



New Employment Services

What is the new Employment Services model and how will it benefit Indigenous job seekers?

The new Employment Services model, which will be introduced from 1 July 2009, will bring together a number of existing employment programs, including Job Network.

The new Employment Services will have a much greater focus on assisting disadvantaged job seekers, providing more tailored assistance to help job seekers on their pathway to employment, including through training and skills development, and assisting employers in addressing skills shortages and filling job vacancies. The services will focus on getting job seekers ready for work, into training and work experience where appropriate, and placing them into sustainable employment.

The new Employment Services will continue to be the largest provider of employment services for Indigenous people, with better local servicing of Indigenous job seekers. Providers of the new Employment Services will be required to have an Indigenous Employment Strategy for employing and retaining Indigenous Australians in their own organisations.

Higher services fees, a larger and more flexible Employment Pathway fund and additional remote outcome fees recognising commencement and completion of education and foundation skills such as literacy and numeracy will be paid to Employment Services providers who provide services in remote areas.

The new employment services will provide a wide range of work experience opportunities for job seekers beyond Work for the Dole to help them find and keep a job including in a range of community and social enterprises.

What is parallel servicing and how would it work?

Under the changes to the Community Development Employment Projects (CDEP) program, all CDEP participants will register with an Employment Services provider and will have access to the full range of employment services. This will ensure that CDEP participants have the best possible opportunities to move into jobs and receive appropriate support services.

By receiving services from both Employment Services providers and CDEP, participants will be able to fully benefit from the improved Employment Services model. This will include referrals to other services if necessary (for example, pre-employment services) or other programs to help improve their chances of finding work and/or starting a business.

CDEP and Employment Services providers will play an equally important role in assisting job seekers. In keeping with the new Employment Services focus on providing tailored individual assistance to job seekers, this will mean that employment service providers will support job seekers while they are in CDEP if that is what is deemed as most appropriate for the job seeker.

Alternatively, CDEP providers and Employment Services providers may determine that other forms of assistance such as Language Literacy and Numeracy Program training, part time work, participation in a Work for the Dole, or a Green Corps activity offer an indigenous job seeker a better pathway to sustainable full time employment.

It will be a matter for the CDEP and Employment Services providers to determine for each individual job seeker.

The Employment Services provider will work with the job seeker to develop an Employment Pathway Plan, which will include both Employment Services and CDEP activities. Both providers will be required to work in partnership to develop a package of appropriate services for the job seeker.

Where appropriate to their circumstances, a job seeker will also be able to receive parallel servicing through both Employment Services and the Indigenous Employment Program (IEP).

To support parallel servicing, Employment Services providers and CDEP providers will be required to enter into a Service Level Agreement to set out how they will work together in partnership at a local level to get the best possible outcome for job seekers.