

New model update for CEO Livestream 10 December 2021

# Slide 1 – Title Slide

# Good morning/afternoon everyone

# My update about the new model today is focused on sharing some of the lived experiences we are hearing about through the New Employment Services Trial (NEST).

# So, as well as a quick update on the Employment Gateway, I will be sharing results from the NEST longitudinal study and a case study highlighting how the NEST has worked for a participant who I will refer to as ‘Laura’.

## Employment Gateway

# Firstly, I wanted to take this opportunity to remind you that on 4 December, there were some changes made to the Employment Gateway.

# RapidConnect has returned. Job seekers who are subject to RapidConnect will be required to attend their appointment with you before receiving their income support.

# This means you will need to have diary appointments available within two business days (48 hours), so Services Australia can book a job seeker’s appointment.

# Also on December 4, Services Australia has returned to conducting Participation Interviews with all job seekers and referring those that are eligible to your caseloads. Provider choice will also return as part of this interview process.

# We hope these changes ensure job seekers are able to quickly and easily connect with your service.

# Slide 2 – NEST Longitudinal study

* TThe NEST Longitudinal Study is based on 30 interviews from both Enhanced Services and Digital Services in both trial regions and is being conducted by The Social Research Centre.
* It started in December 2019 with face-to-face interviews (Waves 1 and 2) and from May 2020 (Wave 3 onwards) we undertook the interviews via Zoom and phone – so a 1.5 year period and it’s still ongoing.
* We are currently in Wave 5 and only 9 participants that started are still in the trial.
* The researchers from the Social Research Centre have indicated that at least some of the attrition (people leaving between waves) was because they found employment.

# Slide 3 - Key findings in both Digital Services and Enhanced Services

* Job seekers appropriately streamed (to digital and enhanced services) - We found that overall, most people were in the appropriate service for their needs.
* Resourcefulness of cohort – While diverse in terms of education, work experience and goals, people generally displayed resourcefulness in their determination to find work. A few even established their own businesses when unable to find work.
* Preference for employment websites for online searches - almost all participants expressed a preference for employment websites (eg Seek) over jobactive. Their main reason was due to frustrations with the JobSearch function – jobs not matching the region and field.
* Flexibility in both services - people expressed they appreciated the increased flexibility compared to under the previous employment services system. For example:
  + Digital Services job seekers could report at their own convenience, instead of having to go to provider offices.
  + Enhanced Services job seekers could make phone appointments with providers, or found providers were more flexible and understanding of ‘life getting in the way’.
  + Communication - One aspect that can have a major impact on participant’s experience is communications. Needless to say, mixed or confusing messages, and sudden changes can lead to frustration and confusion for job seekers in both Digital and Enhanced Services. On a positive note – participants reported that some aspects of communication have improved over time – e.g. text messages.
* Importantly for Enhanced Services, the study has shown that a good provider experience is vital. Participants who had the most positive experiences in the Trial (Enhanced Services stream) reported that individual providers were attentive and understood their needs, whilst also providing practical support and longer appointment times. There is also evidence that providers were using their discretion to give individuals support better tailored to their circumstances.

# Slide 4 - Laura’s Story NEST Study

* Lastly for today I will share Laura’s story.
* Laura’s name has been changed for privacy reasons, but she is a real job seeker from the Mid-North Coast Trial Region. Her experience shows how the NEST worked for her and her provider.
* When Laura lost her job due to the COVID-19 pandemic in March 2020 and struggled to re-gain employment, she lost confidence in herself.
* She had numerous health issues that were a barrier for her to re-enter the workforce, and ongoing dental issues meant she wasn’t confident in customer-facing roles.
* Classified as a Stream B job seeker under jobactive, Laura started off using Digital Services, however transitioned to Enhanced Services after poor internet access made it difficult for her to use online services.
* At her initial appointment with a provider, it was identified that Laura would benefit from participating in the Career Transition Assistance (CTA) program to increase her digital skills.

# Slide 5 - Laura’s Story PBAS success

* Laura agreed to trial the Points Based Activation System (PBAS), to immediate success.
* She enjoyed the flexibility and option to include all activities to meet her mutual obligation requirements, including attending job interviews.
* Laura felt that all her efforts were recognised under this model, including her non-vocational activities, and her provider could adjust her points to acknowledge her personal circumstances.
* Despite being a very experienced hospitality professional, Laura struggled during job interviews — potential employers noticed her lack of confidence and questioned her suitability. This feedback surprised Laura’s provider, who knew she would be an asset to any business.
* After a few unsuccessful interviews, Laura’s provider approached an employer they knew and arranged a job interview for a varied hospitality role. Although Laura and her provider worked hard on preparation, Laura froze during the interview and the employer was reluctant to hire her.

# Slide 6 - Laura’s Story Paid Work Trial

* Thanks to the new model, the provider was able to negotiate a Paid Work Trial for Laura; something she would not have been eligible for under jobactive.
* Laura excelled during the trial, and was quickly offered permanent, ongoing work. Additionally, the employer agreed to offer shorter days to accommodate Laura’s specific health requirements.
* Thanks to dedicated support from her provider, a flexible Point Based Activation System that allowed her to feel recognised and empowered, and the Paid Work Trial, Laura overcame her barriers and is now back in the workforce.
* Furthermore, Laura’s provider notes that they have received “very positive” feedback from both Laura and her employer.
* This ends my presentation for today. Thank you for your time.
* Are there any questions?