



Employment Services Reform



Service elements

Several service elements in employment services will be reformed to support the delivery of high-quality, tailored services.

What is changing

Reformed service elements include:

New assessment and triaging process 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.

A new Employment Goal Plan will be introduced to replace the Job Plan. The Employment Goal Plan will bring together a person's employment goals, activities and mutual obligation requirements into a clear servicing strategy to support them move into work.

A new approach to mutual obligations will support people into work. Mutual obligations settings will encourage meaningful engagement and be calibrated to a person's distance from the labour market and designed to be more effective in getting participants into suitable work.

Engagement with employers will be simplified so employment services can meet workforce demands of employers. Employers will be supported to lift recruitment and retention capabilities.

Clearer expectations on providers to deliver high-quality personalised services for participants, including empowering user choice and agency in the supports they receive.

Redesigned provider incentive settings including consideration of blended funding models to reflect caseload, risk and achievement of longer-term employment outcomes.

Improved commissioning to lift provider diversity, capability, experience, and local labour market connections. There will continue to be a role for traditional employment services providers however there is a need to diversify the service delivery landscape.

Why these changes are needed

Reforms to these service elements will address gaps in the current service. The current system is not agile enough to respond to diverse participant needs and instead delivers a one-size-fits-all approach with inconsistent service quality.