



Australian Government  
Department of Education,  
Skills and Employment

# Exposure Draft for the New Employment Services Model 2022 Purchasing Arrangements

Frequently Asked Questions

Version 3





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The document must be attributed as the Frequently Asked Questions for the Exposure Draft for the new employment services purchasing arrangements.

## Document History

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17 June 2021	Initial Release
30 June 2021	<p>Deletion of Question 6.3</p> <p>Question 6.4 is updated to 6.3, Question 6.5 is updated to 6.4, Question 6.6 is updated to 6.5, Question 6.7 is updated to Question 6.6, Question 6.8 is updated to 6.7, Question 6.9 is updated to Question 6.8.</p> <p>Updates to Questions 1.4, 1.7, 1.8, 1.9, 1.10, 4.3, 4.9, 6.1, 6.2, 6.3, 6.4, 6.5, 6.7, 6.8.</p> <p>Addition of Question at 1.11, 1.12, 1.13, 1.14, 1.15, 1.16, 1.17, 1.18, 1.19, 1.20, 1.21, 1.22,, 2.16, 2.17, 2.18, 2.19, 3.10, 3.11, 3.12, 4.19, 4.20, 4.21, 4.22, 4.23, 4.24, 4.25, 4.26, 4.27, 5.26, 5.27. 5.28, 5.29, 5.30, 5.31, 5.32, 5.33, 5.34, 5.35, 5.36, 5.37, 5.38, 5.39, 5.40, 5.41, 5.42, 5.43, 5.44, 6.9, 6.10, 6.11, 6.12, 6.14, 6.15, 6.16, 7.5, 7.6, 7.7, 8.5, 8.6</p>
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## 1. About the Exposure Draft

### 1.1 What is the purpose of the Exposure Draft?

The Exposure Draft is produced for the information of stakeholders and potential Respondents to allow them the opportunity to provide feedback to the Department of Education, Skills and Employment (the department) that will inform the final Request for Proposal (RFP) for the New Employment Services Model (new model).

**Reference:** Exposure Draft Page 5—General comments about this Exposure Draft.

### 1.2 What is included in the Exposure Draft?

Exposure Draft describes the proposed purchasing arrangements, timing and requirements for Enhanced Services, including cohort Specialist Services, Employability Skills Training, and Career Transition Assistance.

**Reference:** Exposure Draft Page 6—Disclaimer.

### 1.3 Can I provide feedback on the Exposure Draft?

Yes. The department welcomes feedback on the Exposure Draft. Feedback received will inform the final RFP.

**Reference:** Exposure Draft Page 9—Industry briefing and feedback on the Exposure Draft.

### 1.4 Will the department publish my feedback?

Yes. The department may publish feedback or comments but will respect a Respondent's request to not publish the Respondent's feedback or identifying information.

### 1.5 How do I provide feedback on the Exposure Draft?

Written feedback or comments can be made before 5.00 pm (Canberra time) 7 July 2021, by email to the Employment Services Purchasing Hotline (<mailto:espurchasing@dese.gov.au>). The department may not consider feedback received after this time.

**Reference:** Exposure Draft Page 9—Industry briefing and feedback on the Exposure Draft.

### 1.6 Will there be an industry briefing?

Yes. The department will conduct industry briefings for the Exposure Draft in the form of recorded and live webinars.

Details of the webinar sessions are available through:

- the Employment Services Purchasing Hotline ([espurchasing@dese.gov.au](mailto:espurchasing@dese.gov.au)), or

- the Employment Services Purchasing Information website ([dese.gov.au/employment-services-purchasing-information](https://dese.gov.au/employment-services-purchasing-information)).

**Reference:** Exposure Draft Page 9—Industry briefing and feedback on the Exposure Draft.

## 1.7 Who do I contact if I need further information?

The Employment Services Purchasing Hotline (the Hotline) is the primary means of contact during the Exposure Draft period.

Hotline: 1300 733 514 (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays) or via email to the Employment Services Purchasing Mailbox ([espurchasing@dese.gov.au](mailto:espurchasing@dese.gov.au)).

**Reference:** Exposure Draft Section page 9—Industry briefing and feedback on the Exposure Draft.

## 1.8 Is there a procurement timeline I can refer to?

Yes. The department has provided an indicative timeline in the Exposure Draft. The timeline is indicated only. The department may change any aspect of the timeframe at any time and, except for the closing date and time of the Exposure Draft, is not obliged to advise readers of any change to the timeframe.

**Reference:** Exposure Draft Page 3 & 4—Indicative Timeline.

## 1.9 Will the Request for Tender for Transition to Work be released with the New Employment Services Model Request for Proposal?

No. However, the department does anticipate an overlap in the period the Transition to Work Request for Tender and the New Employment Services Model Request for Proposal are open to the market.

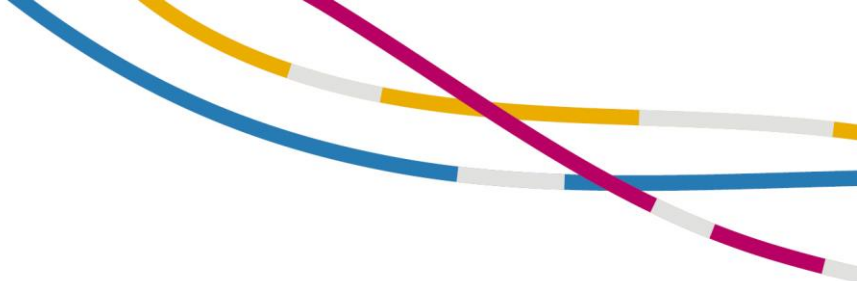
The department plans to release the Transition to Work Request for Tender in August 2021. The New Employment Services Model Request for Proposal is expected to be released in September 2021.

**Reference:** Exposure Draft Page 7—Services not included in the Exposure Draft.

## 1.10 Is the New Business Assistance with NEIS available in the new model?

Yes. The new employment services model will include New Business Assistance with NEIS to support people to start their own small business as a form of self-employment.

A consultation paper regarding the New Business Assistance with NEIS and Entrepreneurship Facilitator programs is expected to be released in October 2021. The indicative timeline for procurement of the New Business Assistance with NEIS is set out in page 4 of the Exposure Draft.



Note the timeline is indicative only, and the department may change any aspect of the consultation and/or procurement timeline.

**Reference:** Exposure Draft Page 4—Related Employment and New Business Assistance – Indicative timeline.

### **1.11 How long will new Providers be given to pass Right Fit For Risk audits?**

As noted in the Exposure Draft Section 8 – Information Technology (page 51), if offered a licence, Providers will be required to attain accreditation of their Information and Communications Technology environment. The department will work closely with Providers to ensure they are able to meet Right Fit For Risk requirements, which are based a customised ISO 27001 certification standard, a whole of business approach to IT security.

All information relevant to Right Fit For Risk can be found in this section.

Further information will be provided with the Request for Proposal.

**Reference:** Exposure Draft Section 8 – Information Technology

### **1.12 Will existing Providers be required to have achieved Right Fit For Risk accreditation to be eligible for the new employment service model?**

All existing Providers are required to meet Right Fit For Risk accreditation under their current contractual arrangements.


### **1.13 Could the department provide definitive clauses with regard to the Right Fit For Risk requirement for current contracts?**

Please refer to the current jobactive contract, Chapter A3 - Information Management, Clause 32.

### **1.14 Is Right Fit For Risk being incorporated into Quality Assurance Framework or is it a separate requirement?**

The department will continue to use the External Systems Assurance Framework (Right Fit For Risk) to provide assurance to the department that the risk to systems and confidential data collected, stored and managed by Respondents are being managed appropriately.

As noted in the Exposure Draft Section 3 – Quality Assurance Framework (page 34), the department anticipates introducing an updated Quality Assurance Framework in conjunction with the commencement of the new employment services model on 1 July 2022.



### **1.15 What regional labour market data will be provided in the Request for Proposal? Will there be information for each region, on historical referral flows, job placements, outcomes, tenure of job placements (e.g. full time, part time, casual), job placements by industry and occupation, historical 4, 12- and 26 week outcome data?**

Indicative data is provided in the Exposure Draft at Attachment C.

Additional labour market data for the Employment Regions can be found at the department's [Labour Market Information Portal](http://lmip.gov.au) (<http://lmip.gov.au>).

Additional information will be released in conjunction with the Request for Proposal.

### **1.16 What is a "Sharp Practice"?**

For further clarification in regard to “sharp practices” Providers should refer to Clause 16 (Provider Conduct) of the draft New Employment Services Model Deed of Standing Offer 2022–2028.

Please note that the Exposure Draft says “refer to Clause 15.2” which should be 16.2.

### **1.17 Will the department be sharing their financial modelling for the new model?**

The department has published a document [New Employment Services Model Financial Viability Analyses – Summary of Findings](https://dese.gov.au/new-employment-services-model/resources/new-employment-services-model-financial-viability-analysessummary-findings) ([dese.gov.au/new-employment-services-model/resources/new-employment-services-model-financial-viability-analysessummary-findings](https://dese.gov.au/new-employment-services-model/resources/new-employment-services-model-financial-viability-analysessummary-findings)).

### **1.18 Do the caseload estimates include suspended job seekers?**

Yes, caseload estimates include suspended job seekers.

### **1.19 Will commencement/flow data for each region be released?**

Appendix C, Tables 14–20, of the Exposure Draft contain estimated caseload data for Employment Regions.

### **1.20 Is the cap to a Providers national market share exclusive of business share tolerance?**

Yes. The calculation of national market share is based on a Providers total contracted business share. It is not subject to the Employment Region business share tolerance bandwidths.

