

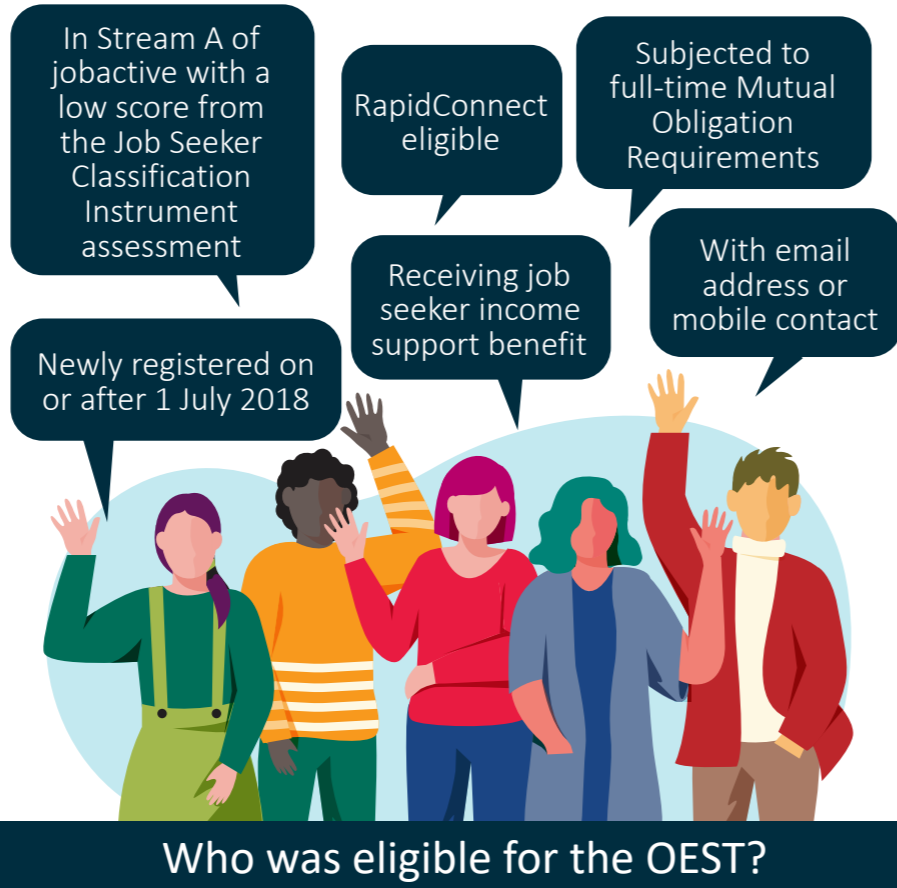


# Online Employment Services Trial (OEST) Evaluation

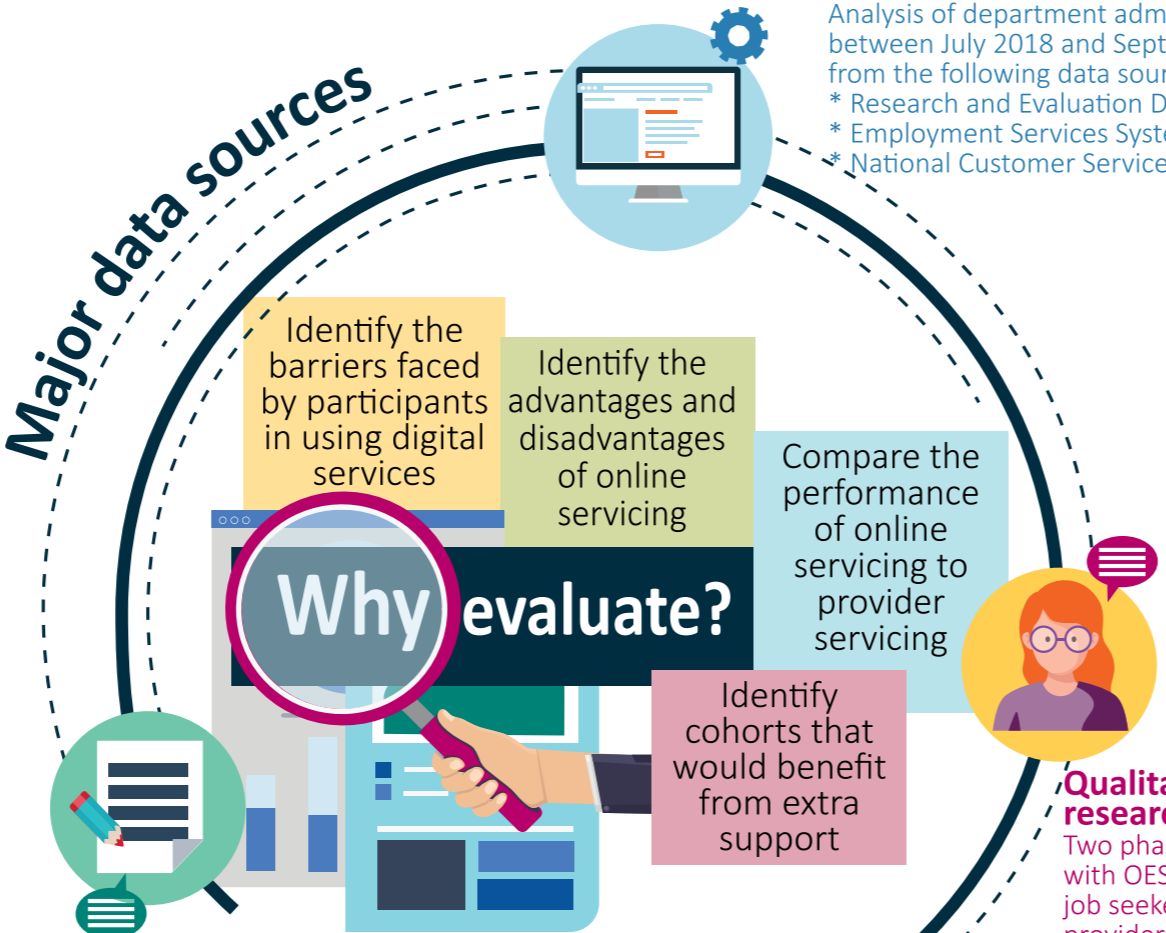
## About the OEST

The OEST commenced on 1 July 2018 but was terminated as a trial in mid-April 2020 due to the advent of the COVID-19 pandemic.

