



Australian Government
**Department of Education,
Skills and Employment**

Our Ref

**Deputy Secretary
Nathan Smyth**

Dear Chief Executive Officer

Temporary change to jobactive payment model

I am writing to advise you that the Australian Government has agreed to temporarily rebalance the jobactive Administration and Outcome Fees due to the impact of COVID-19. This will deliver more funding up-front to help you meet the needs of job seekers on your caseload.

As you are aware, the current jobactive payment model is weighted more heavily towards the achievement of Employment Outcomes than the payment of Administration Fees. This rebalance gives equal weighting to Administration Fees (50%) and Employment Outcomes (50%) and will be available from this Friday - 12 June 2020 through to 30 November 2020. jobactive Notice No. 15 will be issued to you today and published on the Provider Portal to bring this change into effect.

Job seekers are being referred to your services for the personal assistance that your organisation has been contracted to provide. It is critically important that you have enough staff, with the right skill sets, to actively engage with job seekers. This upfront injection of funding can support you to invest in your workforce and in the delivery of tailored services. I know through our one-on-one conversations that many of you are actively looking at your servicing strategies, and identifying what you need to do differently to meet the needs of both your new and existing job seekers during these unprecedented times.

Help for job seekers to upskill and reskill will be an important component of this. This package complements the temporary change to the Employment Fund arrangements for Stream A job seekers and the new funding arrangements for Career Transition Assistance to support this focus. Success will rely on your staff having targeted conversations with job seekers about their current skill sets and the training that will assist them into new jobs. Close linkages between your organisation, training providers and other local support services – as well as employers – are also critical.

The Department will be in contact to discuss how your organisation will use this temporary resourcing adjustment to boost the service job seekers receive. I intend to raise this in my ongoing discussions with you, and our Account Managers will also be in touch with you on this. The department will be closely monitoring all aspects of job seeker servicing in the coming months to facilitate our reporting back to Government on the use of the funding injection.

Further information on the Government's and the Department's expectations of the delivery of services to job seekers under this package is outlined in jobactive Notice No. 15.

The services your organisation deliver remain critical to helping job seekers prepare for and find work. This package is designed to support your organisations to continue to proactively engage and deliver support to job seekers as we move into recovery from the COVID-19 pandemic.

Yours sincerely



Nathan Smyth
// June 2020