

UNDERSTANDING THE NEW EMPLOYMENT DIGITAL SERVICES AND ONLINE SERVICES TRIALS – DOWNUNDER



MCPHEE REVIEW REPORT

WANT
TO
WORK

EMPLOYMENT
SERVICES

20
20

ASystem
FOR YOU.
WITH YOU

“

*Policy that is designed
by public servants
on their own
without user input
is destined to fail.*

”

Peter Shergold AC,
Chancellor, University
of Western Sydney

(not pictured)

RECOMMENDATIONS OF THE EMPLOYMENT SERVICES EXPERT ADVISORY PANEL

- Job seekers:** lack trust in the system, want targeted and meaningful interaction, help to access other services if needed
- Employers:** job seekers lack skills and reliability, too many unsuitable applications and red tape, relationships with providers key
- Providers:** time constraints challenging, high admin and compliance requirements, concerns for staff wellbeing, high turnover

Skills and Employment

Employment

New Employment Services Model

– Resources

– News

Trialling digital solutions

New Employment Services Trial (NEST)

Consultation to inform the new employment services

Looking for a document?

[Search for it in the document library](#).

Job Seeker Hotline
1800 805 260

[Search for documents](#)

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New Employment Services Model

For: **All**

Government employment services are being transformed to deliver better services to job seekers and employers and a better system for providers.

The development of the new employment services model involved extensive consultation with more than 1400 stakeholders including job seekers, employment services providers, industry representatives, employers and peak bodies, and independent advice delivered by the Employment Services Expert Advisory Panel in its report to Government.

The new model is being trialled in two regions from July 2019 before being rolled out nationally from July 2022.

What will the new model mean for job seekers?

For job seekers, the new model will provide service options to support them to find a job, a better digital platform and more flexibility to meet mutual obligation requirements.

Digital First

Job seekers who are job-ready and digitally literate will enter Digital First and self-manage online. These job seekers will be able to access online tools to help them make informed choices about their job

Latest News

➤ [Communiqué for the New Employment Services Reference Group 18 March 2020](#)

➤ [Communiqué for the New Employment Services Reference Group 20 February 2020](#)

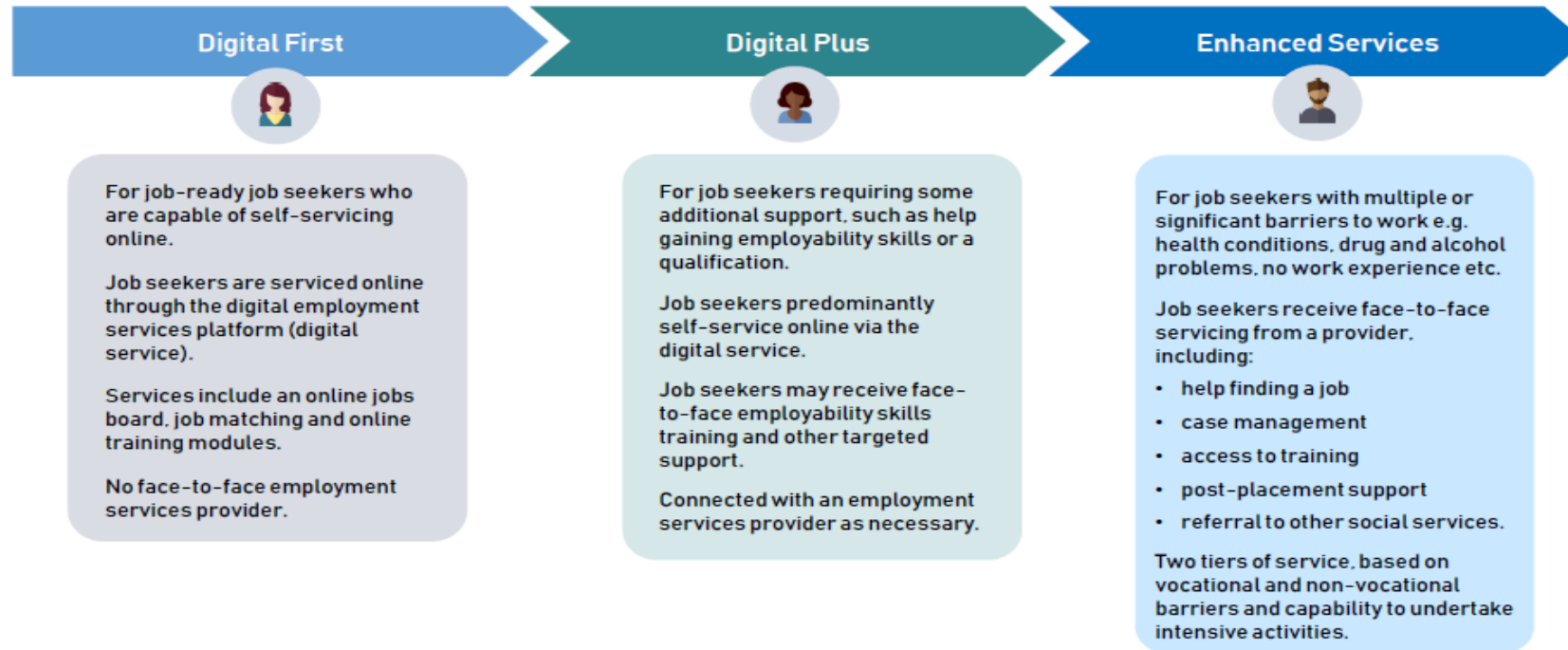
➤ [Communiqué for the New Employment Services Reference Group - 4 December 2019](#)

