



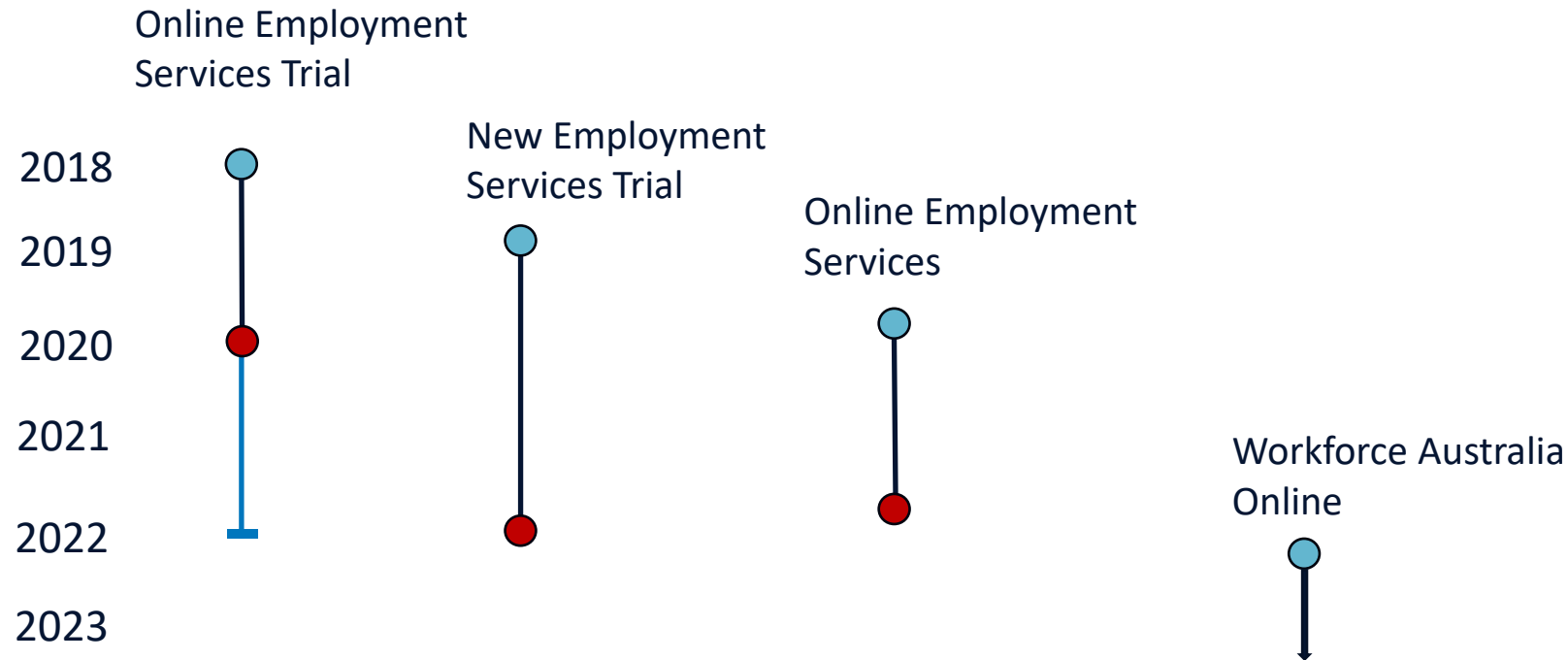
Workforce  
Australia

# Workforce Australia Online Services

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# Digital journey of online employment services



# Workforce Australia Online and Workforce Australia Services

	Workforce Australia Online	Workforce Australia Services
<b>Purpose</b>	Supports <b>individuals</b> who are assessed to be <b>job-ready and digitally capable</b> .	Supports <b>individuals</b> who <b>need or choose to receive more personalised and face-to-face services</b> .
<b>Supports for individuals and businesses</b>	<ul style="list-style-type: none"> <li><b>Individuals</b> can self-manage tailored online learning modules and activities, job search and reporting requirements .</li> <li><b>Businesses</b> can recruit individuals through the online platform.</li> <li><b>All users</b> are supported by a dedicated Digital Services Contact Centre.</li> </ul>	<ul style="list-style-type: none"> <li>Providers work with <b>individuals</b> to help them realise their full potential, and also assist them in managing mutual obligation requirements.</li> <li>Providers work with <b>businesses</b> to connect them to suitable candidates.</li> <li>Wage subsidies for <b>businesses</b> to help with some of the initial costs of hiring the new employee.</li> </ul>
<b>Additional supports</b>	<ul style="list-style-type: none"> <li><b>Individuals</b> using online services who are eligible for provider services can choose to move to provider services at any time and for any reason.</li> <li><b>Individuals</b> and <b>businesses</b> may also be able to access additional tailored/targeted supports through a Provider based on needs and eligibility. For <b>individuals</b> this may include support through the Employment Fund to start and keep a job, training, clothes and transport costs.</li> </ul>	

