



Australian Government  
Department of Employment  
and Workplace Relations

# Enhanced Support for Online Participants Trial (Trial C)

POST-TRIAL SURVEY – RESULTS FOR WAVE 1 TO 10

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JULY 2025

# Executive summary



We surveyed **1,874 participants** from Trial C that tested providing enhanced support.



Respondents in the treatment group were **more satisfied** with Workforce Australia Online.



Over **one-third** of respondents in BAU Workforce Australia Online servicing **wanted access to enhanced support.**



More respondents in the treatment group felt Workforce Australia Online had **improved their chances of getting a job.**



Respondents who had accessed **enhanced support** preferred for it **to be delivered by departmental contact centre staff.**



Respondents in the treatment group were **more confident** in **finding jobs they want, creating a plan** and **getting support.**



## We did not contact participants who had opted out of Trial C

Compared with the control group, more of the treatment group had opted out considering that they received more reminders about the trial. This difference may have impacted the composition of the 2 groups and thus any comparison of their survey results should be treated with caution.

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**01**

# **Overview of Trial C and the post-trial survey**

# Enhanced Support for Online Participants Trial (Trial C)

In July 2024, we launched the Enhanced Support for Online Participants Trial (Trial C) to test providing enhanced support for people in Workforce Australia Online (WFA-O). The enhanced support consisted of meetings with Employment Service Officers and Career Coaching Officers, who were embedded within the Digital Services Contact Centre. Each person in the treatment group had access to 6 meetings in the first 4 months of commencing in WFA-O – the first meeting was an information meeting to introduce the enhanced support, while the rest were tailored based on personal circumstances and needs to help them progress towards their employment goals.

We are evaluating the above research project as a randomised controlled trial, where a group of randomly selected people (the treatment group) had access to the enhanced support (the intervention). We will compare the outcomes of the treatment group with the control group, which includes people who only had access to business-as-usual (BAU) WFA-O servicing.

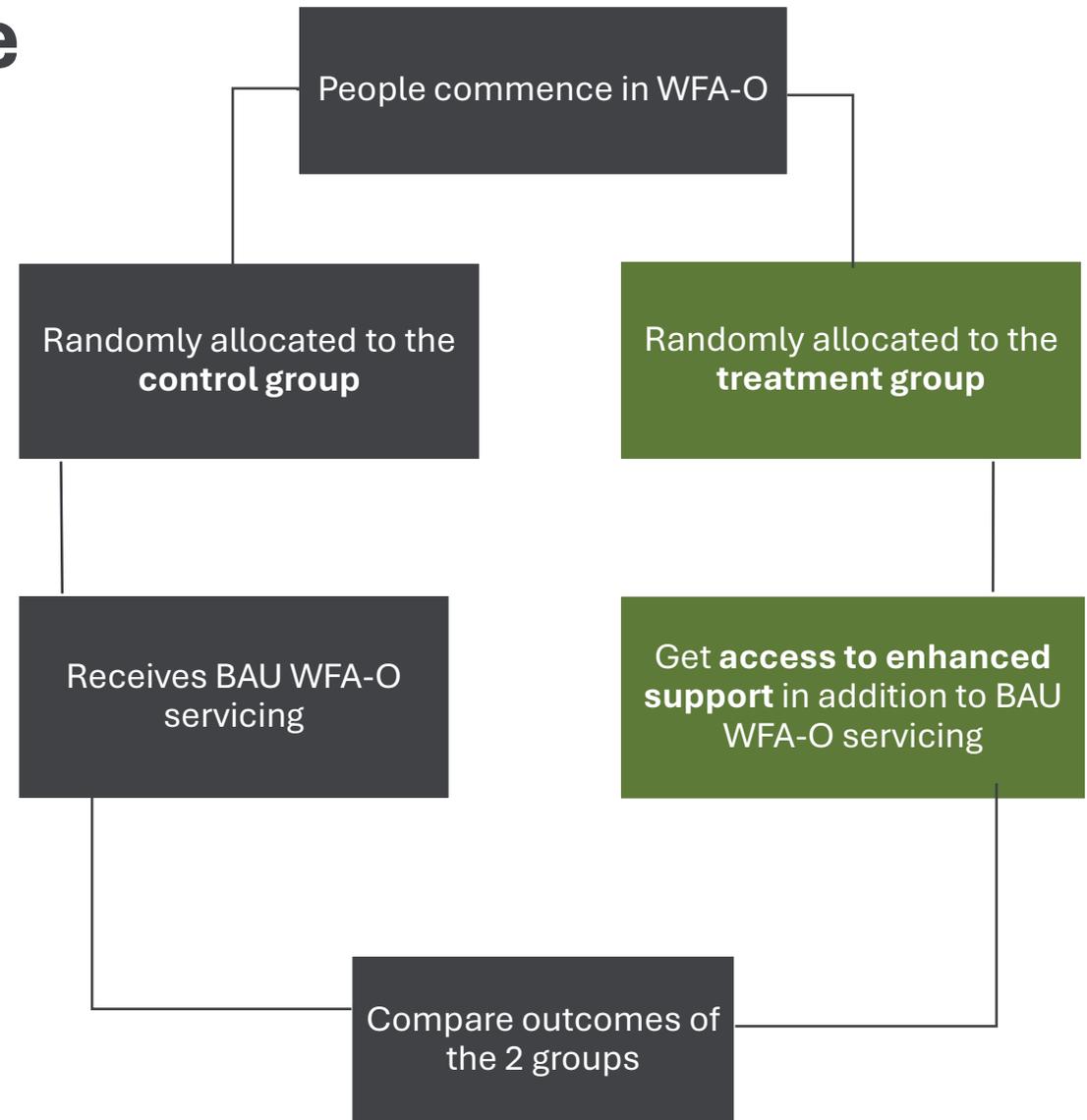


Figure 1: Trial C as a randomised controlled trial

# Post-trial survey

## Survey methodology

We **randomly selected and invited** eligible participants in Trial C – both the control and the treatment groups - to complete a survey when their time in trial ended after 4 months of commencing in WFA-O. The survey was conducted in 10 waves from November 2024 to April 2025. The survey was **completely voluntary**, with incentives provided in the form of e-gift cards to encourage uptake.

Participants must meet the following criteria at the time of sampling to be invited for the survey:

- They had not opted out of the trial
- They were not subject to sensitivity exclusions

In this slide deck, we focus on reporting large, unweighted differences (at least 5 percentage-points) between the control and the treatment groups.

### **We did not contact participants who had opted out of Trial C**

Compared with the control group, more of the treatment group had opted out considering that they received more reminders about the trial. This difference may have impacted the composition of the 2 groups and thus any comparison of their survey results should be treated with caution.

## Survey respondents

In total, **1,874 people** responded to our survey - or roughly 15% of people that were invited.

The respondents were mostly representative of the trial participants. However, **men were much less likely to respond** to the survey than women.

