



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

# NESA National Conference

**The New Employment Services Trial and the OES – the DESE and Provider Experience**

**Tuesday 8 June, 2.15–3.00**



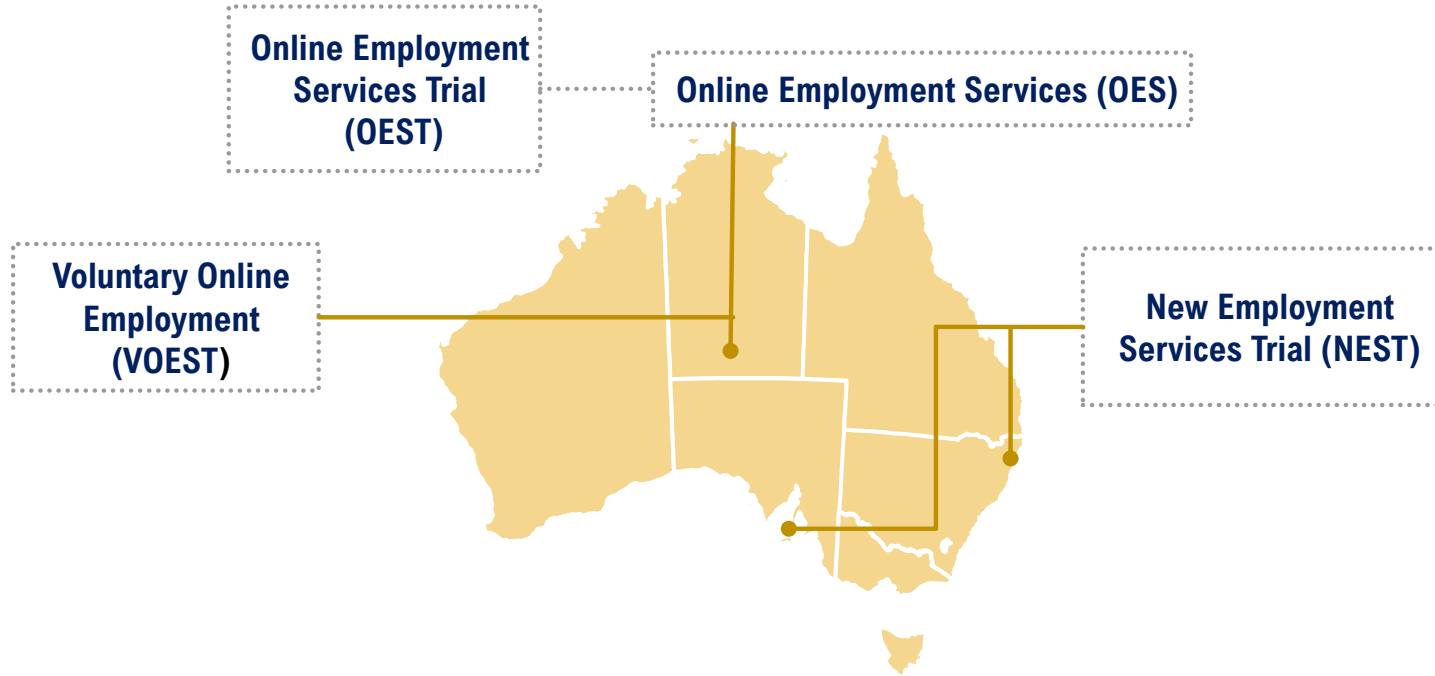


## Acknowledgement of country

We respectfully acknowledge  
the traditional owners and  
custodians of this land.

We pay our respects to them  
and their elders past, present  
and emerging.

