and graduates with disability.

A new stream of research focused on student-level outcomes in higher education is currently being undertaken, with the first tranche of findings to be released later in 2025. This ongoing work will provide valuable insights into the contribution of higher education to Australia's skills base and workforce supply, including analysis of where graduates are employed and how closely their jobs align with their field of study. The project supports major government initiatives by informing understanding of higher education's role in the national skills system and contributes advice

to policy development. Key stakeholders consulted in the development of this work include the Australian Centre for Student Equity and Success, the Social Research Centre, and the Department of Education.

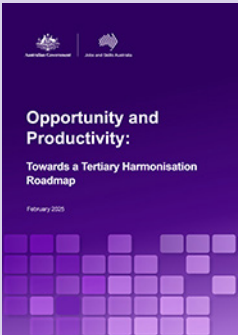
Supporting the National Skills Agreement

The National Skills Agreement (NSA) is a 5-year agreement between the Australian and state and territory governments to ensure that the national VET system provides high-quality, responsive and accessible education and training. The NSA aims to boost productivity, deliver national priorities, and support Australians to obtain the skills and capabilities to obtain well-paid, secure jobs. The NSA Outcomes Framework – the first of its kind for the VET sector – will enhance governments' ability to track, monitor and respond to system performance over the life of the NSA.

JSA worked closely with DEWR to support the development of the first iteration of the outcome framework, published in December 2024, including indicators and measures that draw on JSA's unique data assets, such as the VNDA. JSA will also lead the ongoing monitoring and reporting of the NSA Outcomes Framework, by integrating and analysing national data from multiple sources.

OUTCOME 4 CASE STUDY: TERTIARY HARMONISATION

JSA's work on tertiary harmonisation aims to improve the alignment between the VET and higher education sectors. Rather than merging the two, it focuses on fostering greater coordination and collaboration to create a more accessible, efficient and responsive tertiary education system that better meets the needs of learners and the labour market.



forward. JSA's work on tertiary harmonisation has played a pivotal role in supporting national reform

direction, contributing to major government initiatives, including the Australian Universities Accord, the establishment of the Australian Tertiary Education Commission (ATEC), and the 2024–25 Federal Budget Tertiary Harmonisation measure.

The newly established (interim) ATEC will promote a more joined-up tertiary education system by strengthening linkages between VET and higher education. As part of its remit, ATEC will draw on expert advice from JSA, including recommendations outlined in the report. The report also provides a framework for measuring the impacts and benefits of tertiary harmonisation while outlining other benefits including improved productivity and labour market outcomes with higher wages while achieving stable, low inflation.

Media analysis from 22 February 2025 to 14 April 2025 showed strong initial coverage of the Tertiary Harmonisation Roadmap report, reaching a potential audience of over 1.29 million people through 56 mentions across news and social media platforms. The report also had positive public reception from key stakeholders including Universities Australia, the Independent Tertiary Education Council Australia, TAFE Directors Australia (TDA) and business peak groups, highlighting its contribution to the national dialogue.

Activating an informed dialogue

JSA values the knowledge and experience of its tripartite partners and stakeholders in helping plan for the nation's current and future skills, labour market and workforce needs and in bringing the voices of all Australians to these important workforce and skills issues.

Jobs and Skills Report 2024

The Jobs and Skills Report (JSR) is a requirement under the *Jobs and Skills Australia Act 2022*, under which JSA must prepare and give the Minister for Skills and Training a report on Australia's current, emerging and future skills and training needs and priorities. The report must be tabled in parliament by the minister and published by JSA. On 18 November 2024, JSA launched *Better Together: The Jobs and Skills Report 2024* at its national roadshow. The report is structured on JSA's 5 Commissioner outcomes:

1. Fostering inclusive participation
2. Understanding today's workforce
3. Shaping Australia's future workforce
4. Optimising pathways and system architecture
5. Activating informed dialogue.

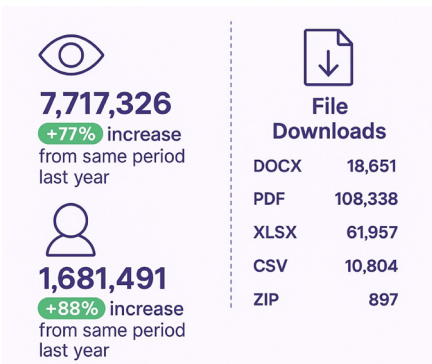
The report has had broad influence on the skills system by sharing insights, including those from partners, and fostering an informed dialogue among stakeholders and system actors about the evolving state of Australia's skills landscape. Stakeholder consultation for the report was conducted on the report's themes and analysis, including with the JSA Ministerial Advisory Board, the Commonwealth Interdepartmental Committee and the State and Territory Partnership Group. The report's findings are primarily reflected through their integration into team-level projects, with the national roadshow accompanying the report having a significant role in bringing together stakeholders from across sectors and regions, further amplifying its impact and encouraging cross-sector engagement.

Publishing and communicating JSA's insights and analysis

Making JSA's data and insights widely available to inform research, policy, programs and initiatives and improve decision-making is a priority of JSA. JSA is committed to sharing its work back with those who have contributed to its development, as well as others who can use it to make a real difference in Australia's skills system. JSA's main driver is that it knows what informs the work of its stakeholders, other organisations, academics and professionals across Australia and overseas. JSA is represented by our Commissioners and SES – supported by our staff – who, throughout 2024–25, made 174 speeches and presentations at forums held by a range of actors across the national skills system. This included a National Press Club address delivered by the JSA Commissioner on 14 August 2024, calling for a rebalancing of Australia's training system to reduce what Professor Glover described as a discrepancy between what students are studying now and the job requirements of the future. Throughout the period, JSA also issued 10 media releases in support of major report announcements and received over 4,000 mentions in media coverage.

