



## Employment Services Reform



# A new approach to mutual obligations

Mutual obligations are the tasks and activities people agree to do as a condition of receiving their income support payment. Well-designed mutual obligations can help people get a better employment outcome.

## What is changing

The future employment service will introduce a different approach to mutual obligations.

The focus will be on encouraging meaningful engagement, incentivising progress towards employment and participating in activities that directly link to achieving an employment goal.

Activities and requirements will look different depending on the service stream and how far a person is from the labour market. They will also change as a person's needs and circumstances change.

A participant's mutual obligation requirements will be clearly connected to their Employment Goal Plan.

## Why this change is needed

Mutual obligation requirements in the current system are overly complex and compliance focused. People are often left engaging in activities that are not relevant or effective in moving them closer to, and into employment.