



Australian Government

Guideline:

New Employment Services Trial (NEST)- Eligibility, Referral and Commencement

This Guideline outlines who is Eligible for Enhanced Services in the New Employment Services Trial (NEST).

Trial Providers must provide Participants with appropriate Services, taking into account their individual circumstances, to assist them to find employment and move off Income Support Payments.

Version: 4.0

Published on: 1 April 2021

Effective from: 12 April 2021

Changes from the previous version (Version 3.0)

Policy changes:

New section 2 "Eligible Participants Referred automatically through the Department's IT Systems" to clarify referrals through the Department's IT Systems (pages 3 to 4)

Clarified the role of Services Australia in referrals (page 4)

Wording changes:

Relocated section on availability of electronic diary slots (page 4)

Removal of outdated text relating to newly arrived refugees (page 4)

Deleted duplicative text on Participants exiting from Time to Work Employment Services (TWES) (page 5)

Revised heading - Other referral types for Eligible Participants (page 5)

Deleted advice on the Online Employment Services Trial as this is no longer operating (page 5)

Deleted heading 'Direct Registration'. Text now resides under section 4 heading (page 6)

Relocated section on Authorised nominees (page 8)

Clarified that Trial Providers should also regularly check with the Participant that nominee details are up to date and correct (page 8)

New heading - All new Participants must have an Initial Interview (page 8)

Relocated section on use of other modes other than face to face to conduct initial interviews (page 9)

Deleted section – When a participant changes service type (page 10)

Further information in relation to timeliness of Commencement (page 11)

Deleted outdated advice on administration fees for jobactive participants (page 12)

Heading updated - Referral to another program or service level (page 12)

New heading and section – Moving Participants to Digital Services (page 12)

New heading – Change of Circumstances Reassessment (page 12)

Clarification of Eligibility for Recipients of Special Benefits (page 15)

Related documents and references

[Assessments Guideline – Job Seeker Classification Instrument \(JSCI\) and Employment Services Assessments \(ESAt\)](#)

[Direct Registration Guideline](#)

[Job Plan and Mutual Obligation Requirements Guideline](#)

[Managing and Monitoring Mutual Obligation Requirements Guideline](#)

[Period of Service, Suspensions and Exits Guideline](#)

[Privacy Guideline](#)

[Transfer Guideline](#)

[Volunteers Guideline](#)

[Time to Work](#)

[Structural Adjustment Programmes Guideline](#)

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1. Eligibility for Trial Services

Eligibility for Trial Services generally depends on the type of Income Support Payment a Participant is receiving.

The [Eligibility Table](#) identifies the main categories of Participants based on their individual circumstances and their eligibility for Trial Services and Volunteer Online Employment Services (VOEST) in the NEST regions.

The Department may amend the eligibility for Trial Services at any time.

For Participants on Income Support, Eligibility is shown in the Department's IT Systems, based on information entered by Services Australia.

Eligibility for Trial Provider Services is also based on JSCI score, however Participants in Digital Services may choose to move to Enhanced Services which they can do through the system or by the Contact Centre.

2. Eligible Participants Referred automatically through the Department's IT Systems

The majority of Participants will be automatically Referred through the Department's IT Systems, not via Services Australia. A Participant may be initially Referred to Digital Services, Transition to Work or Enhanced Services following the grant of income support and:

- the application of the Job Seeker Classification Instrument (JSCI) or
- an Employment Services Assessment (ESAt), where applicable.

The exceptions are Time to Work Employment Service (TWES) Participants, Early School Leavers and Structural Adjustment Program Participants who will be Referred to a Trial Provider.

Participants will be able to choose their Trial Provider when they are referred to Enhanced Services. Where a Participant referred to Enhanced Services selects a Trial Provider, they will be Referred to that Trial Provider as long as:

- the Trial Provider has sessions in their Electronic Diary available and
- the Trial Provider has not exceeded 130 per cent Business Share tolerance.

Where the Participant does not select a Trial Provider for themselves, they will be randomly allocated to one within their Trial Employment Region.

Participants automatically Referred to Enhanced Services will be randomly allocated to a Trial Provider's caseload after taking into consideration provider Site to postcode mapping and provider Referral tolerance.

Participants who are randomly allocated to a Trial Provider will still have the opportunity to transfer to a provider of their choice – Refer to the [Transfer Guideline](#).

Trial Providers must have Electronic Diary timeslots available.

Trial Providers are responsible for booking an Initial Interview for Participants who have been Referred to them automatically through the Department's IT Systems.

Trial Providers must also ensure that the Electronic Calendar has, at all times, capacity to receive Appointments within the next two Business Days for all other Referrals. Refer to the [Managing and Monitoring Mutual Obligation Requirements Guideline](#).