**Reference:** Exposure Draft Section 2.2.9 and 2.2.10—About the panel and licensing





### **1.21 How much time will a Panel Member have between receiving a licence and delivering services?**

As outlined on page 3 of the Exposure Draft, Respondents who are appointed to the national panel and receive a licence immediately are expected to commence transitioning in March 2022.

Other Providers may receive a licence at a future point in time. The department cannot quantify that point in time, because the offer of a licence will depend on demand in an area and a range of other factors. The department will work with the Panel Member to support their transition to service delivery.

Further information will be provided as part of the approach to market and transition process.

### **1.22 What will the word limit be for the Request for Proposal capability criteria -and when will this be available?**

The word limit for responses to capability criteria will be available when the Request for Proposal is released.

### **1.23 When will the Request for Proposal for the Skills for Education and Employment Program be released?**

The current contract ceases on 30 June 2023.

### **1.24 Will the department provide caseload data showing the percentage of job seekers assessed as having moderate or high Job Seeker Classification Instrument by region (or on average)?**

No, this data will not be provided.

### **1.25 Is it possible to add up the total caseload figures in a given region or are there customers who are counted in multiple columns?**

The caseload data presented in the columns cannot be summed as they are not mutually exclusive, job seekers may be captured in more than one category.

### **1.26 Do the figures in the caseload data tables represent the caseload that can be expected when the licence contract begins or an average number that will be reached over the lifetime of the contract?**

The caseload data is an estimated average at a point in time over the period July 2022 to June 2025.



## 2. About the New Employment Services Model

### 2.1 Why are employment services changing?

The Government's vision is for an employment service that will:

- provide a valuable service for employers that provides them with candidates that have the skills they need
- support eligible job seekers to find sustainable employment through digital or Provider-led services
- focus high performing Providers on supporting high need job seekers and reduce their risk of becoming, or remaining long-term unemployed
- target support to where it is most needed.

**Reference:** Exposure Draft Section 1.1—Design and vision for the New Employment Services Model.

### 2.2 How was the new model developed?

The new model was informed by the Employment Services Expert Advisory Panel's to the Government— *'I want to work: Employment Services 2020'*, ([docs.employment.gov.au/documents/i-want-work](https://docs.employment.gov.au/documents/i-want-work)), and draws on insights and evidence from jobactive—the Online Employment Service—a range of trials, (including the New Employment Services Trial, Volunteer Employment Services Trial, Online Job Seeker Classification Instrument (JSCI) Trial and Regional Employment Trials), user centred design research and consultation undertaken over 2018 to 2020.

**Reference:** Exposure Draft Section 1—The new employment services model.

### 2.3 What are the key features of the new model?

The new model has a number of key features, which will target investment, offer a range of supports based on individual needs and ensure job seekers are engaged and dealing with any barriers to employment to decrease their risk of long-term and very long-term unemployment. For more information, please refer to the Exposure Draft Section 1.2 Key features of the new employment services model.

**Reference:** Exposure Draft Section 1.2—Key features of the new employment services model.

### 2.4 How does the new model benefit Providers?

A new Provider licensing system will drive quality outcomes and streamline procurement processes. A new Provider payment model will optimise the investment for disadvantaged job seekers and support Providers to deliver intensive case management support. Providers will have more time to invest in and focus on the most disadvantaged job seekers through reduced Provider caseloads, better systems and less red tape. They will need to build local connections and work with employers to support their more disadvantaged caseloads into sustainable employment.



**Reference:** Exposure Draft Section 1.2—Key features of the new employment services model.

## **2.5 How does the new model benefit employers?**

The new model provides improved servicing to employers based on their needs including, better applicant matching and finding the best candidate for the job which will occur through the Digital Platform. Employers will be able to seek employment services support via a range of avenues. This can be through the Digital Platform or through Providers, including Workforce Specialists. Employers will also benefit from targeted workforce projects and solutions.

**Reference:** Exposure Draft Appendix 1, Section 1.8—Services to Employers.

## **2.6 What types of assistance will be available for job seekers under the new model?**

Job seekers will receive personalised service options to assist them to find a job via the Digital Employment Services Platform, or through tailored servicing by Enhanced Employment Service Providers. For more information refer to Exposure Draft Section 1—About the New Employment Services Model and Section 1.3.1 Key Features of Enhanced Services.

**Reference:** Exposure Draft Section 1—the new employment services model and Section 1.3.1 Key features of Enhanced Services.

## **2.7 What is Enhanced Services?**

Enhanced Services is a tailored, intensive individual case management service for job seekers assessed as having vocational or non-vocational barriers to work. Job seekers will be supported by their Provider to access a range of services, activities and complementary programs to address their barriers and move them into work.

**Reference:** Exposure Draft Section 1.3—Enhanced Services.

## **2.8 How will job seekers receive services most appropriate for them?**

A new Job Seeker Assessment Framework (JSAF) will ensure job seekers receive the services most appropriate for them. The initial assessment under the JSAF will review a job seeker's suitability for Digital or Enhanced Services.

**Reference:** Exposure Draft Section 1.5—Job seeker assessment and referral to Services.

## **2.9 Will other employment programs continue to operate?**

Yes. Several existing complementary programs and services will continue to operate, complementing mainstream employment services by providing a wider range of pathways to employment.

**Reference:** Exposure Draft Section 1.4—Complementary Programs and Other Services.



## 2.10 What is Points Based Activation (PBAS)?

The PBAS requires job seekers, in both Digital and Enhanced Services, to meet a certain number of points per reporting period (Points Target) to meet their mutual obligation requirements.

**Reference:** Exposure Draft Section 1.6.1—Points Based Activation and mutual obligation requirements

## 2.11 What is Targeted Compliance Framework (TCF)?

The TCF helps job seekers understand, meet and track their mutual obligation requirements. The TCF is comprised of three zones: the Green Zone, the Warning Zone and the Penalty Zone. Job seekers start in the Green Zone and, as long as they meet all their mutual obligation requirements, will remain in this zone. If a job seeker fails to meet their mutual obligation requirements, they will progress to the Warning Zone or Penalty Zone.

For more information, refer to Appendix 1.7.2 of the Exposure Draft.

**Reference:** Exposure Draft Section 1.6.2—Targeted Compliance Framework.

## 2.12 What is Job Seeker Classification Instrument (JSCI)?

When a job seeker applies for income support or employment services assistance (via Services Australia), they will generally be asked to complete the JSCI. The JSCI is a questionnaire. It seeks to identify an individual's risk of becoming long-term unemployed. The Job Seeker Snapshot is the online version of the JSCI. The JSCI will be used to determine if Enhanced Services will be the most appropriate service offering.

## 2.13 Will the Job Seeker Classification Instrument (JSCI) thresholds for service eligibility or outcome payments change during the licence period?

The new Job Seeker Assessment Framework will be more dynamic and evolve as the system matures and the department's analytical capabilities are enhanced. In addition, the JSCI is periodically updated to ensure it reflects the caseload characteristics and labour markets when determining the risk of long-term unemployment to an individual.

**Reference:** Exposure Draft Section 1.5—Job seeker assessment and referral to Services.

## 2.14 What is the purpose of the job seeker activation framework?

The purpose of the new employment services model job seeker activation framework is to ensure job seekers have choice and flexibility around the way they manage and meet their mutual obligation requirements in return for their income support.

**Reference:** Exposure Draft Section 1.6—Job seeker activation.



## **2.15 What are the key features of the new employment services job seeker activation framework?**

Key features of the new employment services model job seeker activation framework include:

- ensuring job seekers have choice and flexibility around the way they meet their mutual obligation requirements
- a new Points Based Activation System for job seekers in Digital and Enhanced Services.

The Targeted Compliance Framework (TCF) will continue to apply under the new model.

**Reference:** Exposure Draft Section 1.6.—Job seeker activation.

## **2.16 Are there examples of tasks and activities that will be acceptable for addressing non-vocational barriers under the Points Based Activation System and the related points?**

The final design of the Points Based Activation System in the new model is under development. The department will undertake further consultation on this and will provide a more detailed overview of tasks and activities and their respective points values following the finalisation of the design.


In the New Employment Services Trial, where identified by their Provider, a job seeker is able to undertake non-vocational activities, such as counselling or drug and alcohol rehabilitation as part of their requirements under the Points Based Activation System.

## **2.17 Is the Points Based Activation System under the new model more prescriptive or is there flexibility and how will Providers be able to apply that flexibility?**

The final design of the Points Based Activation System continues to be informed by New Employment Services Trial and there will also be further consultation with stakeholders.

Providers in the trial are able to adjust an individual job seeker's target based on their personal circumstances and work with the individual to include provided designed task and activities as well.

**Reference:** Exposure Draft Section 1.6.1 —Points Based Activation and mutual obligation requirements.



## **2.18 Is the approach to using the Job Seeker Classification Instrument score to determine the allocation of high or moderate payment rates subject to change?**

The department will continue to monitor the effectiveness of the approach to allocating job seekers to the Moderate or High payment rates over time and will make adjustments if necessary.

## **2.19 Which programs or activities run by the department will Enhanced Services Providers need to pay for?**

The department administers a number of employment programs and activities. A list of these can be found on table 8 of Appendix 1 of the Exposure Draft. Of these programs, Enhanced Services Providers must pay the relevant fees if they refer job seekers to Employability Skills Training, as it is expected these services will form part of Enhanced Services Provider service offer. For more information please refer to the Exposure Draft or the Employment Pathways Factsheet.