JSA also measures its impact by analysing data on how many people are accessing and utilising its work. A key mechanism for communication is the JSA website, where the majority of JSA's work and analysis is published. As shown in Figure H.1, in the year to 30 June 2025 the website had 7,717,326 views, representing 1,681,491 people. The Jobs and Skills Atlas in particular saw a notable increase in viewership this year, with monthly views increasing 213% to 116,097 in June 2025 as compared to June 2024.

Figure H.1: JSA website performance
June 2024 to July 2025



JSA published over 100 periodic releases on its website this year, and 26 major publications or reports. Of its publications, the top 3 products viewed on the JSA website throughout 2024–25 were the occupation and industry profiles, the 2024 OSL, and the Jobs and Skills Atlas. Throughout 2024–25, JSA's LinkedIn page gained 4,227 new followers (a 43% gain from 2023–24), making 281,785 impressions and obtaining 207 comments, 861 shares, and 5,402 likes all representing increases from 2023–24.

JSA commissioned a sentiment analysis to track the uptake of its recommendations, review the types of stakeholders using its work, and understand how this work is being used. This analysis shows that the majority of the citations identified were either supportive or neutral about the work cited, demonstrating broad acceptance of JSA's analysis and findings within the skills system. The types of organisations utilising JSA's work are varied, including businesses, government agencies, industry peak bodies, and universities.

OUTCOME 5 CASE STUDY: 2024 NATIONAL ROADSHOW



JSA's 2024 national roadshow provided the opportunity to engage in person with stakeholders across Australia, sharing the 2024 Jobs and Skills Report and key products, and discussing its future direction. Commencing at Parliament House in Canberra on 18 November 2024 and visiting every capital city in Australia, the roadshow provided the opportunity to reach JSA's diverse stakeholders and share tools and insights, including the Jobs and Skills Atlas, the 2024 Occupation Shortage List, employment projections, occupation and industry profiles, and the Nowcast of Employment by Region and Occupation.

This was a fresh way to share JSA's work and hear from more than 1,000 attendees about their experiences and needs. Each city was linked to a different theme, with topics based on JSA's Commissioner outcomes and localised areas of interest relevant to Australia's future workforce (such as the clean economy) and regional participation. These events created a powerful platform for informed dialogue around the Jobs and Skills Report and JSA's broader work, fostering collaboration and deeper understanding of national skills priorities.

JSA engagement approach

JSA's engagement with tripartite partners is central to delivering its legislated functions. This includes working with unions, employers, industry, state and territory governments and the Australian Government, education and training providers, and other key stakeholders in developing and providing advice on Australia's current and future skills needs. JSA's approach to engagement is based on its Engagement and Outreach Strategy 2023–2024, which was developed in consultation with tripartite and other key partners, as well as DEWR.

JSA created and facilitated many engagement opportunities through the way it undertook its work this year, from initial establishment of a concept to providing input and expertise, and in sharing information. The type of engagements varied across the different work JSA undertook and delivered in 2024–25, depending on the impacted and interested stakeholders and their needs. The aim of these engagements was to:

- collaborate
- consult
- share.

Collaborate on activities

All JSA's major projects (projects which appear in the JSA work plan) and its work plan must have a stakeholder engagement plan as part of JSA's project management framework. JSA brought together a mix of stakeholders and partners to inform and advise on aspects of its specific projects (such as capacity studies).

In addition, JSA's major projects, the generative AI and gender economic equality studies, the national study on adult literacy, numeracy and digital skills, the VET workforce study, the Regional Jobs and Skills Roadmap and the food supply chain workforce capacity study, included a steering committee to help guide the research and recommendations. These steering groups comprised a mix of tripartite members, key stakeholders in higher education and VET, and experts who helped JSA inform its approach to its studies.

The food supply, NST, regional, labour market dashboards and Rural and Remote Jobs and Skills Roadmap projects also consulted professional reference groups for evaluation processes and direct data collection, as well as gathering feedback received through both project-specific and general engagement channels.

Consult and share activities

JSA works closely with its partners to understand current and future priorities and information needs. In addition to hosting 9 public webinars this year, public consultation processes during 2024–25 included:

- 2025–26 work plan development from 7 January 2025 to 28 February 2025, with over 70 submissions (note: engagement continued throughout the year and as a result also facilitated important connections between JSA's work and the priorities of stakeholders and actors within the skills system)
- consultation for the generative AI study to gather diverse perspectives on how generative AI is affecting work and workplaces in the Australian labour market from 7 March 2025 to 16 May 2025