(Deed references: Clauses 93 and 94)

For TWES Participants Referred to Enhanced Services, Trial Providers will need to schedule/block out time in their Electronic Calendar for a facilitated transfer meeting with the Participant and TWES Provider, using the 'Provider Event' functionality.

(Deed reference: Clauses 92.5)

3. Referrals by Services Australia

Services Australia will Refer some eligible individuals to a Trial Provider. This may include but is not limited to:

- DSP Recipients with participation requirements
- Vulnerable Participants

those who cannot complete the registration and assessment process online. From 9 December 2019, people who are not subject to Mutual Obligation Requirements or who do not receive Income Support Payments may be eligible for the Volunteer Online Employment Services Trial (VOEST) as Volunteers for one period of up to twelve months. The exception being newly arrived refugees who will be referred to services until 31 December 2019. After that time, they will be referred to the appropriate level of service, i.e. Digital Services or Enhanced Services, based on their assessment.

(Deed references: Clauses 89, 92)

Newly Arrived Refugees

During the first 12 months of service, newly arrived refugees are not required to participate in the Trial, however, standard eligibility and Mutual Obligation rules apply after this period.

From 1 January 2020, newly arrived refugees who volunteer for employment services will be able to voluntarily participate in the appropriate level of service based on their assessment (i.e. Digital Services or Enhanced Services) for 12 months after they have started on income support.

Early School Leavers

Early School Leavers unable to access Transition to Work will be referred to Enhanced Services.

(Deed references: clause 123)

Participants exiting from Time to Work Employment Services (TWES)

A TWES Participant may be Referred to Enhanced Services before the TWES Participant's release from prison, where they meet Enhanced Services eligibility. For more information see [Facilitated transfer meeting for Participants exiting from Time to Work Employment Services \(TWES\)](#).

4. Other referral types for Eligible Participants

Some eligible individuals may elect to participate in Trial Provider Services without going to Services Australia and can Directly Register with a Trial Provider. The Trial Provider is responsible for determining a person's eligibility for Direct Registration and registering that person for Services. Refer to the NEST Direct Registration Guideline.

Retrenched workers and their partners

Retrenched Workers and their partners are eligible for immediate access to Enhanced Services.

Some retrenched workers and their partners may be eligible for additional assistance through Structural Adjustment Packages which enable recently retrenched workers from eligible companies or industries to access Enhanced Services. Structural Adjustment Package Participants are eligible for immediate access to Enhanced Services to assist them to find new employment. For information relating to Structural Adjustment Packages including eligibility and registration, refer to the [Structural Adjustment Package Guideline](#).

Trial Providers must use the hierarchy of eligibility below to Directly Register any retrenched workers and/or their partners.

Retrenched workers and their partners - hierarchy of eligibility

1. Structural Adjustment Package
2. Enhanced Services.

Retrenched workers and their partners do not need to participate in the same program. Where a retrenched worker and their partner are eligible for a Structural Adjustment Package this will take priority.

While a retrenched person and their partner may be eligible to register for Trial Provider Services under multiple retrenched worker programs, they can only be registered under **one** retrenched worker program each. (E.g. A Structural Adjustment Package Participant or a general retrenched worker/partner). This might mean that in some cases, the retrenched worker and their partner are registered in different retrenched worker programs.

Vulnerable Youth or Vulnerable Youth (Student)s

Following the immediate Direct Registration of a Vulnerable Youth or Vulnerable Youth (Student) who presents in crisis, Trial Providers must immediately provide or refer the young person to relevant crisis assistance. The support provided will depend on the nature of the crisis but could include assistance with emergency accommodation, counselling or other non-vocational support.

(Deed reference: Clauses 90.2)

Transition to Work Participants (TtW) nearing the end of TtW

Transition to Work (TtW) Providers will refer Participants with Mutual Obligation Requirements to a Trial Provider if they are nearing the end of their 18 months in Transition to Work and not tracking towards an outcome. The TtW Provider will identify a Trial Provider in the Employment Region and offer the Participant a choice of Provider, if applicable.

The TtW Provider must then organise and attend an initial planning meeting with the Trial Provider and the Participant, to be held in the first week of the Participant's eighteenth month in TtW. The purpose of this meeting is for the Trial Provider to set out participation expectations and organise an assessment for the participant.

At this point, the TtW Participant has not been referred to the Trial Provider. Therefore, a Participant appointment cannot be made in the Trial Provider's calendar. The Trial Provider will need to manually schedule/block out time for this meeting in their calendar.

The TtW Provider will organise the Participant's Initial Interview with a Trial Provider to be held in the final week of the eighteenth month. This is where the Participant is referred to a Trial Provider by the TtW Provider and exited from TtW.

If the TtW Participant is transferring to a Trial Provider before 18 months of service then the TtW Provider must organise and attend one meeting with the Participant and the Trial Provider. This should occur within one month of the decision to move to the Trial Provider. The exception is if the Participant Exited shortly after Commencement in TtW.

