



## Safeguards for Digital Servicing

There are multiple safeguards in place in the New Employment Services Trial (NEST) and the Online Employment Service (OES) to ensure job seekers in Digital Services have access to the support they need to get the most out of the digital platform.

Job seekers at risk of becoming disengaged or who are finding it difficult to manage their job search online, will receive additional support and, if needed, be transferred to a provider for face-to-face servicing.

These safeguards will evolve over time as more data and evidence becomes available, and enhancements are made to the [New Job Seeker Assessment Framework](#).

Safeguards that are currently in place include:

### Initial Assessment Process

The Job Seeker Snapshot identifies the most suitable service type for job seekers. When completing the Snapshot, job seekers are also asked to voluntarily complete a Digital Assessment.

### Job Seeker Snapshot

The Job Seeker Snapshot (also known as the Job Seeker Classification Instrument or JSCI) assesses a job seeker's relative difficulty in getting and keeping a job, and helps identify the level of support the job seeker will need to help them find work.

Job seekers can update the Job Seeker Snapshot online at any time if their circumstances change.

### Digital Assessment

The Digital Assessment is presented immediately following the Job Seeker Snapshot as part of the initial registration process. It considers whether job seekers have the right skills and access to use the Digital Service effectively.

Job seekers in a Digital Service who are found by the Digital Assessment to have access or capability issues that might affect their suitability for that service are encouraged to opt out to a Provider.

### Vulnerable job seekers

Protections are in place for vulnerable job seekers who need upfront support and can't access online services. For these job seekers, Services Australia will provide assistance via phone or face-to-face services to:

- complete the income support application
- complete the registration process and conduct the JSCI, with referral to an Employment Services Assessment (ESAt), where necessary, and
- refer the job seeker to an appropriate service.

## **Opt outs**

Job seekers who have commenced in the Digital Service can choose to opt out of Digital Services at any time to receive in-person support from a Provider of their choice. Job seekers can opt out online through their dashboard, or by calling the Digital Services Contact Centre.

## **Digital Service Reviews**

Regular Digital Service Reviews (DSR) are conducted for Digital Service job seekers to determine whether the Digital Service remains appropriate for them, or if the job seeker may benefit from support from a Provider.

Under the DSR process, digital job seekers are directed to a voluntary online assessment every four months of service, unless already in employment, study or training.

Depending on their responses to the DSR, job seekers may be provided information on online services that can assist their job search (for example, career advice through the National Careers Institute) or, if relevant, encouraged to opt out of the Digital Service to a Provider.

## **Digital Services Contact Centre (DSCC) and online supports**

Digital Service job seekers can contact the DSCC via phone or email for advice and assistance. The DSCC can provide technical support, advice on how to use the system, and referrals to digital training or to a Provider.

Digital Service job seekers can also access support and advice via a range of online tools and resources (such as the jobactive and National Careers Institute websites) to help them make informed choices about their job search and training.

## **Capability Interviews**

The DSCC also undertakes Capability Interviews for job seekers who incur three demerits in a six month period. Capability Interviews determine whether a job seeker's Mutual Obligation Requirements (MOR), as set out in their Job Plan, are appropriate to their circumstances and capacity, and the job seeker is capable of meeting them.

When conducting the Capability Interview, the DSCC will consider services and support that may be appropriate to assist the job seeker to meet their MOR and move towards an employment outcome.

Where a Capability Interview indicates a job seeker is not capable of meeting their MOR in the Digital Service, the DSCC may determine that it is necessary to transfer the job seeker to a Provider for additional support.