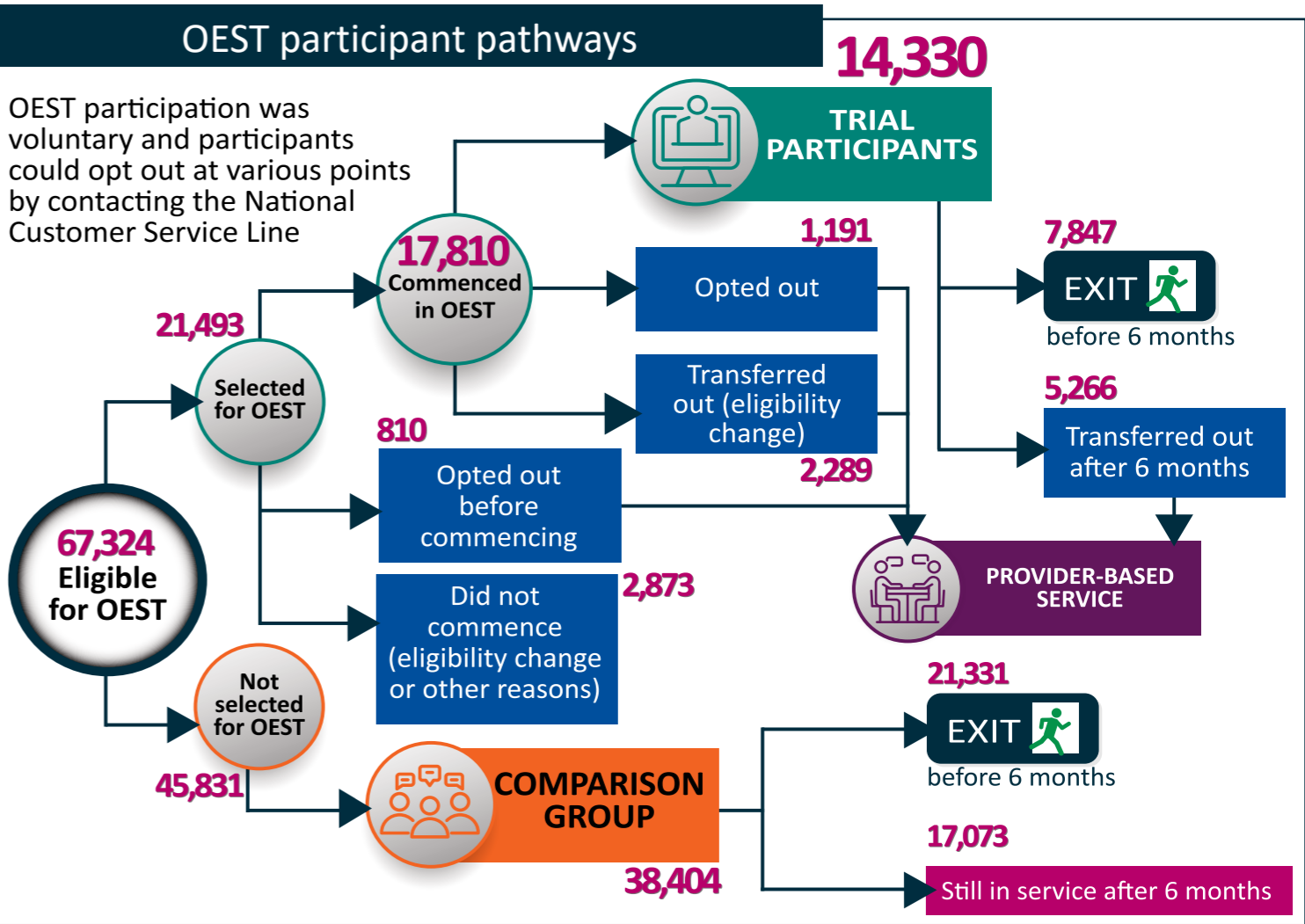
The OEST sought to assess the feasibility of online servicing and the extent to which job seekers could self-manage their requirements effectively using an online platform.



