

New Employment Services Trial 2019-2022

Risk Plan Details

Plan ID:	000842	Plan Status:	Retired
Plan Type:	Program	Risk Assessment Process:	Advanced
Restricted Plan:	No	Next Review Date:	31/07/2020
Organisation Unit:	51009254 - Trial Stakeholder & Project Management	Organisational Hierarchy:	> Department of Education, Skills and Employment
Version:	5		> Employment
Retirement Reason:	Covered by another risk plan		> New Employment Services Model Div
			> Enhanced Services Branch

Activity Objectives

The New Employment Services Trial (NEST) will test elements of the New Employment Services Model (NESM) in order to identify issues and unintended consequences and refine elements before they are rolled out in July 2020.

This includes:

- elements of Digital and Enhanced Services offerings
- payment structures
- flexible, points-based activation system
- provider performance framework
- job seeker assessment framework
- IT system/Digital Platform.

Departmental Outcomes

Foster a productive and competitive labour market through policies and programs that assist job seekers into work, meet employer needs and facilitate the growth of small and family business.

Operating Environment

Activity Environment

**** COVID-19 IMPACT ****

The Government has announced restrictions due to COVID-19 which impact the employment sector, including the delivery of employment services and job seekers mutual obligation requirements. This has impacted the delivery of NEST, OEST/VOEST which form a part of the NESM Reforms. s 47E(d), s 47C

NEST is testing some of the elements of the new model (but not all) in two Employment Regions – Mid North Coast, NSW and Adelaide South, SA.

NEST will test new ways of delivering employment services to ensure that key aspects of the new model will work as intended. It will allow for innovative approaches, and allow for elements tested to 'fail'.

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Development of NEST Risk Plan:

On 28 October 2019, a risk workshop with key departmental stakeholders was held to identify the risks associated with the NEST. s 22(1)(a)(ii)

s 22(1)(a)(ii)

Key legislative, contractual and compliance environment include:

- New Employment Services Trial Deed 2019-2022
- Social Security Act 1991 and Social Security (Administration) Act 1999
- Job Seeker Compliance Framework
- Contract Management Framework
- Employment Services Assurance Strategy
- Employment Services Charter of Deed Management
- Commonwealth Fraud Control Guidelines
- Commonwealth Risk Management Policy
- Secretary's Instructions 1.2 - Fraud Risk Management and Control
- Department Employment, Skills, Small and Family Business Corporate Risk Framework and Policy
- Fraud Control Plan 2017-2019
- Freedom of Information Act 1989
- Privacy Act 1988
- Public Governance, Performance and Accountability Act 2013 and associated instruments

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Activity History

NEST previously referenced in risk plan 695 New Employment Services Model (retired).

Stakeholders

All providers in NEST region

Community and Welfare Service Organisations

Department of Education

Department of Employment, Skills, Small and Family Business

Department of Employment, Skills, Small and Family Business Executive

Department of Health

Department of Human Services (DHS)

Department of Social Services (DSS)

Department of Veteran Affairs

Digital Transformation Office (DTO)

Employment Facilitators

Job seekers

jobactive providers

Minister for Small and Family Business, Skills and Vocational Education

Minister for Small and Family Business, Skills and Vocational Education Office

National Indigenous Agency

Recruitment and Labour Hire (key users of ES)

Reference Group Members for the New Employment Services Trial

Regional Working Group Members for the New Employment Services Trial

SEEK

State and Territory Governments

State/Territory Departments of Education

State/Territory Departments of Health

State/Territory Departments of Housing

VET Training Providers

Plan Members

Member

Melissa Ryan

Role

Approver

Owner

Editor

Editor

Editor

Editor

Editor

Editor

Editor

Editor

Editor

Treatment Owners

Erin Rule

Jodie Chamberlain

Kerryn Kovacevic

Louise O'Rance

Melissa Ryan

s 47E(d)

Nicolle Johnston

s 47E(d)

Stuart Watson

Risk Event R011241 - Privacy breach – misuse and/or disclosure of personal or commercial information

s 47E(d), s 47C

Causes

s 47E(d), s 47C

Treatments

T053853 - IT Security certification for the digital services platform.

Status

Ongoing

Next Review Date

30/10/2020

Owner

Nicolle Johnston

Last Monitoring Note: Continuous monitoring of website occurs to ensure no privacy breach

T053856 - Ensure that Access and Authorisation system controls are built and appropriately tested in the digital services platform. This includes the ability to conduct an audit of unauthorised access, and detection capability for suspicious activity.	Ongoing	30/09/2020	Nicolle Johnston
Last Monitoring Note: Currently no changes to access or authorisation has occurred. All logins are logged and available for audit proposes. Small teams also monitors website			
T053857 - Develop a strong and clear governance framework around job seeker data protection, ensuring program and providers have common understanding of what should happen if a Privacy Breach is suspected or detected.	Ongoing	27/08/2020	s 47E(d)
Last Monitoring Note: Treatment Owner updated			
T053854 - Develop a process for Third party system accreditation.	Ongoing	30/09/2020	Nicolle Johnston
Last Monitoring Note: See note recorded on same date.			
T054372 - Conduct a Privacy Impact Statement for NEST in accordance with department requirements and the department's Privacy Officer.	Ongoing	1/10/2020	s 47E(d)
Last Monitoring Note: A Privacy Impact Assessment has been partially undertaken and is being finalised. The Privacy Impact Assessment is due to be in place by end of September 2020			
T054371 - Application of the NEST Privacy Guideline	Ongoing	26/02/2021	s 47E(d)
Last Monitoring Note: No change to treatment. Updated the next treatment review date.			

Risk Event R011240 - Internal and external stakeholder relationships are compromised

Treatments	Status	Next Review Date	Owner
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T053874 - Regularly review and update Stakeholder Engagement Strategy and Stakeholder Analysis	Ongoing	6/08/2020	s 47E(d)
Last Monitoring Note: Currently, the NESM PMO is engaging stakeholders (both internal and external) through established governance and communication forums. A formalised Engagement Strategy and accompanying analysis, inclusive of agreed objectives covering NEST stakeholders will be developed by end July 2020.			
T053878 - Perform a social licence assessment in the two key NEST areas to ascertain levels of support and any blockages to adoption of services.	Ongoing	31/12/2020	s 47E(d)
Last Monitoring Note: Monthly meeting have been reinstated with providers and there continues to be ongoing dialogue			
T054373 - In conjunction with a stakeholder analysis, develop and undertake actions in accordance with a Stakeholder Engagement Strategy for the NEST, including specific engagement plans with implementation activities for each key stakeholder group	Ongoing	30/07/2020	s 47E(d)

Last Monitoring Note: Currently, the NESM PMO is engaging stakeholders (both internal and external) through established governance and communication forums. A formalised Engagement Strategy, encompassing agreed objectives covering NEST stakeholders will be developed by end July 2020. Consultation is about to commence on the licensing framework with CEOs of providers.

