

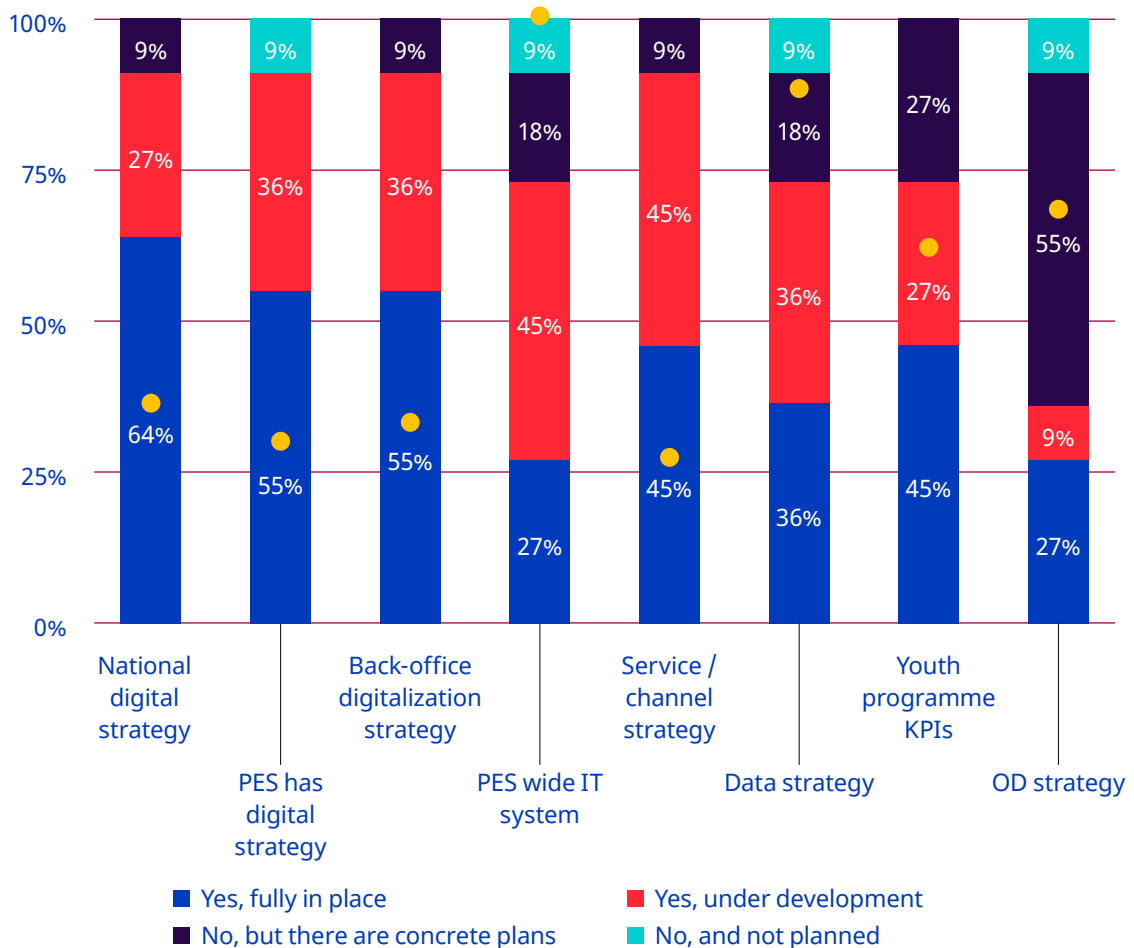
Australia

This country profile on technology in public employment services (PES) for youth is part of the ILO (2023) report on *Technology in public employment services to promote youth employment in Asia and the Pacific*.

Income category	High Income Countries
Egovernment Development Index (2022)	7
PES digital orientation	Digitalization

Digital maturity of PES

The figure below provides an overview of PES digital strategies across five areas (overall strategy, back office, front office, data and organization) in key selected areas across all participating countries. It shows Australia highlighted.