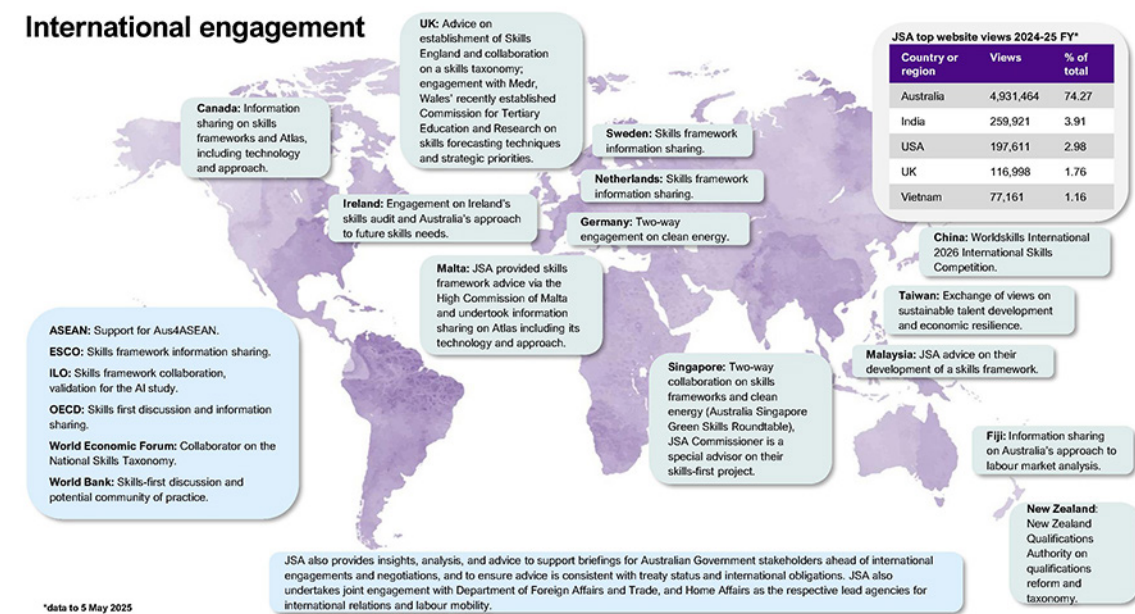
- consultation for the gender economic equality study to shape policies that support gender economic equality in Australia, from 18 February to 7 March 2025
- feedback on the NST discussion paper, from 27 June 2024 to 9 August 2024. More than 500 people engaged with consultations through workshops and one-on-one interviews, and over 70 submissions were received from a range of stakeholder groups. Engagements continue to help inform the development of the NST through direct stakeholder meetings and various JSA engagement channels
- the OSL annual survey from 13 November 2024 to 7 March 2025 (1,025 responses).

International engagement

As JSA's impact continues to grow, so does its reputation internationally for providing high-quality skills advice that informs Australia's policymaking. In the last year its international reach has grown, with various jurisdictions globally engaging with JSA on its approach to providing advice on labour market and on current, emerging and future skills and training needs and priorities. Figure H.2 shows JSA's international engagement. Engagement has included (but is not limited to):

- **United Kingdom:** Advice on the establishment of Skills England and collaboration on a skills taxonomy; engagement with Medr, Wales' recently established Commission
- **Singapore:** Two-way collaboration on skills frameworks and clean energy (Australia Singapore Green Skills Roundtable), skills taxonomies. The JSA Commissioner is a special advisor on their skills-first project
- **Fiji:** Information sharing on Australia's approach to labour market analysis
- **New Zealand:** New Zealand Qualifications Authority on qualifications reform and taxonomy.

Figure H.2: JSA’s international engagement (as of May 2025)



JSA is committed to continuing to activate an informed dialogue about Australia’s current and future workforce and skills needs and opportunities, because we recognise that it is only together with all parties in the national skills system that we can achieve a truly dynamic and inclusive future.

Throughout 2024–25, JSA has worked closely with its key partners and tripartite stakeholders – the Ministerial Advisory Board, Commonwealth and state and territory governments, JSCs, and education and training providers – to shape its work throughout the year and formulate the evidence and insights that help inform our advice on Australia’s emerging labour market and skills and training needs and priorities.

Professor Barney Glover AO
Commissioner
Jobs and Skills Australia

Appendix I – Corrigendum

Page in 2023–24 Annual Report	Error
92–93	In the original publication, 2 committee names were inadvertently omitted, which resulted in the attribution of number of inquiries to an incorrect committee. The number of inquiries listed has not changed. The correct list of inquiries is provided in Table I.1.

Table I.1: Evidence, submissions and tabled Australian Government responses to parliamentary committee inquiries, 2023–24

Committee	Inquiry
Senate Select Committee on Work and Care	Inquiry into the impact that combining work and care responsibilities has on the wellbeing of workers, carers, and those they care for
Senate Standing Committees on Education and Employment	Fair Work Legislation Amendment (Secure Jobs, Better Pay) Bill 2022
	Fair Work Amendment (Equal Pay for Equal Work) Bill 2022
	Fair Work Amendment (Paid Family and Domestic Violence Leave) Bill 2022
	Fair Work Amendment Bill 2024
	Fair Work Legislation Amendment (Closing Loopholes) Bill 2023
	Social Security and Other Legislation Amendment (Miscellaneous Measures) Bill 2023
	Potential impacts of the Commonwealth Paid Parental Leave (PPL) scheme on small businesses and their employees
Senate Standing Committees on Finance and Public Administration	Social Security Legislation Amendment (Streamlined Participation Requirements and Other Measures) Bill 2021
	Net Zero Economy Authority Bill 2024 and the Net Zero Economy Authority (Transitional Provisions) Bill 2024 [Provisions]
Senate Standing Committees on Legal and Constitutional Affairs	Migration Amendment (Strengthening Employer Compliance) Bill 2023 [Provisions]
Senate Standing Committees on Foreign Affairs, Defence and Trade	Australian Naval Nuclear Power Safety Bill 2023 [Provisions] and Australian Naval Nuclear Power Safety (Transitional Provisions) Bill 2023 [Provisions]