T053876 - In addition to the Project Management Office, establish a Change Management plan for NEST to oversee and coordinate all external and internal change, stakeholder engagement and communication activities.	Ongoing	4/08/2020	s 47E(d)
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Last Monitoring Note: Treatment ownership updated.

T053875 - Establish Trial Evaluation and Performance Working Group, which ensures research activities are not duplicative or inefficient, minimise burden on key stakeholders and ensure that data, findings and feedback are communicated to key areas.	Ongoing	26/08/2020	s 47E(d)
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Last Monitoring Note: Working group established with ToR. Meetings continuing.

T054374 - Develop and undertake actions in accordance with User-centred Design Research Plan	Ongoing	28/04/2021	s 47E(d)
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Last Monitoring Note: Actions being undertaken in line with UCD Research plans

T054375 - Develop and undertake actions in accordance with Evaluation Project Plan and Strategy	Ongoing	30/12/2020	s 47E(d)
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Last Monitoring Note: Ongoing low possibility...

T053879 - Develop a communication strategy for duration of NEST that addresses the key stakeholder groups with targeted messaging aimed to increase understanding of, and shift attitudes towards favourable adoption of the new employment services model.	Ongoing	4/08/2020	s 47E(d)
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Last Monitoring Note: Communications and messaging so far have occurred in the following ways: • Direct Messages – via sms and email • Contact Centre queries • jobactive.com website announcements This is with job seekers, providers, employers and interested stakeholders groups.

T053877 - Conduct a comprehensive stakeholder analysis for the duration of NEST which includes Primary, Secondary and Key Stakeholders.	Ongoing	29/07/2020	s 47E(d)
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Last Monitoring Note: Resourcing constraints have impacted the development of the Stakeholder Engagement Strategy which includes a stakeholder analysis. Currently, the NESM PMO is engaging stakeholders (both internal and external) through established governance and communication forums. A formalised Engagement Strategy and accompanying analysis, inclusive of agreed ob...

Risk Event R011234 - Innovative and agile nature of NEST unable to be achieved

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

Treatments

	Status	Next Review Date	Owner
T053809 - Project, issue and risk management arrangements allow for swift escalation	Ongoing	29/07/2020	s 47E(d)
Last Monitoring Note: For the Project Status Report, Issues and Risks Guides, there is a process for escalation of areas that are red or at risk of being red. The escalation process has been designed incorporating the department's Project Management and Risk Management Frameworks. Additionally, the Project Status Reporting Guide details a 'Go-to-Green' Plan which deta...			
T053813 - Involve DHS in IT build to understand the platform integration points.	Completed		s 47E(d)
Last Monitoring Note: Discussion with Services Australia on the build for NEST have now been completed. Further discussions will occur as part of NESM and Fast Track.			
T053817 - Interim/early insights from Evaluation shared on a regular basis	Proposed	30/12/2020	s 47E(d)
Last Monitoring Note: Ongoing - insights shared as they become available - still appropriate.			
T053811 - Guideline and Deed reviewed to reduce red tape	Ongoing	26/02/2021	s 47E(d)
Last Monitoring Note: In progress - delayed to COVID. Project being resumed.			
T053810 - Governance structure allows for rapid responses and policy solutions	Ongoing	2/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T054376 - Feedback from stakeholders through UCD workshops, roudtables, Reference Working Group, Trial Region Working Groups is recorded and adressed.	Ongoing	5/08/2020	s 47E(d)
Last Monitoring Note: Monitoring note attached to treatment 54378 captures feedback from Providers and employers through the Trial Region Working groups. Feedback from UCD micro-policy fieldwork is captured in an interim report produced by the Trial Performance, Reporting and Licensing Team. Additionally, the UCD research project to develop functionality for Digital...			
T053808 - Establish Agile monitoring by the Digital Transformation Agency and allocate Agile coaches for NEST.	Proposed	30/09/2020	s 47E(d)
Last Monitoring Note: We will review after SI is onboarded and we have had established the governance structures that will control and monitor our agile development			
T053814 - Engage with ICT industry to inform IT build of the new model to increase contact and representation from technology specialists (Microsoft, IBM, etc.) as well as job aggregators such as SEEK, LinkedIn and Adzuna.	Ongoing	2/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053815 - Digital Foundations project to prepare ICT areas to be more flexible and responsive	Completed		s 47E(d)
Last Monitoring Note: The digial foundations project was completed with our Major release starting 26/6.			
T053818 - Desired behaviours included in FAS, AS and Project Lead (EL2) performance agreements in all Divisions/Branches/Sections undertaking NEST related work.	Ongoing	10/12/2020	Melissa Ryan
Last Monitoring Note: Ongoing engagement with leadership team on need to demonstrate appropriate behavouours.			

T053816 - Communicate with Providers, and grant flexibility within Guidelines and Assurance processes, so that they can innovate in the delivery of the NEST

Ongoing

8/05/2021

s 47E(d)

Last Monitoring Note: Payment guideline consulted on and based on feedback added guidance but retained flexibility, seeking option for flexibility in EF guideline for NEST to support innovation, work with legals and procurement to kick off Deed and guideline principles for NESM. Review set after Budget as limited new guidelines.

Justification Note

The New Employment Services Division will continue to work on and refine its approach to risk management for the NEST. This includes creating new ways of treating risk, and increasing treatment effectiveness.

NEST is a new way of delivering employment services which Government has not undertaken before, and as such, there are a lot of 'unknowns'.

Risk Event R011235 - Elements of NEST are not implemented to schedule and/or budget

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

Treatments	Status	Next Review Date	Owner
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T053827 - Regular monitoring and reporting of economy and labour market conditions to identify project vulnerabilities	Ongoing	28/10/2020	Louise O'Rance
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Last Monitoring Note: Rapidly declining labour market situation, and primary of policy response to recession, has triggered reprioritisation of delivery of NEST elements

T053824 - Governance arrangements with DHS are agreed and documented	Ongoing	25/11/2021	s 47E(d)
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Last Monitoring Note: NEST updates continue to be a feature of the quarterly governance committee meetings with Services Australia. The governance arrangements are currently under review by DESE/SA Corporate Groups.