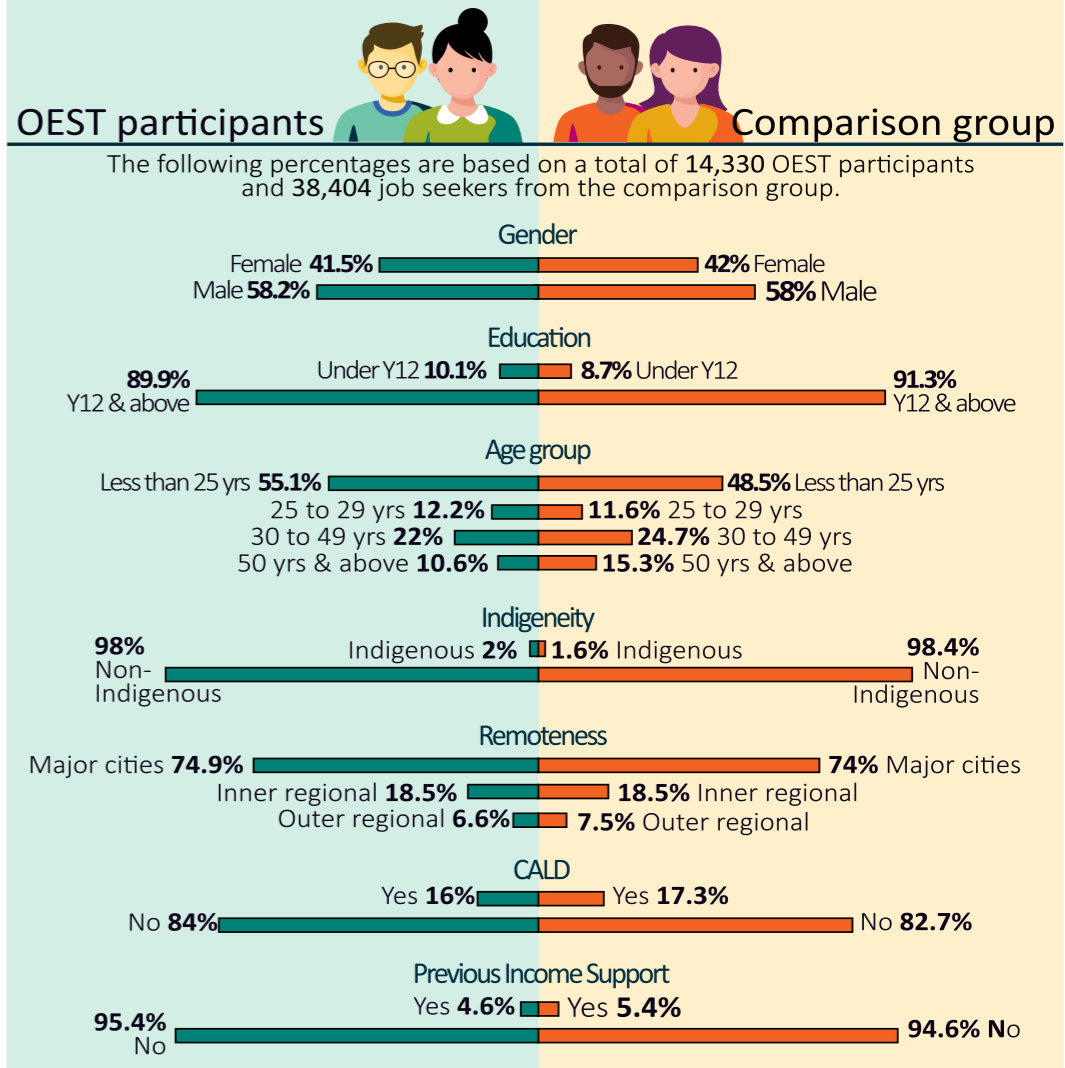
## About the OEST evaluation



**Quantitative surveys**  
Three waves of job seeker surveys between March 2019 and November 2019, and a longitudinal analysis