**Table 1: Characteristics of participants *invited* and *responded* to the survey**

COHORT	% OF RESPONDENTS	% OF INVITED
Female	55%	44%
Aged under 24	22%	26%
Aged 25-54	70%	69%
Aged 55+	8%	5%
Indigenous	7%	8%
CALD	18%	17%
Person with disability	11%	10%
<b>Treatment</b>	<b>43%</b>	<b>43%</b>

**02**

**Experience with  
finding  
employment**

# 2 in 5 respondents reported they had some form of paid work the week before the survey

The majority of respondents did not have paid work the week before the survey

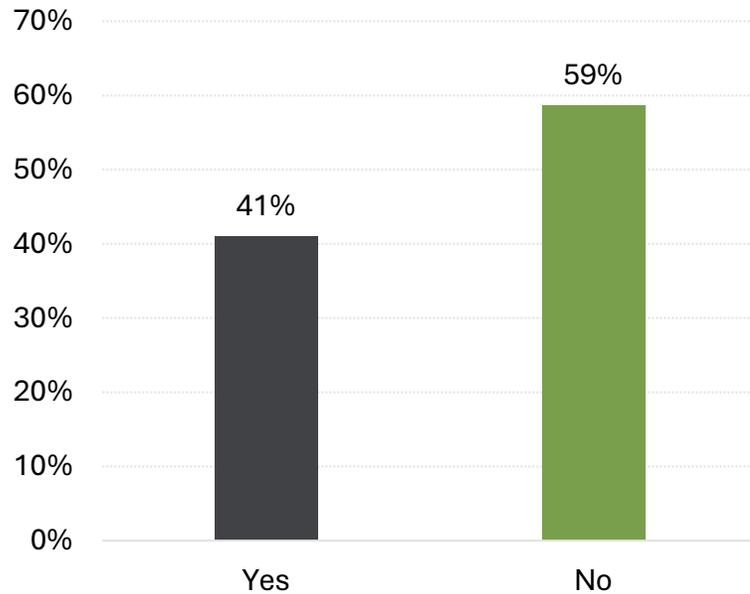


Figure 2: Responses to the question 'Did you do any paid work of any kind last week?'

The most common form of paid work among respondents is casual job, followed by permanent job

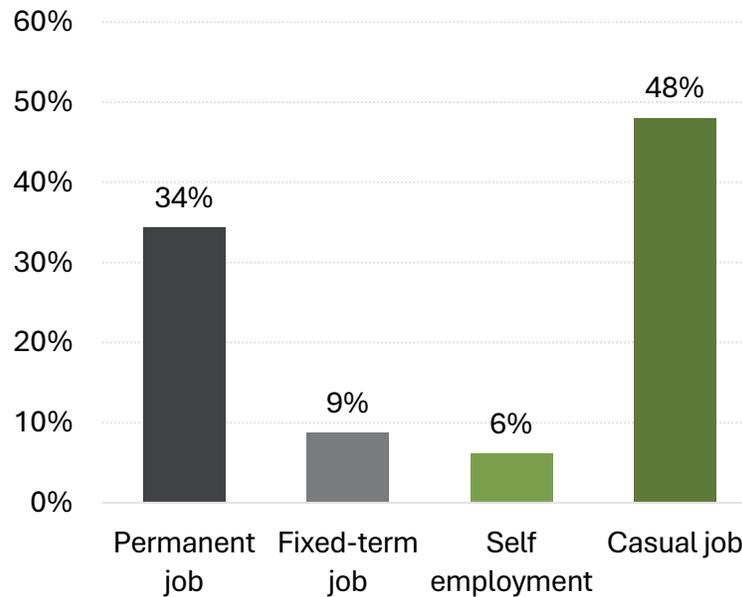


Figure 3: Responses to the question 'What type of paid work did you do last week?'

The majority of respondents were looking for paid work at the time of the survey

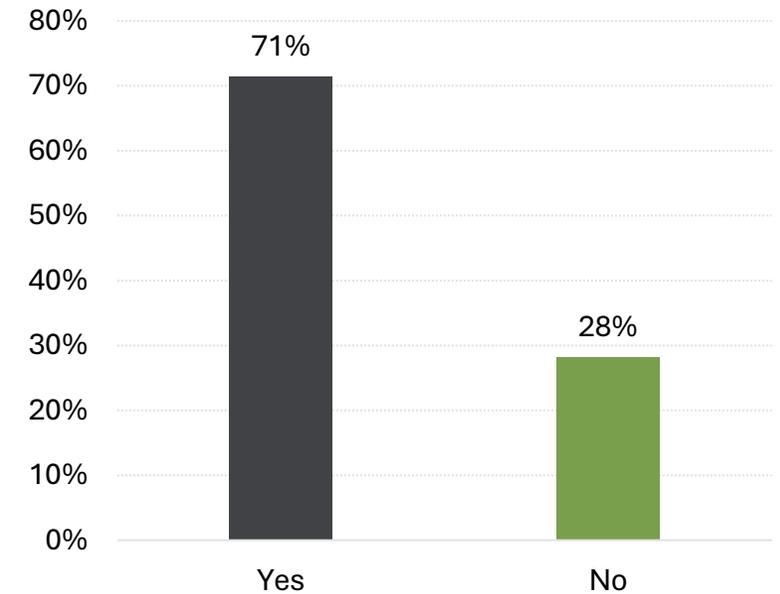


Figure 4: Responses to the question 'Are you currently looking for paid work?'



There were no large differences between the control and the treatment groups for these questions.



The survey also captured respondents who have exited the caseload at the time of the survey.

# Respondents are generally positive about their job search but many still feel they are not receiving enough support to help them find work

When we asked respondents who were looking for paid work about their plan, we found that:

- 75% knew what they needed to do to get a job
- 67% knew the job they wanted to get
- ✓ The treatment group seems to have a clearer idea about the job they wanted to get
- 65% had a plan to get the job they wanted

**!** Many respondents did not feel they had the support to help them find work.

Only 51% of respondents agreed they had the support needed to find work. **This rate was similar for both the treatment and the control groups, which may reflect the treatment group losing access to enhanced support at the time of the survey.**

