

	93 Additional Flexibility for jobseekers	DESE	20-March-2020	Nil	https://ministers employment.gov.au/cash/flexibility-jobseekers https://ministers.dese.gov.au/cash/gradual-return-mutual-obligation-requirements https://ministers.dese.gov.au/cash/mutual-obligation-requirements-return-victorian-job-seekers https://ministers.dese.gov.au/cash/supporting-south-australians-through-covid-19 https://ministers.dese.gov.au/cash/supporting-western-australia-through-covid-19	<p>The Government announced changes to servicing arrangements, lifting mutual obligation requirements (until 8 June 2020), removing the need for face-to-face contact in line with advice from health authorities and reducing job search requirements in line with softening labour market conditions. Further updates announced to this measure 24 March, 27 March, 22 April 2020 and 14 May 2020.</p> <p>From 9 June 2020, mutual obligation requirements have been reintroduced in a limited capacity.</p> <p>From 28 September, mutual obligations will be reintroduced as well as the option for face-to-face servicing and Work for the Dole activities.</p>	<p>Implemented - Business as usual</p> <ul style="list-style-type: none">• A range of adjustments to the employment services system have been made throughout the pandemic to provide flexibility for job seekers.• Mutual Obligations were lifted nationally for all job seekers from 24 March.• Mutual Obligations were reintroduced in a phased approach from 29 May.• Excluding Jurisdictional lockdown periods, since 28 September 2020, job seekers have been required to participate in appointments with an employment services provider, agree to a tailored Job Plan, undertake up to eight job searches, attend agreed activities (where it is safe to do so), and accept any offer of suitable work.• Mutual Obligation Requirements have been lifted between 9-17 January 2021 for job seekers in the Greater Brisbane area, where the Qld Government had issued a 'Lockdown' order.• Mutual Obligation Requirements will continue to be monitored to align with Health advice and labour market conditions.• From 7 December 2020, payment suspensions will be delayed by two business days, allowing the job seeker and their provider time to discuss and, if necessary, address the mutual obligation failure before payment is suspended.• Job seekers have the option to opt in for face-to-face servicing, in addition to the alternative servicing methods. Work for the Dole resumed where activities are available, it is safe to participate, and all health and safety requirements are met.
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280 Support Job Seekers Accessing Online Employment Services	DESE	24-Jul-20	\$183.1 million	<ul style="list-style-type: none">•Announced in CEO livestream and CEO letter on 24 July 2020.•Announced in Budget 2020-21.•Published on employment.gov.au/OES	<p>This measure will enhance and fast-track the Online Employment Service (OES) platform and expand the support services available for digital job ready job seekers. Job seekers in the OES will also be able to access a Digital Services Contact Centre for any assistance they need including support managing their Mutual Obligation requirements. This will allow employment service providers to focus their efforts on those job seekers that are identified as more at risk of becoming long term unemployed and need more support. Job seekers can opt out of online services at any time.</p>	<p>Implemented - Business as Usual</p> <ul style="list-style-type: none">• As at 31 January 2021, there were 1,303,263 on the jobactive caseload of which 368,559 are being serviced online.• Job seekers who have not found employment will be referred to a provider after 12 months in the OES. Those who undertake study or training can remain in the online platform for up to six months after the completion of their course, even if this takes them beyond 12 months. Job seekers with earnings from employment will also remain in the OES.• Enhancements to the digital platform are also being rolled out• Improved job seeker onboarding for OES. OES job seekers will receive notifications reminding them to approve their Job Plan and complete their Job Seeker Snapshot.• Improved ESAt referral process for OES job seekers – new functionality was added to block commencement and transfer of job seekers that are flagged for an ESAt; and allow the subsequent commencement in or transfer/referral to appropriate services or program, when an ESAt is deemed as no longer required or ESAt is finalised.• Improved resume management for OES job seekers to include the addition of a display banner on the job seeker dashboard linking job seekers to upload their resume.• New functionality for transfers out of OES for job seekers based on the number of demerits. OES job seekers will no longer be transferred to a service provider when they have reached 3 demerits. From December, Capability Interviews will be conducted by the Digital Services Contact Centre.• Faster Connections Auto Referral to jobactive – new functionality has been introduced to automate referrals to the OES "gateway" off submission of a claim form. Job seekers who are eligible for provider services will be referred once eligibility is determined through the JSCI.• Email as a formal notification method for OES Digital job seekers – job seekers will now receive email notifications when they have an appointment, job interview, third-party appointment or one-off activity booked.• Introduction of skills matching tools that draw data from the Jobs and Education Data Infrastructure (JEDI) engine, with links to the National Careers Institute (NCI) platform.• New search functionality for job seekers to access activities that will help improve their skills e.g. Employability Skills Training, Career Transition Assistance, NEIS and Digital Training activities via the jobactive website.
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323 Flexible Study	DESE	18-September-2020	Nil	https://ministers.dese.gov.au/cash/mutual-obligation-requirements-return-job-seekers	This initiative allows participants to undertake study/training in areas of high labour demand, and have this count towards their mutual obligation requirements at any time. It includes existing subsidised courses and those offered through the JobTrainer fund.	On track The initiative was announced as part of reintroduction of the third phase of mutual obligation requirements on 18 September 2020 and commenced 28 September 2020. Enhancements to the user experience for job seekers in the Online Employment Service will be made in early 2021 to provide a “pick list” of study training options to complement existing search functionality. Currently this is free text entry.
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446 Mutual Obligations and Servicing Arrangements	DESE	23-February-2021	nil	https://ministers.dese.gov.au/morrison/morrison-government-commits-record-9b-social-security-safety-net	<p>There are number of changes to mutual obligation requirements to assist job seekers secure employment. These changes reflect the importance of ensuring job seekers are well prepared and assisted to actively take advantage of increased job opportunities as the economy and labour market continue to improve. These measures include:</p> <ul style="list-style-type: none">- Return to compulsory face-to-face services with jobactive providers- An increase in the minimum number of jobs search requirements each month, including quality assurance- Establishment of an employer reporting line to refer job seekers who are not genuine about their job search or decline the offer of a job- Stronger Contractual Action to Drive Performance- New Activity Requirement for job seekers at 6 months in services, including training and Work for the Dole- Online job seekers to complete their Career Profile before receiving Income Support	<p>On track</p> <p>On 23 February, provider organisations were sent a direction to return to face-to-face servicing, where it is safe to do so, from 9 March. This remains the case and face-to-face servicing is on track to return from March 9 with communication to job seekers to be sent out prior to this date.</p> <p>The initiative to increase the minimum number of jobs search requirements each month is on track:</p> <ul style="list-style-type: none">•From 1 April, the minimum job search requirement will increase from 8 to 15 per month•From 1 July: The minimum job search requirement will increase from 15 to 20 per month <p>The Department will increase auditing of job seekers' job search to identify those who are submitting non-genuine or deliberately poor-quality applications. The establishment of an employer reporting line is on track and will operate out of the Department's Digital Services Contact Centre from April 2021.</p> <p>The Department already uses a range of mechanisms to drive and assess provider performance and compliance, however from April 2021, the department will work closely with providers to set out very clear guidance on strengthened requirements for jobactive Provider performance.</p> <p>From October 2021:</p> <ul style="list-style-type: none">•The New Activity Requirement for job seekers at 6 months in employment services is on track to begin.•Online job seekers will have to complete their Career Profile before they are paid income support
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