# Testing and trialing key elements

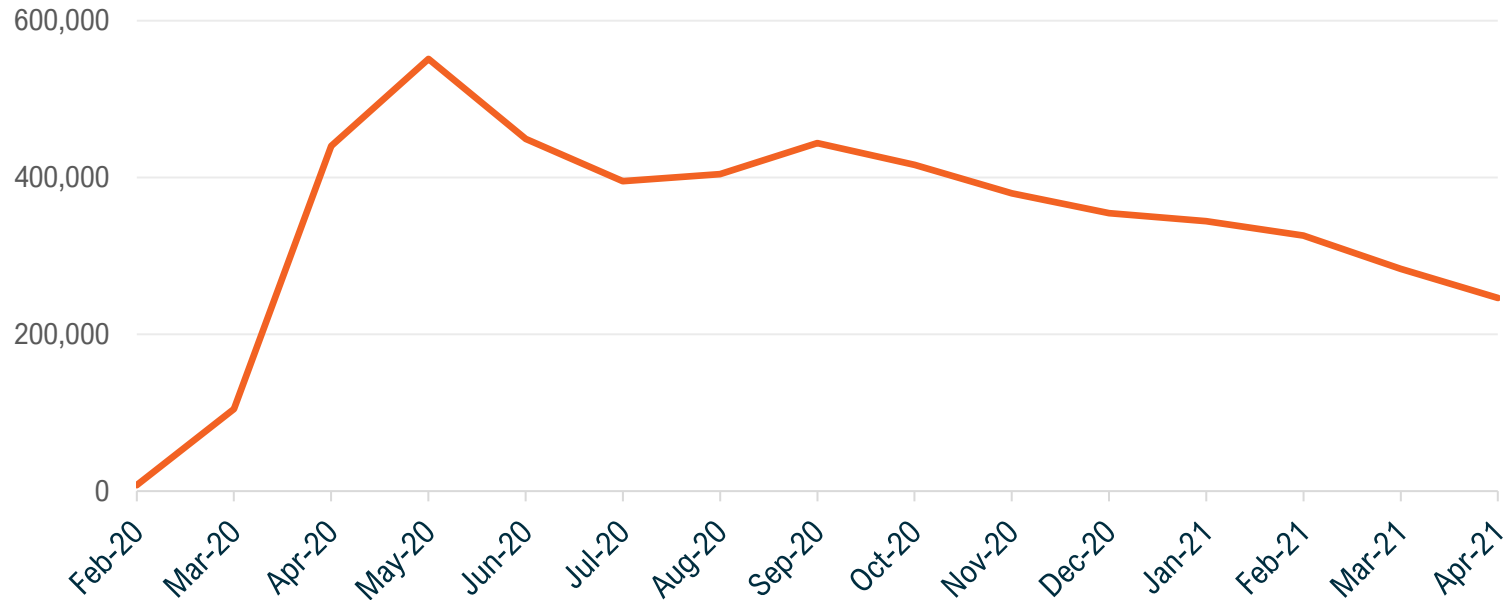


# Online Employment Services (OES)



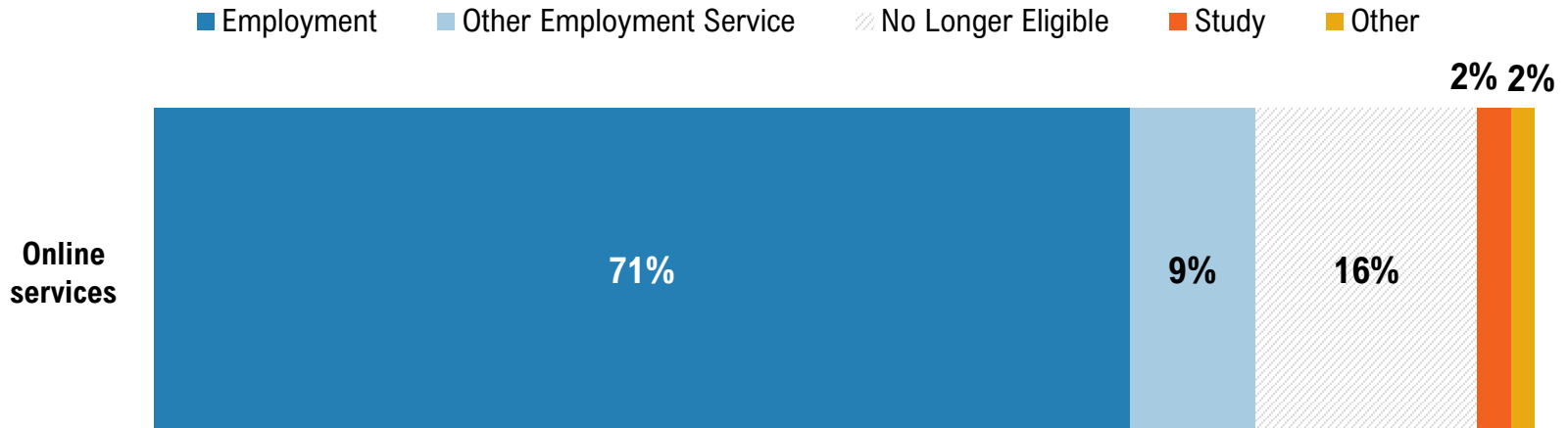
OES allows job seekers to manage their job search and reporting requirements online.

