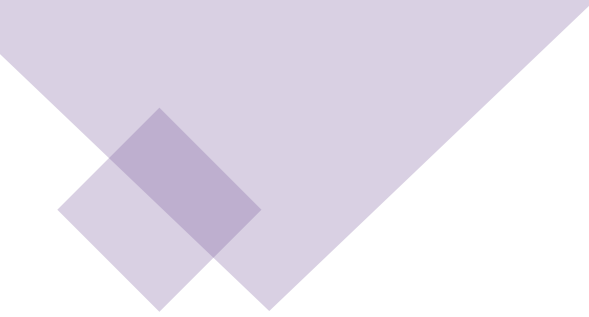


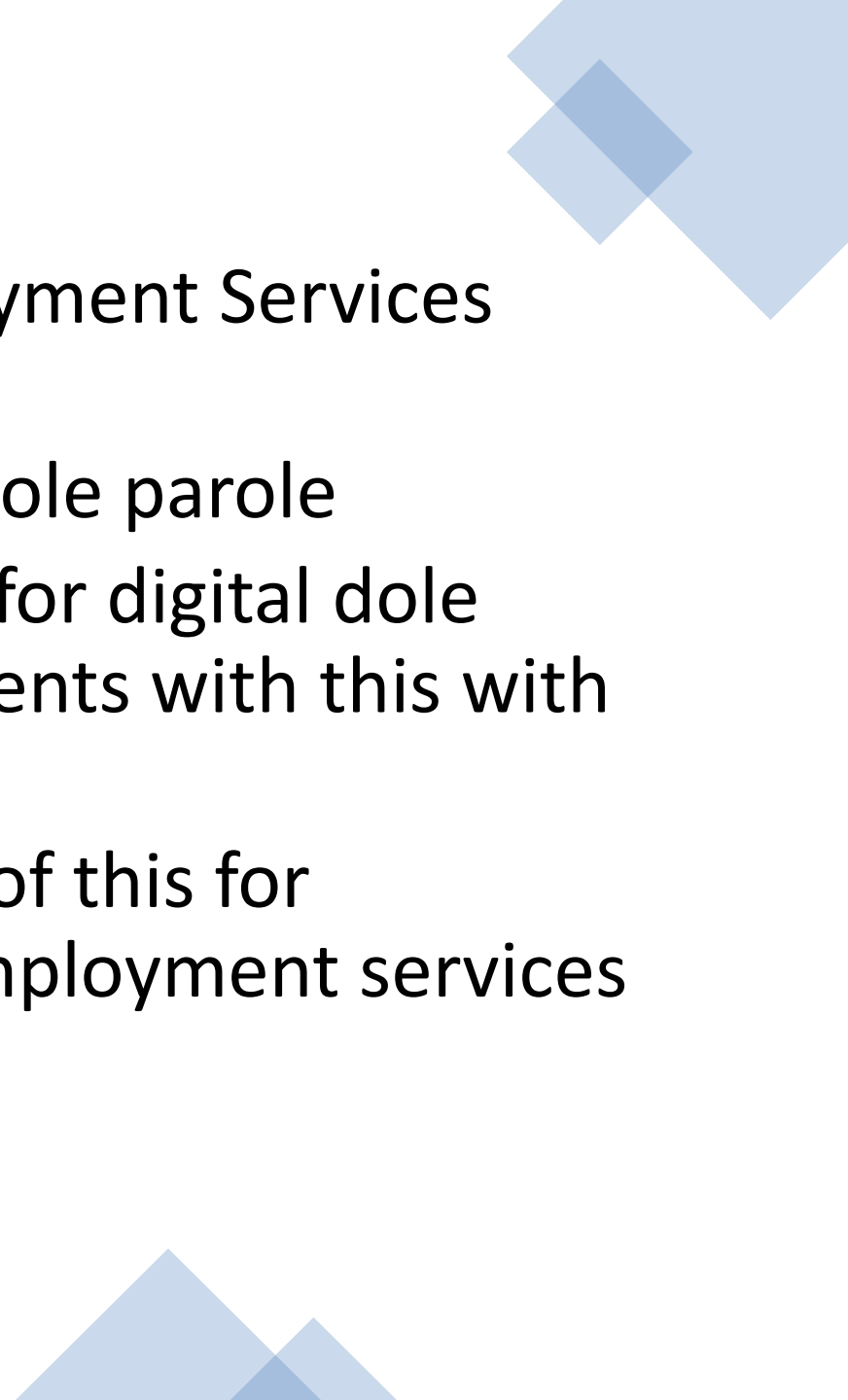
Beyond digital dole parole: social security decisions and the New Employment Services model

Dr Simone Casey, Senior Advisor –
Australian Council of Social Service






Outline of presentation

- Describe the New Employment Services model (NESM)
 - Explain the term digital dole parole
 - Describe the technology for digital dole parole and new developments with this with the NESM
 - Explore the implications of this for automated decisions in employment services and rights review
- 

Australia New Employment Services are based on an Expert Advisory Panel review which found:

- Job seekers:** lack trust in the system, want targeted and meaningful interaction, help to access other services if needed
 - Employers:** job seekers lack skills and reliability, too many unsuitable applications and red tape, relationships with providers key
 - Providers:** time constraints challenging, high admin and compliance requirements, concerns for staff wellbeing, high turnover
- 

The NESM vision

..a digital, personal, and effective employment services system that:

Exposure Draft of purchasing arrangements released 25 June



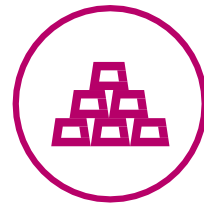
assists employers to source skilled job seekers



supports eligible **job seekers** to find a sustainable job



focuses high performing **providers** on supporting higher need job seekers



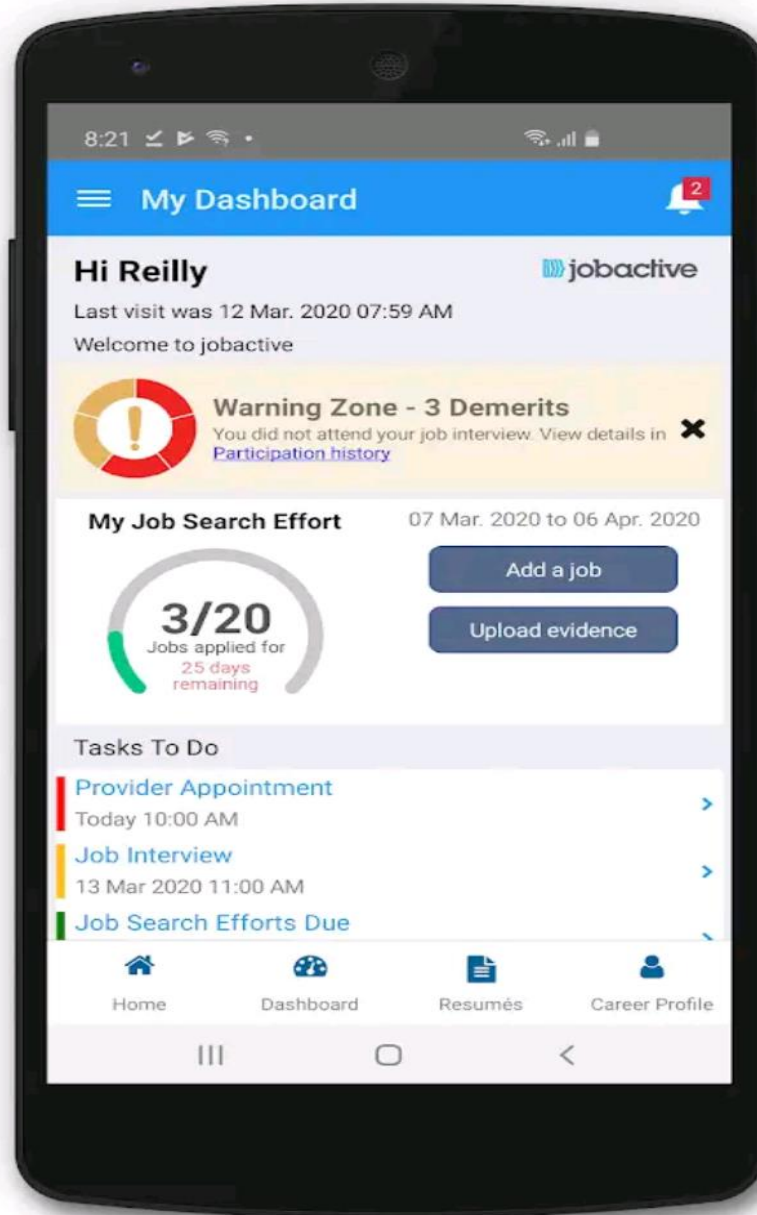
creates a more **efficient and cost-effective** model for **government**

‘Why ‘Dole Parole’

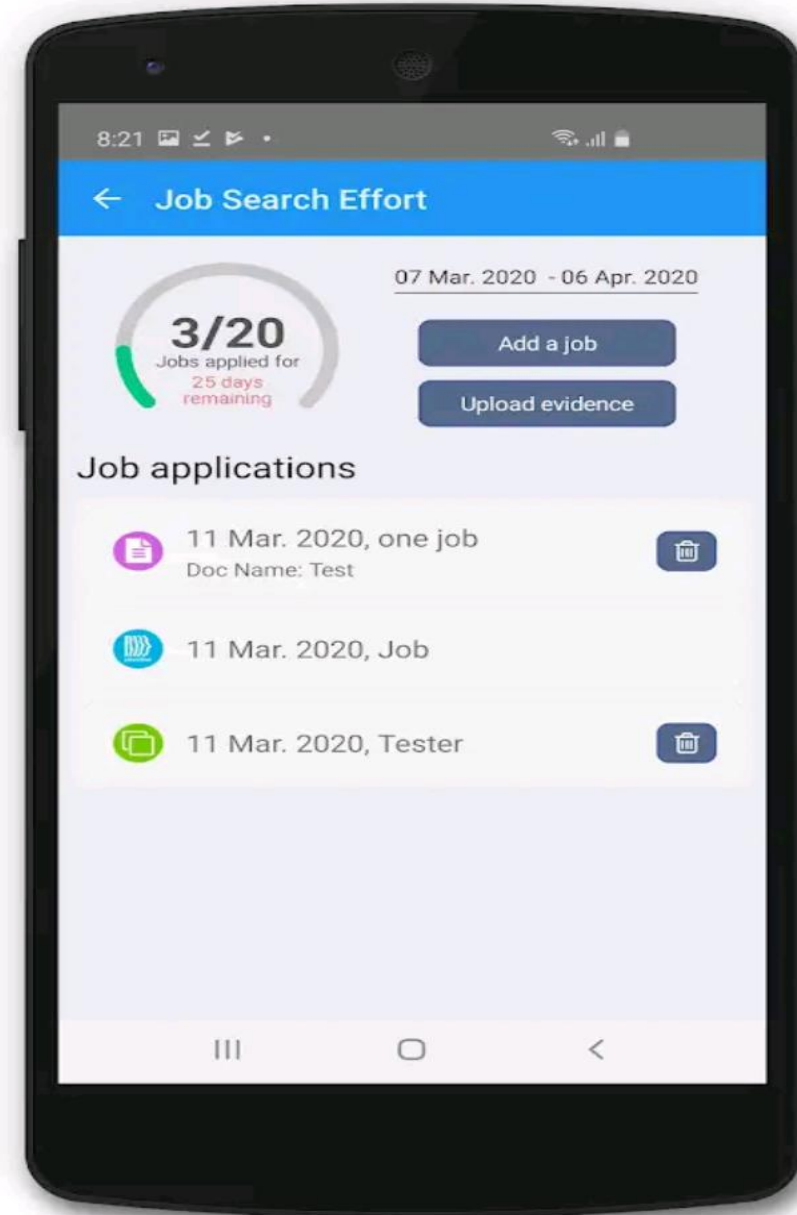
- Anecdotal jobactive came to be called ‘dole parole, reflecting the ‘thin’ nature of labour market programs or workfare as it has evolved in Australia....
- Workfare = onerous activation, strict conditionality, work for the dole, and ‘Work first’ contract incentives
- Dole parole = monitoring compliance with job search requirements and administering sanctions as legislated in social security law
- **Digital dole parole** is automating rules and decisions so that **digital systems administer social security rules**
- System designers **remove discretions**; (so what will remain of these in the Enhanced Services model?)