## **2.20 Is there a plan for the Quality Assurance Framework to be a requirement for other complementary programs (i.e. Transition to Work, Career Transition Assistance)?**

There is no current intention for the Quality Assurance Framework to be a requirement for other complementary programs.

## **2.21 What are the timeframes and criteria for audits under Quality Assurance Framework for current jobactive Providers after July 2022?**

Any current jobactive Provider that has an anniversary date or Certification expiry date after 30 June 2022 will not be required to undergo an audit under the jobactive Deed 2015–2022.

The Quality Assurance Framework is being refined to reflect elements of employment services from 2022 onwards.

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**Reference:** Exposure Draft Section 3 - 3 Quality Assurance Framework



## 3. Digital Services

### 3.1 What is Digital Services?

Job seekers on income support who are assessed as more capable of self-managing their search for work and moving into employment more quickly will enter Digital Services.

Digital Services includes resumé tools, Online Learning Modules, professional career guidance, a Jobs Board with skills matching, links to training and other programs.

**Reference:** Exposure Draft Section 1.4.1—Digital Services.

### 3.2 Will Digital Services be included in the RFP for the New Employment Services Model?

No, Digital Services will not be included in the RFP for the new model. Digital Services is described in the Exposure Draft solely for the purpose of explaining the interaction between Enhanced and Digital Services.

**Reference:** Exposure Draft Page 7—Services not included in this Exposure Draft.

### 3.3 Why is the department delivering the Digital Services Contact Centre (DSCC)?

The department has been delivering DSCC since 2019. During this time the department has built expertise, capability, and infrastructure to deliver quality services to job seekers in Digital Services. The DSCC is staffed with appropriately skilled call centre agents who are trained and experienced in supporting job seekers in Digital Services.

Delivery by the department provides flexibility to respond to emerging needs during transition to the new model and addresses labour market volatility during the COVID-19 recovery. It also provides greater visibility of real time data and information to allow the department to quickly respond to emerging issues and control the quality of service delivery.

### 3.4 What requirements will job seekers in Digital Services have?

These job seekers will primarily self-manage online via Digital Services. Job seekers in Digital Services not working or studying will be required to complete Employability Skills Training after 4 months of servicing.

**Reference:** Exposure Draft Section 1.4.1—Digital Services.

### 3.5 What support will job seekers in Digital Services receive?

The Digital Platform will provide a range of multifaceted support based on individual job seeker characteristics, needs and eligibility. This includes access to the Digital Services Contact Centre, Employability Skills Training, Career Transition Assistance, Online Learning Modules and Career Coaching.





**Reference:** Exposure Draft Section 1.4.1—Digital Services.

### **3.6 What is the role of the Digital Services Contact Centre (DSCC)?**

The DSCC will provide digital job seekers with general advice, technical support, assistance to manage their mutual obligation requirements, assistance to access other support including complementary programs and activities and financial assistance through a Digital Employment Fund.

**Reference:** Exposure Draft Section 1.2—Key features of the new employment services model.

### **3.7 Can job seekers in Digital Services move to an Enhanced Services Provider?**

Yes. Job seekers will have the flexibility to transfer from Digital Services to a Provider at any time.

**Reference:** Exposure Draft Section 1.4.1—Digital Services.

### **3.8 How will the department ensure that job seekers in Digital Services are not left behind?**

Job seekers at risk of becoming disengaged or who are finding it difficult to manage their job search online will receive additional support and if needed, be transferred to a Provider for servicing.

**Reference:** Exposure Draft Section 1.5— Job seeker assessment and referral to Services.

### **3.9 What proportion of job seekers in Digital Services does the department anticipate will be placed in work experience, PaTH Internships or training annually?**

The department does not guarantee the proportion of job seekers who will undertake specific activities. Job seekers in Digital Services will have greater choice in selecting the activities they undertake. The Digital Platform will better link job seekers with Online Learning Modules, Employability Skills Training, Career Transition Assistance, NEIS and external training such as Job Trainer courses. Work trial opportunities such as NWEP and PaTH Internships will be supported through Employability Skills Training Providers and Workforce Specialists for job seekers in Digital Services.

Job seekers in Digital Services who are not already engaged in an activity after 4 months, will be required to undertake EST if they do not choose an alternate activity.

### **3.10 How will job seekers access Digital Employment Fund credits? Who will manage the Digital Employment Fund?**

The Digital Services Contact Centre will administer the Digital Employment Fund. Job seekers in Digital Services will be able to submit a request to the Digital Services Contact Centre via the Digital Platform or telephone.





### **3.11 What tools are being used to assess 'suitability for online servicing'?**

A new Job Seeker Assessment Framework (JSAF) is to be introduced to ensure job seekers receive the Services most appropriate for them. The JSAF will retain the Job Seeker Classification Instrument, complemented with new questions and data analytics to determine the level of employment services the job seeker needs, identify job seekers that may benefit from additional support and to personalise their employment services experience.

Under the JSAF, job seekers in Digital Services will have access to a suite of dynamic assessment tools and services, covering vocational factors (for example, career aspirations and employability skills), and non-vocational factors (such as resilience, motivation and mental health). The system will empower job seekers to self-manage their employment service needs and identify opportunities for further support where required.

Job seekers can choose to receive Provider services at any time should they consider Digital Services are not meeting their needs.

**Reference:** Exposure Draft Section 1.5 - Job seeker assessment and referral to Services

### **3.12 Who will be responsible for administering Relocation Assistance funds for job seekers in Digital Services?**

The Digital Services Contact Centre will administer Relocation Assistance for Digital Services job seekers through the Employment Fund.



## 4. About the Panel and Licensing

### 4.1 What is the Licensing System?

The Enhanced Services licensing system reforms the traditional approach to procuring Employment Services Providers. It will streamline processes and simplify the approach for Providers to enter and exit the market.

The department will establish a national panel with Service Providers in each Employment Region (ER) based on responses received to the RFP. For more information refer to Exposure Draft Section 2.1 Introduction.

**Reference:** Exposure Draft Section 1.7—Licensing and Specialist Provider Services.

**Reference:** Exposure Draft Section 2.1 Introduction.

### 4.2 What types of licences are available?

The licensing system will feature both Generalist Enhanced Services Providers, as well as cohort Specialist Enhanced Services Providers in some locations that target support to a particular group of job seekers, including culturally and linguistically diverse, Indigenous Australians, refugees and ex-offenders.

**Reference:** Exposure Draft Section 1.7—Licensing and Specialist Provider Services.

### 4.3 How will the panel be used?

A national panel of organisations will be established through the RFP. Sub-panels will sit under the national panel and align to each Employment Region (ER).

Respondents to the RFP will be assessed and, if found suitable in one or more ERs, will be appointed to the panel through their signing and the department's execution of a Deed of Standing Offer (DoSO).

The DoSO covering the national panel is for an initial 6 years and may be extended up to a maximum total period of 4 years.

Sitting under the national panel, each ER will have its own sub-panel. These will be used to identify Panel Members assessed as suitable to deliver services in each ER.

**Reference:** Exposure Draft Section 2.2.1—Establishing a single national panel.

**Reference:** Exposure Draft Section 2.2.2—Panel duration.

**Reference:** Exposure Draft Section 2.2.4—Employment Region based sub-panels.

### 4.4 How will the licensing system work?

The department will offer some Panel Members contractual licences, based on job seeker demand, market stability and the desire to have a blend of Providers to suit job seeker needs.

The licensing system will feature Generalist and, in some locations, cohort specific Specialist Providers.



Licences will be reviewed annually.

**Reference:** Exposure Draft Section 2.2.7—Licence arrangements.

**Reference:** Exposure Draft Section 2.2.13—Licence Reviews.

#### **4.5 How many licences are available in an Employment Region (ER)?**

The number of licences issued is expected to vary from ER to ER and will depend on how many Enhanced Services job seekers are in the ER, as well as local labour market characteristics and conditions.

The department has included an indicative number of licences it may issue in each ER in Appendix C of the Exposure Draft (Caseload data and licence information). This includes an indication of those ERs where the department is considering a Specialist Enhanced Services Provider.

The final number of initial licences issued will be determined through the evaluation and ranking of responses to the final RFP in accordance with the published evaluation methodology and value for money considerations.

**Reference:** Exposure Draft Section 2.2.8—Number of available licences and Appendix C.

#### **4.6 What types of Specialist licences will be available?**

The department will consider issuing 4 types of cohort Specialist licences at the commencement of the new model that is Indigenous Australians, culturally and linguistically diverse backgrounds, refugees and ex-offenders.

**Reference:** Exposure Draft Section 2.2.11—Specialist licences.

#### **4.7 Will Specialist licences be issued in all Employment Regions (ER)?**

The department has indicated the ERs it considers most suitable to issue Specialist licences in Appendix C Caseload data and licence information.

**Reference:** Exposure Draft Section 2.2.11—Specialist licences.

#### **4.8 How many Enhanced Services Licences will be issued?**

Appendix C Caseload data and licence information provides indicative numbers of Enhanced Services Licences expected to be offered, including Specialist Cohorts. Please note that this information is indicative only and the final number of Enhanced Services Licences offered including the number and type of Specialist licences may vary.

**Reference:** Exposure Draft Appendix C — Caseload data and licence information.

#### **4.9 How many Enhanced Services job seekers are in my area?**

Eligible job seeker data is broken down into Employment Regions (ERs). Refer to Appendix C Caseload data and licence information.