# Online services caseload over time (excluding NEST) 2020 – 2021



Data as at 30 April 2021

# Exits from online services



Data as at 30 April 2021

# About the OEST and the Online JSCI Trial

Started  
1 July 2018

- Testing **whether employment services could be delivered online** and the extent to which **job-ready job seekers could self-manage using an online platform**.
- As part of this we tested **the feasibility of delivering the JSCI online** and **compared the consistency of JSCI scores between job seekers who completed the JSCI online** with those who completed it with a provider.

Both trials have ended, and have rolled into the OES

# Key Findings – OEST


- OEST participants:
  - generally positive views and experiences.
  - no more likely to incur demerit points and just as likely to exit Income Support or Employment Services.
  - indicated online servicing more convenient, saving time and money.
- Some barriers to online participation and completion were identified.
- Online JSCI responses and streaming outcomes were consistent.
- Online JSCI was easy to use and time efficient.



# Evaluation Key Findings – OEST



**80%** satisfied with jobactive website.



**78%** website had functionality and features required.



**83%** website functions easy to use.




**79%** website was easy to navigate.


## Online JSCI Trial:




**90%** easy to use.



**93%** instructions were easy.



**94%** questions easy to understand.



**92%** comfortable answering questions online.

# Evaluation Key Findings – OEST feedback challenges



Preference for face-to-face servicing is most common reason for opting out.

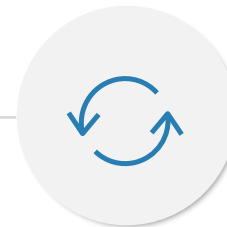


Key factors influencing optout rates:

- education levels
- age
- regional locations
- Indigenous.



Digital literacy main driver of non-completion of the Online JSCI.



Another key factor is repetitive nature.

# Enhancements in OES

- Improving onboarding processes for the platform.
- Changing the Digital Assessment and including a 4-monthly Digital Service Review (DSR).
- Offering a range of through the Digital Services Contact Centre (DSCC).
- Supporting job seekers to upskill or reskill through short courses.
- Offering skills matching tools from Jobs and Education Data Infrastructure (JEDI) and links to the National Career Institute (NCI) platform.
- Adding functionality allowing employers to better describe requirements.

## Safeguards

- Job seekers can optout at any point.
- Job seekers can update their Job Seeker Snapshot (JSS).
- The DSCC supplements human interactions.
- The DSR assesses whether job seekers capable of self-managing.
- Job seeker encouraged to opt out if the Digital Assessment and DSR suggest unsuitable.
- Young people in OES will have access sessions with a TtW provider.