➤ [Communiqué for the New Employment Services Reference Group - 8 November 2019](#)

➤ [New Employment Services Trial Service Guarantee](#)

NESM

Three new services will support job seekers



OEST 2018-

How the Online Employment Services Trial works

The Online Employment Services Trial (OEST) includes testing a digital platform that allows job-ready job seekers to find work through self-managed options. It will also explore the implementation of online compliance/mutual obligation requirements. The OEST informs and complements digital services under the [New Employment Services Trial](#).

Eligibility

New job seekers, not in need of specialised assistance, can participate in the OEST. If they haven't secured employment within six months of starting in OEST, they will be transferred to jobactive provider for further assistance.

Service Guarantee

If you are a jobseeker participating in the OEST, the [Digital Employment Services Guarantee](#) sets out the minimum level of service you can expect to receive, as well as the requirements you need to meet while looking for work.

More Information


Further details will be published on this website as they become available.

How the Volunteer Online Employment Services Trial works

From 9 December 2019, some job seekers or ParentsNext participants will participate in the Volunteer Online Employment Services Trial (VOEST). They will self-manage their job search through an online platform. These job seekers will not be referred to face-to-face services with providers if they want assistance to find work.

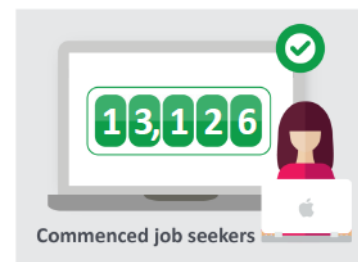
The VOEST aims to test whether volunteers can self-manage effectively with online services and further tests the digital approach to service delivery.

Eligibility

Job seekers receiving certain types of income support or not receiving income support and who want assistance to find work may be eligible for the VOEST. Some job seekers will remain eligible for provider face-to-face services. This includes all retrenched workers and their partners, refugees and certain vulnerable youth. ParentsNext participants can choose  to participate in the VOEST as their ParentsNext activity.