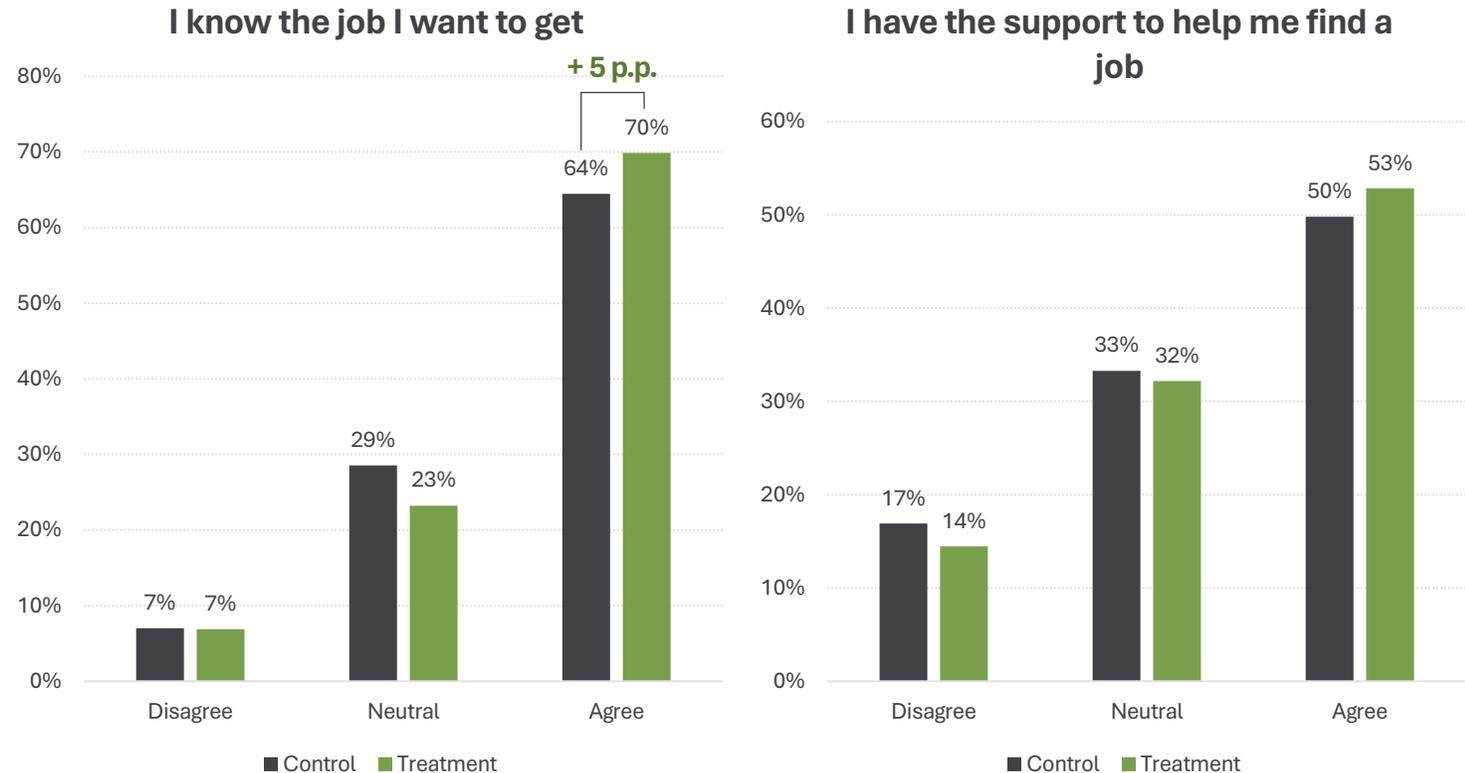


Figure 5: Responses to the question 'Thinking about paid work, to what extent do you agree or disagree with the following statements?'

# Lack of relevant skills, work experience and jobs are among respondents' most common barriers to employment

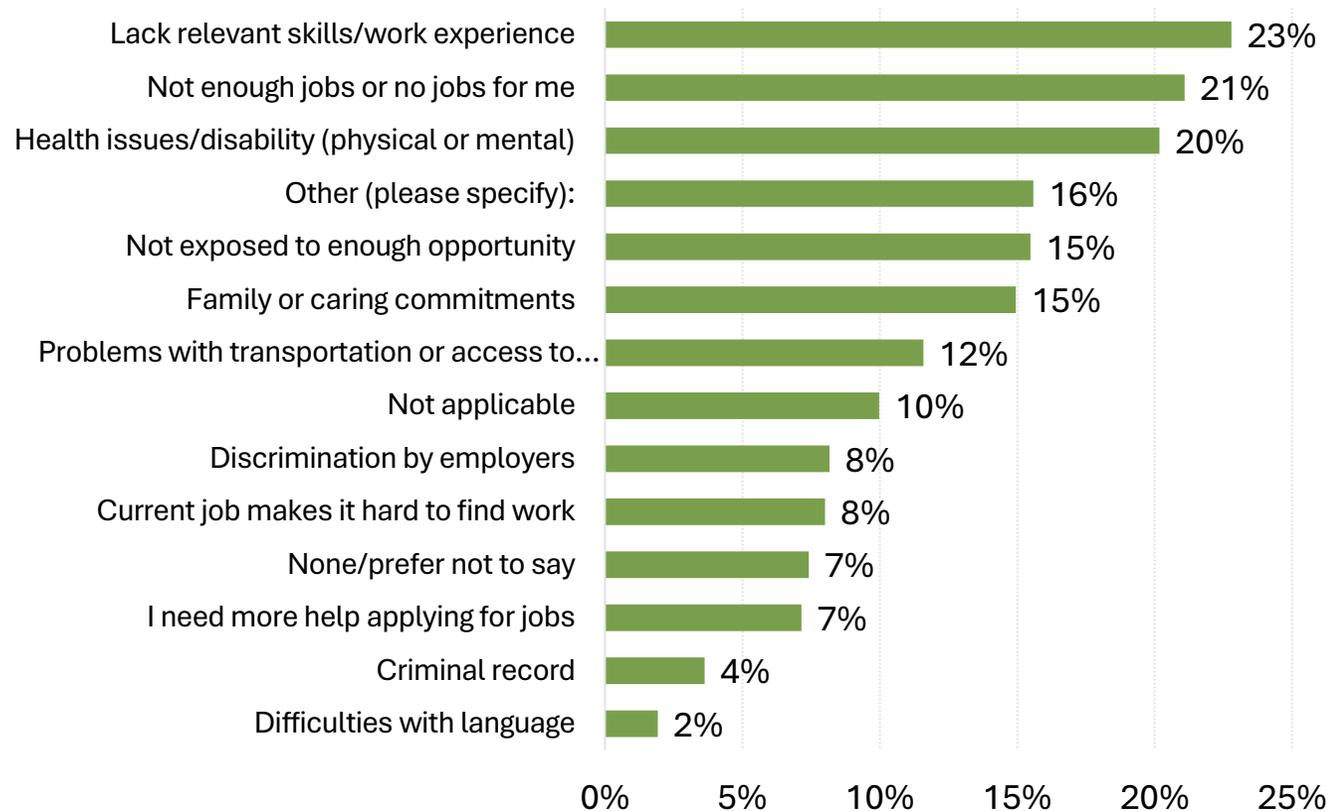


Figure 6: Responses to the question 'What are the barriers you face in meeting your employment goals?'

- 1 in 10 respondents selected a **lack of relevant skills or work experience** as their **main barrier to employment**, while 9% of respondents selected **health issues or disability**.
- **Health issues or disability** were most selected as the **main barrier to employment** for respondents **who did not have paid work** at the time of the survey (11%).
- The most common barriers listed for the 'other' option include study commitments, ageism and competitiveness in job markets.



We used a question from the post-program monitoring Online Service Satisfaction Survey to see the barriers people in WFA-O face.

# Respondents are generally confident in their job search skills

When we asked respondents about their confidence in a range of job search skills, most reported they were at least moderately confident across the board.

Overall, respondents were more confident in tailoring job applications and preparing for job interviews.

In comparison, they were less confident in finding jobs they want, as well as in developing a plan and getting support to help them get the job.



However, survey results shown in [Slide 12](#) suggest the enhanced support has helped improve confidence in the job search skills respondents tend to lack confidence in.