T053821 - Governance and Reporting Arrangements track project spent – Departmental Funds (including for IT) - to identify budgetary concerns.	Ongoing	4/12/2020	Melissa Ryan
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Last Monitoring Note: 11 November 202 met with Finance Division to set up reports to track key expenditure. Regular reports are being developed.

T053820 - Governance and Reporting Arrangements track Administered Funds - actual and forecasted expenditure - to identify budgetary concerns.	Ongoing	30/06/2021	s 47E(d)
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Last Monitoring Note: NEST expenditure reports are provided to ESC on a monthly basis.

T053819 - Governance and Reporting Arrangements for the NEST track the implementation schedule.	Ongoing	2/07/2020	s 47E(d)
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Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19

s 22(1)(a)(ii)	Completed		s 47E(d)
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	Proposed	29/07/2020	s 47E(d)
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s 22(1)(a)(ii)			
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Risk Event R011236 - Data/information about the NEST is not sufficient for operational and evaluation purposes

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

s 47C, s 47E(d)

Treatments	Status	Next Review Date	Owner
T053839 - User-centred Design Research Plan sets out clear parameters for the information required for successful and timely evaluation of elements of the NEST, whilst also being agile and flexible. Last Monitoring Note: UCD methodology include ongoing use of Research Plans. Mitigation can be closed due to NEST being completed.	Completed		s 47E(d)
T053836 - Trial, Performance and Evaluation Working Group is used to test understanding of requirements and provide feedback Last Monitoring Note: Ongoing	Ongoing	30/12/2020	s 47E(d)
T053843 - Monitoring and performance measures are developed and rolled out iteratively to allow testing and feedback Last Monitoring Note: A range of performance and monitoring measures have been circulated internally for feedback; detailed development and testing has commenced.	Ongoing	28/09/2020	Louise O'Rance
T053840 - Liaise with relevant areas of the department to capture key policy questions to be addressed through data analysis and reporting. Last Monitoring Note: policy and data analysis questions have been identified and re being pursued	Ongoing	27/08/2020	s 47E(d)
T053831 - Internal Working Groups established to share information on operational aspects of NEST, with appropriate record keeping Last Monitoring Note: Ref Group: was established in August 2019 with the first meeting held in September 2019. Members represent Business, Industry, the community and welfare sectors and employment services providers. Mid-North Coast: was established in September 2019 with the first meeting held in October 2019. Members represent local business and industry, the commu...	Ongoing	20/08/2020	s 47E(d)
T053833 - Flexible Work Order [further edits suggested] Last Monitoring Note: Ongoing...	Ongoing	30/12/2020	s 47E(d)
T053832 - Document and share lessons learned on an ongoing basis, including: • lessons derived from stakeholder engagement and change management, • after each project Phase. Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19	Ongoing	1/07/2020	s 47E(d)
s 22(1)(a)(ii)	Ongoing	9/09/2020	Louise O'Rance
s 22(1)(a)(ii)			
T053838 - Current Employment Service Reports are reviewed and enhanced to support data for NEST Providers and Contact Centre. Last Monitoring Note: Employment Service Reports have been reviewed and updated to be relevant for NEST Providers. Reports now include a NEST column indicating service level ('Tier 1' or 'Tier 2'), JSCI level ('medium' or 'high') and a Very Long Term Unemployment Indicator.	Proposed	20/08/2020	s 47E(d)

T053837 - Consultation with Reference Group, Trial Region Working Groups [further edits suggested]	Ongoing	30/12/2020	s 47E(d)
Last Monitoring Note: Ongoing			
T053829 - Clearly articulated and agreed objectives set for User-Centred Design Research	Completed		s 47E(d)
Last Monitoring Note: UCD method include processes to capture and maintain agreed objectives. Due to NEST being completed this mitigation can be retired.			
s 22(1)(a)(ii)	Ongoing	31/07/2020	s 47E(d)
s 22(1)(a)(ii)			
T053828 - Clearly articulated and agreed objectives set for Evaluation	Ongoing	30/12/2020	s 47E(d)
Last Monitoring Note: Ongoing...			
T053841 - All areas of the department that intend to conduct surveys/research on NEST participants coordinate through the Performance and Evaluation WG	Ongoing	28/09/2020	Louise O'Rance
Last Monitoring Note: Performance and Evaluation WG remains on hold. Post-Program Monitoring surveys of NEST participants to commence late June.			

Risk Event R011237 - Digital Platform infrastructure and software does not adequately support the NEST

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

s 47C, s 47E(d)

Treatments	Status	Next Review Date	Owner
T053909 - Robust increment planning for NEST and DSD project deliverables/outcomes. Last Monitoring Note: PMO has been working with NEST Team and the PI Planning session for PI 1 2020 - 2021	Ongoing	30/09/2020	s 47E(d)
T053908 - Perform in depth user testing for each system iteration, i.e. BAU testing. Last Monitoring Note: All releases have been tested by system testers.	Ongoing	30/09/2020	Nicolle Johnston
T053910 - NESM Project Leads to work in close collaboration with DSD Project Manager. Last Monitoring Note: close working arrangements are in place to reflect the agree governance arrangements.	Ongoing	4/12/2020	Melissa Ryan
T053913 - IT risks and mitigations are managed in accordance with Branch Risk Plans within the Digital Services Division Last Monitoring Note: Reviewed and set next review date	Ongoing	29/11/2020	Kerryn Kovacevic
T053912 - Establish digital platform performance monitoring and reporting (data daily reports). Last Monitoring Note: To review ongoing need in context of branch planning.	Ongoing	17/08/2020	s 47E(d)
T053911 - Develop clear Business Requirements and Business rules for digital platform/solution. Last Monitoring Note: Si will seek to look at issue in first phase of their engagement which is due to be completed in early Jan	Ongoing	11/01/2021	s 47E(d)
s 22(1)(a)(ii)	Ongoing	6/07/2020	s 47E(d)
s 22(1)(a)(ii)			
T053915 - Contingency Plans developed and reviewed on a regular basis. Last Monitoring Note: Updated Treatment Owner	Ongoing	27/08/2020	s 47E(d)

Risk Event R011238 - Providers are unable to adapt to the new servicing approach under the NEST

Causes

s 47C, s 47E(d)