Committee	Inquiry
Senate Standing Committees on Community Affairs	The extent and nature of poverty in Australia
Senate Standing Committees on Economics	Offshore Petroleum and Greenhouse Gas Storage Legislation Amendment (Safety and Other Measures) Bill 2024 [Provisions]
House Standing Committee on Regional Development, Infrastructure and Transport	Inquiry into local government sustainability
House of Representatives Select Committee on Workforce Australia Employment Services	Inquiry into Workforce Australia Employment Services
House of Representatives Standing Committee on Employment, Education and Training	Inquiry into the perceptions and status of vocational education and training
	Inquiry into the digital transformation of workplaces
	Inquiry into adult literacy and its importance
	Inquiry into the Fair Work Commission Annual Report 2019–20
Joint Committee of Public Accounts and Audit	Inquiry into the Annual Performance Statements 2021–22
	Inquiry into Commonwealth Financial Statements 2022–23
	IT procurement and projects inquiry
Joint Committee on Corporations and Financial Services	Ethics and Professional Accountability: Structural Challenges in the Audit, Assurance and Consultancy Industry
Joint Standing Committee on Aboriginal and Torres Strait Islander Affairs	Inquiry into economic self-determination and opportunities for First Nations Australians
Joint Committee on Human Rights	Inquiry into ParentsNext: examination of Social Security (Parenting payment participation requirements – class of persons) Instrument 2021

Page in 2022–23 Annual Report	Error
73	Administrative update on exempt contracts in 2022–23. In the 2022–23 Annual Report, the department reported 'n/a' in relation to exempt contracts. Following an additional review of contract records, the department identified 11 contracts with a total value exceeding \$10,000 (inclusive of GST) that were exempt from publication on AusTender. These exemptions were made on the basis that disclosure would reveal exempt matters under the <i>Freedom of Information Act 1982</i>. For completeness, the total value of these contracts was \$2,398,477.85 (inclusive of GST). As of 30 June 2025, their current combined value stands at \$2,870,692.85 (inclusive of GST).

Highlight:

Indigenous Liaison Officers

This year, DEWR strengthened its commitment to Closing the Gap by growing its dedicated Indigenous Liaison Officer (ILO) network across our regions.

Our ILOs play a vital role in building trusted relationships with Aboriginal and Torres Strait Islander communities and help to ensure Indigenous perspectives are reflected in our policies and programs. Through community engagement, advice on culturally appropriate service delivery, and advocacy within decision-making forums, the ILO network is enhancing the department's cultural competency, advancing our shared priorities for Closing the Gap and reconciliation, and contributing to more inclusive and equitable opportunities for First Nations people. For example:

- In South Australia, the ILO has established a monthly First Nations Employment and Skills Network, connecting service providers across the portfolio and the state in a collaborative, community-of-practice format.
- In Victoria, the ILO has engaged with Workforce Australia providers to discuss their servicing strategies to support First Nations participants and to explore ways to strengthen connection with First Nations organisations in their local community.

- In Western Australia, the ILO works closely with native title holder organisations and is the department representative at the WA Commonwealth Heads of Agency meetings, which focus on Closing the Gap and cross-agency opportunities.
- In the Northern Territory, the ILO engages across Workforce Australia Services and the Community Development Program regions, working with all levels of government to support the establishment of the Remote Training Hubs Network.

The ILO work is crucial to re-establishing meaningful relationships with community, promoting a joined-up government approach, and ensuring community voices are heard in all decision-making processes.

Note: This highlight is not part of the Appendices section. It is intended to demonstrate the work of DEWR.

6

Indexes



List of requirements	234
Abbreviations and acronyms	240
List of figures and tables	244
Index	246

List of requirements

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table be included in entities' annual reports as an aid of access.

PGPA Rule reference	Description	Requirement	Page
17AD(g)	Letter of transmittal		
17AI	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory	III
17AD(h)	Aids to access		
17AJ(a)	Table of contents (print only).	Mandatory	IV
17AJ(b)	Alphabetical index (print only).	Mandatory	246
17AJ(c)	Glossary of abbreviations and acronyms.	Mandatory	240
17AJ(d)	List of requirements.	Mandatory	234
17AJ(e)	Details of contact officer.	Mandatory	II
17AJ(f)	Entity's website address.	Mandatory	II
17AJ(g)	Electronic address of report.	Mandatory	II
17AD(a)	Review by accountable authority		
17AD(a)	A review by the accountable authority of the entity.	Mandatory	4
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	A description of the role and functions of the entity.	Mandatory	9
17AE(1)(a)(ii)	A description of the organisational structure of the entity.	Mandatory	12
17AE(1)(a)(iii)	A description of the outcomes and programmes administered by the entity.	Mandatory	21
17AE(1)(a)(iv)	A description of the purposes of the entity as included in corporate plan.	Mandatory	9

PGPA Rule reference	Description	Requirement	Page
17AE(1)(aa)(i)	Name of the accountable authority or each member of the accountable authority.	Mandatory	9
17AE(1)(aa)(ii)	Position title of the accountable authority or each member of the accountable authority.	Mandatory	9
17AE(1)(aa)(iii)	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory	9
17AE(1)(b)	An outline of the structure of the portfolio of the entity.	Mandatory	10
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, mandatory	n/a
17AD(c)	Report on the Performance of the Entity		
	<i>Annual Performance Statements</i>		
17AD(c)(i); 16F	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory	19
17AD(c)(ii)	<i>Report on Financial Performance</i>		
17AF(1)(a)	A discussion and analysis of the entity's financial performance.	Mandatory	91
17AF(1)(b)	A table summarising the total resources and total payments of the entity.	Mandatory	166
17AF(2)	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, mandatory	n/a
17AD(d)	Management and Accountability		
	<i>Corporate Governance</i>		
17AG(2)(a)	Information on compliance with section 10 (fraud and corruption systems).	Mandatory	83
17AG(2)(b)(i)	A certification by accountable authority that fraud and corruption risk assessments and fraud and corruption control plans have been prepared.	Mandatory	III
17AG(2)(b)(ii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory	III

