

The Department of Education, Skills and Employment

Exposure Draft for the New Employment Services Model 2022
Purchasing Arrangements

Response submitted by:

Joblife

Employment Services Purchasing Team
via email: espurchasing@dese.gov.au

To whom it may concern,

Submission to the Exposure Draft New Employment Services Model 2022

Joblife is an experienced employment service provider operating across Queensland, New South Wales, Victoria, Tasmania, Western Australia and South Australia. With a focus on supporting some of Australia's most vulnerable people, including those with a disability to find and keep work, our vision is "a job for everybody". We work with hundreds of employers nationally.

Joblife is a unique joint venture between Australia's pre-eminent not-for-profit social purpose organisation, Life Without Barriers, and leading employment services company, the Angus Knight Group.

We currently work with over 3000 job seekers across our footprint and have successfully supported thousands of people into education and to find employment.

The following information outlines Joblife's feedback and questions as they relate to the Exposure Draft for the New Employment Services Model Purchasing Arrangements:

Specialist Licences

The Department has identified the Employment Regions that "it considers most suitable to issue Specialist Licences". Joblife note that job seekers with a disability have not been identified as a specific cohort group. Noting the significant proportion of job seekers with person with a disability flag in the proposed enhanced services caseload, Joblife would encourage the Department to reconsider a specialist disability service.

Enhanced Services: 10 per cent cap on Market Share

Joblife supports in principle limiting the market share that any one Provider can service to 10 per cent of total national caseload. This approach will ensure a diversity of providers delivering enhanced services nationally, which will promote choice and innovation in service delivery.



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Further detail the Government's Digital and Online Offering for Job Seekers in Enhanced Services

Digital and online support will be an important part of service delivery in Enhanced Services. To enable quality responses to the Request for Proposal documentation, Joblife would request further detail on the range and scope of digital services provided by the Government to all job seekers including those in Enhanced Services.

Financial Viability Modelling

Joblife welcomes a review of the financial viability analysis to ensure that program structure and framework is operating as intended and allows services to continue to delivery high quality supports to job seekers and employers.

I would be happy to provide further comment on this feedback should you require. I look forward to the release of the Request for Proposal in due course.

