



Australian Government
Department of Education,
Skills and Employment

New Employment Services Model

Employment Gateway update, NEST Longitudinal Study, NEST Case Study

Melissa Ryan

10 December 2021



NEST Longitudinal study

Conducted by The Social Research Centre

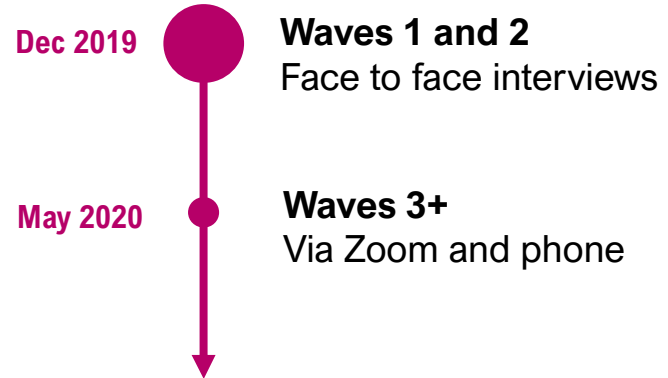


30
interviews



20 in Enhanced Services
10 in Digital Services

15 Adelaide South
15 Mid North Coast



Dec 2019

Waves 1 and 2
Face to face interviews

May 2020

Waves 3+
Via Zoom and phone

Key findings in both **Digital Services and Enhanced Services**



**Job seekers
appropriately
streamed**



**Resourcefulness
of cohort**



**Preference for
employment
websites for online
searches**



**Flexibility in both
services**



Laura's Story

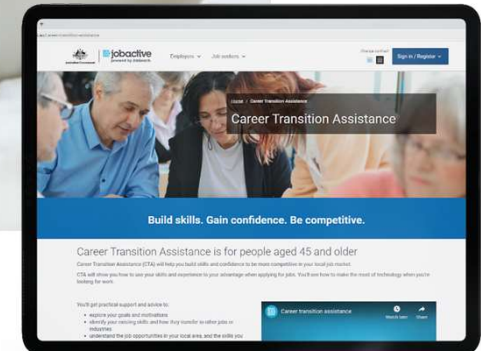
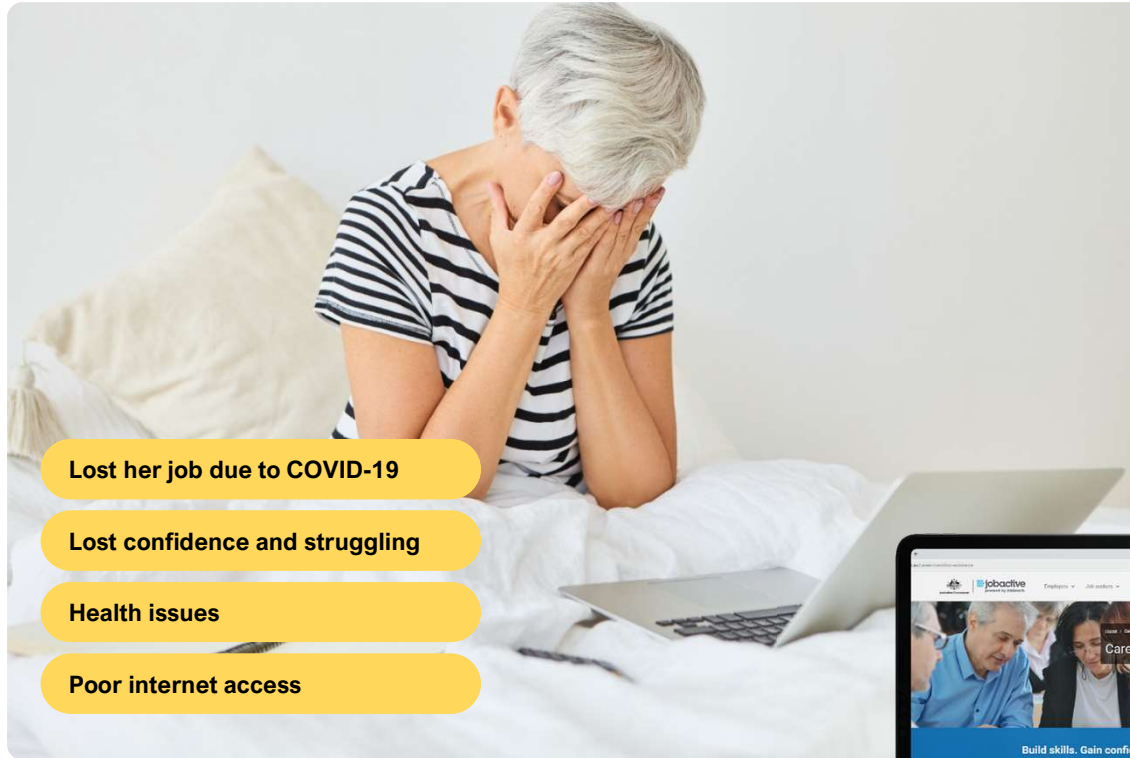
NEST Study

Lost her job due to COVID-19

Lost confidence and struggling

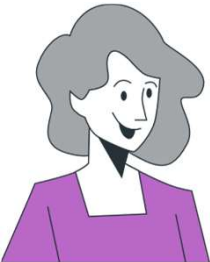
Health issues

Poor internet access



Laura's Story


PBAS success




Writing résumés

Job applications

Attending interviews

Reported Points 



Laura's Story

Paid Work Trial