Digital dole
parole
The Job
seeker
Dashboard
and Targeted
Compliance
Framework
(since 2018)

Manage your job search
journey with **My Dashboard**



See a record of your
progress



New compliance system from 1 July 2018

Know where you stand and how the new rules can affect you



Meeting all
your requirements



Meeting all your requirements:

- Mutual obligation requirements include job search, attending provider appointments, job interviews and activities.
- Tell your provider ahead of time if you can't meet your requirements.



Warning
(1 to 5 demerits)

If you do not meet your requirements you will get a demerit:

- Every time you miss your requirements your payment will be suspended. Contact your provider, meet the requirements and you will get your payment.
- Meet all your requirements to get back to the  zone.
- If you continue to get demerits you will have a review with your provider and Centrelink to see why you are not meeting your requirements.
- If you get 5 demerits you will move to the  penalty zone.



Financial penalties

In this zone, you will get financial penalties:

- 1st time fail to meet your requirements = lose 1 week's pay.
- 2nd time fail to meet your requirements = lose 2 weeks' pay.
- 3rd time fail to meet your requirements = payment cancelled, 4 week wait to re-apply.

Demerits

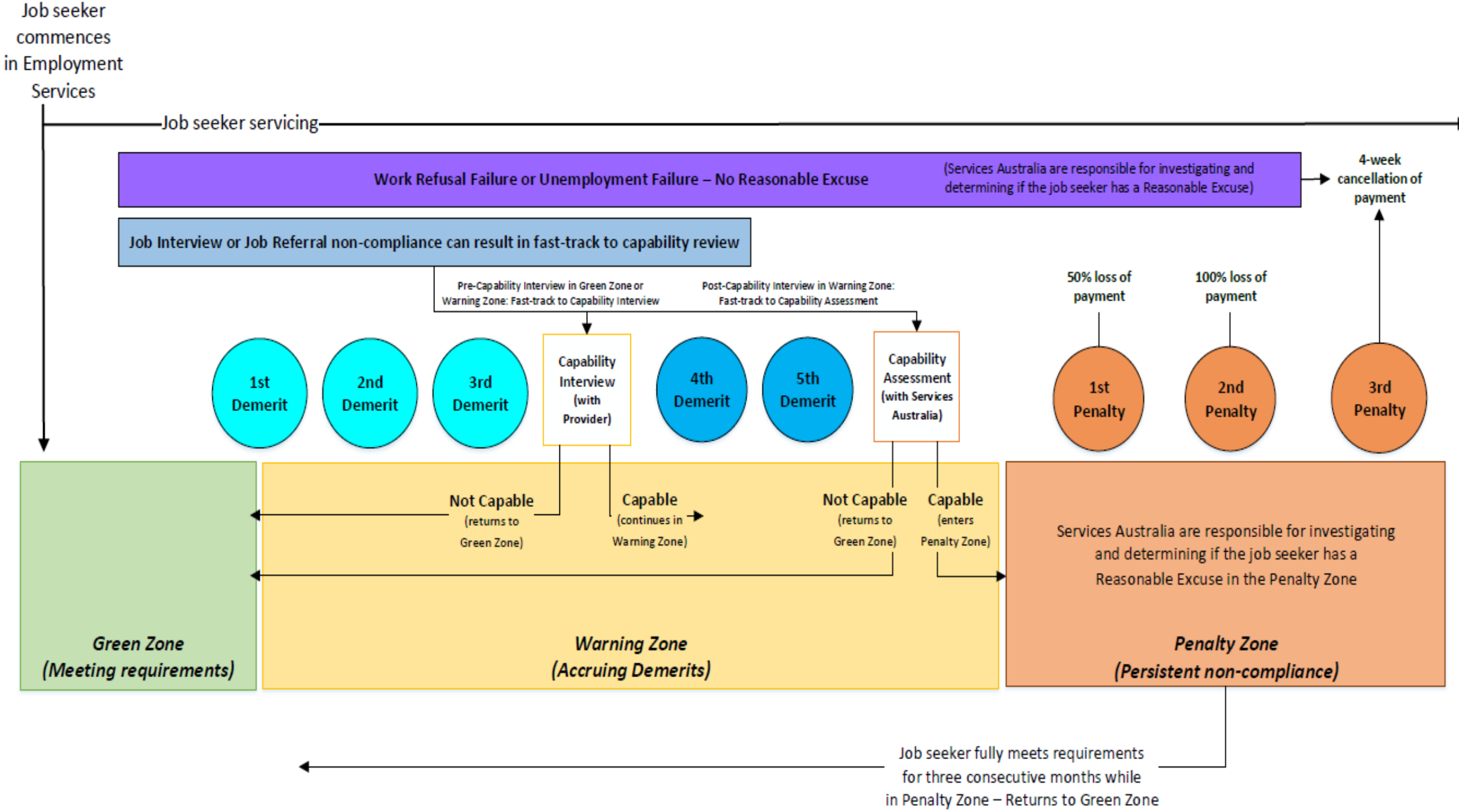
You will get demerits if you do not...

