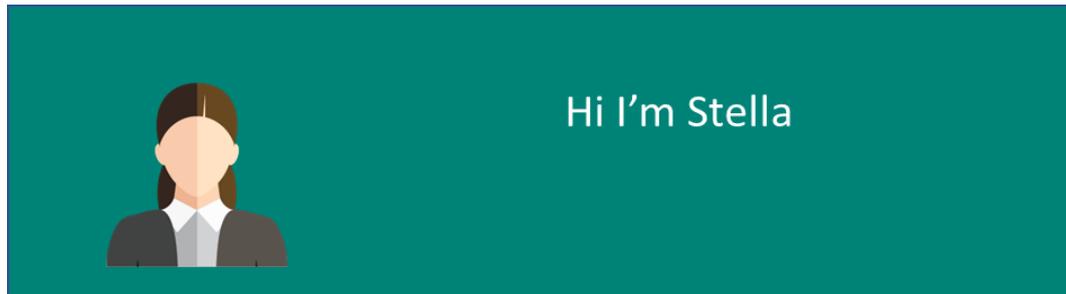


Job seeker story examples

The Australian Government wants the new employment services model to meet the needs of job seekers. The department has created some job seeker personas and journeys to illustrate at a high level how different job seekers may experience and interact with Digital and Enhanced Services, and Complementary Programs.

Example 1: Job seeker Stella – referred to Digital Services



About Stella:

Stella is young and finished Year 12 last year. She has had a few casual jobs but now is looking for full-time work to begin her career.

She is comfortable to search online to find work but can't seem to get an interview. Those in her network often offer unreliable advice and as a result she is not sure what else she can do to explore her options and find a path into a career.

As time goes on, Stella applies for Youth Allowance and is referred to Digital Services as she is job-ready, digitally skilled and highly motivated.

Stella needs:

- help to explore her options and find a path into work
- to improve her interview skills.

Stella's Journey:

Stella applies for jobs and also undertakes a number of Online Learning Modules which help her practice for interviews. These also help her to meet her Points Target each month.

Stella applies for a recommended job, that the digital platform identified as a possible match based on her Career Profile.

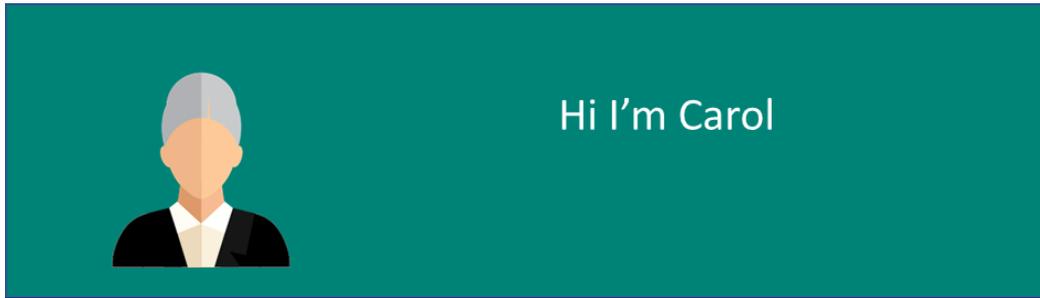
Her application is successful. She updates her profile to reflect her changed employment status. The interview and her starting a job goes towards her Points Target.

Stella moves off income support without needing a support from a Provider or the Digital Services Contact Centre.

Provider Payments:

Not applicable.

Example 2: Job seeker Carol – referred to Enhanced services then a complementary program



About Carol:

Carol is in her early 50s and has not been in the workforce for several years, with no recent work experience or relevant training.

Carol is assessed as have multiple barriers to employment and is referred to an Enhanced Services Provider.

Carol needs:

- her provider to help build her skills and experience in order to secure a sustainable job.

Carol's Journey:

The provider works with Carol to understand her background, skills and what types of work she would be interested in pursuing in the local labour market.

