

ANNEX V:

G20 Principles for Effective Public Employment Services

Employment services are increasingly valuable in government efforts to tackle unemployment, to provide information on the labour market, improve employability and labour market integration, assist those in work to progress in the labour market and boost overall labour market performance. To strengthen their contribution to this agenda, employment services require well-functioning organisation, effective labour market instruments, strong capacity and resources to support job seekers, and build connections with relevant stakeholders and local partners.

The primary function of employment services is to connect people with jobs. This is becoming a more complicated task given the structural and cyclical challenges facing G20 labour markets, the changing nature of work and globalising factors such as new technologies. At the same time, there are rich opportunities for employment services to help achieve more inclusive growth.

G20 members agree to a new agenda to improve the effectiveness of public employment services, tailored to national circumstances, with a focus on the following design and delivery priorities:

1. A basic level of employment services should be **accessible** to all job seekers, with additional services focussed on people who are at-risk or vulnerable to long-term unemployment.
2. Employment services should be available as part of a network providing national **coverage**, with capacity to address local, regional and sectoral labour market needs consistent with national policy goals.
3. Employment services should be encouraged to meet employer needs through various means including **adaptability, innovation and dialogue**. Employment services should help to fill permanent vacancies but also be forward looking, engaging with employers to address future workforce needs and supporting self-employment opportunities for job seekers.
4. Employment services should improve the capacity of jobseekers to find and sustain suitable, productive and sufficient work in the formal economy. Support should come in a variety of forms and be able to be **customised** to jobseekers to enhance their connections with the labour market, their transition from informal to formal economy, and to improve their employability, adaptability and mobility over their working life. Consideration should also be given to early and personalised interventions and strategies to engage people not participating in the labour force.
5. Employment services should promote **labour activation** through vocational training, internship, apprenticeship, on-the-job training and entrepreneurship programmes; while combining work incentives, support and conditionality in return for support from government. Employment services should be responsive to changing economic circumstances.

6. Greater **coordination** should be encouraged **among services** that assist job seekers and employers, including private employment agencies; especially with the education and training system and other services that can help to address non-work barriers to participation. Particular priorities are to improve the employment situation of young people and female participation in the workforce, consistent with broader G20 objectives.
7. **Partnership and collaboration** between multiple stakeholders can strengthen employment development nationally, regionally, locally and on a sectoral basis, by improving skills development and utilisation in areas of economic potential. Employment services should partner with key government and non-government bodies and social actors to offer programs and supports that help jobseekers find decent work.
8. New developments in **technology and delivery innovations** should be taken advantage of. The use of technology and multiple platforms can enhance access, coverage and customisation of information and services; improve connectivity and the efficiency of matching people with jobs on a broader scale.
9. Well-functioning local and national **labour market information systems** are key, as data and a strong evidence base can improve the effectiveness of employment services and transparency of labour markets. Monitoring of the labour market situation by employment services can significantly contribute to labour and employment policy making.
10. Attention should be drawn to the need for **cost-effective employment services**, with measurable outcomes and performance management arrangements. Publicly-funded employment services should be an investment in reducing the long-term costs of unemployment and boosting employment opportunities.

We agree to address these priorities according to our national circumstances and to report on progress through the G20 Employment Plans. This agenda complements the G20 Skills Strategy and G20 Framework on Creating Quality Jobs; and is an important part of the strategy for achieving inclusive growth.