PGPA Rule reference	Description	Requirement	Page
17AG(2)(b)(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory	III
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory	78
17AG(2)(d) – (e)	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, mandatory	n/a
<i>Audit Committee</i>			
17AG(2A)(a)	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory	80
17AG(2A)(b)	The name of each member of the entity's audit committee.	Mandatory	81-82
17AG(2A)(c)	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory	81-82
17AG(2A)(d)	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory	81-82
17AG(2A)(e)	The remuneration of each member of the entity's audit committee.	Mandatory	81-82
<i>External Scrutiny</i>			
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory	96
17AG(3)(a)	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, mandatory	98
17AG(3)(b)	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, mandatory	96
17AG(3)(c)	Information on any capability reviews on the entity that were released during the period.	If applicable, mandatory	n/a
<i>Management of Human Resources</i>			
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory	87-89
17AG(4)(aa)	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory	171-185

PGPA Rule reference	Description	Requirement	Page
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: - Statistics on staffing classification level; - Statistics on full-time employees; - Statistics on part-time employees; - Statistics on gender; - Statistics on staff location; - Statistics on employees who identify as Indigenous.	Mandatory	171-185
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory	88, 179
17AG(4)(c)(i)	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory	179
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level.	Mandatory	179
17AG(4)(c)(iii)	A description of non-salary benefits provided to employees.	Mandatory	88
17AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay.	If applicable, mandatory	180, n/a
17AG(4)(d)(ii)	Information on aggregate amounts of performance pay at each classification level.	If applicable, mandatory	180, n/a
17AG(4)(d)(iii)	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, mandatory	180, n/a
17AG(4)(d)(iv)	Information on aggregate amount of performance payments.	If applicable, mandatory	180, n/a
Assets Management			
17AG(5)	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory	n/a
Purchasing			
17AG(6)	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory	91
Reportable consultancy contracts			
17AG(7)(a)	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	92

PGPA Rule reference	Description	Requirement	Page
17AG(7)(b)	A statement that <i>'During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]'</i> .	Mandatory	92
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory	92
17AG(7)(d)	A statement that <i>'Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.'</i>	Mandatory	92
Reportable non-consultancy contracts			
17AG(7A)(a)	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory	93
17AG(7A)(b)	A statement that <i>'Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.'</i>	Mandatory	93
17AD(daa)	Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts		
17AGA	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory	92-93
Australian National Audit Office Access Clauses			
17AG(8)	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, mandatory	94
Exempt contracts			
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, mandatory	94

PGPA Rule reference	Description	Requirement	Page
Small business			
17AG(10)(a)	A statement that ' <i>[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.</i>	Mandatory	91
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory	91
17AG(10)(c)	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that ' <i>[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.</i>	If applicable, mandatory	91
Financial Statements			
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory	103
Executive Remuneration			
17AD(da)	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2–3 of the Rule.	Mandatory	180–185
17AD(f)	Other Mandatory Information		
17AH(1)(a)(i)	If the entity conducted advertising campaigns, a statement that ' <i>During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website.</i>	If applicable, mandatory	94
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, mandatory	n/a
17AH(1)(b)	A statement that ' <i>Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website].</i>	If applicable, mandatory	94
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory	99
17AH(1)(d)	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory	98
17AH(1)(e)	Correction of material errors in previous annual report.	If applicable, mandatory	229
17AH(2)	Information required by other legislation.	Mandatory	186–228

Abbreviations and acronyms

AAPL	Australian Apprenticeships Priority List
AASB	Australian Accounting Standards Board
AASL	Australian Apprenticeship Support Loans
ABS	Australian Bureau of Statistics
ACCE	Australian Centre for Career Education
ACSF	Australian Core Skills Framework
ACT	Australian Capital Territory
ADMS	Apprenticeships Data Management System
AI	artificial intelligence
AIC	Australian Information Commissioner
ANAO	Australian National Audit Office
ANZSCO	Australian and New Zealand Standard Classification of Occupations
APS	Australian Public Service
AQF	Australian Qualifications Framework
ARC	Audit and Risk Committee
ASA	Australian Submarine Agency
ATEC	Australian Tertiary Education Commission
AWR	Annual Wage Review
BWC	Building Women's Careers
CFMEU	Construction, Forestry and Maritime Employees Union
CO ₂ -e	carbon dioxide equivalent
COPE	Commonwealth own-purpose expenditure
CROMP	Climate Risk and Opportunity Management Program
Cth	Commonwealth

DE	Department of Education
DEWR	Department of Employment and Workplace Relations
DITRDSCSA	Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
DLSF	Digital Literacy Skills Framework
DSS	Department of Social Services
eCAF	electronic Commonwealth Assistance Form
EAP	Employee Assistance Program
ECEC	early childhood education and care
EFTSL	equivalent full-time study load
EL	Executive Level
FBT	fringe benefits tax
FEG	Fair Entitlements Guarantee
FOI	freedom of information
FSSC	Financial Statements Sub-Committee
FWC	Fair Work Commission
FWO	Fair Work Ombudsman
GST	goods and services tax
GTO	group training organisation
HSRs	Health and Safety Representatives
ICT	information and communications technology
IFA	Individual Flexibility Arrangement
ILO	International Labour Organization
IPP	Indigenous Procurement Policy
IPS	Information Publication Scheme
IVI	Internet Vacancy Index
JSA	Jobs and Skills Australia
JSCs	Jobs and Skills Councils
KMP	key management personnel
KPI	key performance indicator
LEV	low emission vehicle
LLND	language, literacy, numeracy and digital literacy
MAB	Ministerial Advisory Board