Treatments

	Status	Next Review Date	Owner
T053899 - Stakeholder engagement strategy includes specific engagement plans with implementation activities for various providers	Ongoing	30/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			

s 22(1)(a)(ii)	Ongoing	30/11/2020	Stuart Watson
s 22(1)(a)(ii)			
s 22(1)(a)(ii)	Completed		s 47E(d)
s 22(1)(a)(ii)			
T053904 - Perform social media intelligence gathering nationally and in the two NEST locations, including social media opinion leader mapping and monitoring to be able to respond in an agile manner and feed the engagement and communication strategies and targeted content.	Ongoing	6/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
s 47C, s 47E(d)	Ongoing	21/12/2020	s 47E(d)
s 47C, s 47E(d)			
T053905 - Monitoring of complaints received (via NCSL, Ministerials or tip offs) from employers and job seekers about provider or Contact Centre servicing.	Ongoing	14/07/2021	s 47E(d)
Last Monitoring Note: Ongoing monitoring and reporting through PISCES to identify trends in all program feedback data. Ongoing information sharing and reporting capability for the contact centre on NCSL data captured for Digital Jobseekers.			
T053901 - Monitor implementation of online compliance/mutual obligation requirements and its impact on provider behaviour.	Ongoing	18/11/2020	s 47E(d)
Last Monitoring Note: PBAS is yet to commence. Stakeholders have been provided with a presentation and training material for PBAS. It is due to commence on 26 October 2020			
s 22(1)(a)(ii)	Ongoing	21/12/2020	s 47E(d)
s 22(1)(a)(ii)			
T053906 - Establish and maintain communications and guidance channels about transition and experience interacting with Digital services.	Completed		s 47E(d)
Last Monitoring Note: NEST Transition now completed.			
s 22(1)(a)(ii)	Ongoing	6/08/2020	s 47E(d)
s 22(1)(a)(ii)			
T053900 - Engage service providers to validate the new employment services performance framework	Ongoing	20/08/2020	s 47E(d)
Last Monitoring Note: The Division is actively engaging service providers to validate the new Performance Framework. UCD Research feeding into the Performance Framework has been completed with service providers (amongst others) participating in research sessions. Findings from Sprints 5 and 6 will be included in the draft report that is due in mid-July. The Employme...			
T053898 - During the NEST, engage with service providers to share data and assumptions on key model parameters so they can undertake financial viability modelling.	Completed		s 47E(d)
s 22(1)(a)(ii)			
T053903 - During the NEST monitor performance of service providers through evaluation, program assurance and user-centred design mechanisms	Ongoing	20/08/2020	s 47E(d)
s 22(1)(a)(ii)			

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

Treatments

	Status	Next Review Date	Owner
T053882 - Test learning module content and assess job seekers for tangible outcomes flowing from participation in online learning s 22(1)(a)(ii)	Ongoing	17/08/2020	s 47E(d)
T053893 - Report on and monitor digital caseload and propose interventions to address problems and policy or process changes to improve efficiency or effectiveness of services. s 22(1)(a)(ii)	Ongoing	17/08/2020	s 47E(d)
T053880 - Provide training and communications to job seekers for the Point-based Activation System, whilst ensuring the Points-based Activation System is simple in design and use, and informed by a user-centred design approach. Last Monitoring Note: PBAS is still delayed. All products have been drafted and cleared. s 47C, s 47E(d)	Ongoing	15/12/2020	s 47E(d)
T053889 - Perform regular evaluations of user experience of digital services including Contact Centre.	Ongoing	29/01/2021	Erin Rule

Last Monitoring Note: NEST Insights report has been developed and disseminated to the key program and policy teams. The report synthesises evidence from NEST research as well as other evaluation sources and UCD research to assist understanding of key evidence for the trial.

T053894 - Monitor uptake, delivery and effectiveness of digital literacy training for job seekers transitioning to Digital services.	Ongoing	17/08/2020	s 47E(d)
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Last Monitoring Note: Item impacted due to COVID. Looking at Digital Literacy needs ongoing.

T054379 - Monitor the progress of job seekers using digital services through responses to the messages being sent, completing their job search and reporting as expected.	Ongoing	4/08/2020	s 47E(d)
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Last Monitoring Note: Treatment ownership updated.

T053891 - Establish Virtual job fairs and run job fairs in NEST regions.	Completed		s 47E(d)
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Last Monitoring Note: NEST region virtual job fair was held in May 2020. No plans for future NEST virtual job fairs. This series has concluded.

T053887 - Establish triggers for re-assessment by the Contact Centre, including a re-assessment at a minimum 6 months.	Ongoing	30/04/2021	s 47E(d)
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Last Monitoring Note: Successive contingencies (bushfire and Covid -19) impacted the standard BAU performance of the 6 month assessment across the digital caseload. Assessments are likely to recommence in October 2020.

T053890 - Establish regular monitoring, data analysis and reporting, including tracking the number of opt outs from digital services.	Ongoing	20/08/2020	s 47E(d)
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s 22(1)(a)(ii)

T053892 - Establish processes to review and update the systems override protocol.	Ongoing	17/08/2020	s 47E(d)
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Last Monitoring Note: To review ongoing need in context of 2020-21 systems enhancements.

T054380 - Develop digital literacy training for job seekers across Digital First, Digital Plus and Digital Enhanced service offerings.	Ongoing	31/12/2020	s 47E(d)
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Last Monitoring Note: Assessment of service offering is ongoing and latest assessment indicates positive feedback

T053884 - Develop and test a mechanism to opt out of specific digital service tier to enable the job seekers to move between the service tiers, i.e. from Digital Plus to Enhanced Services.	Ongoing	17/08/2020	s 47E(d)
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Last Monitoring Note: Further review in the context of 2020-21 systems enhancements.

T053885 - Develop and test a comprehensive online job seeker assessment, including digital capability, motivation and soft skills.	Ongoing	1/12/2020	s 47E(d)
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Last Monitoring Note: DLA has been a 'success' and will now be built into formal operating procedures from October 2020 in both the OES and NEST.

T053881 - Develop an agreed editorial policy for developing, clearing and testing job search advice on NEST	Ongoing	30/06/2021	s 47E(d)
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Last Monitoring Note: Ongoing

s 47C, s 47E(d)

	Ongoing	30/06/2020	s 47E(d)
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T053888 - Contact Centre staff undergo training on NEST Guidelines, FAQs and Procedure manuals.	Ongoing	1/03/2021	s 47E(d)
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Last Monitoring Note: changing treatment owner 25/11/20

Justification Note

The New Employment Services Division will continue to work on and refine its approach to risk management for the NEST. This includes creating new ways of treating risk, and increasing treatment effectiveness.