Carol is interested in working in a number of different industries but feels that her options are limited as she has not been in work for quite some time. Her Provider organises a Work for the Dole placement gardening at a local school to help her gain some work experience and build her confidence.

Carol obtains some casual gardening work but continues to have difficulty finding sufficient work to reduce her reliance on income support.

Carol and her Provider reassess her goals and decide to try a different direction. Carol completes a Certificate III in Individual Support and secures full-time employment as a disability carer.

Provider Payments:

As Carol was a new job seeker to the caseload, her Provider receives an Engagement Payment.

Her Provider claims a Progress Payment after Carol successfully completes the Certificate III in Individual Support.

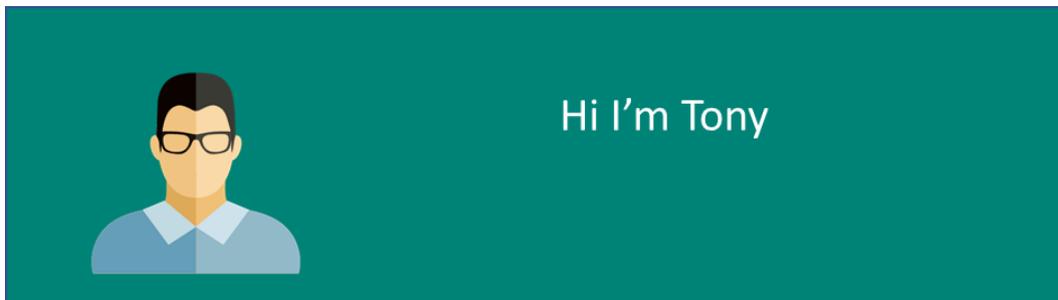
Carol's Provider pays for her course using the Employment Fund.

Her Provider receives \$500 for commencing Carol in the Work for the Dole activity (to be split with the Host Organisation).

Her Provider receives full Employment Outcome Payments and the Very Long Term Unemployed Bonus when Carol secures a full-time job.

Her Provider receives full Employment Outcome Payments and the Very Long Term Unemployed Bonus when Carol secures a full-time job.

Example 3: Job seeker Tony – current jobactive client referred to an Enhanced Provider



About Tony:

Tony is in his mid-40s. He worked for 15 years in manual roles, but then lost his job because of health issues (mental and physical).

He was in the jobactive Stream C for five years before transitioning to the new model.

He has a high JSCI, with significant non-vocational barriers. An Employment Services Assessment confirmed his health issues, but the assessor did not find him suitable for Disability Employment Services.

Tony has been frustrated with his job search journey to date as he wants to work but hasn't been able to find suitable work. He has low confidence due to his long time out of the workforce and his health issues.

Tony needs:

- his provider to build a relationship with him and understand his needs
- help to address his non-vocational barriers
- improved motivation to find work.

Tony's Journey:

Tony finds his provider is interested in listening to him and trying to understand his particular circumstances. He feels they are genuine in helping him to find ways to address some issues he has in a way that is suitable to him. After spending more time talking with his Provider, Tony trusts them enough to disclose that he is using alcohol to cope with his anxiety disorder.

The provider works with Tony to focus on helping him access non-vocational support services.

After six months of servicing he has successfully completed an alcohol management program, and undergoes counselling for his anxiety.

A year later, Tony has improved his work readiness, and the discussions with his Provider now focus on building his vocational skills. These help him to stay motivated and learn from his job-hunting experiences. The Provider gradually becomes less involved in Tony's job search as he becomes more confident.

He succeeds in gaining full-time employment.

Provider Payments:

As Tony moved from jobactive into the new model, his Provider receives the transition rate of the Engagement Payment.

His Provider was able to refer Tony to professional counselling for his anxiety and treatment for his alcohol through the Employment Fund.

Following his alcohol addiction treatment and mental health counselling, Tony is now able to better engage with the labour market, so his Provider claims a Progress Payment.

His Provider receives full Outcome Payments and the Very Long Term Unemployed Bonus when Tony secures a full-time job.