Australia has four of the eight dimensions being measured including national and PES digital strategies, back office and channel digital strategies. Probably due to the privatized PES functional model, there are no plans to develop a PES wide IT system. There are however plans to develop a data strategy and its organizational development (OD) strategy. Currently, the PES faces the following issues:

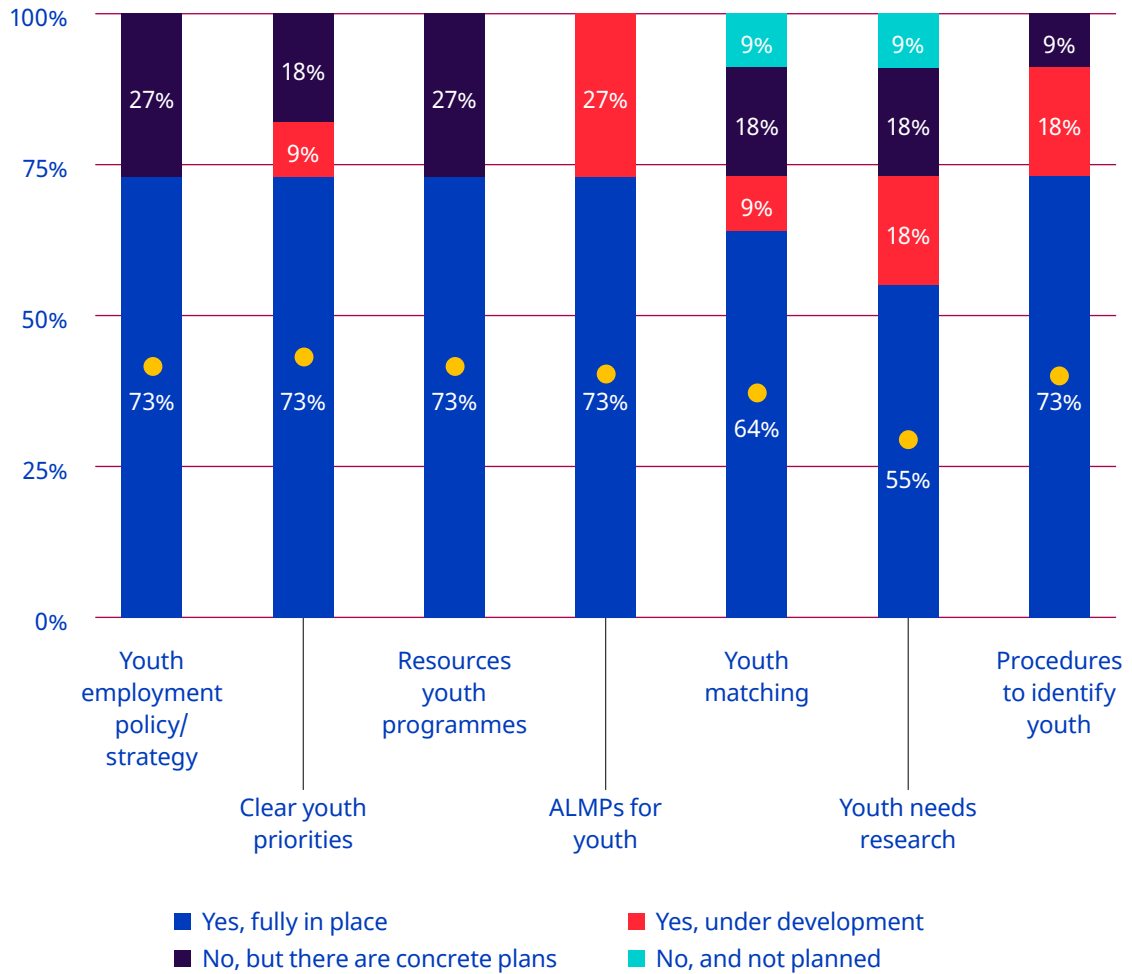
- Lack of financial and other resources
- Legacy systems