## Workforce Australia Online: Key components

- Suitability for Online services is assessed
- Monthly requirement to undertake a range of flexible activities.
- Participants have access to:
  - face-to-face activities to help with general employability skills
  - financial support for training, clothes and transport costs to attend an interview, relocation
- Digital Service Contact Centre provides support on how to use the platform/ service and assists participants with meeting their requirements.
- Participant safeguards are built into system – initial and ongoing

# Workforce Australia Online



**Stan needs a job.**  
He is job-ready, digitally literate and is likely to find work himself.

**Stan** applies for income support through Services Australia. Before his participation interview in a few days, he can start setting up his Job Seeker Snapshot or profile.

At his participation interview, **Stan** completes the Job Seeker Snapshot which assists to determine if he is best suited to online services or to work with a Workforce Australia Services provider.

## Workforce Australia Online

**Stan** is referred to Workforce Australia Online.

**Stan** agrees to a job plan, a mutual agreement with the Department of Employment and Workplace Relations. He commences in online services.

**Stan** self-manages his path to secure employment by meeting his Points Target through a mix of:

Searching for jobs

Studying, training or online learning

Paid work or other tasks and activities

The Points Based Activation System (PBAS) and the job plan help **Stan** to meet his mutual obligation requirements.

If **Stan** fails to meet his mutual obligations and does not have a valid reason, then the Targeted Compliance Framework (TCF) will apply.

At any time **Stan** can:

Access a dedicated Digital Services Contact Centre (DSCC) to help him along the way

Transfer from Workforce Australia Online into Workforce Australia Services

**Stan** can access a range of support to suit his needs, such as:

Skills training and activities to improve employability (for example Employability Skills Training)

The Employment Fund, supporting items such as, work-related training and licensing, workplace checks, transport assistance, relocation assistance and other work-related items such as clothing and personal protective equipment

**Stan** is employed.

If **Stan** is not working, studying or training at:

**4 months**

And **Stan** has not been involved with activities in his first 3 months, he will be required to do an activity. If **Stan** does not choose an activity the DSCC will contact him to discuss his circumstances and if appropriate refer him to Employability Skills Training.

**4 months and 8 months**

**Stan** can undertake a Digital Service Review (DSR) to help determine if online services is working for him or if he may need tailored assistance through Workforce Australia Services.

**12 months**

**Stan** is transferred to Workforce Australia Services for tailored assistance. This is extended to 18 months if he is meeting work and study/training requirements.

Workforce Australia Services



**156,287** participants in Online.

Stable caseload - high degree of referrals and exits each month



**340,541** Digital Services Contact Centre calls

\$1,269,635.66 Digital Employment Fund  
(to end June 2023)



Around **64,000 transfers** to Workforce Australia Services or Transition to Work



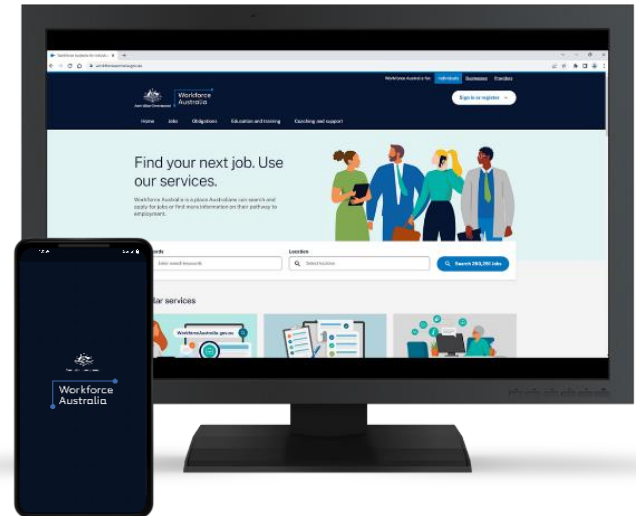
82% job search

6% paid work

4% profile

8% other activities (including study or training)

## Workforce Australia Online



## Workforce Australia Online for Business

- Businesses can access participant information through self-populated participant profiles
- Improved access and security
- Improved job matching, including job advertisement alerts
- Information and support

## Key challenges and opportunities

- Maturity of service
- Transfers between services
- Safeguards for participants
- Investment to improve the service



## What next?

- A first principles review of the employment services system commenced in August 2022.
- Review due to be published in November 2023 following extensive public consultation
- Major policy paper on Employment White Paper released in September that sets out a roadmap to build the Australian workforce.