



Employment Services Reform

The future employment services system framework

4 core ideals for the future system

- 1** Employment is the primary goal. Meaningful engagement moves participants into work or closer to jobs. Services help them become capable, confident, and qualified and the settings for mutual obligations are designed to enable this.
- 2** Supports are meaningful to the participant and are tailored and proportionate to a participant's needs and distance from the labour market.
- 3** The system is easy to navigate and provides a high-quality, consistent service offering that also has the flexibility to respond to individual needs, local labour market conditions and emerging labour market trends.
- 4** The system is designed and stewarded by the Australian Public Service to continuously improve in order to respond to users' needs and an evolving labour market.

3 service streams

<p>STREAM 1 Online and brief intervention services For those closest to the labour market</p> <p>Participants engage in an online service with targeted support and brief interventions, focused on rapid reconnection to employment.</p>	<p>STREAM 2 Targeted provider services For those moderately close to the labour market</p> <p>Participants receive personalised servicing focused on active job coaching, employability support and stronger connections to skills development and short-term training that align with local labour market demand.</p> <p>People and participants impacted by workforce transitions and sudden structural changes are supported to quickly re-enter the workforce.</p>	<p>STREAM 3 Intensive services For those furthest from the labour market</p> <p>Participants are supported by skilled case managers providing intensive support to build up confidence, capacity and capability that helps progress them towards and into employment.</p> <p>Support includes coordination with local services to help manage complex barriers.</p>
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7 service elements that underpin the streams

<p> Improved initial assessment and triaging process</p>	<p> A new approach to engagement with employers</p>	<p> A new Employment Goal Plan</p>	<p> An effective and more targeted approach to applying mutual obligations</p>
<p> Improved commissioning</p>	<p> Clearer expectations on providers</p>	<p> Redesigned provider incentive settings</p>	