MISA	Manufacturing Industry Skills Alliance
MoU	memorandum of understanding
N/A	not applicable
NABERS	National Australian Built Environment Rating System
NCVER	National Centre for Vocational Education Research
NIAA	National Indigenous Australians Agency
NSA	National Skills Agreement
NST	National Skills Taxonomy
NSW	New South Wales
NT	Northern Territory
OAIC	Office of the Australian Information Commissioner
OECD	Organisation for Economic Co-operation and Development
OSL	Occupation Shortage List
PALM scheme	Pacific Australia Labour Mobility scheme
PBAS	Points Based Activation System
PBS	Portfolio Budget Statements
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PGPA Rule	Public Governance, Performance and Accountability Rule 2014
POA	period of assistance
PRSC	Performance Reporting Sub-Committee
Qld	Queensland
QTAC	Queensland Tertiary Admissions Centre
REAL	Reconnection, Employment and Learning Program
REOS	Recruitment Experiences and Outlook Survey
RTO	registered training organisation
RWTOs	Regional Workforce Transition Officers
SA	South Australia
SATAC	South Australian Tertiary Admissions Centre
SEE Program	Skills for Education and Employment Program
SES	Senior Executive Service
SMEs	small to medium enterprises

SRC Act	<i>Safety, Rehabilitation and Compensation Act 1988</i>
STAs	state training authorities
Tas	Tasmania
TCSI	Tertiary Collection of Student Information
TISC	Tertiary Institutions Service Centre
TPS	Tuition Protection Service
TRIFR	Total Reported Injury Frequency Rate
UNSW	University of New South Wales
USI	Unique Student Identifier
VET	vocational education and training
Vic	Victoria
VNDA	Vocational Education and Training National Data Asset
VSL	VET student loans
WA	Western Australia
WHS	work health and safety
WoAG	whole-of-Australian Government

List of figures and tables

List of figures

- Figure 2.1: Participant satisfaction with overall quality of service – Workforce Australia Online
- Figure 2.2: Participant satisfaction with overall quality of service – Workforce Australia Services and Workforce Australia – Transition to Work
- Figure 2.3: Employment rates for Workforce Australia programs
- Figure 2.4: Study and/or training rates for Workforce Australia programs
- Figure 2.5: Proportion of participants who believed working with their provider improved their chances of getting a job
- Figure 2.6: Quarterly result for employer satisfaction with Australian Government employment services, including margin of error (95% confidence interval)
- Figure 2.7: Variable expenditure and estimated number of employed participants
- Figure 2.8: Proportion of VET Graduates satisfied with the training overall
- Figure 2.9: Proportion of VET graduates employed or in further study after training
- Figure 2.10: Successful completions of study by VSL students in previous years
- Figure 3.1: Departmental governance framework 2024–25
- Figure 3.2: Annual planning cycle
- Figure E.1: DEWR climate risk governance structure
- Figure F.1: Number of successful Australian Apprenticeship Support Loan applications received by quarter, 2024–25
- Figure F.2: Number of successful Australian Apprenticeship Support Loan applications received by month, 2024–25
- Figure F.3: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship stage, 2024–25
- Figure F.4: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship state/territory, 2024–25
- Figure F.5: Number of successful Australian Apprenticeship Support Loan applications received by apprenticeship age category, 2024–25
- Figure H.1: JSA website performance June 2024 to July 2025
- Figure H.2: JSA’s international engagement (as of May 2025)

List of tables

Table 1.1:	Details of accountable authority during the reporting period, 2024–25
Table 3.1:	Audit and Risk Committee member details
Table 3.2:	Expenditure on reportable consultancy contracts, 2024–25
Table 3.3:	Organisations receiving a share of reportable consultancy contract expenditure, 2024–25
Table 3.4:	Expenditure on reportable non-consultancy contracts, 2024–25
Table 3.5:	Organisations receiving a share of reportable non-consultancy contract expenditure, 2024–25
Table 3.6:	Contracts without standard Auditor-General access, 2024–25
Table 3.7:	Payments to advertising agencies, 2024–25
Table 3.8:	Payments to market research and polling organisations, 2024–25
Table 3.9:	Payments to media advertising organisations, 2024–25
Table 3.10:	Evidence, submissions and tabled Australian Government responses to parliamentary committee inquiries, 2024–25
Table A.1:	Agency Resource Statement, 2024–25
Table A.2:	Expenses for Outcome 1, 2024–25
Table A.3:	Expenses for Outcome 2, 2024–25
Table A.4:	Expenses for Outcome 3, 2024–25
Table B.1:	All ongoing employees 2024–25
Table B.2:	All non-ongoing employees 2024–25
Table B.3:	Australian Public Service Act ongoing employees 2024–25
Table B.4:	Australian Public Service Act non-ongoing employees 2024–25
Table B.5:	Australian Public Service Act employees by full-time and part-time status 2024–25
Table B.6:	Australian Public Service Act employment type by location 2024–25
Table B.7:	Australian Public Service Act Indigenous employment 2024–25
Table B.8:	Australian Public Service Act employment arrangements 2024–25
Table B.9:	Australian Public Service Act employment salary ranges by classification level (minimum/maximum) 2024–25
Table B.10:	Australian Public Service Act employment performance pay by classification level 2024–25
Table B.11:	Information about remuneration for key management personnel 2024–25
Table B.12:	Information about remuneration for senior executives 2024–25
Table B.13:	Information about remuneration for other highly paid staff 2024–25
Table D.1:	Total amounts paid under arrangements or grants, 2024–25
Table E.1:	Roles and responsibilities for climate risk management
Table E.2:	Greenhouse gas emissions inventory (location based)
Table E.3:	Greenhouse gas emissions inventory (market based)
Table F.1:	Australian Apprenticeship Support Loan payment rates, 2024–25
Table H.1:	JSA periodic releases and data tools
Table I.1:	Evidence, submissions and tabled Australian Government responses to parliamentary committee inquiries, 2023–24