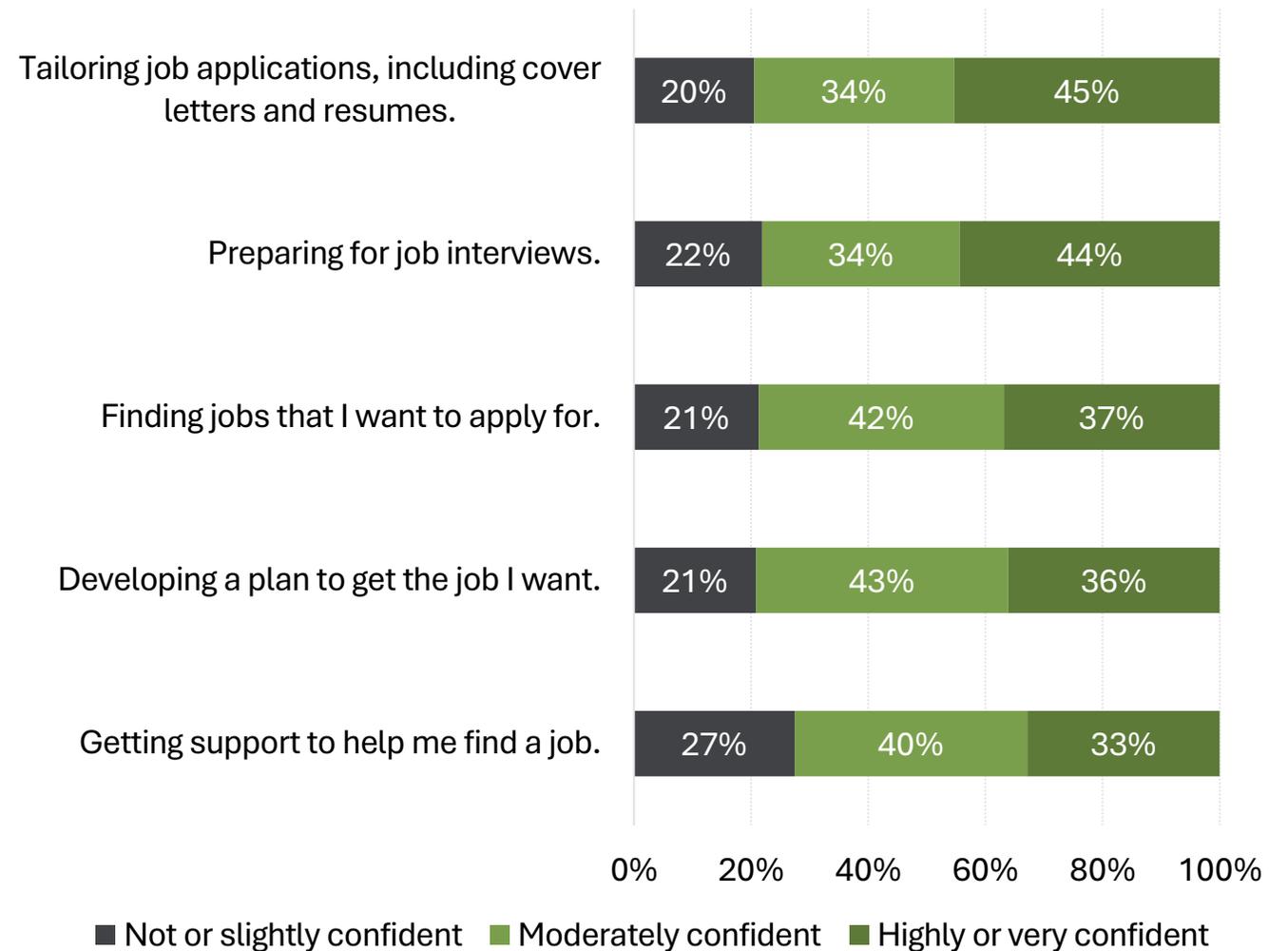


Figure 7: Responses to the question ‘How confident do you feel about the following aspects of looking for work?’

# The treatment group seems more confident in finding jobs they want, as well as in developing a plan and getting support to help them get the job

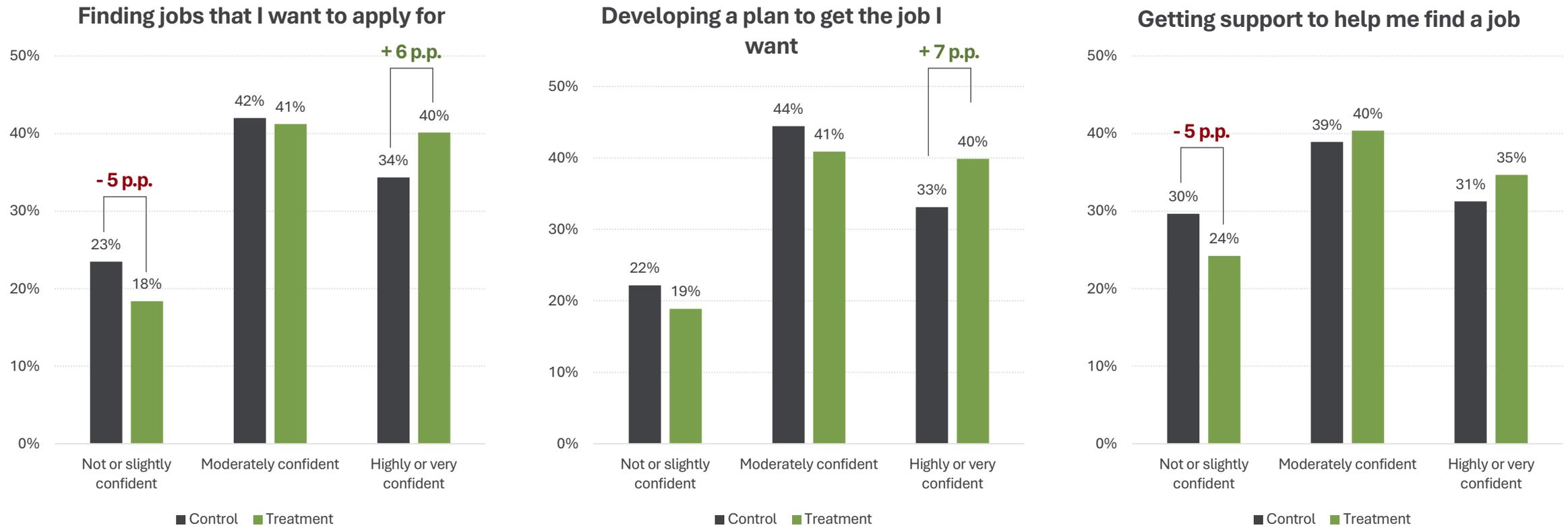


Figure 8: Responses to the question ‘How confident do you feel about the following aspects of looking for work?’