- agree to a Job Plan
- do job search
- attend or behave appropriately at a provider appointment
- attend or behave appropriately at a third-party appointment
- attend or behave appropriately at an activity
- attend a job interview
- behave appropriately at a job interview
- act on a job referral.

Payment cancelled

4 week wait to re-apply if you:

- fail to accept or commence suitable work
- voluntarily leave or are dismissed for misconduct from suitable work.





Tuesday, 25 December 2018



Your payment has been suspended for not attending your activity. To restore payment you need to attend a day of activity. Contact your provider on [1300276456](tel:1300276456).

9:00 am

System designers as the backbone

ParentsNext: 80% of recipients who had payments suspended not at fault, data shows

Critics of the ParentsNext program warn parents are struggling to meet their mutual obligations

Happy Christmas from Centrelink - your welfare payments have been stopped

Automated systems labelled 'heartless' as email and text notifications ruin holiday

Tuesday, 25 December 2018

Luke Henriques-Gomes

[@lukehgomes](#)

Fri 28 Dec 2018 14.02 AEDT



Your payment has been suspended for not attending your activity. To restore payment you need to attend a day of activity. Contact your provider on [1300276456](tel:1300276456).

9:00 am

▲ A screenshot of a text message received on Christmas morning notifying a client that payment from Centrelink had been suspended.

irus World **AU politics** Environment Football Indigenous Australia Immigration Media Business Sci

🕒 This article is more than 1 year old

Welfare suspensions increase by 40% under new compliance regime

Jobactive participants had their Centrelink payments cut more than a million times in the first six months of 'punitive' program

Gomes

EDT

541 399



New developments – getting ready for NESM



NESM Trials; Online Employment Service (OEST)



Job plans online



Self-reporting of job plan requirements



Streamlining bill (some of the changes)



Point-based activation



Australian Government



Job seekers ▾

Change contrast



[Find a job](#)

Account ▾

[Dashboard](#) [Career Profile](#) [Calendar](#) [Job Search Effort](#) [Job Plan](#) [Participation History](#) [Paid Work](#) [NEIS](#)

[Home](#) / [Dashboard](#) / [Job Plan](#)

Job Plan

Job Plan agreed to on 20/05/2019

You have agreed to:

- I agree to search for work by contacting 20 employers per month. I agree to report and provide evidence of these job search contacts using the jobactive website by the 16th of each month. I am aware that I need to look for any suitable work, not just work that I would like to do.
- I agree to attend job interviews and do other preparatory activities, in order to enhance my chances of getting a job. I am aware that this may be in relation to any suitable work, not just work that I would like to do.

 [View Job Plan \(PDF | 105.10 KB\)](#)

Mutual Obligation Requirements

I agree to attend appointments with my provider to discuss my job seeking progress, as required. My provider will notify me when those appointments will occur.

Compulsory

I agree to search for work by contacting 8 employers per month, including any to which my provider refers me. I agree to report and provide evidence of these job search contacts to my provider as directed by the 08th of each month. I am aware that I need to look for any suitable work, not just work that I would like to do.

Compulsory

I understand I can report this job search by either reporting on an approved paper form, or online via jobsearch.gov.au or via other methods as agreed with my provider.

I agree to attend job interviews and do other preparatory activities as directed by my provider. I am aware that this may be in relation to any suitable work, not just work that I would like to do.

Compulsory

I agree to take responsibility to report and/or record my attendance at requirements set out in my Plan by close of business on the day of the requirement. I understand that if I am unable to record my own attendance using available technology, I am required to contact my provider by close of business on the day of the requirement to ensure my attendance is recorded. I understand that if I do not ensure my attendance is recorded, my payment will be affected.

