



Employment Services Reform



Investments in reform in Budget 2026-27

The government has announced a \$312.1 million package of measures to deliver early, significant changes to support a reformed employment services system and improve customer experience.

This includes:

- \$205.5 million over 5 years to take first **steps towards a redesigned, participant-led online service**. This includes:
 - improving the digital platform's accessibility, personalisation and usability
 - providing more proactive support for online participants
 - trialling a fully virtual digital advisory service for parents
- \$27.5 million over 5 years to develop and trial a **new initial assessment and triaging** process.
 - New tools will be designed to improve people's experience of entering the system.
 - The pathway from entry to services will be simplified.
 - Information gathered will also inform the activities a person will undertake and how they are serviced.
- \$52.6 million over 5 years to fund the **early targeted rollout of Intensive services – Stream 3**, targeting those furthest from the labour market.
 - People will benefit from highly skilled case managers and strong connections to local services and supports, employers and communities.
 - Activities offered may include mentoring, work-like experiences, volunteering, skills development and specialist support.
 - Early rollout is expected to commence in late 2026 in several locations.
- \$26.5 million over 3 years to **increase resourcing for the National Customer Service Line** to support job seekers and employers.
 - The National Customer Service Line will have greater capacity to meet demand for services.
 - System enhancements will enable people to access the information they need.