**03**

# **Preference for enhanced support service delivery**

# Majority of respondents who had attended at least one meeting wanted enhanced support from departmental contact centre staff

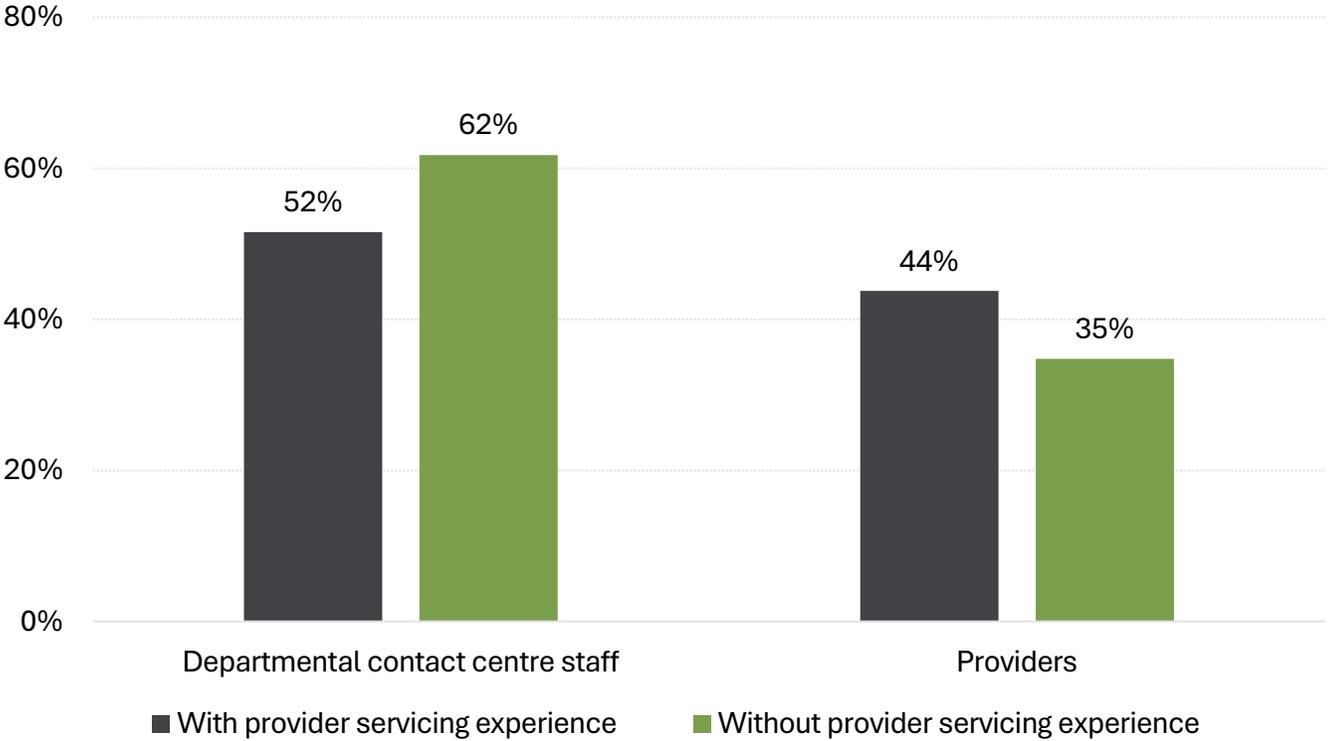


Figure 9: Responses to the question ‘Thinking about your meetings you recently attended, would you prefer for it to be delivered by departmental contact centre staff or providers?’

- ✓ Overall, 56% of those who had attended at least one meeting preferred departmental contact centre staff.
  - This finding reflects their positive views of the enhanced support and interactions with the departmental contact centre staff.
  - Specifically, they tended to find the intervention more useful overall, compared to those who preferred providers.

- ! Those with provider servicing experience showed stronger preference for enhanced support to be delivered by providers by comparison.
  - This finding reflects stronger preference for provider servicing among these respondents.
  - Note that they still found the intervention highly useful overall.

These findings are based on survey responses, which captured those who had not opted out of the intervention at the time of the survey. These respondents may think more positively of the intervention overall than the remainder of the treatment group.

# Majority of control group respondents who wanted enhanced support preferred for it to be delivered by providers

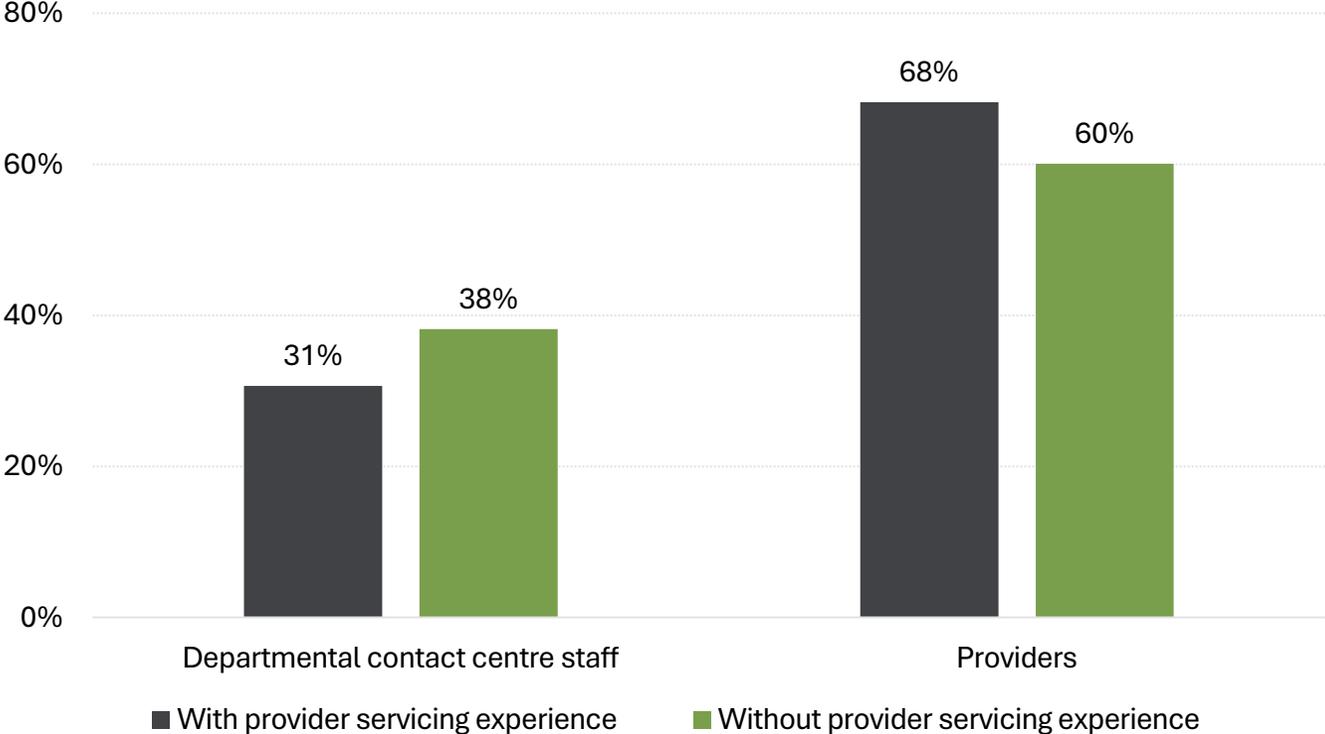


Figure 10: Responses to the question ‘If you were offered additional support to help you with your employment goals, would you prefer for it to be delivered by departmental contact centre staff or providers?’

! 38% of respondents in the control group wanted access to enhanced support.

● This finding reflects earlier observation that many respondents reported not receiving enough support to help them find work (see Slide 9).

● Overall, 64% of those who wanted access to enhanced support wanted it to be delivered by providers.

● This rate is much greater than the treatment group who tended to prefer departmental contact centre staff (see Slide 14).

● The control group may be basing their opinion on their current experience with BAU WFA-O servicing and the contact centres.