Compulsory

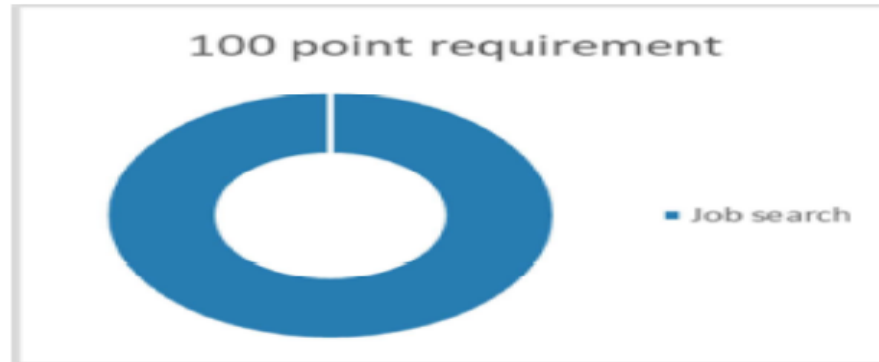


Dole parole and points-based activation in the NESM = 100 points per month/reporting period

Tasks and Activities	Points
Completing a quality job application	5 points
Attending a job interview	10 points
Starting a job	10 points
Education and Training, including JobTrainer funded courses	20 points per week while studying full - time 15 points per week while studying part - time
Paid work	10 points per 10 hours worked
Work for the Dole Employability Skills Training Career Transition Assistance	15 points per week while participating full- time 10 points per week while participating part-time

Table 2: Examples of job seekers meeting their monthly 100 Points Target (indicative only – final policy detail to be announced prior to 1 July 2022)

Example 1



By submitting a minimum of 20 job searches

100 points = 20 job searches

Example 2



By submitting 4 job searches and completing a 4 week training program full-time tailored to the retail industry.
100 points = 4 job searches + a 4-week full-time training program

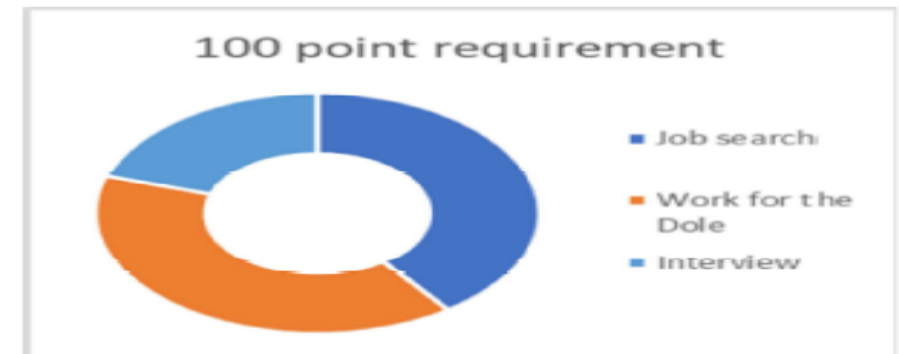
Example 3



The job seeker's Points Target has been adjusted due to their personal circumstances and their Points Target is now 80 points. By working in paid employment for 10 hours each week and submitting 8 job searches.

100 points = 20 points adjustment + 8 job searches + 10 hours per week of paid work

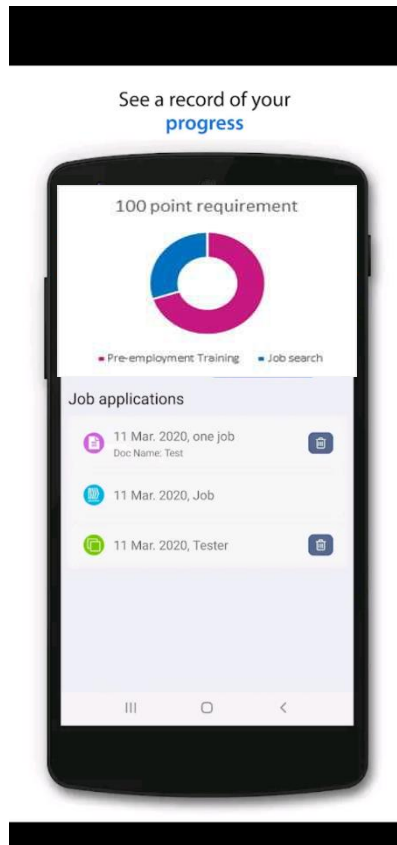
Example 4



By participating full-time in a Work for the Dole activity to build core work-like skills, securing 2 job interviews and submitting 4 job searches.

100 points = 4 job searches + 2 job interviews + Work for the Dole.

The dashboard and points-based activation



Start Skills Match

On jobactive



6,700+



Executive & General
Management jobs have
been advertised in the past
week

127,280+



Employers registered with
JobSearch

56,180+



New positions in the past
week

Useful information



Job search hints and tips



Resume and cover letter tips



Job application guide

JOB OUTLOOK

Explore your career outlook

Connect with us



Site map
Help with myGov
Want to work in Australia?
Job seeker fact sheets

How to use jobactive
Privacy and conditions
Employer fact sheets
Accessibility

Translations

Español

13 14 50

Contact Us




your about me.

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Find a job



 Search

[Advanced Search](#)

Jobs that may interest you



★ Senior Research Scientist - Se...

WERRIBEE | Full time position

The Position The Senior Research Scientist – Sensory Science will w... [Read more](#)



★ Truck Drivers MC (CASUAL)

Melbourne | Casual position

TRUCK DRIVERS MC INTERSTATE, GENERAL & BULK Rodney's Transpo... [Read more](#)



Quick links



★ Favourites

 Instant job list

☒ Interview Practice

 Online Training

Skills Match Tool



Looking for job ideas?

Discover skills you may have built in your past jobs and get ideas for new jobs that use those skills.

[Start Skills Match](#)

MySkills



Search the MySkills website to find courses which could help you get a job.

 Search



Self- reporting points

← Add External Job

Job Application Details

Applied On* 14/05/2018

Employer*

Industry Select

Occupation Select

Employer Contact Details

Name* Enter Contact Name

Phone

Job Details

Job Title* Enter Title

Location* Enter Suburb

Advertiser* Select

Work Type Select

How did you hear about the vacancy?