Index

A

A Better, Safer Future for Central Australia plan 27

abbreviations and acronyms 240–3

accountable authority 9, 78, 86, 91
statement by 20

administrative tribunals, decisions of 98

Advancing Gender Equality in Gender Segregated Industries pilot grant program 26

advertising and marketing 94–5

agency resource statements 166–70

Annual Child Safety Statement 186–7
annual risk assessment and mitigation 186
Commonwealth Child Safe Framework 187
interaction with children and young people 186

annual planning cycle 85

artificial intelligence (AI) 5, 90, 221

Audit and Risk Committee 80
roles and responsibilities 80
members 81–2

Auditor-General, reports by 96

Australian Apprenticeship Support Loans Program
annual report 200–3
governance 201
operation 201
payment rates 201
performance information 202–3

Australian National Audit Office (ANAO)
access clauses 94

Australian Public Service (APS)
APS Strategic Commissioning Framework 89
career in 7
Net Zero 2030 192, 196

Australian Qualifications Framework (AQF) 25

Australian Skills Guarantee 92

Australian Skills Quality Authority (ASQA) 25

Australian Tertiary Education Commission 25

B

Broome Employment Services 23

building and construction industry reform 100

Building Women's Careers (BWC) program 16, 24

C

Central Australia Remote Training Hubs
Network 6, 27, 231

chief financial officer, statement by 107

child safety
Annual Child Safety Statement 186–7
Commonwealth Child Safe Framework 187

clean energy workforce capacity 222

climate risk 192, 193, 195

climate-related targets 199
governance and accountability 192
governance structure 193
management, roles and responsibilities
for climate risk 194

Closing the Gap 6–7, 27, 231

Coalition of Peaks 6

Comcare 26

Commonwealth Ombudsman 98

Commonwealth Performance Framework 84

contracts

- consultancy 92
- exempt 94
- non-consultancy 93

Construction, Forestry and Maritime Employees Union (CFMEU) 100

corporate and business planning

- annual planning cycle 85
- corporate plan 84
- integrated planning 84
- planning and performance reporting framework 84
- risk management 86

corporate governance

- governance framework 78, 79

corporate plan 84

corrigendum 229–30

corruption control 83

D

Department of Employment and Workplace Relations (DEWR)

- accountable authority 9, 78, 86, 91
- corporate governance 78, 79
- employees *see* employees; people management
- employees by location 14
- highlights 14
- people *see* employees; people management
- purpose 9
- role and functions 9
- structure 12–13

DEWR Emission Reduction Plan 2024 199

Disability and Carers Network 99

Disability Australian Apprentice Wage Support payment 25

Disability Data Improvement Plan 99

disability reporting 99

Disability Strategy 99

Diversity and Inclusion Action Plan 99

E

ecologically sustainable development 192

education

- Australian Apprenticeship Support Loans Program annual report 200–3
- Central Australia Remote Training Hubs Network 6
- priority cohorts, supporting 216
- Student Identifiers Registrar annual report 204–11
- tertiary 224

employees *see also* people management

- APS *see* Australian Public Service (APS)
- location, by 14
- non-salary benefits provided to 88

employment

- APS *see* Australian Public Service (APS)
- programs and service delivery 22

Energy Industry Jobs Plan (EIJP) 74

environmental sustainability and performance 192–9

- achievements 199
- APS Net Zero 2030 192, 196
- climate-related targets 199
- climate risk *see* climate risk
- ecologically sustainable development 192
- future actions 199
- governance 192
- greenhouse gas emissions 192, 196, 199
- metrics and targets 196
- progress summary 199
- risk management 192–5

Executive Board 78

external scrutiny 96

- Auditor-General, reports by 96
- Joint Committee of Public Accounts and Audit, reviews by 96
- parliamentary committee inquiries 97
- parliamentary committees reports 96

F

Fair Work Commission 5, 162

- Annual Wage Review 26
- gender-based undervaluation
- priority awards review 162

Fair Work Legislation Amendment (Secure Jobs, Better Pay) Act 2022 26

Fair Work Ombudsman 9, 98, 196

Fair Work (Registered Organisations) Amendment (Administration) Act 2024 (Cth) 100

figures and tables list 244–5

finance law

- non-compliance, with 83

financial performance

- advertising and marketing 94
- Australian National Audit Office (ANAO)
- access clauses 94
- Australian Skills Guarantee 92
- consultancy contracts 92
- exempt contracts 94
- grant programs 94
- Indigenous Procurement Policy 7, 91, 222
- non-consultancy contracts 93
- procurement initiatives to support small and medium sized enterprises 91
- purchasing and procurements 91

financial statements 104–160

- independent auditor's report 104–6

First Nations

- Closing the Gap 6–7, 27, 231
- Economic Partnership 6
- Indigenous Procurement Policy 7, 91, 222