**Reference:** Exposure Draft Appendix C—Caseload data and licence information.

#### 4.10 Where do I find the current jobactive caseload?

Information on the current jobactive caseload can be found at the department's [labour market information portal](https://www.imip.gov.au) (Imip.gov.au).

#### 4.11 Are Generalist Enhanced Services Providers required to service all job seeker cohorts?

Yes. All Providers operating a Generalist licence will be expected to service all cohorts of job seekers, including in locations where a Specialist Enhanced Services Provider is licenced to operate.

**Reference:** Exposure Draft Section 2.2.11—Specialist licences.

#### 4.12 Will licences be renewed?

Yes. High performing Providers will be rewarded through licence extensions of generally one year, but up to 2 years.

**Reference:** Exposure Draft Section 2.2.13—Licence reviews.

#### 4.13 How does the department undertake licence reviews?

Licence Reviews will occur on an annual basis, for each licence that a Provider holds. At each Licence Review, the department will:

- assess Provider performance in line with the requirement set out in Appendix 1 RFP – Enhanced Services, 1.12 Performance Framework for Enhanced Services.
- offer licence extensions to eligible Providers.

The first Licence Review will be conducted based on performance data as at the end of September 2023, to allow enough time for sufficient performance data to be captured.

**Reference:** Exposure Draft Section 2.2.13—Licence Reviews.


#### 4.14 Will the department provide feedback to Providers on their performance?

Yes. Providers will receive regular performance information to ensure that they are aware of their performance category and the likely outcome of the annual Licence Review.

**Reference:** Exposure Draft Section 2.2.13—Licence Reviews.

#### 4.15 Does the department provide support to low performing Providers?

Yes. Providers assessed as low performing will be given an opportunity to rectify their underperformance prior to their licence expiring. Where performance assessments reveal low performance standards in some Providers over the course of the licence period, the department will



offer help and guidance to the Provider with the view to getting them back on track and achieving stronger performance.

**Reference:** Exposure Draft Section 2.2.13—Licence Reviews.

#### **4.16 How will market share arrangements operate?**

Licensed Providers will have an allocated business share within each ER. Referral of job seekers will be based on available capacity within business share with a tolerance of 30 percent.

#### **4.17 What is the Quality Assurance Framework?**

The department anticipates introducing an updated QAF in conjunction with the commencement of the new employment services model on 1 July 2022.

Under the updated QAF, a demonstrated capacity to achieve and maintain certification will be a prerequisite for the issuance of an Enhanced Services, Generalist or Specialist Licence.

**Reference:** Exposure Draft Section 3—Quality Assurance Framework.

#### **4.18 What is the Capacity Building Fund?**

A Capacity Building Fund of \$5 million, over 4 years, will be established to support greater diversity in the Provider market and assist entrants to prepare for and establish themselves under the new model. Eligibility for the fund is limited to small organisations.

**Reference:** Exposure Draft Section 4—Capacity Building Fund.


#### **4.19 Will existing Providers be eligible for the Capacity Building Fund?**

No. The intent of the fund is to reduce barriers for new entrants that see the cost of establishing accreditation as inhibitive. Existing Providers are required to have any necessary certification in place as a condition of delivering the programs they are currently contracted to deliver.

#### **4.20 In the Exposure Draft, where licence numbers per region are indicated, for example, 1–3, is it likely there will be 1 Provider, and is this expected? Will this mean job seekers will have limited scope for choice of Provider?**

The range is indicative only. It will depend on the responses that the department receives in response to the Request for Proposal and a value for money assessment including factors such as quality of services, diversity and viability of the market, service accessibility and ER service coverage as well as meeting the needs of specific job seeker cohorts.

In terms of the job seeker choice, the job seeker will have access to any of the Specialist and general Enhanced Services Providers in their region.



#### **4.21 How many additional Providers will be offered a panel place as opposed to a licence?**

The number of eligible Respondents appointed to the national panel will be determined by an overall value for money assessment against a range of factors, including those set out at 2.2.5 of the Exposure Draft.

The number of licences issued is expected to vary from ER to ER and will depend on how many job seekers in Enhanced Services are in the ER, as well as local labour market characteristics and conditions.

**Reference:** Exposure Draft Section 2.2.8—Number of available licences.

#### **4.22 Does the number of potential Service Providers in the Appendix C of the Exposure Draft include or exclude Specialist Providers?**

The indicative numbers of Providers outlined at Appendix C includes Specialist Providers. Please note the numbers are indicative only. The final number and make up of Providers in each region may differ from that indicated.

#### **4.23 For new Providers entering the market, how long will they be given to pass Quality Assurance Framework audits?**

As outlined in the Exposure Draft, Providers will be given a 9 month period to meet Quality Assurance Framework requirements.

**Reference:** Exposure Draft Section 3 – Quality Assurance Framework

#### **4.24 What targets, outcomes or deliverables need to be achieved for to qualify for Progress fees?**

Further information will be provided as part of the approach to market.

#### **4.25 Can you provide additional details about the performance indicators that will be used for each module?**

A module based Performance Framework will improve the transparency of Provider performance and enable a holistic assessment of performance. There will be several independent performance modules, each focused on a different element of the service.

Each module will be supported by a small number of underpinning measures. Where appropriate, these underpinning measures will be a mix of different assessment types for example, a module could include both a quantitative and qualitative underpinning measure.

**Reference:** Exposure Draft Appendix 1 RFP – Enhanced Services Statement of Requirements Section 1.12 Performance Framework for Enhanced Services



## **4.26 What supports will be in place to help Providers to meet performance standards?**

The department will engage with stakeholders on specific elements of the Provider Performance Framework and welcomes stakeholder feedback and suggestions on the most effective ways to incentivise the policy intent of the model.

Through the annual Licence Review process, consistently high performing Providers will be rewarded through licence extensions. The first Licence Review will be conducted based on performance data as at the end of September 2023, to allow enough time for sufficient performance data to be captured.

Providers assessed as low performing will be given an opportunity to rectify their underperformance prior to their licence expiring. Providers will receive advance notice through regular performance data releases and via performance discussions with the department.

Where performance assessments reveal low performance standards in some Providers over the course of the licence period, the department will offer help and guidance to the Provider with the view to getting them back on track and achieving stronger performance.

## **4.27 When a Provider exits an Employment Region, how is their job seeker caseload reallocated?**

The department will use the national panel to source suitable Providers to address gaps including in relation to lapsing or revoked licences.


The allocation of an exiting Provider's caseload will be determined on a case by case basis with a range of factors considered including, quality of services that achieve against the program objectives, diversity and viability of the market, service accessibility and ER service coverage as well as meeting the needs of specific job seeker cohorts.

As outlined in the Exposure Draft, the department also reserves the right to reallocate any business share arising from the removal of a licence among the remaining Providers in the respective Employment Region, where it results in the optimal value for money outcome.

Job seekers will be allocated to the receiving Provider(s), however they will have the option to choose a different Provider if they would like to.

## **4.28 How does the principle of job seeker choice fit into a Providers market share allocation?**

Job seeker choice is a fundamental principle of the new employment services model. Enhanced Services will provide job seekers with individually tailored case management to assist them to address barriers, improve their employability and move into work.



Eligible job seekers will be offered a choice of Provider in their local area, including a Specialist Provider where available. There are 4 ways job seekers can be connected to a Provider:

- on claiming income support through Services Australia
- on transfer from Digital Services
- through direct registration with the Provider, or
- on transfer from one Provider to another.

The department is proposing to utilise a tolerance system involving bandwidths of within 30 per cent to limit instances of Providers from being prevented from receiving referrals of job seekers once they reach their business share.

**Reference:** Appendix 1 - Section 1.5 Connecting to an Enhanced Services Provider.

#### **4.29 What is the definition of ‘small organisations’ for the Capacity Building Fund?**

Information about the definition of small organisations will be provided as part of the approach to market.

#### **4.30 How regular will the yearly performance results be and how will a Provider be able to access these results?**

More detail on the Performance Framework and Performance Monitoring will be provided with the release of the Request for Proposal and Guidelines released following the commencement of the program.





## 5. Enhanced Services

### 5.1 What are the objectives of Enhanced Services?

The objectives of Enhanced Services are to:

- deliver high quality services and outcomes for job seekers and employers
- deliver personalised support to job seekers
- increase investment in disadvantaged job seekers to reduce their risk of becoming long-term or very long-term unemployed
- deliver simple, efficient, trusted and connected recruitment services that employers actively use to fill vacancies and match the most appropriate job seeker for the role.

**Reference:** Exposure Draft Appendix 1 RFP Section 1.2—Objectives of Enhanced Services.

### 5.2 What are the key features of Enhanced Services?

Enhanced Services, including those delivered by Specialist Enhanced Services Providers, will be available to assist job seekers requiring more support to move into employment, as well as eligible job seekers choosing to move from Digital to Enhanced Services. Job seekers will receive intensive face-to-face servicing and individually tailored case management. For more information refer to Exposure Draft Section 1.3.1—Key features of Enhanced Services and Appendix 1 RFP - Enhanced Services.

**Reference:** Exposure Draft Section 1.3.1—Key features of Enhanced Services and Appendix 1 RFP-Enhanced Services.

### 5.3 What support will an Enhanced Services job seeker receive?

Job seekers in Enhanced Services will benefit from intensive face-to-face servicing from Enhanced Services Providers.


Providers will tailor assistance to the individual needs of job seekers through services such as career guidance, mentoring, assistance in accessing non-vocational services such as counselling, vocational training, work experience, proactive assistance to both source and place job seekers into jobs and post-placement support.

