



Employment Services Reform



Why is the government reforming employment services?

The Government is reforming employment services because the current on-size-fits-all approach to servicing means too many people are missing out on the opportunity to find suitable employment.

The dignity of work provides economic security, confidence, connection and community.

Australia's employment services system can and should do better for individuals, the community, and the economy.

Better outcomes will be achieved by introducing services and system settings which are calibrated to a person's needs and circumstances.

Key considerations:

- Services should provide personalised support with strong links to skills and training, and pathways to suitable work. People who enter employment services are currently receiving one-size fits all servicing. This means there are poor outcomes for people as the system cannot cater for people with different barriers to employment and distances from the labour market.
- The community expects people receiving income support and capable of working to actively look for work. However, existing mutual obligations requirements often do not support the steps people may need to take to secure sustainable work.
- System settings should support suitable, sustainable employment. However, misaligned incentives can favour placing participants into any job, over a suitable job, contributing to churn, and longer time in services.
- Services should respond to employer needs, adapt to local labour markets, and meet future workforce needs. The current system does not consistently achieve this.