FINDINGS FROM THE
OEST USED TO
SUPPORT DIGITAL -
OEST N= 20,000
(DEC 2019) STREAM
A ONLY –
OUTCOMES EQUIV
TO JOBACTIVE

Job-ready job seekers can benefit from taking personal responsibility
Online Employment Services Trial



Online services are working better
than face-to-face servicing¹

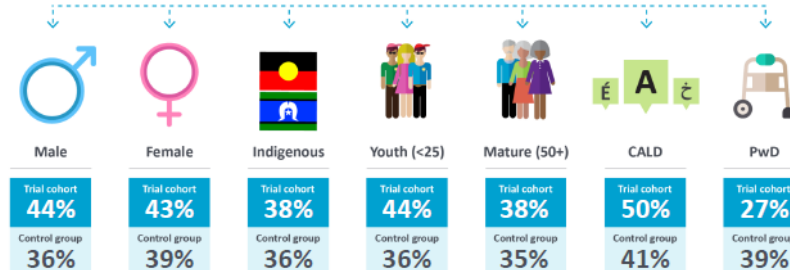
43%

of job seekers have transitioned out
of the trial and jobactive

37%

of control group job seekers have
transitioned out of jobactive

Online services are also working better across most key cohorts



¹Figures are
provisional and subject
to further analysis

Data as at 2 July 2019

SINCE COVID – ONLINE HAS BEEN GROWING

- **Online Employment Services**

- Online Employment Services (OES) are the Australian Government's mainstream online employment servicing platform on the [jobactive website](#). It was created in April 2020 in response to the increased demand for Centrelink payments and employment services because of the COVID-19 pandemic.

- OES allows job seekers to manage their job search and reporting requirements online.

- What do I need to do in the OES?

1. Go to [jobactive.gov.au/online-employment-services](#)

2. Sign into your myGov account.

3. Select Australian JobSearch from the list of services to link your account.

4. Follow the prompts to set up your jobactive job seeker account.

- Refer to the user guides at [jobsearch.gov.au/how-to-guide](#) for help.

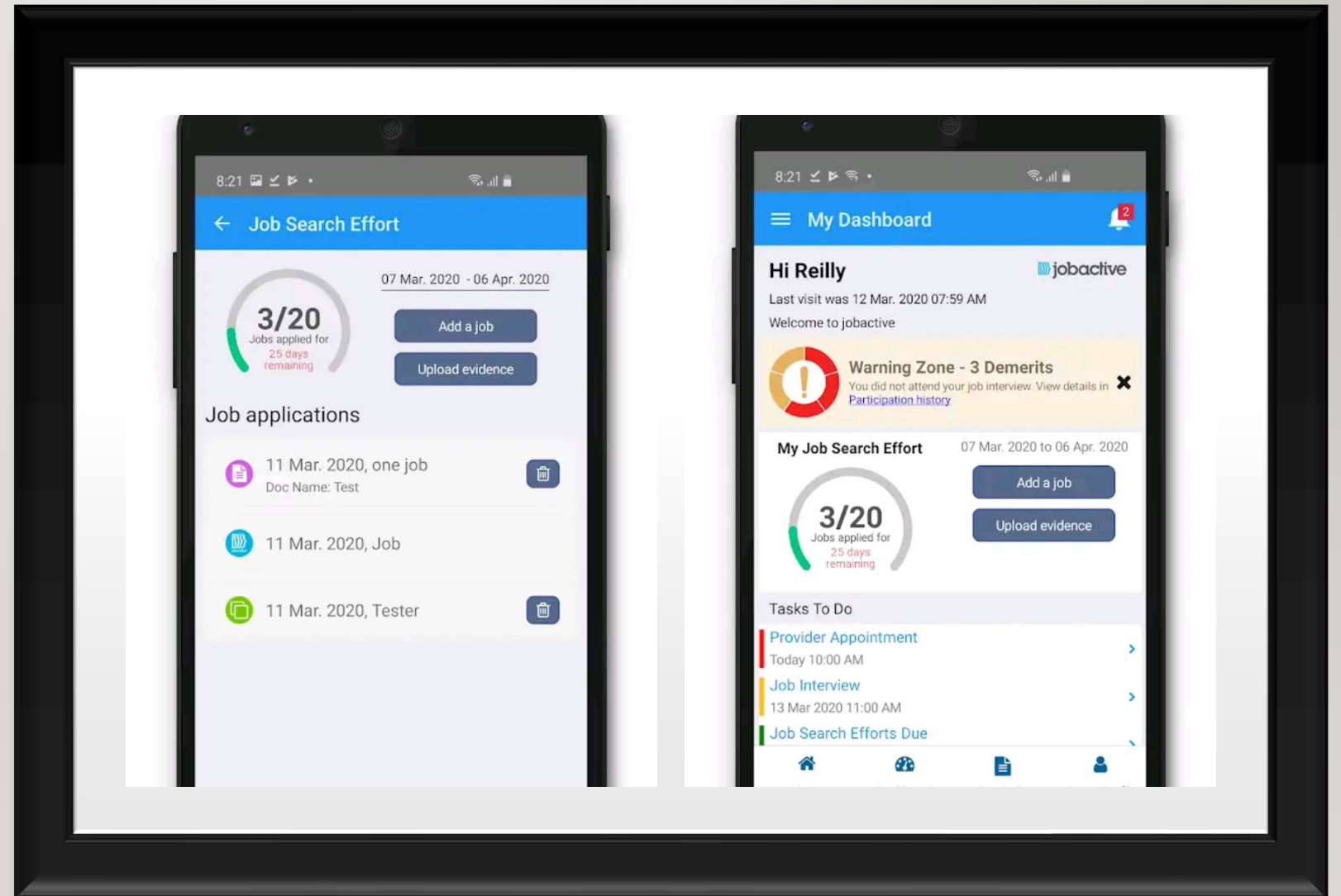
- Once you have linked your accounts, there are two things you must do:

1. Complete the Job Seeker Snapshot (old JSCI)

- This is a series of questions to help us understand the level of support you need to find a job.

- If you have already done the Job Seeker Snapshot, you don't need to do it again unless your circumstances have changed or if there's new information we need to know.

THE DIGITAL DASHBOARD AND TCF



Start Skills Match

On jobactive



6,700+



Executive & General
Management jobs have
been advertised in the past
week

127,280+



Employers registered with
JobSearch

56,180+



New positions in the past
week

Useful information



Job search hints and tips



Resume and cover letter tips



Job application guide

JOB OUTLOOK

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[Job seeker fact sheets](#)

[How to use jobactive](#)
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Translations

Español

13 14 50

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Jobs that may interest you



★ Senior Research Scientist - Se...

WERRIBEE | Full time position

The Position The Senior Research Scientist – Sensory Science will w... [Read more](#)



★ Truck Drivers MC (CASUAL)

Melbourne | Casual position

TRUCK DRIVERS MC INTERSTATE, GENERAL & BULK Rodney's Transpo... [Read more](#)




Quick links



★ Favourites

 Instant job list

☒ Interview Practice

 Online Training

Skills Match Tool



Looking for job ideas?


Discover skills you may have built in your past jobs and get ideas for new jobs that use those skills.

[Start Skills Match](#)

MySkills



Search the MySkills website to find courses which could help you get a job.