NEST is a new way of delivering employment services which Government has not undertaken before, and as such, there are a lot of 'unknowns'.

Risk Event R011233 - NEST program does not meet its objectives

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

Treatments	Status	Next Review Date	Owner
T053806 - The digital and data ecosystem will consider regional dimensions, considering learnings from the OEST and regional considerations for mutual obligations.	Ongoing	29/01/2021	s 47E(d)
Last Monitoring Note: Regional considerations will be part of the development of the new model. Evidence from the OEST and NEST will feed into this.			
T053799 - Review and assess how fit for purpose current systems and tools used to track data related to NEST, particularly Digital Services	Ongoing	17/08/2020	s 47E(d)
Last Monitoring Note: Further review in the context of 2020-21 systems enhancements.			
T053807 - Regular reporting to ESC, EBMC, PISCES, and Audit Committee.	Ongoing	30/10/2020	s 47E(d)
Last Monitoring Note: An update on the New Employment Services Model occurs at ESC and EBMC weekly and project status reports are provided monthly.			

T053795 - Monitor and conduct review of transition in order propose to policy or process changes that address problems to improve efficiency or effectiveness of services for national rollout	Ongoing	17/08/2020	s 47E(d)
Last Monitoring Note: Continuing review of transition data.			
T053805 - Establish rigorous project management processes	Ongoing	1/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053801 - Establish Change Control processes to review impact of any changes to NEST scope	Proposed	1/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053800 - Document and share lessons learnt during NEST, and incorporate lessons learnt from other employment services programs	Ongoing	27/08/2020	s 47E(d)
Last Monitoring Note: Evaluation and program monitoring underway.			
T053804 - Develop performance measures for Enhanced Services	Ongoing	20/08/2020	s 47E(d)
Last Monitoring Note: The Employment Services Reporting and Analysis Branch has developed a draft suite of Performance Measures for testing, including for Enhanced Services. They include, but are not limited to, measures on the following topics: • Job placements and Employment Outcomes • Exits from program • Changes in earnings of participants • Changes in disadvantage ...			
T053802 - Develop performance measures for Digital Services	Ongoing	1/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053803 - Develop performance measures for Contact Centre	Ongoing	1/03/2021	s 47E(d)
Last Monitoring Note: changing owner			
T053796 - Conduct user-centred design research	Ongoing	28/04/2021	s 47E(d)
Last Monitoring Note: UCD being used to support NESM program			
T053798 - Conduct stakeholder consultation within and outside of the NEST regions	Ongoing	2/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053797 - Conduct a comprehensive evaluation of the NEST, including NEST design scalability	Ongoing	30/12/2020	s 47E(d)
Last Monitoring Note: Delays due to Covid-19. Changes to timetables			

Justification Note

The New Employment Services Division will continue to work on and refine its approach to risk management for the NEST. This includes creating new ways of treating risk, and increasing treatment effectiveness.

Risk Event R011127 - Failure to protect or mistreatment of children and vulnerable program participants.

Causes

s 47C, s 47E(d)

Treatments	Status	Next Review Date	Owner
T053859 - Risks and mitigations are managed in accordance with Assurance Coordination Branch risk plan(s) and Strategies.	Ongoing	26/02/2021	Jodie Chamberlain
Last Monitoring Note: Assurance plan has been reviewed and updated to reflect priorities			
T053858 - Relevant checks conducted and recorded, including criminal records and Working with Children and Working with Vulnerable People, for Contact Centre staff.	Ongoing	1/03/2021	s 47E(d)
Last Monitoring Note: changing treatment owner 25/11/20			
T054381 - Providers for NEST are engaged in accordance with the Commonwealth Childsafe Framework and the departments Child Safety and Wellbeing Risk Plan.	Ongoing	1/07/2020	s 47E(d)
Last Monitoring Note: Treatment review date delayed due to the impact of COVID-19			
T053861 - NEST Providers and Contact Centre staff must successfully complete a quiz, demonstrating their understanding of TCF.	Ongoing	31/03/2021	s 47E(d)
Last Monitoring Note: Ongoing mandatory training for TCF			
T054382 - NEST Deed contains clauses that ensures all Provider staff in roles recognised as child related work meet regulatory requirements including working with vulnerable people/children	Ongoing	26/02/2021	s 47E(d)
Last Monitoring Note: Child safety clauses rolled out across employment services deeds, including the NEST Deed. The changes come into effect from 1 July 2020.			
T053860 - Ensure guidance material is regularly reviewed and updated where appropriate, to provide clear advice and guidance.	Ongoing	5/08/2020	s 47E(d)
Last Monitoring Note: Guidance material for jobseekers, providers and employers regarding NEST and NESM is regularly published on the Department's website. The NEST Deed and Guidelines clearly articulate the department's position on protecting vulnerable participants and children from mistreatment.			

Risk Event R011133 - Fraudulent manipulation or misuse of employment services programs

s 47E(d), s 47C

Causes

s 47C, s 47E(d)

Treatments

	Status	Next Review Date	Owner
T053868 - Utilise the Remedial Action Framework Breach Management Framework where appropriate for instances of misuse, non-compliance or fraud.	Ongoing	26/02/2021	s 47E(d)
Last Monitoring Note: No change to treatment. Updated the next treatment review date.			
T053865 - Risks and mitigations are managed in accordance with Assurance Coordination Branch risk plan(s) and Strategies.	Ongoing	30/11/2020	Jodie Chamberlain
Last Monitoring Note: Assurance plan has been reviewed and updated			
T053864 - NEST Deed clearly outline providers' obligation and rules regarding fraud.	Ongoing	26/02/2021	s 47E(d)
Last Monitoring Note: No change to treatment. Updated the next treatment review date.			
T053869 - Key policy parameters are built into the IT System (ESS Web) in order to enforce compliance within Contact Centre.	Ongoing	30/09/2020	s 47E(d)
Last Monitoring Note: Treatment delayed due to impact of COVID and subsequent impact of availability of IT resources to make system changes.			