Job seekers receiving Enhanced Services will also have access to a range of support available through the Digital Employment Services Platform.

**Reference:** Exposure Draft Section 1.3.1—Key features of Enhanced Services.

### 5.4 What is the role of Enhanced Services Providers?

Providers delivering Enhanced Services, will support job seekers with significant vocational and non-vocational barriers to work. Providers will deliver in person, face-to-face servicing and support job seekers to find a job based on their strengths, skills and experience.



**Reference:** Exposure Draft Appendix 1 Section 1.3—Outline of Enhanced Services Provider role.

## **5.5 Are there any specific requirements for Providers delivering Enhanced Services?**

Providers delivering Enhanced Services will carry out services in accordance with the Deed of Standing Offer and relevant Guidelines.

**Reference:** Exposure Draft Appendix 1 RFP Section 1.4—Specific requirements.

## **5.6 How will job seekers connect to Enhanced Services Providers?**

There are 4 ways job seekers can be connected to a Provider:

- on claiming income support through Services Australia
- on transfer from Digital Services
- through direct registration with the Provider
- on transfer from one Provider to another.

**Reference:** Exposure Draft Appendix 1 RFP Section 1.5—Connecting to an Enhanced Services Provider.

## **5.7 Can Enhanced Services Participants transfer between Providers?**

Yes, for example, where a job seeker changes address and can no longer reasonably access the original Provider.

**Reference:** Exposure Draft Appendix 1 RFP Section 1.5.4—Transfers between Providers.

## **5.8 What is the role of Specialist Enhanced Services Providers?**

Specialist Enhanced Services Providers will use their expertise to provide personalised support to job seeker cohorts such as Indigenous, culturally and linguistically diverse and refugee and ex-offender job seekers.

**Reference:** Exposure Draft Section 1.3.2—Specialist Enhanced Services.

## **5.9 Can job seekers choose between a Specialist Enhanced Services Provider and a Generalist Enhanced Services Provider?**

Yes. Eligible Enhanced Services job seekers in locations where there is a Specialist Provider will be able to choose to be supported by that Specialist or by a Generalist Provider.

**Reference:** Exposure Draft Section 1.3.2—Specialist Enhanced Services.



## 5.10 What requirements do job seekers have?

Job seekers generally have mutual obligations or requirements they need to do in return for income support. Quality job search will remain a key focus.

**Reference:** Exposure Draft Appendix RFP 1 Section 1.6—Job seeker activation.

## 5.11 What activities will be available for job seekers?

A greater menu of programs and activities will be available through the Digital Platform to support job seekers and Provider staff to identify suitable local activities and services that can contribute to job seekers' employment pathway and Points Target.

Activities can include vocational and non-vocational training, language, literacy and numeracy programs, state, and local government activities. In addition, job seekers will be able to access a number of activities that are administered by the department.

**Reference:** Exposure Draft Appendix RFP 1.6.3—Referral to activities.

## 5.12 Do all job seekers have the same monthly points target?

No. The Points Target are tailored to the job seeker based on their personal circumstances and local labour market conditions.

**Reference:** Exposure Draft Section 1.6.1—Points Based Activation and mutual obligation requirements.

## 5.13 Can job seekers do more than one activity to meet their points target?

Yes, for example a job seeker can submit 14 job searches and complete a 4 week training program tailored to the retail industry.

**Reference:** Exposure Draft Section 1.6.1—Points Based Activation System and mutual obligation requirements.


## 5.14 What if a job seeker has exceeded their monthly points target?

Job seekers who go above and beyond their Points Target can 'bank' points for the next reporting period only, (up to a maximum of 50 percent of their monthly Points Target).

**Reference:** Exposure Draft Appendix 1 RFP - Enhanced Services Section 1.6.1—Points Based Activation System.

## 5.15 Do all activities have the same points values?

No. Tasks and activities have different points values. Please refer to the Exposure Draft Table 6: Tasks and Activities.



**Reference:** Exposure Draft Appendix 1 RFP Section 1.6.1—Points Based Activation and mutual obligation requirements.

### **5.16 Can a job seeker’s Job Search requirements be reduced?**

Yes. Enhanced Services Provider may reduce the number of job searches based on the job seekers circumstances.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.6.1—Points Based Activation and mutual obligation requirements.

### **5.17 What is a Job Plan?**

All job seekers are required to have a current Job Plan which is tailored to their requirements. The Job Plan will set out the agreed activities that will satisfy the job seeker’s mutual obligations requirements, where relevant, under Social Security law. This will include meeting a Points Target every month.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.7.1—Job Plans.

### **5.18 Do I have to work with employers?**

Yes. Enhanced Services Providers are expected to have a comprehensive strategy for engaging with and supporting employers in the locations in which they are licenced to deliver services. Providers will work with employers to achieve suitable employment opportunities for job seekers. Providers will also need to develop and maintain relationships with local employers to understand their recruitment needs, create pathways for job seekers on their caseload to help them prepare for and remain engaged in suitable employment opportunities.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.8—Services to Employers.

### **5.19 Do I need to work with other Providers?**

Yes. Enhanced Services Providers are expected to work in collaboration with a range of related services and programs to tailor support for job seekers and help them access the assistance they need.

**Reference:** Exposure Draft Appendix 1 Section 1.9—Working with other Providers.

### **5.20 What is the Provider payment model for Enhanced Services?**

The Enhanced Services payment structure recognises Providers will be servicing the most disadvantaged job seekers. It has been designed to encourage personalised support and outcomes for the those hardest to help, and to support Provider viability.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.10—Payment model.



## 5.21 How are Work for the Dole activities to be funded?

Work for the Dole activities for Enhanced Services job seekers (including for mandatory activities), are directly funded and Providers will not need to use the Employment Fund to fund Work for the Dole placements.

## 5.22 What is the Employment Fund?

The Employment Fund is a pool of funds that can be used by Enhanced Services Providers to support job seekers to access the services that job seekers need, including wage subsidies, goods and services, and relocation assistance.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.11—Employment Fund.

## 5.23 What are Wage Subsidies?

After 6 months in Enhanced Services, Providers can offer employers a wage subsidy, available through the Employment Fund, of up to a maximum of \$10,000. Wage subsidies are offered at the discretion of the Provider to encourage ongoing work and there will be greater flexibility for Providers and employers to negotiate tailored support to meet their business needs.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.11.3—Wage Subsidies.

## 5.24 What is the purpose of the Provider Performance Framework?

The purpose of the Provider Performance Framework is to measure a Provider’s performance in the delivery of quality services to job seekers. Central to this will be ensuring employers and job seekers—the users of the system—receive a quality service that meets their needs. The framework will be used by the department in making the decisions around licence extensions for Providers in the future.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.12—Performance Framework for Enhanced Services.

## 5.25 What is the Module based approach to Performance?

Enhanced Services will be underpinned by a comprehensive Provider Performance Framework that measures success and drives the performance of Provider delivered services. Central to this will be ensuring employers and job seekers—the users of the system—receive a quality service that meets their needs.

The module based Performance Framework will improve the transparency of Provider performance and enable a holistic assessment of performance, through several independent performance modules, each focused on a different element of the service.

Each module will be supported by a small number of underpinning measures.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.12.1—Module based approach to performance.



## **5.26 Will job seekers within specific cohorts be automatically referred to a Specialist Enhanced Services Provider?**

Job seekers belonging to a specific cohort will be automatically referred to the corresponding Specialist Enhanced Services Provider, where that specialisation is available and where the job seeker does not exercise choice to be serviced by a Generalist Enhanced Service Provider?

All Enhanced Services Providers are expected to develop servicing strategies that meet the needs of all job seekers.

## **5.27 Will Enhanced Service Providers be able to be a member of the Workforce Specialist Panel?**

No. Organisations engaged to deliver Enhanced Services, including their related entities, will not be eligible to be a member of the Workforce Specialist Panel. That is, an organisation will not be able to be both an Enhanced Services Provider and a Workforce Specialist.

The department will undertake a separate procurement process to establish the Workforce Specialists panel. It is anticipated the approach to market to establish the panel will occur in the first half of 2022.

## **5.28 Can an Enhanced Services Provider place their job seekers into their own Employability Skills Training or Career Transition Assistance courses?**

Enhanced Services Providers that also deliver Career Transition Assistance will be able to place Participants into their own Career Transition Assistance course following the referral cap described in the draft Career Transition Assistance Deed (Clause 79.2). The department welcomes feedback on this element of the draft Career Transition Assistance Deed. Enhanced Services Providers that also deliver Employability Skills Training (EST) will not be able to place Participants into their own EST course, which is consistent with current program settings. The department welcomes feedback on this program setting.

## **5.29 Is there a regional loading for Enhanced Services payments?**

No. There is no regional loading in the Provider payment structure under the new model. The department found that there is no substantive evidence demonstrating that a regional loading is required. jobactive outcome data does not indicate significant differences in the proportion of full outcomes achieved in metropolitan and regional areas. There is also significant variability in the strength of labour markets across metropolitan and regional areas. A summary of findings from the analysis can be found here: [New Employment Services Model 2022 Purchasing Arrangements \(https://www.dese.gov.au/new-employment-services-model-2022-purchasing-arrangements\)](https://www.dese.gov.au/new-employment-services-model-2022-purchasing-arrangements)

### **5.30 Is regional loading applied to the Employment Fund?**

No. The department commissioned an independent financial viability analysis which was unable to identify any consistency in regional cost differences and found varying viability across metropolitan and regional areas. A summary of findings from the analysis can be found here: [New Employment Services Model 2022 Purchasing Arrangements](https://www.dese.gov.au/new-employment-services-model-2022-purchasing-arrangements) (<https://www.dese.gov.au/new-employment-services-model-2022-purchasing-arrangements>)

### **5.31 What services do Enhanced Service Providers have to pay for and what can be claimed from the Employment Fund?**

Enhanced Services Providers will receive upfront payments and progress payments to recognise the requirement to provide more intensive and specialised services to the most disadvantaged job seekers.

