



Australian Government
Department of Employment
and Workplace Relations

Employment Services Reform



New assessment and triaging

When people first enter the employment services system, their circumstances are assessed. This assessment identifies if a person has barriers to work. Once assessed, a person is then referred to a service to get the support they need.

What is changing

The reformed employment service will introduce a new assessment and triaging process.

This new process will consider the full range of factors influencing a person's capacity to work.

It will be designed to help people to feel comfortable to share information about their circumstances and ensure those circumstances are better understood.

This will enable us to connect people to the right stream and supports from the beginning.

This new approach will apply across the whole employment services system, including those referred to Inclusive Employment Australia and Remote Australia Employment Services.

People's needs and circumstances also change over time. The role of targeted reassessments is being considered to ensure supports and services a person is receiving remain the most appropriate.

Why this change is needed

The current assessment process is a blunt tool which relies too heavily on numerical scoring to assign a person to a particular service.

This approach can be ineffective at identifying barriers to work and placing people into the service that is right for their needs.