New Employment Services Model

CATEGORY: Job seekers

The Department of Education, Skills and Employment (DESE) will implement the New Employment Services Model (NESM) from July 2022 to replace jobactive. The NESM will transform employment services by establishing a new digital employment services platform.

This measure enables a number of changes, including:

- a new assessment framework for job seekers, including an updated Job Seeker Classification Instrument to assess someone’s risk of becoming or remaining long-term unemployed
- changes to streamline the registration and referral of job seekers to employment services, including access for all Australians to a new digital employment services platform
- a new points-based activation system for job seekers to meet their mutual obligation requirements
- changes to the Targeted Compliance Framework that complement the new points-based activation system
- administration and payment of National Work Experience Program incentive payments will be transferred to Services Australia
- aligning payment start dates for job seekers in digital services with those referred to an employment service provider.

In addition, Government is increasing investment in the Transition to Work employment service. Transition to Work will be the dedicated employment service for young people aged 15 to 24. This will also ensure young people who need it will have access to services from a provider in the NESM. Youth Advisory Sessions will continue to be available to young people, including through the new digital services model.

The following changes are subject to the passage of legislation:

- points-based activation system
- transfer of responsibility for the administration of National Work Experience Program incentive payments
- alignment of payment start dates.
Other changes for this measure are not subject to the passage of legislation.

**Who does this measure affect?**
This measure affects job seekers and employment service providers.

**When will this start and finish?**
Some changes under this measure started on 1 March 2021 and are ongoing.

The New Employment Services Model and the change to the Transition to Work employment service will start on 1 July 2022.