Job seekers in Enhanced Services will have access to a similar range of support under the Employment Fund, as is currently available in jobactive. Some support will not be a part of the Employment Fund, such as mentoring. Additionally, the Employment Fund cannot be used to pay for Employability Skills Training. Further information will be available in Guidelines once finalised.

### **5.32 Are transfer payments (\$600) payable where a job seeker moves from one Enhanced Service Provider to another post transition?**

Yes. A Transfer Payment of \$600 will be paid for existing job seekers in jobactive or NEST Enhanced Services who transition to Enhances Services under the new model.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.10.1—Upfront Payments.

### **5.33 Which initial payment applies for job seekers who commence in Enhanced Services after a period in Online Employment Services or Digital Services whether new or transitioning from existing Providers, as at 1 July 2022?**


A \$1200 Engagement Payment is paid when a new job seeker moves from Online Employment Services or Digital Services and commences in Enhanced Services for the first time.

### **5.34 What payments will Providers receive for job seekers, whether new or transitioning from existing Providers, as at 1 July 2022?**

The Provider payments structure for the new model has includes upfront payments for commencing a job seeker into Enhanced Services. This includes a:

- \$1200 Engagement Payment - paid when a new job seeker commences in Enhanced Services



- 
- \$600 Transfer Payment - paid when an existing jobactive or NEST job seeker transitions to the new model or transfers to a different Enhanced Services Provider.

### **5.35 Progress payments are available once in each 24 month period.**

**Does this mean once, at any time, during the period as long as progress can be demonstrated or does this mean only at the end of 24 months in service?**

A progress payment will be available at any time during the 24 month period, as long as progress can be demonstrated.

### **5.36 For Participants transitioning from jobactive, when does the timeframe for the Very Long-Term Unemployment bonus (that is the bonus payable when a job seeker has a period of more than 24 months of unemployment) commence?**

The Very Long-Term Unemployment bonus is based on a person's period of unemployment and this is a defined term within the Deed to mean when the person commences on income support.

**Reference:** Exposure Draft Appendix 1 RFP -Enhanced Services Section 1.10.4—Very Long-Term Unemployment Bonus.

### **5.37 Under the new model will employers be able to claim partial wage subsidies for job seekers with complex barriers?**

Under the new employment services model, wage subsidies will allow Providers to tailor arrangements to suit the individual circumstances of both job seekers and employers.


The new arrangements include the flexibility for Providers to determine:

- The average weekly hours a participant is required to work — the minimum weekly average is 15 hours.
- The duration of the wage subsidy — a minimum of 6 weeks and a maximum of 26 weeks.

### **5.38 Will employers be able to claim a subsequent full wage subsidy once a job seeker is working more than 20 hours?**

The amount of the wage subsidy offered to the employer is up to \$10,000. The amount paid to the employer cannot exceed the total amount of wages paid to the participant over the wage subsidy period.





### **5.39 Is wage subsidy eligibility changing under the new model? Could the department clarify what is meant by a job seeker must have been in Enhanced Services for 6 months?**

In Enhanced Services, after 6 months, job seekers and their employers will have access to a wage subsidy. The 6 months creates a window for Providers to understand the employment barriers and strengths of a disadvantaged job seeker who is new to employment services.

Indigenous job seekers and job seekers who have been in Digital Services for 12 months or more (who have moved to Enhanced Services) will attract a wage subsidy immediately on commencement in Enhanced Services.

Time in other face-to-face employment services will count towards the 6 month requirement when a job seeker transfers to Enhanced Services.

### **5.40 Will Indigenous job seekers be eligible for the Wage Subsidy on commencement in Enhanced Services?**

Yes. An Indigenous job seeker will be eligible for the wage subsidy from commencement.

### **5.41 Clients with a disability are the biggest specialised cohort in jobactive, why are they not a specialised cohort for Enhanced Services?**

Some disadvantaged job seeker cohorts, such as people with a disability, make up a considerable proportion of the anticipated Enhanced Services caseload, and are represented reasonably evenly across all locations where Enhanced Services will operate. As such, it is expected that all Enhanced Services Providers develop effective servicing strategies to support such cohorts to improve their employability and find employment.


The department may expand the types of cohorts to be serviced via Specialist licences in the future to respond to changes to the labour market or other government priorities.

### **5.42 If people with a disability was a Specialist cohort in the future, how will those specialists be engaged?**

In the event that the department expands the types of cohorts to be serviced via a Specialist Licence, the department will notify the market of the method of engagement at that point in time.

### **5.43 Can Enhanced Services be delivered by means other than face-to-face?**

Enhanced Services Providers will have flexibility to deliver services based on what each individual job seeker needs to help them to improve their employability and find employment. This should incorporate intensive in person face-to-face servicing with job seekers as appropriate to their



circumstances. There are certain compulsory touch points with job seekers that must be conducted in person, such as initial interviews, Capability Interviews and mandatory activities. However, beyond this, Providers will not be bound by a list of prescribed meetings or activities. Instead they are expected to use a wide range of approaches to meet the needs of employers and job seekers, including using web and mobile technologies to deliver services where appropriate to the circumstances of the job seeker.

#### **5.44 Which programs or activities run by the department will Enhanced Services Providers need to pay for?**

The department administers a number of employment programs and activities. A list of these can be found on table 8 of Appendix 1 of the Exposure Draft. Of these programs, Enhanced Services Providers must pay the relevant fees if they refer job seekers to Employability Skills Training, as it is expected these services will form part of Enhanced Services Provider service offer. For more information please refer to the Exposure Draft or the Employment Pathways Factsheet.

#### **5.45 How will the actual amount of wage subsidy to be claimed be determined?**


In the new employment services model, Providers will be expected to work directly with employers to negotiate the average number of hours per week (above 15) and the length (minimum 6 weeks) of the wage subsidy agreement, as well as the maximum wage subsidy amount. Noting the employer cannot be reimbursed for more than the wages paid to a wage subsidy participant, there will be circumstances where the \$10,000 maximum is not required. It is up to Providers to determine the best way to negotiate the most appropriate terms of each wage subsidy agreement with an employer.

**Reference:** Appendix 1 RFP -Enhanced Services Section 1.11.3 Wage subsidies

#### **5.46 Why can't Enhanced Service Providers tender for Workforce Specialists Services?**

The Exposure Draft for the New Employment Services Model 2022 Purchasing Arrangements outlines that organisations engaged to deliver Enhanced Services, including their related entities, will not be eligible to be a member of the Workforce Specialist panel.

**Reference:** Exposure Draft Page 7 – Services not included in this Exposure Draft



## **5.47 How will the department guarantee coverage in each Employment Region, and ensure all labour markets are covered and there is a fair comparison between Request for Proposal Submissions?**

Achieving value for money is the core principle that will be applied in assessing responses to the Request for Proposal, considering factors including the quality of services that achieve against the program objectives, diversity and viability of the market, service accessibility and Employment Region service coverage, and meeting the needs of specific job seeker cohorts.

In allocating business, the department will consider coverage in an Employment Region jointly across Providers, rather than each Provider individually. For example, there may be some Employment Regions with one Generalist Enhanced Services Provider servicing the entire region, with Specialist Providers covering specific locations. Other Employment Regions may have multiple Providers servicing the entire region. The department's approach to ensuring coverage across Employment Regions through the Request for Proposal will be consistent for and inclusive of EST, CTA and Enhanced Services.

## **5.48 Why are some locations not catered for in the Exposure Draft? (For example, Pilbara region and East Kimberly region in WA)**


Enhanced Services Providers in the new model will be licenced to deliver services in the existing 51 Employment Regions (ER) across non-remote Australia. The Community Development Program (CDP) will continue to operate alongside the new model in remote areas.

The department welcomes stakeholder feedback on existing ER boundaries to help identify locations where labour market opportunities may have changed over time, including boundaries adjacent to remote areas where CDP is currently delivered. Maps of each region are at Appendix D to the Exposure Draft.

**Reference:** Exposure Draft Appendix D Maps

## **5.49 Will job seekers have full choice and control and have the ability to transfer to another Enhanced Service Provider if they want to? If not, what are the conditions in which a job seeker would be eligible to transfer?**

Eligible job seekers will be offered a choice of Provider in their local area, including a Specialist Provider where available. Further information will be available in Guidelines once finalised.



## **5.50 What does a Provider need to deliver to claim a progress payment?**

Progress payments can be claimed where there is demonstrable improvement in a job seeker's employment prospects. There will be some flexibility for Providers in determining when a progress payment should be claimed. Further information will be provided as part of the approach to market.

**Reference:** Appendix 1 RFP- Enhanced Services Section 1.10.2 Progress payments

## **5.51 Can the Employment Fund be used to pay for training provided by the Provider or a related entity?**

Further detail on the types of support available in the Employment Fund will be provided in due course.

## **5.52 Does the average Enhanced Services caseload include or exclude the other caseload data in the caseload data table?**

The average Enhanced Services caseload data in Appendix C Table 1420 is inclusive of the more detailed cohort caseload breakdowns in the same table (noting the cohort breakdowns are not mutually exclusive).