T053866 - Establish Governance and program assurance arrangements (including the program assurance plan) for the Contact Centre.	Ongoing	1/03/2021	s 47E(d)
Last Monitoring Note: changing treatment owner 25/11/20			
T053867 - Ensure NEST providers and Contact Centre staff are aware of the Tip off hotline and complaints process for the department.	Ongoing	5/02/2021	s 47E(d)
Last Monitoring Note: A tip-off line fact sheet has been developed and provided to Contact Centre management that has been tailored for Contact Centre staff. Information sessions have been scheduled (6 August) with Contact Centre staff regarding the tip-off line, its purpose and how to engage. Bulletins on the tip-off line are regularly rotated on the Provider Portal ad...			
T053870 - Contact Centre implements internal policies, processes and training around the proper use of administered funds, managing conflict of interests and complaints.	Ongoing	1/03/2021	s 47E(d)
Last Monitoring Note: changing treatment owner 25/11/20			

s 47E(d)

From: DESE -s 47E(d)
Sent: Tuesday, 7 June 2022 2:20 PM
To: DESE - s 47E(d)
Subject: FW: Follow up - PBAS matters [SEC=OFFICIAL]
Attachments: Attachment A - job seekers fully meeting their requirements in NESM_011121.docx

From: RYAN, Melissa <xxxxxxx.xxxx@xxxx.xxx.xx>

Sent: Thursday, 4 November 2021 6:19 PM

To: s 47E(d)

s 47E(d)

s 47E(d)

SMYTH, Nathan

<xxxxxxx.xxxx@xxxx.xxx.xx>; s 47E(d)

O'REGAN, Carmel <Carmel.OREgan@dese.gov.au>; TRAN, QUYEN <QUYEN.TRAN@dese.gov.au>

Subject: Follow up - PBAS matters [SEC=OFFICIAL]

OFFICIAL

s 47E(d)

Thank you for your and the Minister's time to finalise the Points Based Activation System (PBAS) framework. Following the deep dives I am taking up the Chief of Staff's offer to reach out if there were any scenarios that created concerns with the point values we agreed. In this respect I would like to raise two aspects of the framework for your consideration. Further in working through settling the brief and letter to the Prime Minister two other issues have been identified which may warrant further consideration – tailoring Job Plans for individuals and re-engagement process for digital job seekers.

A. Circumstances where the points target will exceed 100 points

It was agreed that departmental programs (for example Work for the Dole or Employability Skills Training) and study and training would have a value of 20 points per week for full-time participation and the minimum job search requirement would be five job searches per reporting period. A job seeker doing both will earn 105 points for that reporting period (without any other activities attracting points).

s 47C, s 47E(d)

s 47E(d), s 47C

ill increase IT requirements for the build and may need manual intervention until this can be completed.

B. Circumstances where some job seekers are considered to be fully meeting their requirements

An area we did not discuss in detail is the circumstances where some job seekers are considered to fully meet their mutual obligation requirements through combinations of paid work, voluntary work and/or study. These requirements are in relation to principal carer parents, job seekers with partial capacity to work requirements, mature age job seekers and early school leavers and are outlined in detail in^s 47C, s 47E(d)

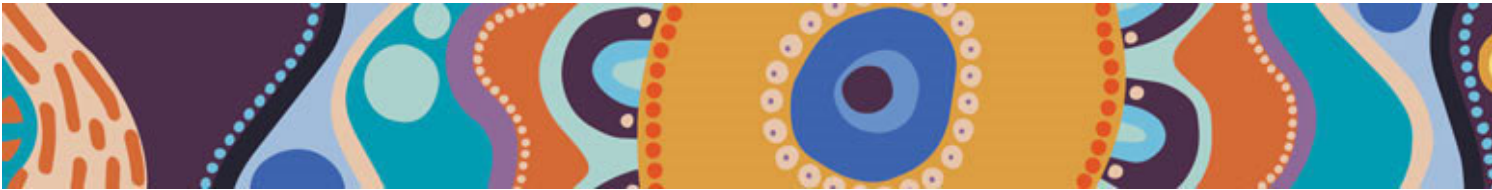
It is proposed to retain the existing broad parameters to meet legislation and for policy components retain consistency across employment services. As such, the job seeker cohorts as outlined in^s 47C, s 47E(d) will fully meet their points target for the reporting period when undertaking combinations of paid work, voluntary work and/or study and will not be required to complete the minimum job search.

Given the nature of the matters I have raised, happy to set up a time to discuss further if you would prefer.

Thank you

Mel

Melissa Ryan
First Assistant Secretary
New Employment Services Model Program Implementation Division
Australian Government Department of Education, Skills and Employment
Phone s 47E(d) | Mobile s 47E(d)
www.dese.gov.au



The Department of Education, Skills and Employment acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to their community. We pay our respects to them and their cultures, and Elders past, present and emerging.

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Minutes Thursday 20 May 2021

Attendees

Executive – Nathan Smyth

TO: s 47E(d), Erin Rule, s 47E(d), Louise O’Rance

NESMPID: s 47E(d), Quyen Tran, Stuart Watson

PQDD: Robyn Shannon, s 47E(d), Jodie Chamberlain, Heike Phillips

LMWPD: Benedikte Jensen, Carmel O’Regan, Bruce Cunningham, Alistair Beasley, s 47E(d)

EPAD: Kraig Lowes [for Janine Pitt], Tim Matthews, Samantha Robertson, Anne Rainger

WED: s 47E(d), Derek Stiller, Melinda Hatton, s 47E(d), Edwina Spanos

DSD: Nicky Antonius [for Kerry Kovacevic], Philip Siu

STG – s 47E(d)

Communications – s 47E(d)

NSD – Nil

Internal Audit – Nil

Secretariat – s 47E(d)

Other Attendees: s 47E(d)

Apologies: Helen McCormack, Eve Wisowaty, Melissa Ryan, Fiona MacDonald, Belinda Catelli, Jodie Wearne, Janine Pitt, Kerry Kovacevic, Adam Shain, Nicolle Johnston, Angela Hope, s 47E(d) Jennifer Hewitt.

s 22(1)(a)(ii)

2. Points Based Activation System for NESM [in Fortress]

s 47E(d) spoke to the paper, noting the discussions at EBMC.

