




Australian Government
Department of Employment


International evidence and best practice – key trends and developments

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Key Trends and Developments

- Digitalisation
 - Early intervention
 - Intensive services
 - Local partnerships
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Digitalisation

- **Technology** is transforming the way employment services operate
 - Many countries are investing in **user-friendly digital services**
 - Accessibility, customisation and performance
 - Skills development through **e-learning**
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Early Intervention and Intensive Services

- **Investing** to reduce risk of long-term unemployment
- Role for **intensive** and/or **multi-disciplinary services** for certain groups. For example:
 - Workers at risk of displacement
 - People with a mental health condition
- **‘Wrap-around’** servicing, **‘one-stop shops’** and **partnerships**

Regional Strategies

- **Devolution** to facilitate local economic development and jobs growth
 - **Partnerships** and regional **co-operation**
 - Delivery of programs at the **local level**
 - Flexibility and **adaptability**
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What works and for whom?

- Different approaches work for different groups
- **Systematic assessment** of barriers
- **Tailoring assistance**
- Improving access to **labour market information** for stakeholders

Conclusion

- No single model but **common principles** that apply across countries
- A growing body of evidence on **‘what works’**
- Important to capitalise on best practice
- Effective and efficient **institutions, innovation** and **evaluation** are the key
- Employment Services have a crucial role to play in the Future of Work context