



Australian Government
Department of Employment
and Workplace Relations

Employment Services Reform



Delivery of high-quality services

The new service model will deliver high-quality support across all streams, tailored to participants' needs and recognising their distance from the labour market. This includes services delivered by the Australian Public Service.

What is changing

Building on the introduction of the three service streams, the new model will also focus on high-quality servicing.

Frontline staff capability - Frontline staff will play a more active role in guiding people through services and connecting them with relevant supports and employment opportunities.

Greater focus on what people need – The new Employment Goal Plan will bring together a person's employment goals, activities and mutual obligation requirements. The Plan will provide a clear servicing strategy to support participants into work.

Better connections to other services – Stronger connections between employment services and other local services will be established to ensure the participants have access to most relevant supports to help them overcome barriers to employment.

Provider incentives – Provider-delivered services will have incentive settings focused on high-quality servicing. This will differ across streams to reflect participants' support needs.

Why this change is needed

People in employment services are highly diverse and often have a range of interconnected needs, including education and skills, health, disability, housing, caring responsibilities, language, transport or social support.

For some participants, progress towards employment depends on having multiple needs addressed at the same time, rather than through employment services in isolation.

Ensuring all frontline staff and provider organisations have the incentives, capability and connections to respond to the diverse needs of participants will give us a high-quality employment service into the future.