Outcomes:

1. **Joint ESC agreed** to the operational policy for the Points Based Activation System (PBAS) for job seekers in both Digital Services and Enhanced Services in the New Employment Services Model (NESM) as outlined below:
 - a. In line with the New Employment Services Trial (NEST), job seekers will be required to report on the tasks and activities that they undertake to meet their points target **every month**.
 - b. In line with the NEST, job seekers will have a maximum target of **100 points** per month.
 - c. In line with the NEST, a provider and/or the Digital Services Contact Centre (DSCC) can adjust a job seeker’s points target based on discussions with the job seeker and their knowledge of the job seeker’s capacity and personal circumstances, such as caring, cultural or religious responsibilities. Providers/DSCC can apply adjustments in five-point increments having regard to the job seeker’s capacity and personal circumstances.
 - d. Agreed to a new requirement for PBAS in NESM that job seekers will be required to undertake a **minimum of four job searches** (20 points) each month as part of meeting their points target noting that this is a decision of Government and the value of points is still to be determined. This will be tested with the Minister shortly.
 - e. In line with the NEST, it is recommended that job seekers can bank a maximum of 50 per cent of their monthly points target, where they have exceeded their points target for the current reporting period. The banked points can only be used against the points target in the next reporting period. Any points that cannot be used in the next reporting period will expire. This will be tested with the Minister shortly.

2. **Joint ESC noted** the overarching principles for PBAS for job seekers in both Digital Services and Enhanced Services in Attachment B, which will inform future policy decisions for NESM.
3. **Joint ESC noted** that future discussions will be undertaken about including a reward element in PBAS for positive job seeker behaviours, such as updating their career profile or linking with Seek or LinkedIn and recommended this be added to the overarching principles for PBAS.

s 22(1)(a)(ii)

9. Review of ESC Forward Agenda

Joint ESC noted the Forward Agenda.

FOR NOTING:

11. Revised NESM decisions [in Fortress]

12. Outcome:

Joint ESC noted the New Employment Services Model (new model) table of decisions at **Attachment A** and **B** that includes subsequent changes made to some policy decisions.

s 22(1)(a)(ii)

Employment Steering Committee

Thursday 24 June 2021

Attendees

Members: Robyn Shannon [Chair], s 47E(d), Kerryn Kovacevic, s 47E(d), Miranda Lauman, s 47E(d) & Quyen Tran [for Melissa Ryan], Jennifer Hewitt. Secretariat: s 47E(d)

Other Attendees: Heike Phillips, Samantha Robertson, s 47E(d), s 47E(d)

Apologies: Nathan Smyth, Melissa Ryan, Janine Pitt.

s 22(1)(a)(ii)

s 22(1)(a)(ii)

5. NESM micro policy: PBAS – points values for tasks/activities [via Fortress]

s 47E(d) spoke to the paper.

Outcomes:

1. ESC agreed to the points values attributed to tasks and activities in the Points Based Activation System (PBAS) in the New Employment Services Model (NESM) and how those points will be awarded to job seekers as outlined in the table below.

Points for tasks	
ESC agreed that job seekers will earn <u>5 points</u> for each of these tasks.	Completing a job application Creating/updating their career profile Assessments (LLNP, ESL) Career coaching Participant sourced voluntary work
ESC agreed that job seekers will earn <u>10 points</u> for each of these tasks.	Attending a job interview Starting a job
ESC agreed that the points values for these tasks are <u>to be determined by the provider</u> based on the specific needs of the job seeker.	Counselling Drug and alcohol rehabilitation Self help and support groups
Points for activities that have a reasonable expectation of a job (no minimum job search requirement)	
ESC agreed that participation in these activities will fully meet a job seeker's requirements while they are participating (<u>25 points per week</u>) A job seeker is considered to be fully meeting their requirements because there is a reasonable expectation that there will be a job for the job seeker at the end of the activity. Job seekers undertaking these activities will not be required to complete the minimum job search requirement each reporting period.	PaTH Internships National Work Experience Programme New Enterprise Incentive Scheme Training
Points for activities with minimum job search requirements	
ESC agreed that the points awarded for participation in these activities will be: <ul style="list-style-type: none"> • 15 points per week (full-time) • 10 points per week (part-time). Job seekers undertaking these activities must complete the minimum job search requirement each reporting period.	Work for the Dole Employability Skills Training Career Transition Assistance Observational Work Experience Provider sourced voluntary work
ESC agreed that the points awarded for participation in these activities will be: <ul style="list-style-type: none"> • 20 points per week (full-time) • 15 points per week (part-time). Job seekers undertaking these activities must complete the minimum job search requirement each reporting period.	Skills for Education and Employment Adult Migrant English Program
Points for study and training and paid work with minimum job search requirements	
ESC agreed that the points awarded for study and training will be: <ul style="list-style-type: none"> • 20 points per week (full-time) • 15 points per week (part-time) • 10 points per week (ad hoc study). Job seekers undertaking study must complete the minimum job search requirement each reporting period unless they are undertaking an approved combination of study and paid work that fully meets their mutual obligation requirements.	Study and training

Employment Steering Committee

OFFICIAL - Sensitive

ESC agreed that job seekers will earn <u>10 points for 10 hours</u> of paid work (rounded up).	Paid work
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2. **ESC agreed** that job seekers in the NESM will earn points when they attend an activity, awarded on a weekly basis and following confirmation of at least one day of attendance at the activity.
 - **ESC agreed to investigating** requested an option be explored on whether a minimum proportion of attendance be considered e.g. 50% and noted that this position may need to be reviewed when the issue of mandatory participation and interaction with the Job Plan and TCF is considered.
3. **ESC agreed** to an alternative option that job seekers with partial capacity requirements will receive an automatic upfront credit that reduces their overall points target with adjusted activity values to reflect part-time requirements.
4. **ESC requested that out of session comments be sent to Kellie on the** overarching principles for the allocation of points for tasks and activities at Attachment B, which will guide the decision-making process to ensure consistency when attributing points for future tasks and activities. **ESC agreed in principle** to Attachment B, **subject to nil comments** by midday Monday 28 June 2021.
5. **ESC noted** that the application of the Targeted Compliance Framework and the interaction of the activation framework and the IT system is out of scope for this paper and will be addressed in a future ESC paper.
6. **ESC noted** that consideration of when a job seeker can fully meet their requirements, for example, through completing a combination of activities such as paid work and study, will be considered, and presented to ESC in a future paper.

s 22(1)(a)(ii)

Employment Steering Committee

Thursday 5 August 2021

Attendees

Members: Miranda Lauman [s 47E(d)], Melissa Ryan, s 47E(d) Robyn Shannon, Benedikte Jensen, s 47E(d) [for Jennifer Hewitt]. Secretariat: s 47E(d)

Other Attendees: Heike Phillips, s 47E(d), Jodie Wearne, s 47E(d) Quyen Tran, Fiona MacDonald, s 47E(d), s 47E(d)

Apologies: Nathan Smyth, Kerry Kovacevic, Jennifer Hewitt.

s 22(1)(a)(ii)

s 22(1)(a)(ii)

6. PBAS – labour market credits [in Fortress]

This item will be circulated out of session in Fortress for agreement.

s 22(1)(a)(ii)

Circulated OUT OF SESSION - PBAS – labour market credits [in Fortress]

The paper was circulated on Thursday 5 August for response by 9am Monday 9 August.