► IT operability

► Privacy protection

Youth services and programmes

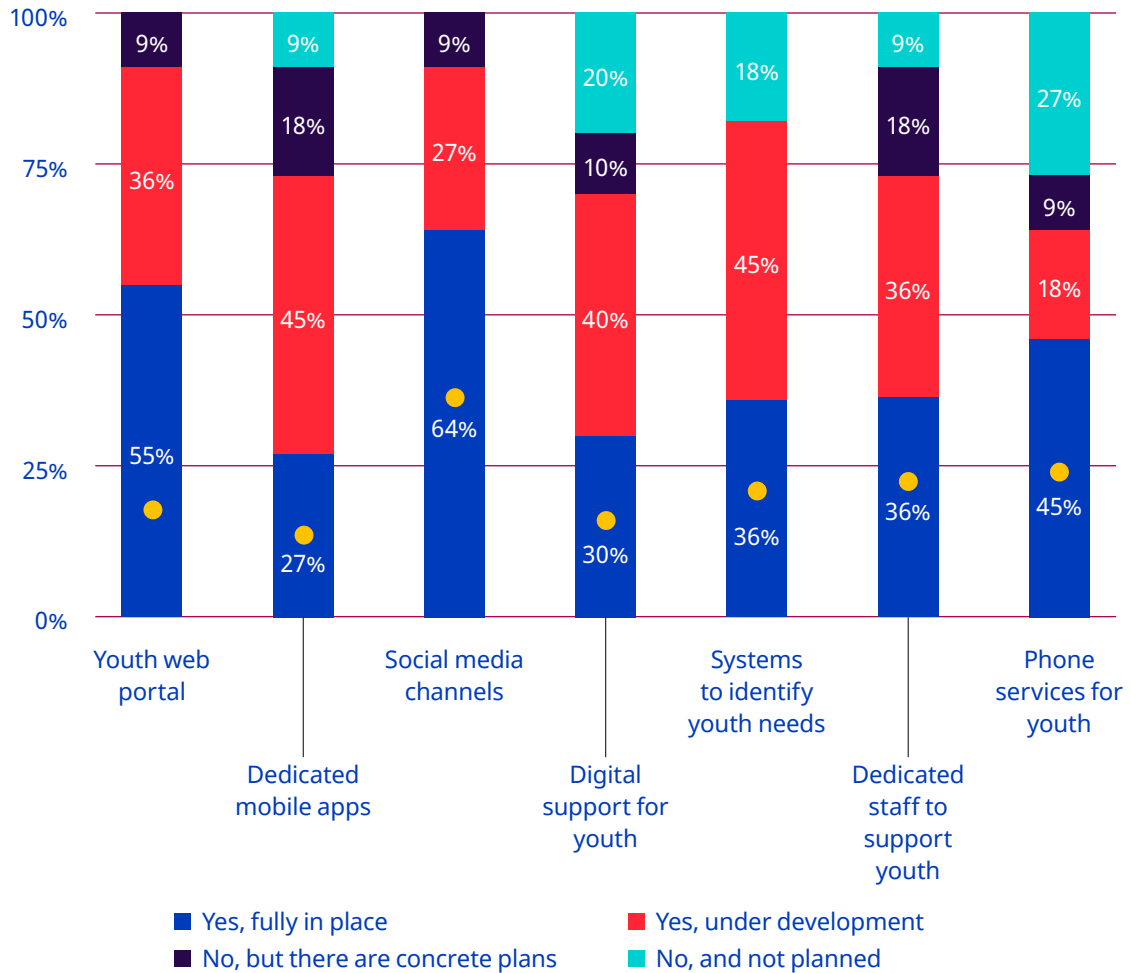
The following figure highlights key elements of youth services, programmes and approaches, as well as the Australia's position on it. It illustrates the degree to which a wide range of youth services are in place.



This is clearly an area where Australia is performing well and where other countries could learn from its experiences.

Youth technologies

The final area concerns technologies used by PES in their front and back offices. The following provides an overview of key technology areas and the Australian standing in these areas.



The Australian PES is also a leader in this field. All relevant and current youth technologies are in place and the PES is developing dedicated mobile apps.

Good practices and learning points

The following points are areas where other countries could learn from Australia, followed by areas where Australia could improve and/or learn from other PES.

- The Australian PES services are largely outsourced to contracted providers. Jobseekers can access face-to-face support from third party employment service providers while the online services are run directly by the Australian Government.
- The Australian PES has dedicated youth services. One example is Job Jumpstart (<https://www.jobjumpstart.gov.au/>) which provides resources and activities to support young people aged 15 to 25 in their job search and build their employability skills.

Learning points:

- Development of an integrated data strategy as well as an organizational development strategy