## **5.53 Are wage subsidies paid from the Employment Fund or are they allocated a separate pool of funds?**

In Enhanced Services wage subsidies will be funded through the Employment Fund with the exception of the Youth Bonus wage subsidy, which will be funded through a separate funding pool.

## **5.54 What wage subsidies are expected and what are the eligibility requirements?**

Enhanced Services Providers will administer a single, flexible wage subsidy, available through the Employment Fund, of up to a maximum of \$10,000 to support eligible job seekers. In addition to this, the Youth Bonus wage subsidy of \$10,000 will continue to be available to support disadvantaged young people aged 15–24.

Wage subsidies will be available after a job seeker has been in Enhanced Services for 6 months. Indigenous job seekers and job seekers who have been in Digital Services for 12 months or more (who have moved to Enhanced Services) will have immediate access to the wage subsidy as soon as they commence in Enhanced Services. A participant's time spent in other face-to-face employment services (including jobactive), will also count toward the 6 month eligibility requirement when a job seeker transfers to Enhanced Services.



Providers will determine when to offer a wage subsidy based on the individual needs of an eligible job seeker and employer. Job seekers who are not eligible for a wage subsidy may be supported through other categories of the Employment Fund.

### **5.55 In the New Employment Services Trial, lodging a 4 week employment outcome achieved a Progress Fee – will this be the same in the new model?**

No. Progress Payments will not be claimable in the new model for any job placements that attract Outcome Payments. As per the Exposure Draft, triggers for progress payments will include work placements other than those that attract Outcome Payments. Further information about the activities and interventions that may count towards a Progress Payment will be released as part of the approach to market.

**Reference:** Appendix 1 RFP- Enhanced Services Section 1.10.2 Progress Payments

### **5.56 Will the interventions a Provider refers a participant to and attract a progress fee be compulsory for all Participants (except volunteer Participants) and will they be compulsory immediately after commencement?**

The purpose of the new employment services model job seeker activation framework is to ensure job seekers have choice and flexibility around the way they manage and meet their mutual obligation requirements in return for income support.

The compulsory activities that Enhanced Services job seekers will need to complete are their minimum number of job searches and 6 month activity requirement for job seekers not progressing towards employment.

**Reference:** Appendix 1 RFP- Enhanced Services Section 1.6 Job seeker engagement and activation.



## 6. Employability Skills Training

### 6.1 What is Employability Skills Training (EST)?

EST enhances work readiness by providing intensive pre-employment training through 2 different blocks of targeted training:

- **Training Block 1:** job search skills, pre-employment and employability skills
- **Training Block 2:** industry-focused employability skills, that may include micro-credentials, industry tailored job applications and may link to work experience placements.

**Reference:** Exposure Draft Appendix 2.RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.1 —Introduction.

### 6.2 What is the role of Employability Skills Training Providers?

The role of EST Providers is two-fold: to deliver EST Training courses and to deliver Placement Management Services.

As part of Placement Management Services EST Providers will:

- source and manage PaTH Internship placements for young Digital Participants to undertake at the conclusion of Training Block 2 Specialist courses
- manage placements for young Digital Participants who have sourced their own placement and require assistance to establish and support them throughout their PaTH Internship
- manage PaTH Internship and NWEF placements for eligible Enhanced Services, Transition to Work and Disability Employment Services participants, who may access EST on a fee for service basis, where the placement directly follows their participation in an EST course.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.1—Introduction.

### 6.3 What does Employability Skills Training offer to job seekers?

EST will equip eligible job seekers to understand and meet expectations that employers have of job applicants, build employability skills, explore career options, improve digital literacy, improve job search, job application and interview skills and identify and pursue employment opportunities in their local labour market.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.2—Objective of Employability Skills Training.



## 6.4 Can Employability Skills Training courses be conducted online?

EST courses will generally be conducted in person, face-to-face, in a group setting. In some circumstances online and other delivery modes will be supported where it effectively meets the objectives of the program.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.4—Delivery.

## 6.5 What is the Provider payment model for Employability Skills Training courses?

**Training Block 1:** Flat rate of \$1,250 per Participant with 70 per cent paid upon Participant commencement and 30 per cent paid upon completion. Participants must attend at least 80 per cent of the Course for a Completion Payment to be available.

**Training Block 2:** Up to \$1,500 per Participant. Base payment is \$1,250 per Participant with 70 per cent paid upon Participant commencement and 30 per cent paid upon completion. Participants must attend at least 80 per cent of the Course for a Completion Payment to be available.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.5—Payments to Providers—Employability Skills Training.

## 6.6 How will Employability Skills Training Provider performance be measured?

The following three Key Performance Indicators (KPIs) are proposed to measure EST Provider performance in delivering EST.

**KPI 1 Effectiveness**—this indicator will focus on the effectiveness of the training.

**KPI 2 Engagement/Efficiency**—this indicator will focus on the number of job seekers who successfully complete each Training Block delivered by the EST Provider.

**KPI 3 Satisfaction and Service Quality**—this indicator will cover the EST Provider’s compliance with the EST Deed and will also cover job seeker and other stakeholders’ satisfaction with training delivered by the EST Provider.


**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.6.1—Key performance indicators of Employability Skills Training.

## 6.7 What is Placement Management Services?

Placement Management Services will enable young Digital Participants to experience work trials with a genuine prospect of employment.

EST Providers will source and manage PaTH Internship placements for young Digital Participants and manage PaTH Internship for young Digital Participants who source their own placements.





Furthermore, EST Providers will support Enhanced Services, TtW and DES Participants in work trials (following participant in EST on a fee for service basis.)

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.7—Objective of Placement Management Services.

## **6.8 What incentive is offered to Host Organisations to take on PaTH Internships or National Work Experience Program Participants?**

Host Organisations receive a \$1,000 payment for each participant who commences as an Intern in their business.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.8.2—Payments to Host Organisations—Placement Management Services.

## **6.9 What is the Employability Skills Training course payment system?**

It is the department’s intention that the \$1250 Employability Skills Training Course fees will not be reimbursable through the Employment Fund. The department welcomes feedback on this through the Exposure Draft process.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.5—Payments to Providers – Employability Skill Training.

## **6.10 Has there been a review of Employability Skills Training? Is other material on Employability Skills Training operations available?**


Youth Jobs PaTH, including EST as the ‘prepare’ element was evaluated by the department and the results were published in October 2019.

A 2019 independent review of Youth Jobs PaTH was conducted by ARTD Consultants and the report was tabled in October 2019. The review highlighted the success of PaTH, and found:

- participants view PaTH positively and the program is producing positive outcomes for young people
- more and more young people are participating in Employability Skills Training
- internships are successfully co-designed to meet the interests, needs and expectations of participants and employers
- the Youth Bonus Wage Subsidy is associated with more sustainable employment than those employed without the assistance of the subsidy.

In addition, academic reviews have been conducted into policies, programs, and best practice for supporting disadvantaged youth into employment in Australia. These reviews highlight the benefits of broad-based soft skill development and work experience where there is the prospect of ongoing





employment, as well as incentives in the form of subsidies for employers, which are the key features of Youth Jobs PaTH.

### **6.11 What is the expected number of Employment Skills Training Providers per region?**

The department has not set an expected number of Providers per Employment Region. The department expects the number of Providers per Employment Region to be based on a number of considerations, including, the eligible caseload in each Employment Region and the number and quality of responses to the Request for Proposal.

### **6.12 Is the Employment Skills Training fee for service being offered as an option for eligible job seekers in Enhanced Services?**

Under the new arrangements, from 1 July 2022, job seekers in Enhanced Services, Transition to Work and Disability Employment Services will be able to access Employability Skills Training where their Provider considers this appropriate and pays the relevant fee.

Providers of Enhanced Services, Transition to Work and Disability Employment Services receive funding as part of their core service offering to help ensure their job seekers have the employability skills employers want.


The department welcomes stakeholder feedback on this.

**Reference:** Exposure Draft Appendix 2 RFP – Employability Skills Training and Placement Management Services (Statement of Requirements) Section 2.6.2—Eligibility for Employability Skills Training.

### **6.13 How does the department propose to monitor the quality or relevance of the Industry/Employer endorsements for Training Block 2?**

The intent of employer/industry endorsement is to provide assurance that the Block 2 specialist course content is valuable and relevant to employer and/or industry needs.

The department reserves the right to request Documentary Evidence of the Employability Skills Training Provider's industry engagement through the Registered Training Organisation standards or employer/industry endorsement to monitor its quality and relevance. If multiple industry and employer bodies exist across an industry sector the department will expect the Employability Skills Training Provider to determine the most relevant organisation and approach them for endorsement. The department welcomes stakeholder feedback on the requirement for this endorsement.



## **6.14 Does the department intend to cap course referrals or specify a minimum number of Participants for Employability Skills Training?**

The department intends to limit the maximum number of Participants in a course to 20. The department welcomes stakeholder feedback on whether a referral limit should apply, and if so, what the referral cap should be.

The department does not intend to specify a minimum referral number for an Employability Skills Training course to commence. The department wants to ensure that Employability Skills Training Providers are able to make their own determination of the acceptable minimum referral number for each course, based on factors such as the expected commencement rate.

The concept of market share does not apply to EST.

The intention of the proposed KPI 2 measure (proportion of courses with referrals that are cancelled) is to discourage disruption to job seekers. The department does not expect Employability Skills Training Providers to run courses that are not financially viable and recognises that course cancellations will be necessary. The proposed KPI2 will provide the department with a measure of relative cancellation rates across Employability Skills Training Providers, so that Providers with excessive cancellation rates can be identified.