Miranda Lauman provided approval and comments by email.

s 47E(d) provided comments by email, approving all recommendations except Option 3 (proximity to strong labour markets).

- A. **ESC noted out of session** the analysis undertaken by the Deputy National Skills Commission Division to determine the labour market disadvantage in each Employment Region at Attachment A.
- B. **ESC noted out of session** that vacancy data was not included in the analysis as the geographical structure on which those data are based does not line up well with Employment Regions.
- C. **ESC endorsed out of session** the decisions made at EBMC on Monday 2 August 2021 for applying an automatic labour market credit to job seekers in Digital Services and Enhanced Services in the New Employment Service Model that will reduce their points target [Attachment B and outlined below] and the alternative recommendations for points 3 and 5 that were agreed by EBMC.

Employment Steering Committee

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1. **ESC agreed out of session** that an automatic labour market credit be applied to job seekers in Digital Services and Enhanced Services in the New Employment Services Model (NESM) at the Employment Region (ER) level.
2. **ESC agreed out of session** that a labour market credit will be applied to all job seekers within an ER that have a labour market rating of below average or poor.
3. **ESC agreed out of session to an alternative approach** that all ERs with below average or poor labour market conditions will receive a labour market credit regardless of their proximity to stronger labour markets.
4. **ESC agreed out of session** that the labour market credit applied to ERs with a labour market rating of below average or poor will be 20 points.
5. **ESC agreed out of session to an alternative approach** that the minimum job search requirement remains at four job searches per reporting period for job seekers that receive a labour market credit.
6. **ESC agreed out of session** that the labour market ratings for the ERs be reviewed every six months to ensure that the ratings maintain accuracy and reflect any changes in labour market conditions.



Thursday 12 August 2021

Attendees

Members: Miranda Lauman [Chair], Nathan Smyth, s 47E(d) , Melissa Ryan, s 47E(d) Robyn Shannon, Benedikte Jensen. Secretariat s 47E(d)

Other Attendees: Heike Phillips, s 47E(d) , Susan Pietrukowski, s 47E(d)
Louise O'Rance, s 47E(d)

Apologies: Kerryn Kovacevic, Jennifer Hewitt.

s 22(1)(a)(ii)

Employment Steering Committee

s 22(1)(a)(ii)

OFFICIAL - Sensitive

5. Changes to the Job Plan in NESM

Melissa Ryan introduced the paper, thanking contributions from Legals and LMPB.
s 47E(d) led the committee through the recommendations.

Outcomes:

- a. **ESC agreed** to streamlined Job Plan arrangements for all job seekers in NESM who will be subject to PBAS containing only compulsory requirements as below:
 - (i) **ESC agreed to the following default, non-removable requirements:** points-based requirement, accept and retain suitable paid work, action job referrals (enhanced only), attend job interviews, and attend any appointments notified as compulsory.
 - (ii) **ESC agreed to the following default, removable requirements:** accept personal responsibility to self-manage and accurately record participation efforts in PBAS; and maintain an up-to-date Career Profile each six months; **ESC noted** a future paper on activities at the NESM mandatory activation points would address a new default requirement for digital job seekers to self-refer to compulsory activities (e.g. Employability Skills Training (EST)).

Employment Steering Committee

OFFICIAL - Sensitive

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Minutes Thursday 19 August 2021

Attendees

Executive: Nathan Smyth

TO: s 47E(d) , Erin Rule, Louise O'Rance, s 47E(d) for s 47E(d)

NESMPID: Melissa Ryan, Quyen Tran, s 47E(d) , Fiona MacDonald, Stuart Watson

PQDD: Robyn Shannon, Jodie Chamberlain, Heike Phillips, s 47E(d)

LMWPD: Benedikte Jensen, Carmel O'Regan, Alistair Beasley, s 47E(d)

EPAD: Jodie Wearne, Kraig Lowes, Tim Matthews, s 47E(d) [for Samantha Robertson], Belinda Catelli

WED: s 47E(d) Derek Stiller, s 47E(d) , Janet Lui, Edwina Spanos, s 47E(d)

DSD: Nicolle Johnston

STG – s 47E(d)

Communications – Dijanna Ratajkoski

Internal Audit – s 47E(d) [for Jennifer Hewitt]

Secretariat – s 47E(d)

Other Attendees: s 47E(d)

s 47E(d)

Apologies ^s , Bruce Cunningham, Miranda Lauman, Samantha Robertson,

⁴ Helen McCormack, Eve Wisowaty, Kerryn Kovacevic, Philip Siu, Nicky Antonius, s 47E(d) , Jennifer Hewitt.

s 22(1)(a)(ii)

5. Treatment of Personal Circumstances in the PBAS [via Fortress]

s 47E(d) gave a recap of the recent decisions on PBAS and noted the wide amount of consultation.

s 47E(d) walked the committee through the recommendations in this paper.

Joint ESC discussed the sensitivities around the age groups of 55 – 59 years and 60+ years.

Outcomes:

- a. Joint ESC agreed** that an automatic upfront participant credit be applied to job seekers with:
 1. partial capacity to work requirements of 15-29 hours per week;
 2. over 60 years of age; and
 3. principal carer parents whose youngest child is between 6-15 years of age.
- b. Joint ESC agreed** that the value of the automatic upfront participant credit to be applied will be 40 points for all job seekers that will receive the credit.
- c. Joint ESC agreed** that job seekers will be considered to be fully meeting their mutual obligations requirements in the circumstances outlined in Attachment A and would not be required to complete the minimum job search.
- d. Joint ESC noted** that Enhanced Services providers and the Digital Services Contact Centre (DSCC) have the discretion to adjust the points target where a job seeker requires additional tailoring having regard to the job seeker's capacity and personal circumstances.
- e. Joint ESC noted** that there are circumstances where a job seeker with a personal circumstances credit could be earning points above their specified points target. The extra effort will be recognised and these job seekers can bank these points and use them against the points target in the next reporting period.
- f. Joint ESC noted** that the delivery of this functionality in the IT system is critical to the delivery of NESM on 1 July 2022 as the requirements are directly related to the Social Security Law.