● Similarly, those with provider servicing experience showed stronger preference for enhanced support to be delivered by providers - and for provider servicing more generally.



The control group reflects the general WFA-O population, as they did not get access to enhanced support.

**04**

**Satisfaction with  
Workforce  
Australia Online**

# The treatment group seems to have had a more positive experience with Workforce Australia Online

**i** We used a question from the post-program monitoring Online Service Satisfaction Survey to measure satisfaction with WFA-O.

The treatment group consistently reported **higher satisfaction** across features of WFA-O

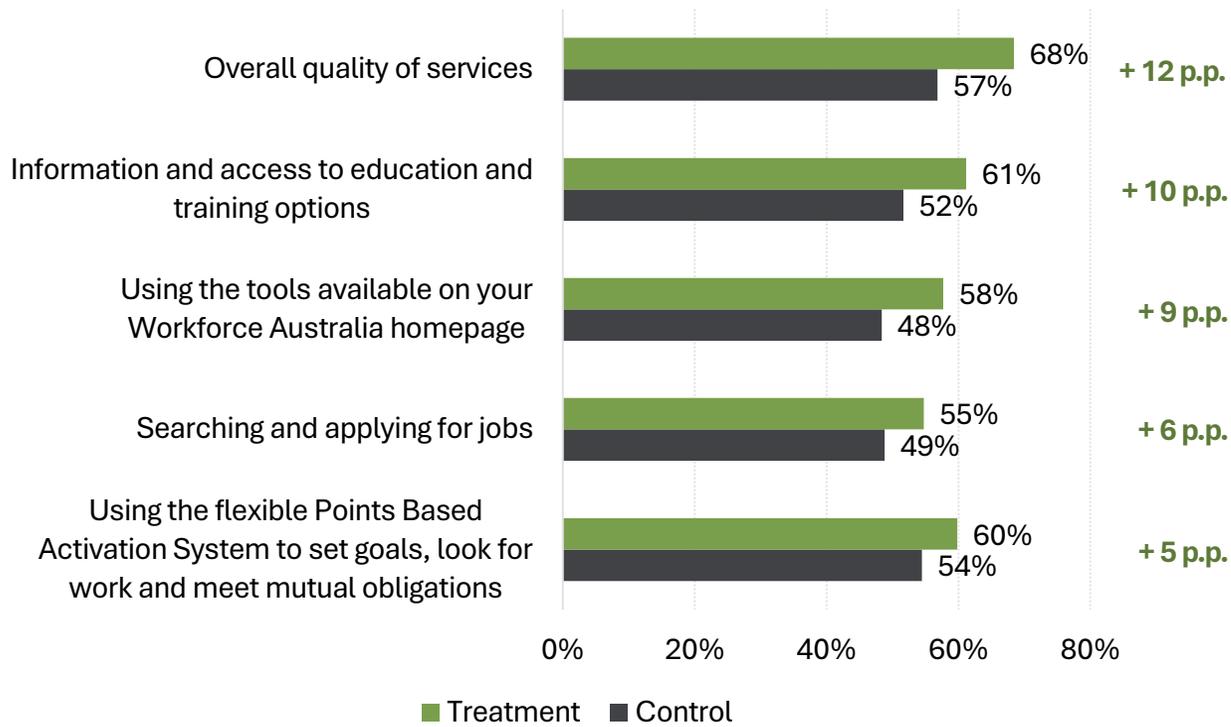


Figure 11: Responded ‘Satisfied’ or ‘Very satisfied’ to the question ‘How satisfied or dissatisfied are you with Workforce Australia Online with regard to:’

More respondents in the treatment group felt WFA-O has improved their chances of getting a job

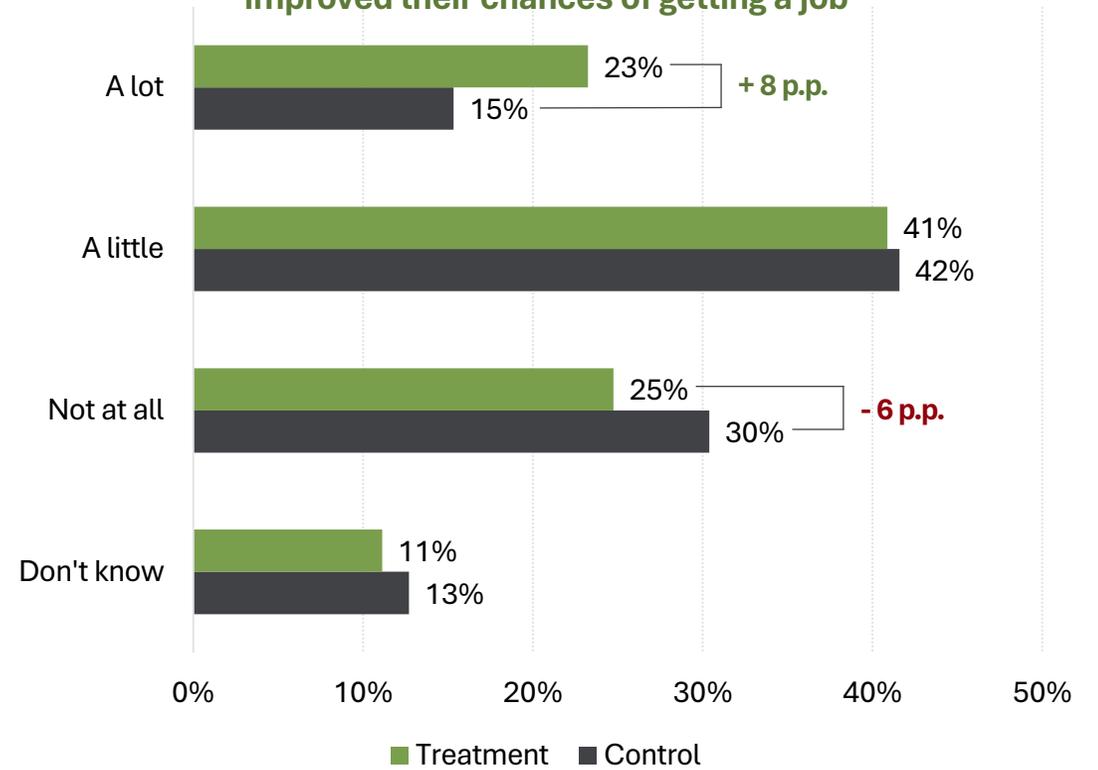


Figure 12: Responses to the question ‘Do you feel that using Workforce Australia Online has improved your chances of getting a job?’