## Study populations and their characteristics



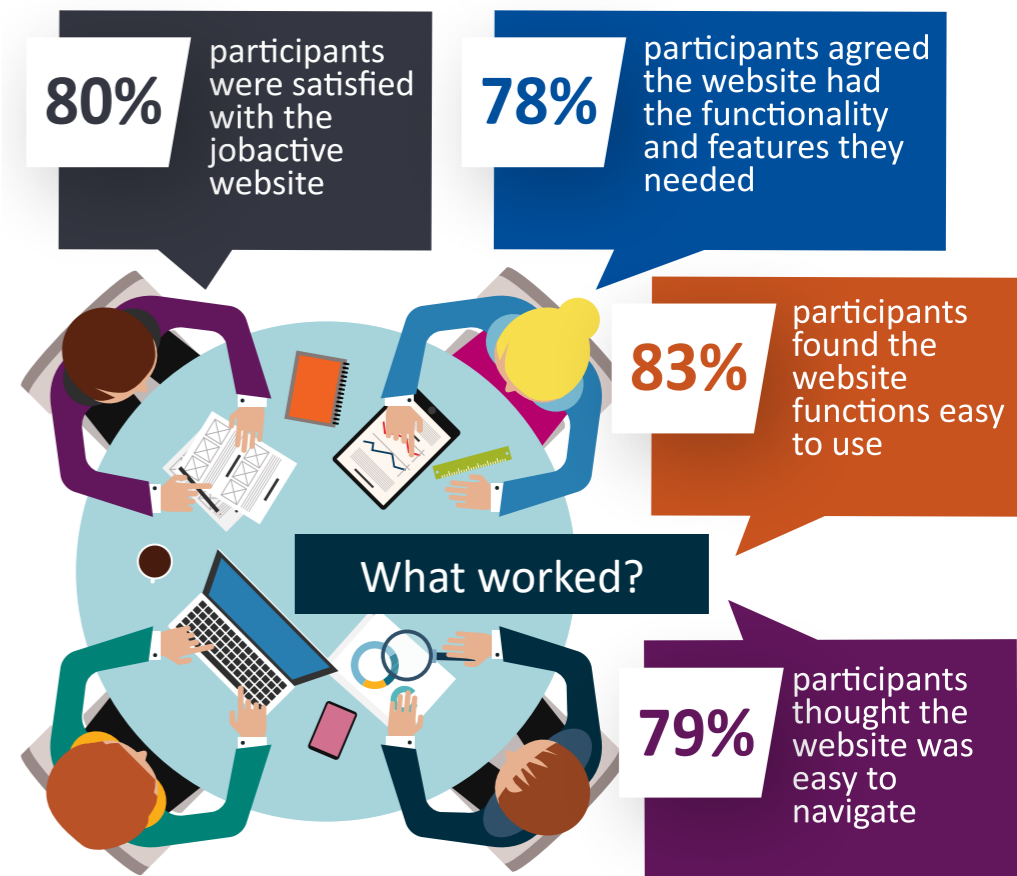