 Search



Trial Employment Regions

Adelaide South/Mid North Coast NSW c. 20,000 job seekers

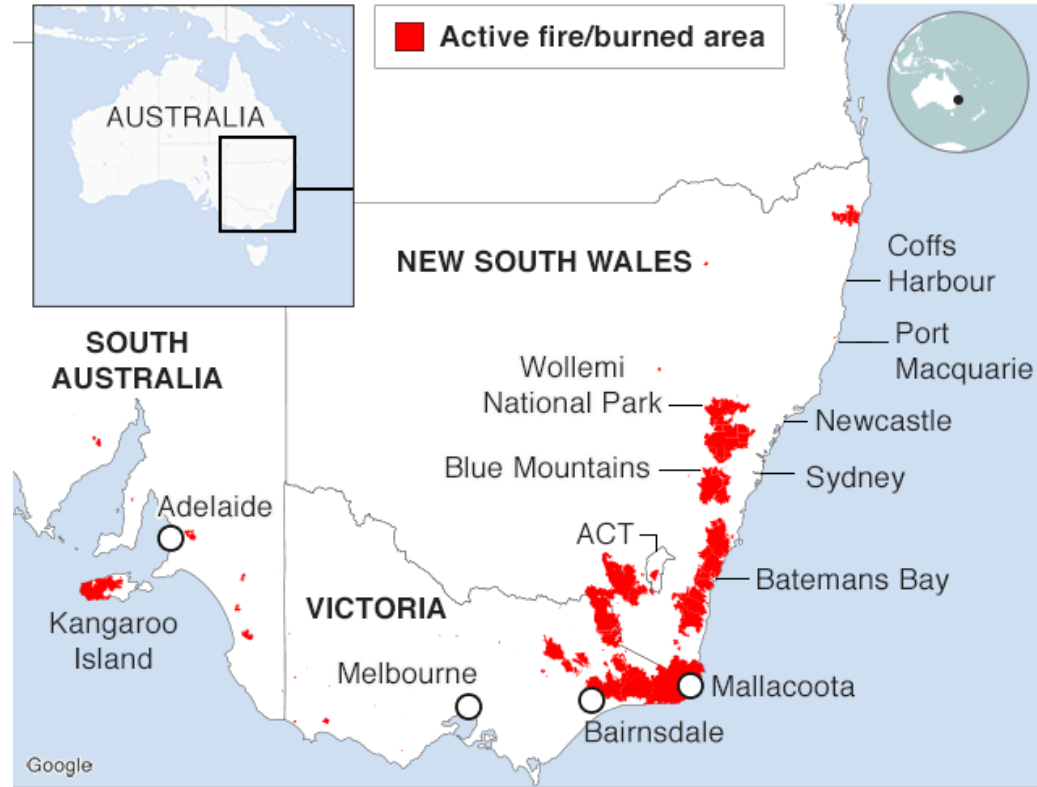


For more information visit:

www.employment.gov.au

2019-2020

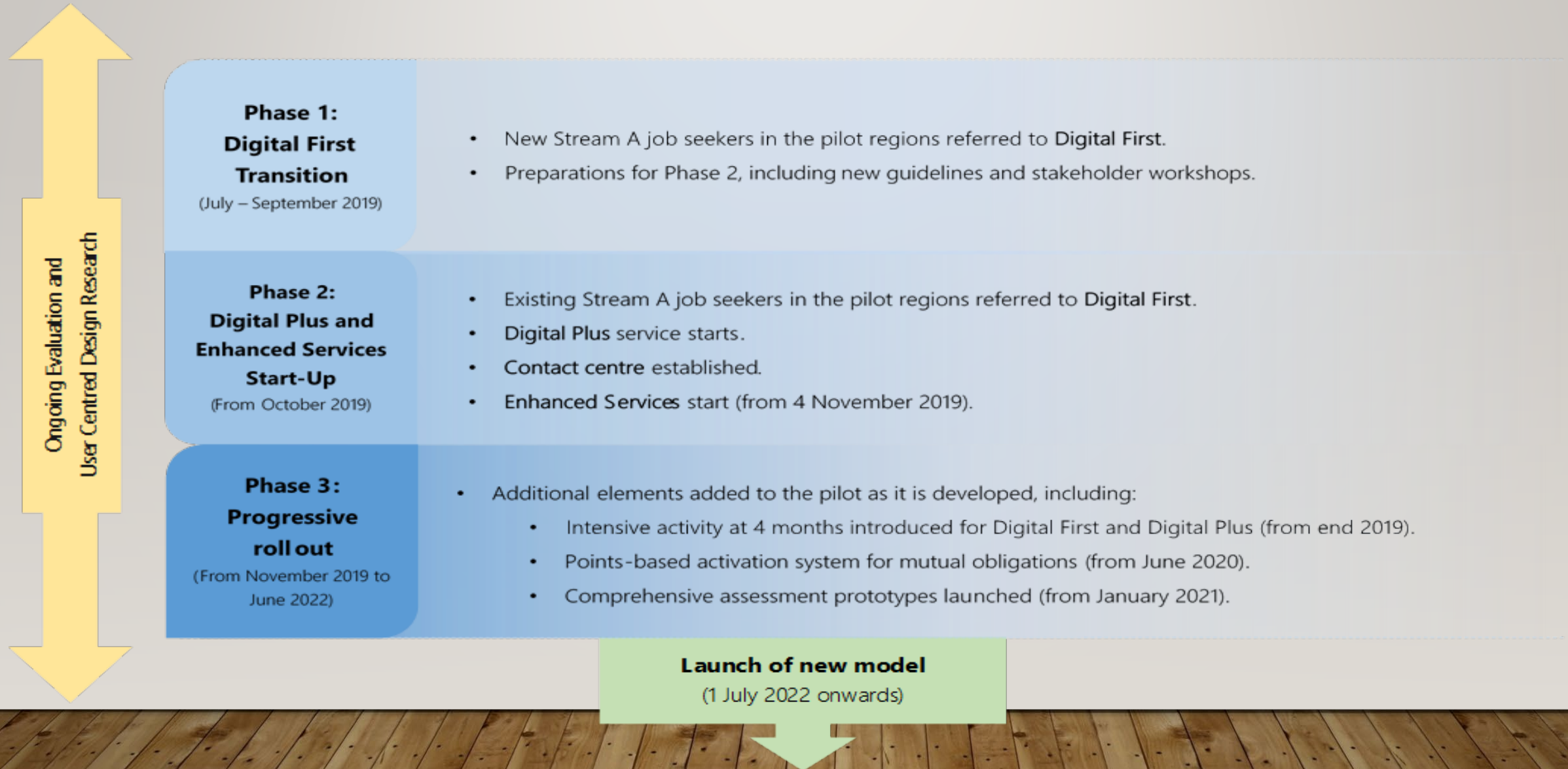
Major bushfires in Australia



Source: NSW Rural Fire Service / Victoria Country Fire Authority, 31 Jan

BBC

Phases for Trial of the new employment services model



WHAT HAPPENS IN DIGITAL SERVICES?

- Online job plan with default requirements (determined
- Digital plus can call Dept Contact Centre for support with job plan activities and compliance.
- Can be referred to activities like **Work for the Dole and other activities** via providers (but not actually referred to the provider's caseload)
- Digital plus - 3 months employability skills training online - Dept procured content for this
- Diversification and intensification (under construction) – intensive activity at 4 months – employability skills online?
- Other programs like TtW, DES, ParentsNext, EST. PaTH internships run in parallel

Communiqué for the New Employment Services Reference Group 20 February 2020

Wednesday 22 April 2020

For: 

The fourth meeting of the New Employment Services Trial Reference Group was held in Adelaide on 20 February 2020.

Digital Foundation Training

Members were provided with an update on two initiatives the department is trialling to support job seekers using digital services.

- The Digital Literacy Assessment tool, which is used to establish a job seeker's digital literacy and understand their ability to use online services, and
- The Digital Foundation Training activity which is basic training that teaches job seekers how to use the internet, search for jobs online and how to use online services, including the department's digital platform.

The Digital Training is delivered by the New Employment Service Trial providers and can be delivered face-to-face or through online resources and support, including Contact Centre support.

Members noted the importance ensuring regular and reliable access to internet services.

Transition – post implementation review and future transition model

The department provided an update on the progress with the post-transition implementation review for job seekers progressing into Enhanced Services.

Members discussed the potential approaches to transition as part of the national rollout of the new employment services model.

Points Based Activation System

Points Based Activation System

Members were provided an update from the December 2019 meeting on the development of the Points Based Activation System for job seekers that will allow them more flexibility, and provide options for tailoring the types of activities to meet their mutual obligation requirements.

Members noted the extensive and ongoing consultation being undertaken as part of User Centred Design work to inform the final design of the policy and to help inform how it will be communicated/ implemented.

Members discussed the points' value that could be attributed to each activity and how important different activities were in obtaining employment. Members again noted the need to allow flexibility balanced with keeping the system simple and practical.