**05**

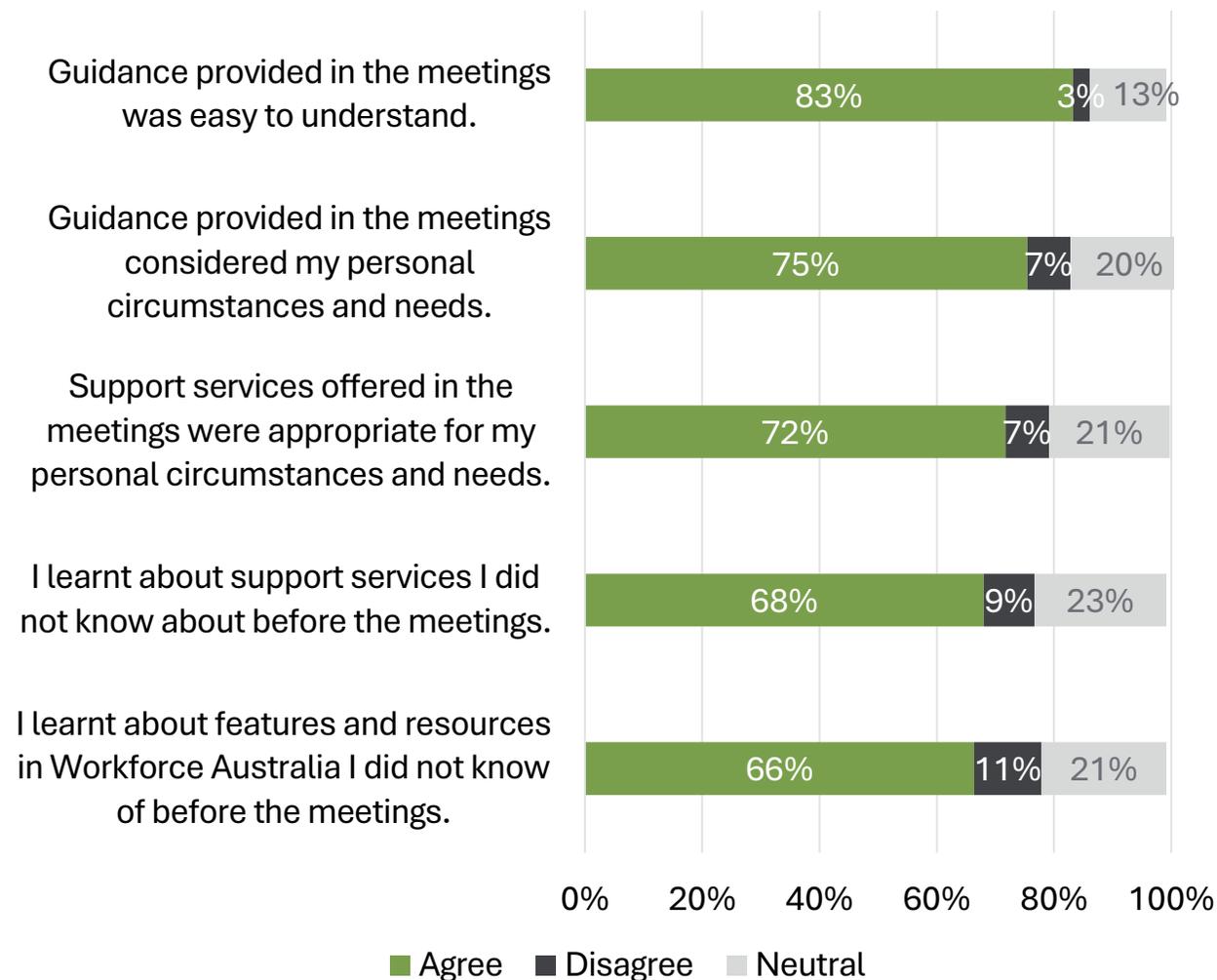
# **Experience with enhanced support in Trial C**

# Enhanced support offered tailored guidance and new information.

**i** The **treatment group** had access to 6 meetings over 4 months to help them progress towards their employment goals.

- ✓ The majority of respondents who had attended at least one meeting agreed the meetings **improved their understanding of available support services (68%)** as well as **Workforce Australia (66%)**.
- ✓ Most respondents agreed the meetings were **tailored to their personal circumstances and needs:**

*“... I liked being suggested topics to cover during my meetings, while having the autonomy to discuss what I wanted.” - Survey respondent*



**Figure 13: Responses to the question ‘Thinking about your meetings, to what extent do you agree or disagree with the following statement?’**

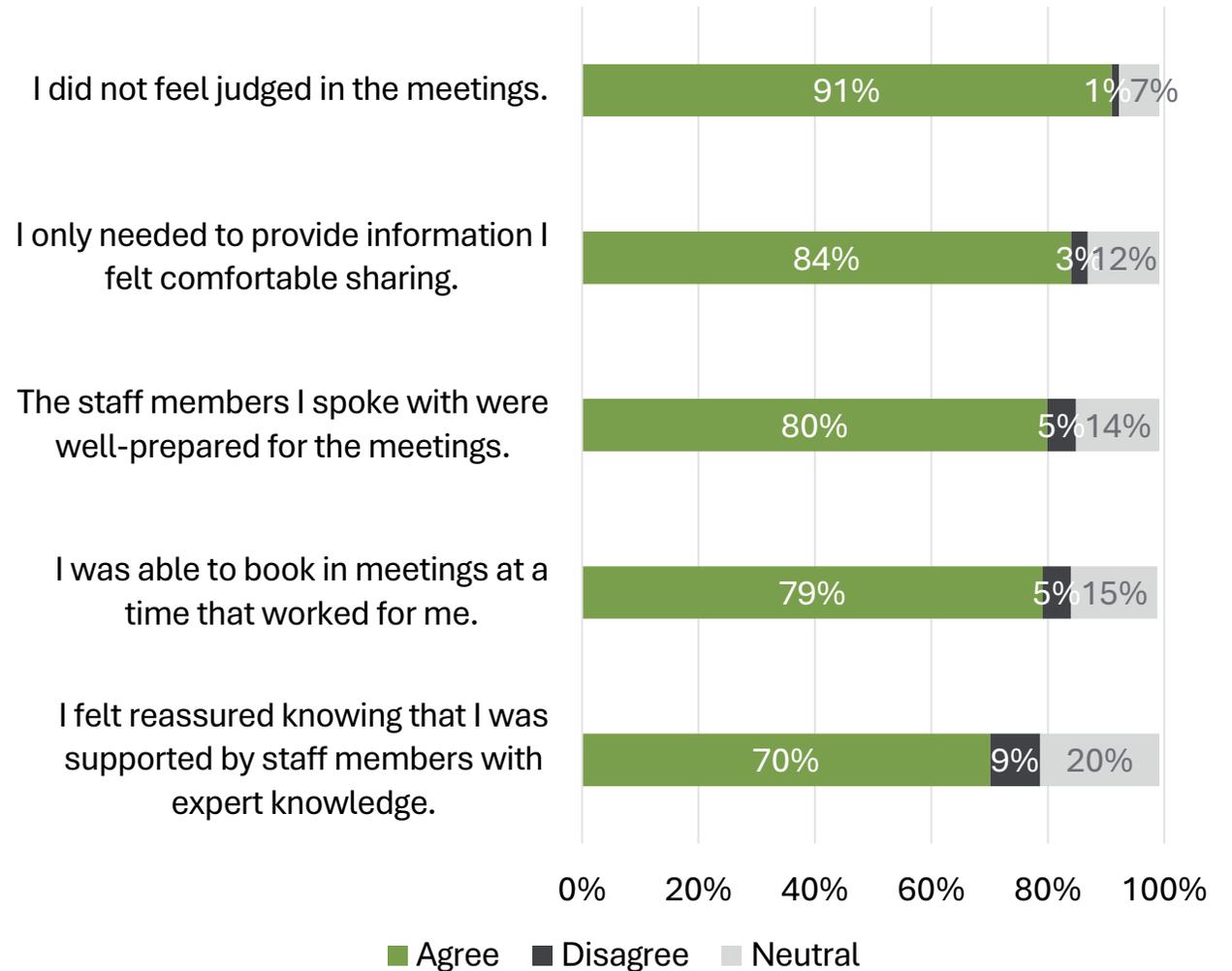
# Respondents liked the 'strength-based' approach

**i** The meetings employed a 'strength-based' approach, with all officers receiving formal training before service delivery.