Heard By Select

Contact Method* Select

Save

← My Job Search Effort

My Progress

Jobs Applied 10 out of 20

Days left 8

ADD A JOB

UPLOAD EVIDENCE

Reporting period 23 MAY 2018 - 22 JUN. 2018

Provider Entered Application Count Adjustments

Applications added/reviewed by your provider:
Current JobSearch Effort
Added: 3
Unsatisfactory: 1

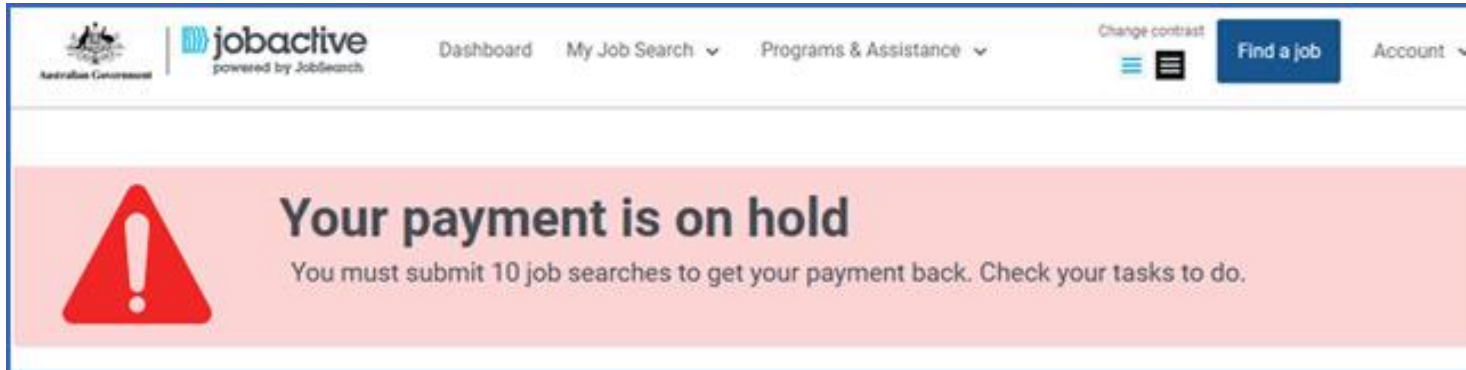
Job Applications

Arty books
Date Sent: 08 June 2018

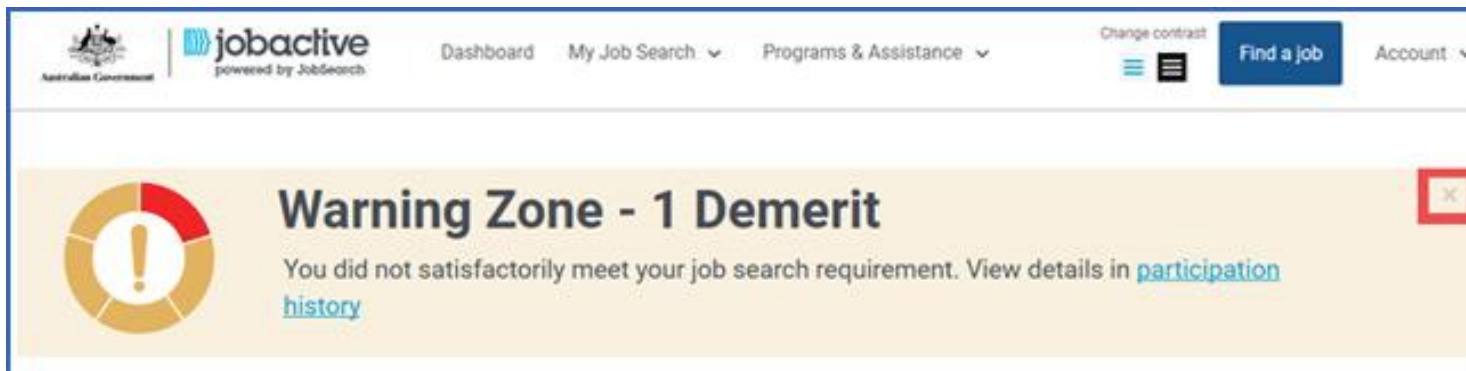
ggi
Date Uploaded: 28 May 2018
Number of Jobs: 2

gg
Date Uploaded: 24 May 2018

Payment suspensions – automated/automatic (no human review)



This screenshot shows the top navigation bar of the Jobactive website, including the Australian Government logo, the Jobactive logo (powered by JobSearch), and links to Dashboard, My Job Search, Programs & Assistance, Find a job, and Account. Below the navigation bar is a red banner with a warning icon (a red triangle with a white exclamation mark) and the text: **Your payment is on hold**. Below this, it says: "You must submit 10 job searches to get your payment back. Check your tasks to do."



This screenshot shows the top navigation bar of the Jobactive website, including the Australian Government logo, the Jobactive logo (powered by JobSearch), and links to Dashboard, My Job Search, Programs & Assistance, Find a job, and Account. Below the navigation bar is a yellow banner with a warning icon (a yellow circle with a white exclamation mark) and the text: **Warning Zone - 1 Demerit**. Below this, it says: "You did not satisfactorily meet your job search requirement. View details in [participation history](#)". A red square button with a white 'X' is located in the top right corner of the banner.