The department welcomes stakeholder feedback on this proposed approach.

## **6.15 Does an organisation need to be a Registered Training Organisations to deliver Employability Skills Training programs?**

To provide greater flexibility to meet the needs of employers and industry, the department's intention is that Registered Training Organisation (RTO) status will not be a mandatory requirement for EST Providers. If an EST Provider does not hold RTO accreditation it will be subject to additional requirements to ensure a partnering RTO has oversight of the quality and relevance of its courses. The partnering RTO will be required to certify all course content before delivery and will deliver any micro-credentials for Training Block 2 industry courses.

The department reserves the right to request Documentary Evidence of the EST Provider's Registered Training Organisation and/or employer/industry endorsement to monitor its quality and relevance.

## **6.16 Can the department please explain why there is a different approach to referrals to a related entity for Employability Skills Training?**

The department has taken an approach that is designed to help foster market diversity and quality of course content. The department welcomes feedback through this Exposure Draft process.



## 7. Career Transition Assistance Program

### 7.1 What is the Career Transition Assistance Program?

Career Transition Assistance provides a highly personal, wrap-around, localised service for mature age job seekers.

It provides practical assistance focusing on the Information and Communications Technology (ICT) and digital skills required to help Participants build confidence in using technology in the workplace, including in an office environment.

**Reference:** Exposure Draft Appendix 3 RFP – Career Transition Assistance (Statement of Requirements) Section 3.1—Introduction.

### 7.2 Who can deliver Career Transition Assistance?

Organisations delivering Career Transition Assistance services must demonstrate the ability to coach, proactively engage and maintain the interest of mature age Participants, and work effectively with employers and Employment Service Providers to prepare mature ages Participants for a new career.

**Reference:** Exposure Draft Appendix 3.3—Requirements for Career Transition Assistance.

### 7.3 How do job seekers benefit from Career Transition Assistance?

Organisations delivering Career Transition Assistance will work with Participants on a range of matters, including supporting them to gain an understanding of the local labour market, tailoring their resumés, navigating the job application process and practicing and enhancing their interview skills.

**Reference:** Exposure Draft Appendix 3 RFP – Career Transition Assistance (Statement of Requirements) Section 3.3.1—Program Content.


### 7.4 Can the department confirm what funding arrangement applies when an Enhanced Service Provider refers a job seeker to their own Career Transition Assistance program?

Career Transition Assistance Providers will be paid \$1,800 per eligible Enhanced Services participant (\$1,260 paid on commencement and \$540 on completion) where relevant Deed and guideline requirements have been met.

**Reference:** Exposure Draft Appendix 3 RFP – Career Transition Assistance (Statement of Requirements) Section 3.6—Payments to Providers—Career Transition Assistance.

### 7.5 Is there a cap on the number of referral to/from my organisation or a related entity?

Yes. In Career Transition Assistance is there will be a 50 per cent cap on referrals to/from a Provider's own or related entity organisation as per Clause 79.2 of the Draft CTA Deed.



The department welcomes feedback from the market on this element of the draft CTA Deed.

### **7.6 Has there been a review of Career Transition Assistance? Is other material on Career Transition Assistance operations available?**

Career Transition Assistance is being evaluated by the department in two phases. Phase one is complete and it is intended that the findings will be shared as part of the second phase of work. Phase two of the evaluation is underway, with an external consultant (Wallis Social Research) conducting fieldwork including surveys, focus groups and in-depth interviews.

### **7.7 What is the expected number of Career Transition Assistance Providers per region?**

The department has not set an expected number of Providers per Employment Region. The department expects the number of Providers per Employment Region will be based on a number of considerations, including the eligible caseload in each Employment Region, and the number and quality of responses to the Request for Proposal.

### **7.8 Is the number of Career Transition Assistance referrals for a 12 month period predicted in the Exposure Draft likely to change?**

The caseload numbers in the Exposure Draft are intended to provide a minimum baseline estimation of Career Transition Assistance referral numbers. With Career Transition Assistance being demand driven from 1 July 2022, these figures represent a conservative approach of expected referrals in an Employment Region.

Since the introduction of a separate Career Transition Assistance funding source in May 2020, most Employment Regions have received referrals greater than the estimations provided in the Exposure Draft. Actual program take-up will ultimately be influenced by the level of collaboration between Career Transition Assistance and Enhanced Service Providers and direct promotion of Career Transition Assistance courses to eligible Digital Services Participants.

**Reference:** Exposure Draft Appendix C Caseload data and licence information

### **7.9 Will Disability Employment Service Providers need to pay a fee for service for Career Transition Assistance program?**

Yes, Disability Employment Service Providers will be required to pay the agreed Career Transition Assistance Charge (\$1,800 GST incl) to the Career Transition Assistance Provider on a fee for service basis.

**Reference:** Appendix 3a Draft Career Transition Assistance Deed 2022–2027 Clause 93.



## **7.10 Will Career Transition Assistance programs be provided to a specific cohort (for example Refugee, CALD)?**

The Career Transition Assistance program is for all eligible Participants. If sufficient demand for cohort specific courses exists, and where the delivery of cohort specific courses will meet all program objectives, then Career Transition Assistance Providers may arrange cohort specific courses.

However, the department's IT infrastructure will not prevent other job seekers referring into a cohort specific course. Career Transition Assistance Providers will need to create such courses with clear descriptions and manage referrals appropriately, without denying the opportunity for other Career Transition Assistance eligible job seekers to participate in Career Transition Assistance.

## **7.11 Will Disability Employment Services clients be eligible for the new Career Transition Assistance program?**

Disability Employment Services (DES) clients will be eligible for Career Transition Assistance from 1 July 2022.

## **7.12 Will the completion payment include "employment outcomes" for Participants who find work prior to the 8 week completion?**

Policy settings regarding the payment of the \$540 Career Transition Assistance Completion Payment are yet to be finalised. The department welcomes feedback from the market on this element of the Draft Career Transition Assistance Deed.

**Reference:** Appendix 3a Draft Career Transition Assistance Deed 2022–2027 Clauses 83 and 92.



## 8. Additional Services and Information

### 8.1 What is Youth Advisory Sessions?

The Youth Advisory Sessions helps young people aged 15–24, in online and digital employment services to maintain their work readiness and/or motivation to find employment. Young people can get up to three free, one hour advisory sessions with a Specialist youth consultant. More information [dese.gov.au/youth-advisory-sessions](https://dese.gov.au/youth-advisory-sessions)

**Reference:** Exposure Draft Section 1.4—Complementary Programs and other Services.

### 8.2 What is a Jobs Board?

A Jobs Board is a website used by employers to advertise their job vacancies. Some jobs boards are focused on jobs in a specific industry or location, while others are general and include jobs in a range of industries and locations. They may also provide information on how to write a resumé and offer interview tips and career advice. For more information please visit [dese.gov.au/jobs-hub/search-online-jobs-boards](https://dese.gov.au/jobs-hub/search-online-jobs-boards)

**Reference:** Exposure Draft Section 1.4.1—Digital Services.

### 8.3 What is the National Work Experience Program (NWEP)?

NWEP offers a workplace trial to Enhanced Services job seekers aged 25 and over, to help gain experience and confidence, while demonstrating skills to potential employers.

Placements must have a reasonable prospect of employment, will be up to a maximum of 4 weeks and between 30–50 hours per fortnight.

A \$1000 payment will be paid to Providers who directly manage a NWEP placement. A \$1000 payment will be paid to employers who host a NWEP placement. Job seekers will receive an income support supplement of \$200 for each fortnight they participate.

**Reference:** Exposure Draft Appendix 1 RFP – Enhanced Services (Statement of Requirements) Page 12—National Work Experience Program.

### 8.4 What is the National Careers Institute (NCI)?

The NCI was established to ensure people have access to authoritative and accurate careers information and support irrespective of their age or career stage. More information can be found at [dese.gov.au/nci](https://dese.gov.au/nci)

**Reference:** Exposure Draft Section 1.4—Complementary Programs and other Services.



## 8.5 How will CTA and EST Providers be paid for PaTH Internships and NWEP placements?

CTA Providers will be paid the \$1,000 NWEP Provider Payment once they have confirmed in the department's IT systems that the Placement Participant has Commenced in the relevant placement.

CTA Providers must ensure that all placement commencement requirements have been met, including the requirement that a Competent Person has conducted a Risk Assessment.

**Reference:** Appendix 3a Draft Career Transition Assistance Deed 2022–2027 Clause 97, and 99.2 (a)

EST Providers will be paid the \$1,000 PaTH Internship or NWEP Provider Payment once they have confirmed in the department's IT systems that the Placement Participant has Commenced in the relevant placement.

EST Providers must ensure that all placement commencement requirements have been met, including the requirement that a Competent Person has conducted a Risk Assessment.

**Reference:** Appendix 2a – Draft Employability Skills Training Deed Clause 98.2 and 98.7 Draft EST Deed

## 8.6 What is the Observation Work Experience activity?

Observational Work Experience enables Participants to undertake short term, unpaid, observational only work experience. It builds core competencies, and helps Participants gain a better understanding of how workplaces operate, and the basic expectations and behaviours required in a workplace. As the activity is targeted to Participants who are less job ready, and the activity does not involve Participants undertaking productive work, no identified job vacancy is required.

## 8.7 Who will deliver Youth Advisory Services?

Responsibility for the delivery of Youth Advisory Sessions will remain with Transition to Work Providers. Delivery of Youth Advisory Sessions will be included in the Statement of Requirements as part of the Transition to Work 2022–2027 Request for Tender.