# The New Employment Services Trial (NEST)



**The new Digital and Enhanced Services offerings**



**A new flexible, points-based mutual obligations system - PBAS**

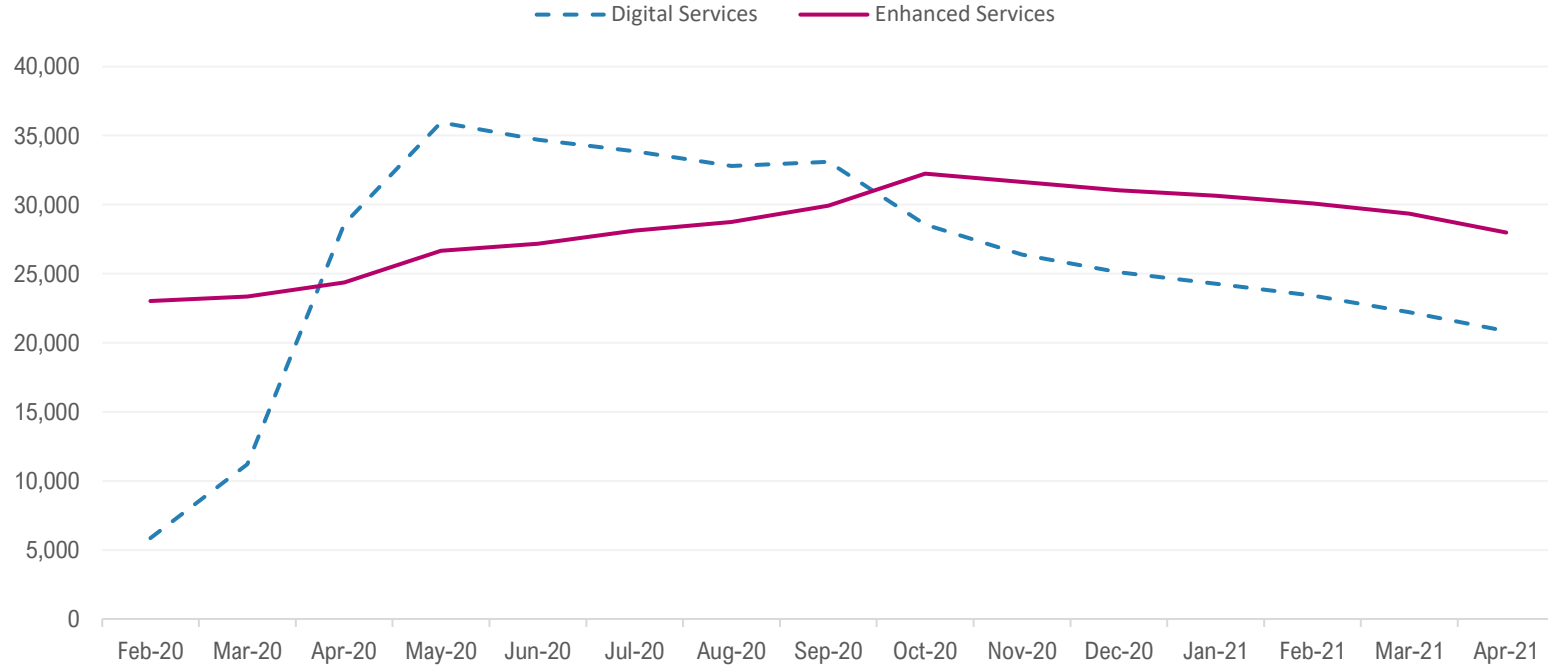


**New payment structures**



**Aspects of a new job seeker assessment framework**

# NEST caseload over time



Data as at 30 April 2021

# Exits from the NEST

■ Employment   ■ Other Employment Service   ▨ No Longer Eligible   ■ Study   ■ Other