REASONS FOR SUSPENSION

Program	Payment Suspension Category	Jan-21	Feb-21	Mar-21	Mid Apr-21
jobactive	Provider Appointment	60,226	60,510	74,952	100,311
	Activity	3,739	3,745	4,298	5,685
	Third Party Appointment	161	170	268	294
	Job Interview	108	132	141	193
	Job Plan	4,770	3,869	3,646	7,694
	Job Referral	45	45	41	49
	Job Search	132,134	94,781	117,223	70,426
	Flexible Learning	47	49	39	89
	Points Based Period	178	173	226	156
	Work Refusal	46	63	68	57
	Total	201,454	163,537	200,902	184,954

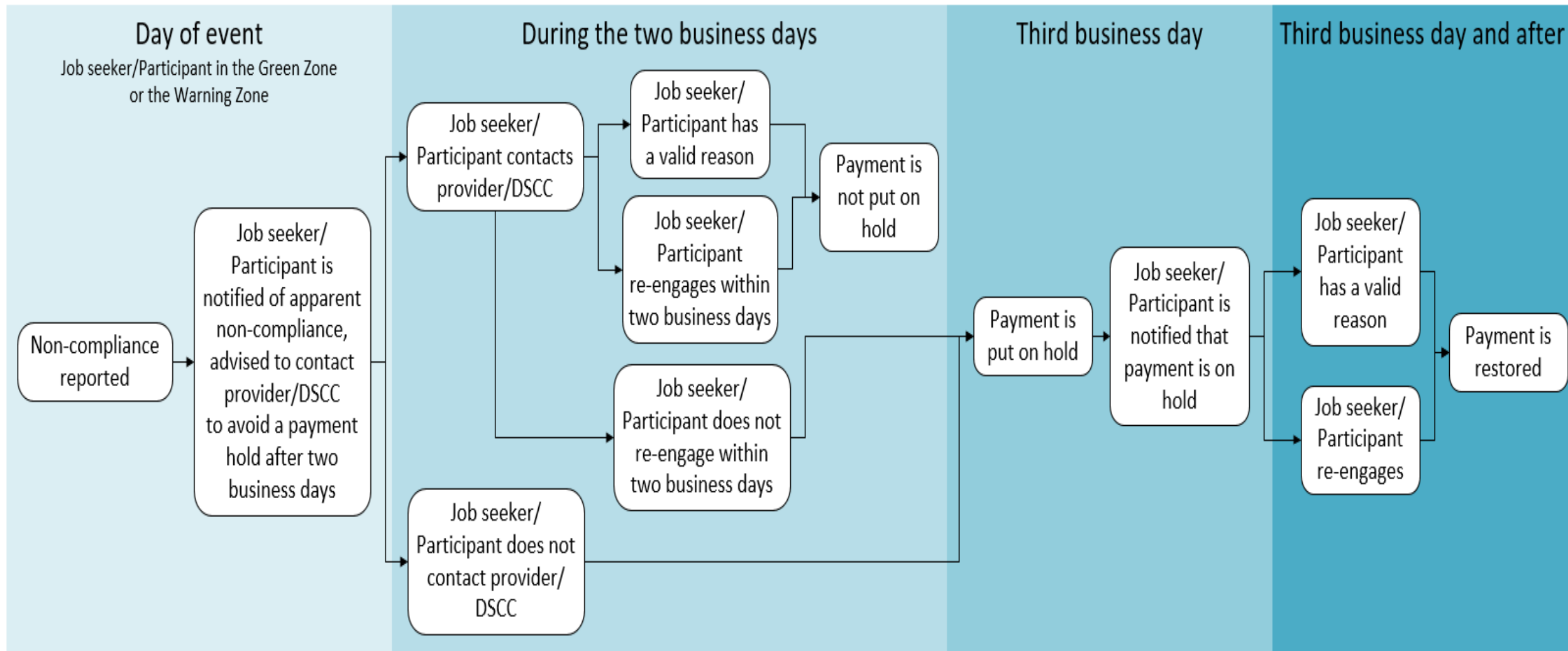
Who get suspensions and demerits (Jan-Mid Apr 2021)?

		caseload	suspensions		4 demerit	% of demerits
FEMALE	391408	46%	39%		344	10%
MALE	461439	54%	61%		828	24%
	852847				1172	
INDIGENOUS	76430	9%	18%		289	25%
SINGLE PARENTS	70467	8%	8%		np	
DISABILITY	140717	17%	20%		275	23%
HOMELESSNESS	72884	9%	14%		250	21%
CALD	188800	22%	17%		np	
EX-OFFENDERS	84748	10%	19%		355	30%
jobactive- Total					3513	100%

Two day resolution process – appointments only

Attachment 1.

Non-compliance timeline with two business day payment suspension delay



Implications of the Streamlining bill on job plan requirement to report/record attendance

Job plans online (requirements as determined by Secretary and coded by IT designers)