food supply chain capacity study 221

Fraud and Corruption Control Framework 83

fraud control 83

Fraud Fusion Taskforce 83

Freedom of Information Act 1982 (Cth) (FOI Act) 94, 98

functions and roles 9

G

gender equality

- agenda 162
- economic equality study 215

governance framework 78, 79

grant programs 26, 94, 162

greenhouse gas emissions 192, 199

- inventory 196

Group Training Organisation

- Reimbursement Pilot 25, 74

H

Health and Safety Representative

- Train-the-Trainer Program 26

I

Indigenous Liaison Officer (ILO) 231

Indigenous Procurement Policy 7, 91, 222

information and communications technology 90

integrated planning 84

integrity control 83

Integrity Framework 83

International Labour Organization 26

J

James, Natalie (Secretary) 4–5, 9, 12

Jobs and Skills Australia (JSA) annual report 212–28

- about 212
- dialogue, activating an informed 225
- engagement approach 226–7
- evidence base, expanding 215, 216
- Gender Framework 215
- insights and analysis, publication and communication of 225
- Jobs and Skills Report 225
- JSA Work Plan 213, 215–16
- labour market and skills analysis 218
- migration 218
- Ministerial Advisory Board (MAB) 212, 213, 215, 216, 218
- pathway optimisation 223

performance 213
 Performance and Measurement Framework 214
 supply and demand framework 222

Joint Committee of Public Accounts and Audit,
 reviews by 96

judicial decisions 98
 administrative tribunals' decisions 98
 Australian Information Commissioner's
 decisions 98
 Commonwealth Ombudsman,
 reports on operations of entity by 98
 Information Publication Scheme 98
 International Labour Organization 98

K

Key Apprenticeship Program 25, 74

L

Launch into Work Program 27
 list of figures and tables 244–5
 list of requirements 234–9
 Living Away from Home Allowance 25
 Local Jobs Local People grant 23
 Local Recovery Fund 23

M

marketing and advertising *see* advertising
 and marketing
 ministers 8

N

National Anti-Corruption Commission 83
 National Construction Industry Forum (NCIF) 100
 Blueprint for the Future 100
 National Skills Agreement (NSA) 224
 National Skills Taxonomy (NST) 223
 National Survey of Adult Literacy
 and Numeracy Skills 216
 Net Zero Economy Authority (NZEA) 74
 Net Zero SES Steering Group 193

net zero transformation 74
 notifiable incidents 89

O

Occupational Standard Classification for Australia
 (OSCA) 215

outcomes 21
 Outcome 1 performance summary 29
 Outcome 1 results 32–50
 Outcome 2 performance summary 30
 Outcome 2 results 51–66
 Outcome 3 performance summary 31
 Outcome 3 results 67–73

P

Pacific Australia Labour Mobility (PALM) scheme 23
 stewardship 5
 review 23
 performance reporting 49

paid work
 activities funded to assist people to obtain
 and maintain 188–91

parliamentary committees, reports by 96

pay gap 162

people management
 diversity and inclusion 87, 215
 non-salary benefits provided to employees 88
 notifiable incidents 89
 recruitment 87, 88
 terms and conditions of employment 88
 work health and safety 25, 88
 work health and safety initiatives 89
 workers' compensation performance 89
 workforce capability 88
 workplaces, respectful 87

performance results *see* results

performance statements
 analysis 22–7
 purpose, outcomes and programs 21
 results 28–73
 statement by accountable authority 20

planning *see* corporate and business planning

Plumbing Industry Climate Action Centre 74

portfolio 8

entities 10–11

procurement

Indigenous Procurement Policy 7, 91, 222

procurement initiatives to support

small and medium sized enterprises 91

purchasing and procurements 91

Public Governance, Performance and Accountability Act 2013 (PGPA Act) 1, 78, 80, 83, 84, 192

purchasing and procurements 91

purpose 4, 9, 21

R

Reconciliation Action Plan (RAP) 7

Reconciliation Australia 7

Reconnection, Employment and Learning (REAL) program 27

recruitment 7, 87, 88, 192, 218

Regional Workforce Transition Officers (RWTOs) 74

Regional Workforce Transition Plans (RWTPs) 74

registered training organisations (RTOs) 215

Remote Jobs and Economic Development program 6

Remote Training Hubs Network 27

reports

Auditor-General 96

parliamentary committees 96

requirements list 234–239

results

Outcome 1 32–50

Outcome 2 51–66

Outcome 3 67–73

risk management 83, 86, 89, 192, 195, 208

role and functions 9

S

Safety, Rehabilitation and Compensation Act 1988 (SRC Act) 26

Secretary

review 4–5

statement by accountable authority 20

certification of financial statements 107

Secure Jobs, Better Pay Review Panel 26

skills and training 24–5

Skills and Training Jurisdictional Action Plan 24

Skills for Education and Employment (SEE) Program 24

launch of reformed program 4

First Nations communities 6

performance reporting 58

small and medium sized enterprises, procurement initiatives to support 91

Standards for Registered Training Organisations 5, 24

Strategic Review of the Australian Apprenticeship Incentive System 25

Student Identifiers Registrar annual report

at a glance 206

authorising legislation 204

collaboration and engagement 209–10

continuous improvement and building trust 207

International student pathways 216

Registrar overview 205

risk-based and data-driven regulation 208

Student Identifiers Act 2014 204, 208

Unique Student Identifier (USI) *see*

Unique Student Identifier (USI)

T

tables and figures list 244–5

Targeted Compliance Framework (TCF) 23

technology, information and communications 90

training *see* skills and training

Training Package Organising Framework 24

Transitioning Workforce Fund (TWF) 74

U

Unique Student Identifier (USI) 9, 204–11
 at a glance 206
 Portal 207
 Registry System 204, 205
 Special Account 204
 VET transcript 205
 website 207

V

VET Workforce Blueprint 221–2

W

women's careers 16
work health and safety 88
 initiatives 89
Worker Retention Payment (WRP) Program 162
workers' compensation performance 89
workforce 22, 217–18
 gender imbalances 162
 participation 23
 statistics 171–85

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