Digital Services

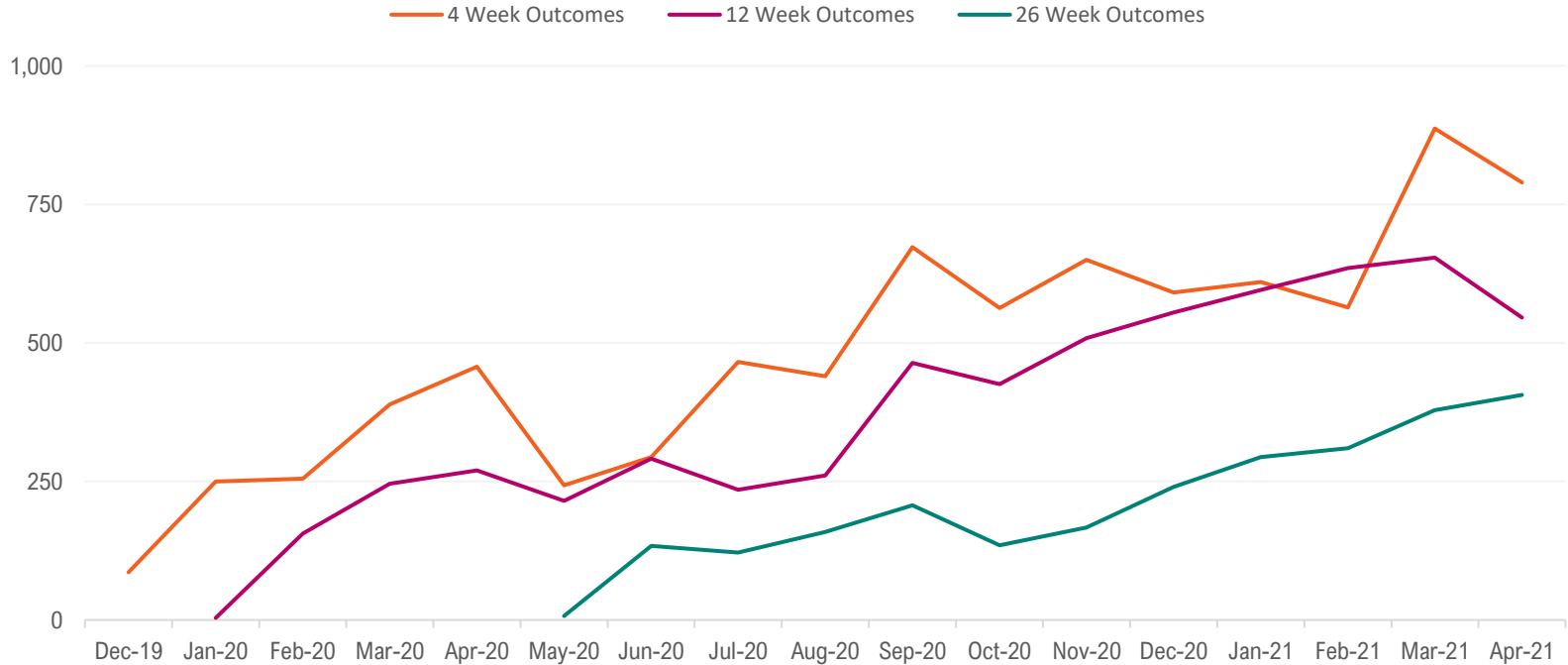


Enhanced Services



Data as at 30 April 2021

# Enhanced Services Outcomes claimed in NEST



Data as at 30 April 2021

# NEST Evaluation Findings

## Perspectives from initial evaluation fieldwork



**A longitudinal study of NEST participants**



**Quantitative analysis involving assessing outcomes in NEST regions against those in comparable regions**



**Regular research with providers, departmental account managers and other stakeholders**



**Ongoing program monitoring, including some surveys (PPM)**



# NEST Evaluation Findings: What is working well?



## Flexibility

- Flexibility underpinning the NEST model enabled providers to quickly change their engagement approaches during Covid-19.
- Hybrid servicing has increased engagement by reducing barriers to participation.

*... to be really honest, we are really enjoying that flexibility to be able to tailor the activity to the customer rather than, “Next week you’re entering the work experience phase; you need to look at an activity and these are the activities available.”*

# NEST Evaluation Findings: What is working well?



## Relationships, Collaboration & Engagement

### Providers tell us they have:

- 'changed the conversation' with participants to an engagement focus.
- increased their employer servicing.
- increased their collaboration and engagement with health and community organisations.

*We've had to change our language. We changed our language with customers. We've changed our language with employers. We've changed our language with hosts.... what we're saying [is]... it's got to be the right activity [for] the person... They are going to want to be here.*

# NEST Evaluation Findings:

## What is working well?



### Innovation

- More empowered to find innovative solutions.
- Developing targeted skills training or liaising with department's local employment groups to meet local employment demands.
- Using digital technology to engage with and link participants and employers.

# NEST findings into final policy



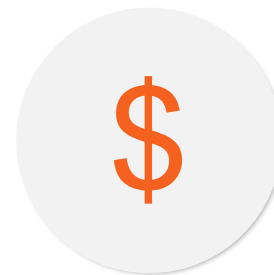
## **Tiers**

Some appreciation of them as them having an administrative function, but not broadly supported.



## **Digital Servicing**

Originally two service levels planned (Digital First and Digital Plus) and these have been integrated into one digital services offer.



## **Payment structure including Outcome payments**

The new model will include Introduction of a partial 26-week outcome payment.

# Points Based Activation System



## Points based activation system

Greater choice and flexibility  
about meeting obligations



## Job search required

Other activities include:

- ✓ work experience
- ✓ addressing non-vocational barriers
- ✓ addressing vocational barriers

# Overview of the Points Based Activation System

## Job seekers will:

- Agree to a job plan.
- Plan, undertake and report points to meet their points target.
- Bank points if they exceed their requirement.
- Be subject to the Targeted Compliance Framework if they don't meet their requirements.

The screenshot displays the 'Points' dashboard on the jobactive website. At the top, there is a navigation bar with the Australian Government logo, 'jobactive powered by JobSearch', and user options like 'Find a job' and 'Account'. Below the navigation bar, the page title is 'Points'. A green success message reads: 'Great work Michelle! You reported all your points this month. Report more points and they will go into your bank for the next reporting period. You can bank a maximum of 30 points.' Below this, the 'Points status' section indicates 'You have 9 days left to bank points.' and 'How your points are calculated'. It shows two progress bars: 'Reported points' at 60/60 (purple bar) and 'Banked points' at 10/30 (yellow bar). A 'Reporting period\*' dropdown menu is set to '11/08/2020 - 10/09/2020'. A second, identical screenshot is overlaid below the first one.

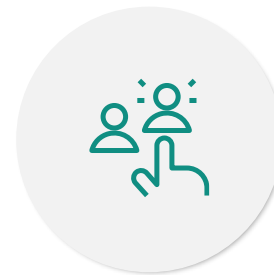
# PBAS trial: Early feedback is positive



**All providers are using PBAS** with at least some of their caseload.



Providers are **broadly supportive of PBAS** and appreciate the flexibility to add and remove participants.



Providers are **selective about which participants they introduce to PBAS.**