Requirement to self report in job plan

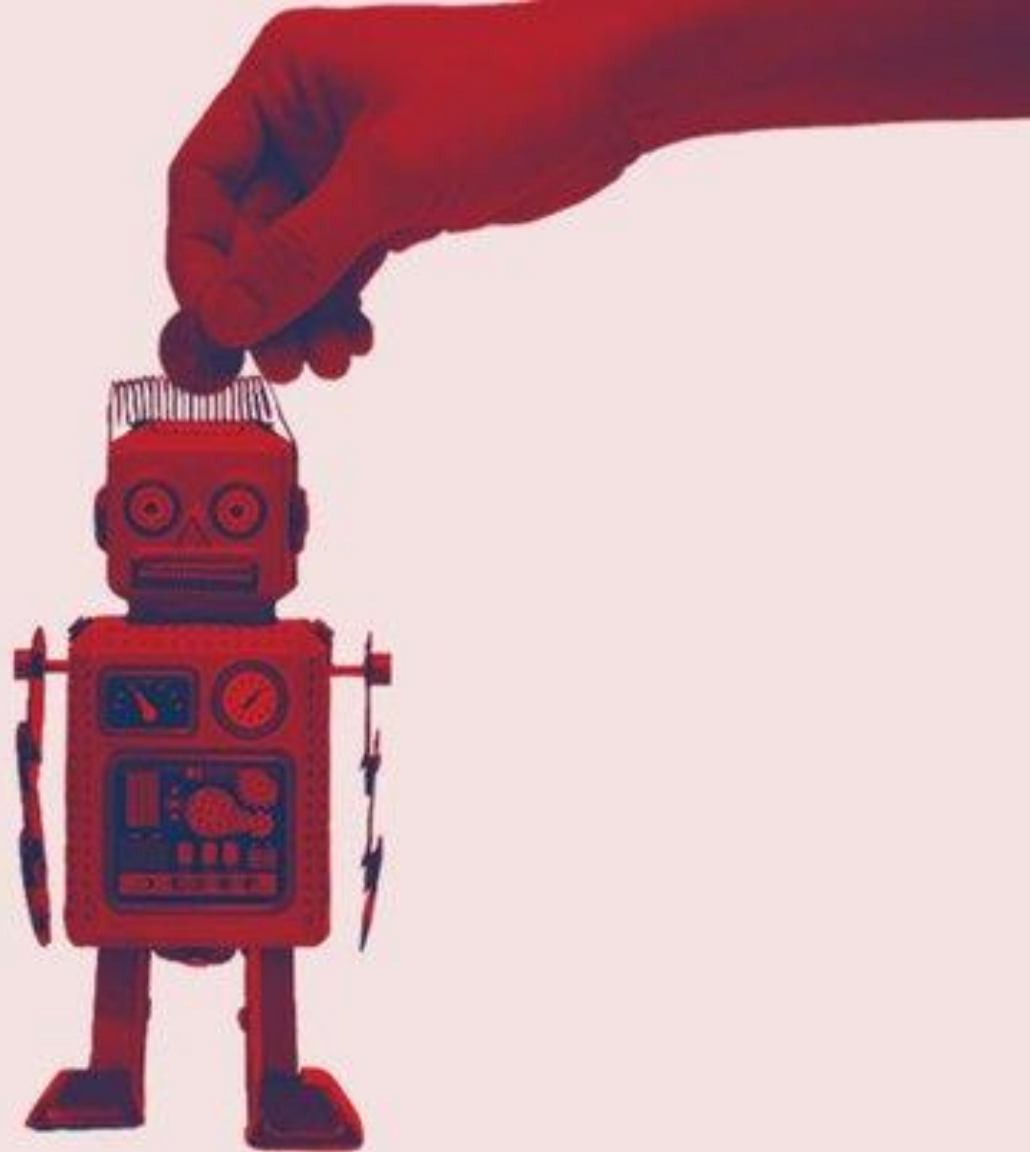
Point-based activation and self-reporting

Payment suspensions and automation

ACOSS proposing a Code of Digital Employment Services ethics

**24 hours to stop
the employment
services #robobill.**

**Contact your
Senator now!**



**RAISE
THE RATE
FOR GOOD**

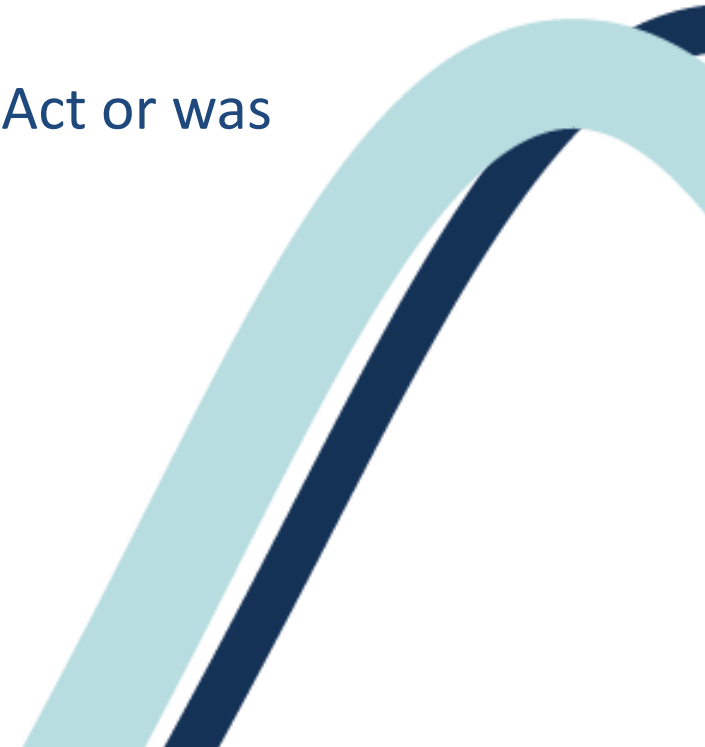
#RaiseTheRateForGood

Key issues

Notification - was notification provided before a suspension was applied (rescheduled appointments)?

Was the job plan suitable?

Was the suspension a mutual obligation failure as defined in the Act or was it an oversight/administrative mistake



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<http://www.powertopersuade.org.au/blog/automating-inequality-the-australian-way>