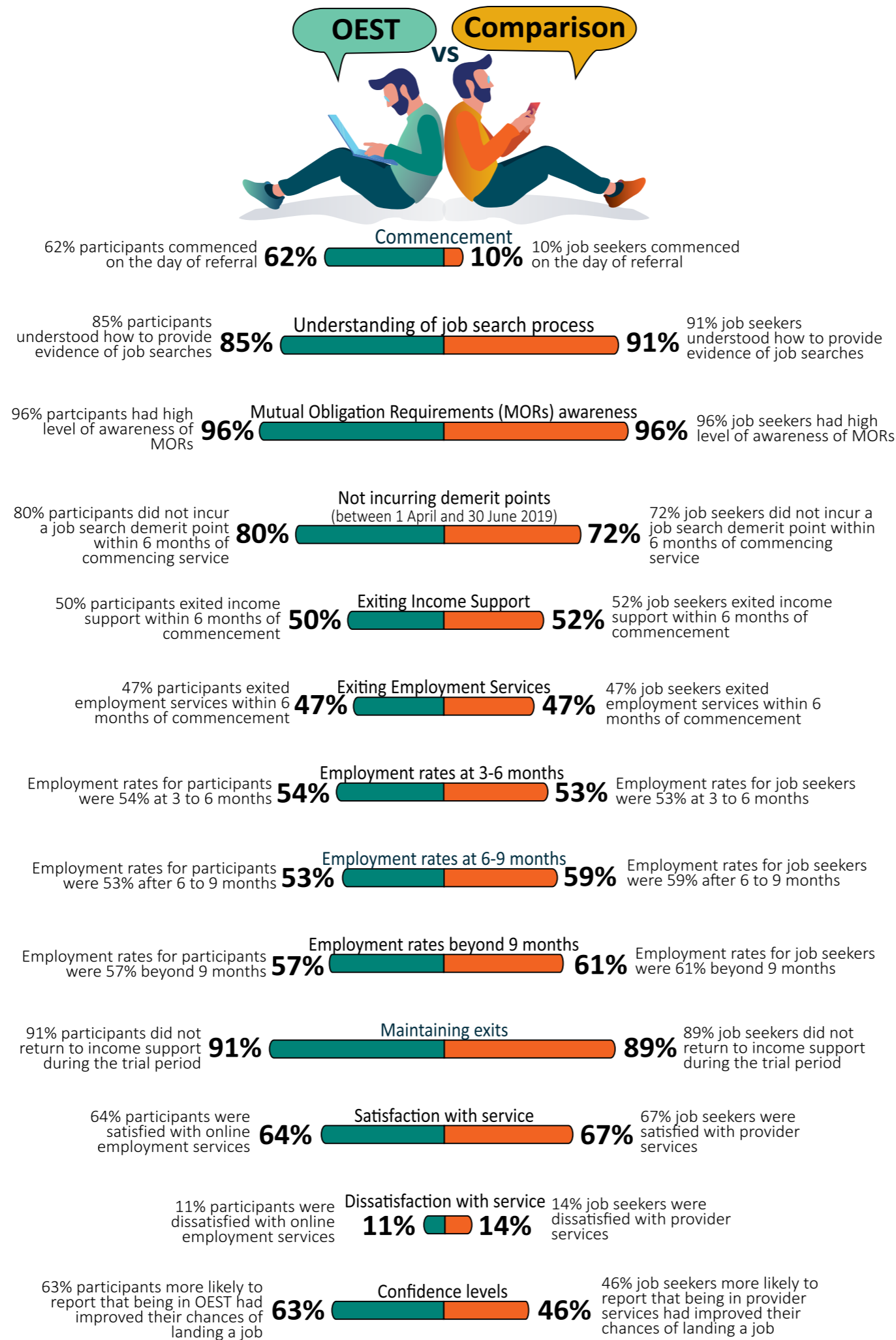
## Overall evaluation findings