- ✓ Most respondents agreed they **did not feel judged (91%)** and they **only needed to provide information they felt comfortable sharing (84%)**.
- ✓ The majority of respondents were positive about **the professionalism of the officers:**

*"All of the coaches that I spoke with were very knowledgeable and supportive. Great advice."*

- Survey respondent



**Figure 14: Responses to the question 'Thinking about your meetings, to what extent do you agree or disagree with the following statement?'**

# Enhanced support helped address queries and self-manage job search.

- ✓ The majority of respondents agreed the meetings **adequately addressed their queries (77%)** and **helped them to self-manage their job search (70%)**.
- ✓ More than three-quarter agreed the meetings were **engaging (77%)**.
- ✓ Many respondents further agreed the meetings **improved their confidence in finding a job (61%)**:

*"[The officers were] amazing and built my confidence up so much."* - Survey respondent

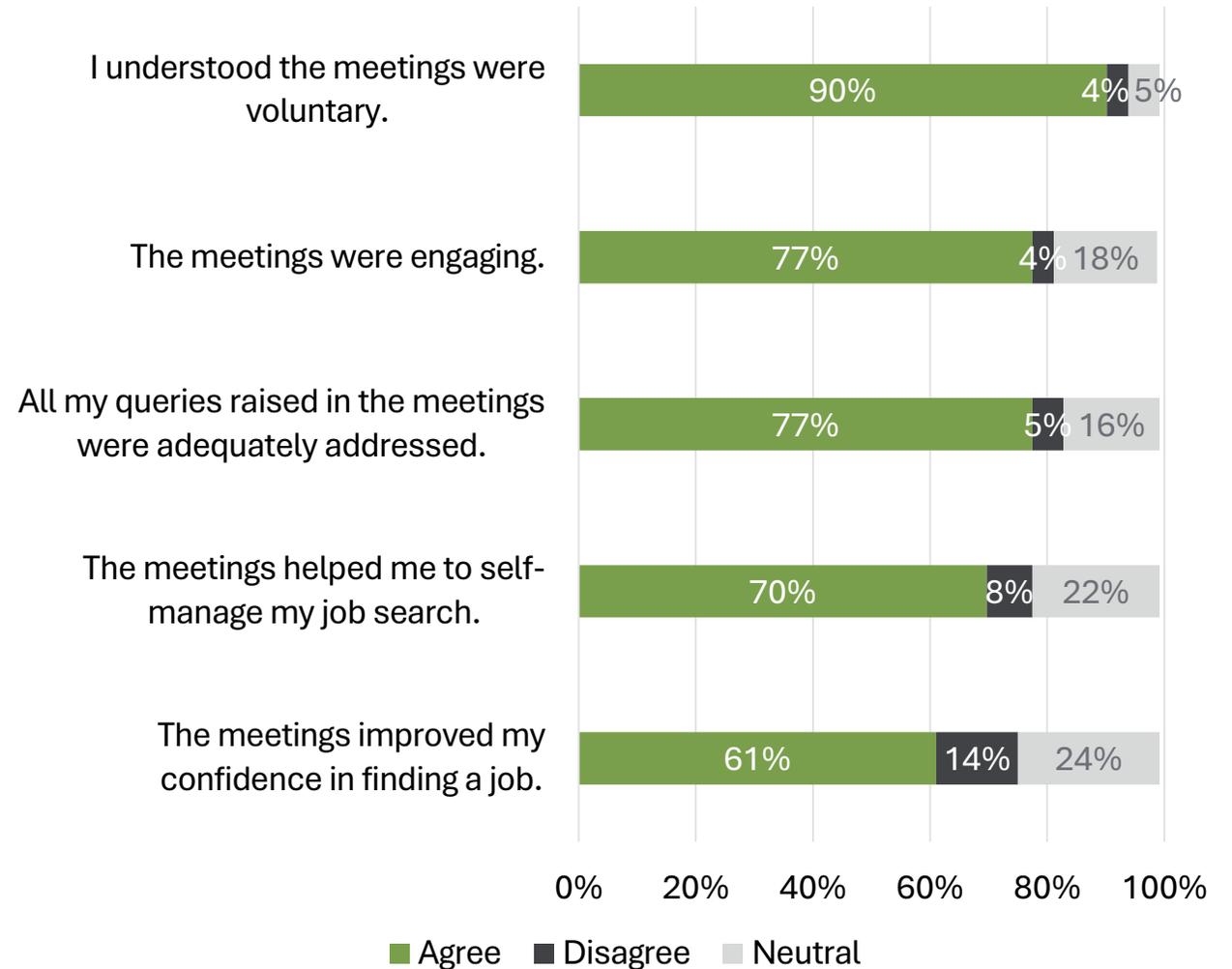


Figure 15: Responses to the question ‘Thinking about your meetings, to what extent do you agree or disagree with the following statement?’

# Respondents felt supported and wanted more activities out of the meetings

## What people liked

Many respondents felt the officers **cared about supporting them, took the time to understand their situations**, and then gave them **personalised advice to overcome their obstacles**.

They also valued **the expertise and knowledge of the officers**.

*“I especially valued the tailored information, the role-play scenarios that helped me picture what an interview might look like.” - Survey respondent*

*“Was great to have a human check in point to reassure me and continue to motivate me during a time that can be really harming to your self esteem.” - Survey respondent*

## What people disliked

Respondents disliked when their **meetings were adjusted without their input** or **calls started later than scheduled**.

They further raised question about **limited meeting availability**, with some having to wait up to a month for a meeting.

Respondents also felt some meetings were **rushed** or were **cut short** and they wished the meetings **could have been longer**.

*“The infrequency of the meetings meant I struggled to retain content discussed and learned.” - Survey respondent*

## What we could improve on

Some respondents wanted **further personalisation** and to be able to **speak with the same officers**.

They also would have liked tasks to complete before their next meetings.

*“... developing a trusting bond is important... Having to start up a new relationship every time is hard and could deter some people.” - Survey respondent*

*“Would be great if the consultants are the same across a few topics especially if they are follow-ups.” - Survey respondent*

# Schedule conflict was the most common reason for non-participation

- When we asked respondents who did not attend meetings about reasons for non-participation, 22% indicated **the meetings did not work with their schedule**.
- The most common reason listed for the 'other' option is **not being aware of the meeting offers**.
- This finding suggests that, if implemented, a booking system would make it easier for people in WFA-O to attend meetings.

*“The process to book meetings, if it could be handled via an online booking system available to me that would be preferable to calling to change or reschedule.” - Survey respondent*



**Figure 16: Responses to the question ‘Why did you not want to attend any meetings offered by the research project?’**

For more information about Trial C or the post-trial survey (including full results or reports), please reach out to

**the Applied Behavioural Insights team**

via email at:

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