Forward Meeting Schedule

The next meetings of the Reference Group will discuss the following items:

- Job seeker assessment framework
- Licensing Framework
- Activities for employment preparation
- Evaluation of the New Employment Services Trial

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ParentsNext: 80% of recipients who had payments suspended not at fault, data shows

Critics of the ParentsNext program warn parents are struggling to meet their mutual obligations



Happy Christmas from Centrelink - your welfare payments have been stopped

Automated systems labelled 'heartless' as email and text notifications ruin holiday

Tuesday, 25 December 2018



Your payment has been suspended for not attending your activity. To restore payment you need to attend a day of activity. Contact your provider on [1300276456](tel:1300276456).

9:00 am

▲ A screenshot of a text message received on Christmas morning notifying a client that payment from Centrelink had been suspended.

It was some way to start Christmas morning - a message telling Irina that her parenting payment had been suspended

Luke Henriques-Gomes
@lukehgomes
Thu 25 Apr 2019 14:16 AEST

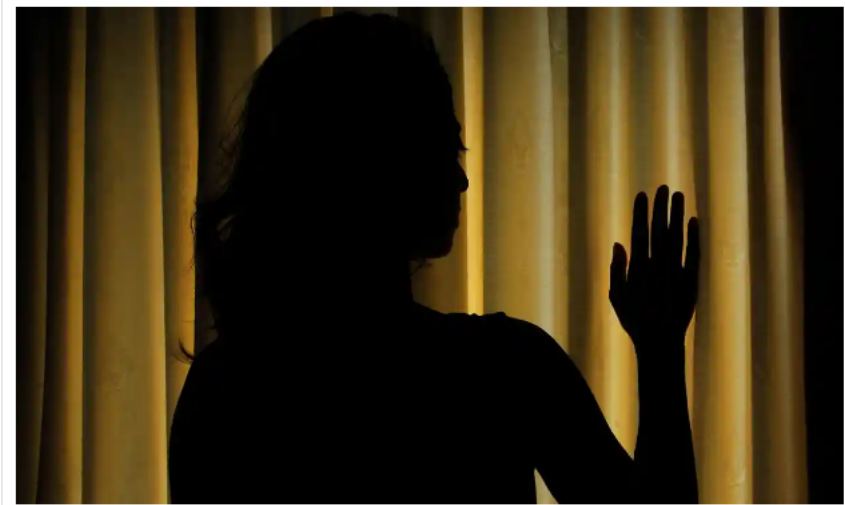


1,762

Domestic violence victim forced on to ParentsNext welfare program in 'horrifying' case

Press F11 to exit full screen

Woman was signed up to program against government guidelines, 10 days after being assaulted by former partner



▲ A domestic violence victim was signed up to the ParentsNext welfare program and then had her welfare payments suspended because she could not meet her 'mutual obligations'. Photograph: Anna Gowthorpe/PA

A ParentsNext provider signed a woman up to the controversial program less than two weeks after she was assaulted by a former partner, despite government guidelines providing exemptions for domestic violence.

In a case one policy expert described as “horrifying”, the woman then had her welfare payments suspended because she could not meet her “mutual

Press F11 to exit full screen

Welfare

● This article is more than 1 year old

Welfare suspensions increase by 40% under new compliance regime

Jobactive participants had their Centrelink payments cut more than a million times in the first six months of 'punitive' program



Luke Henriques-Gomes
@lukehgomes
Wed 20 Feb 2019 04:00 AEDT

FURTHER READING

- <https://www.employment.gov.au/new-employment-services-model>
- <https://www.employment.gov.au/OES>
- <https://ejaustralia.org.au/social-security-rights-review/social-security-rights-and-the-targeted-compliance-framework/>
- <https://ejaustralia.org.au/social-security-rights-review/the-targeted-compliance-framework-implications-for-job-seekers/>
- <http://www.powertopersuade.org.au/blog/automating-inequality-the-australian-way>
- <https://www.theguardian.com/profile/luke-henriques-gomes>