The OEST evaluation tracked job seekers who registered in jobactive from 1 July 2018 to 30 September 2019.

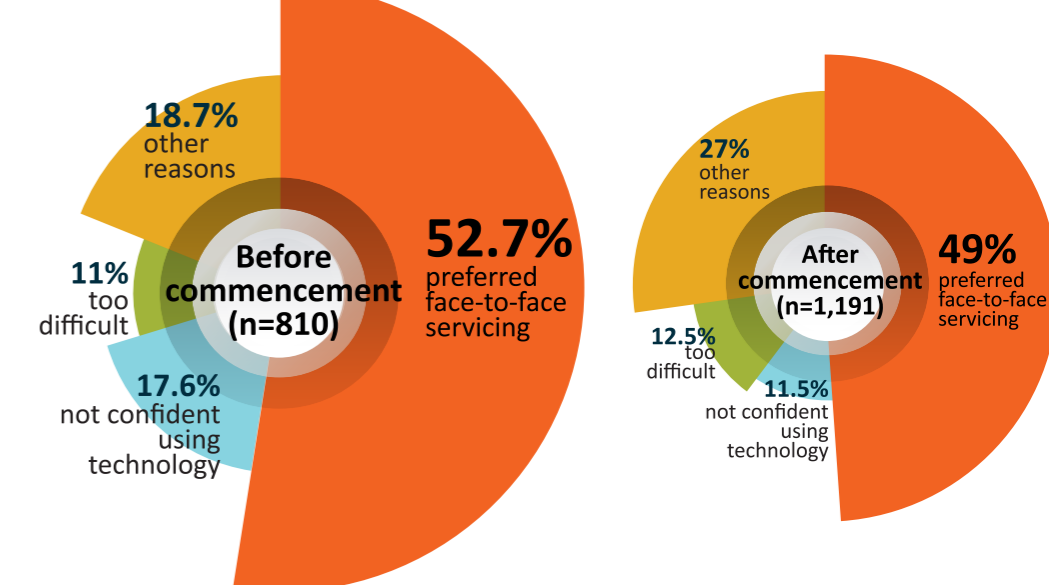
The evaluation found that OEST was **efficient** and **effective** in delivering online employment services to the most job-ready job seekers. It was most suitable for job ready and young job seekers, those with more education, those in metropolitan locations, those with higher internet usage and those new to jobactive.

The majority of OEST participants were satisfied with the trial, reflecting the **quality** of the online platform.

## The OEST compared favourably with provider servicing on a range of measures



## Reasons for opting out of the OEST



## Key factors influencing optout rates