Please note: In all circumstances where a Participant is referred from a TtW Provider, the Trial Provider must conduct an assessment to determine whether the Participant should be referred to Tier 1 or Tier 2 servicing.

(Deed reference: Clause 92.3)

5. Preparing for all Appointments

When preparing for all Appointments, including the Initial Interview, Trial Providers must take into consideration whether the Participant has any special requirements.

For example, when a Participant requests or where the Trial Provider considers it appropriate, Trial Providers must use an interpreter to ensure that the Participant understands their requirements.

Humanitarian entrant (refugee) Participants may also be accompanied by their Humanitarian Settlement Program Case Manager, who can provide advice on appropriate employment strategies and activities that can help the Trial Provider to develop a suitable Job Plan. (Note that it is not the Case Manager's role to act as an interpreter).

Trial Providers should also deliver services to Participants in a culturally sensitive way, based on details in the Participant's record in the Department's IT Systems.

The Department's correspondence and notifications to a Participant are also provided to that Participant's authorised correspondence nominee/s. This includes information about their Mutual Obligation Requirements and the need to attend appointments and agreed activities. The nominee can, therefore, contact the Participant's Trial Provider if and when required to reschedule their appointment.

When the nominee rebooks appointments for the Participant, the Trial Provider should work with the nominee to ensure the Participant is aware of their Mutual Obligation Requirements and what may happen if the Participant does not comply with them.

Best practice for the Trial Provider is to record details of the conversation with the nominee in the comments screen in the Department's IT Systems. Trial Providers should also regularly check with the Participant that nominee details are up to date and correct.

6. Initial Interviews and other meetings with Participants

All new Participants must have an Initial Interview

The Trial Provider must conduct an Initial Interview for all Participants who:

- were Referred by Services Australia
- were Referred by the Department
- were Referred by a Transition to Work Provider
- were Referred by a Time to Work Employment Service Provider
- have Directly Registered for assistance (see Direct Registration Guideline)
- have transferred to the Trial Provider (see Transfer Guideline).

This includes:

- confirming the Participant's identity;
- explaining the Enhanced Services that the Trial Provider will provide to them;
- undertaking an assessment of the Participant's skills, strengths, circumstances and any issues they may have in relation to finding employment as well as reviewing their JSCI;
- for Enhanced Services Participants (Mutual Obligation), explaining their rights and obligations under the Social Security Law and the consequences of not meeting their Mutual Obligation Requirements (see Managing and Monitoring Mutual Obligation Requirement Guideline);
- for Disability Support Pension Recipients (Compulsory Requirements), explaining their rights and obligations under the Social Security Law and the consequences of not participating in accordance with their Job Plan (see Disability Support Pension Recipients (Compulsory Requirements) Guideline);
- preparing or updating a Job Plan for them;
- providing them with details of the current National Minimum Wage, the Fair Work Ombudsman website (including the Pay and Conditions Tool) and contact details for the Fair Work Ombudsman;

- providing and asking the Participant to sign the *Privacy Notification and Consent Form*. This document notifies the Participant of the collection, use and disclosure of their personal information in accordance with Australian Privacy Principles, and seeks consent to the collection of their sensitive information. Participants **are not** required to sign the Consent Form. The Trial Provider must ensure that Participants are aware of the types of personal information they may be required to provide and how this information will be used and disclosed (see the Privacy Guideline); and
- undertaking other steps, activities or processes as appropriate to the Participant's individual needs.

(Deed references: Clause 96)

Trial Providers may conduct an Initial Interview using other modes other than face to face depending on Participant's circumstances.

A Trial Provider may choose to conduct an Initial Interview using modes other than face to face where this is agreed by the Participant, but must offer, and if requested by the Participant, conduct the Initial Interview face to face.

In cases where a participant is transferring from another Provider, the new Trial Provider should always check if there was a Managed Service Plan (MSP) with servicing restrictions in place with the previous Provider. While that MSP would no longer be current, Providers may, if necessary, make appropriate arrangements for the Initial Interview. Please refer to the Servicing Participants with Challenging Behaviour Guideline.

Facilitated transfer meeting for Participants exiting from Time to Work Employment Services (TWES)

A TWES Participant may be Referred to a Trial Provider before the TWES Participant's release from prison where they are eligible for Trial Provider Services.

To assist the TWES Participant's move to Trial Provider Services, the TWES Provider must organise a facilitated transfer meeting with the Trial Provider and TWES Participant before the TWES Participant's release from prison, where possible. However, in some cases the facilitated transfer meeting may need to happen after the Participant's release from Prison.

The purpose of the facilitated transfer meeting is to introduce the TWES Participant to their Trial provider, where possible, and to discuss the TWES Participant's Transition Plan and their transition to Trial Provider Services following their release from prison. The Trial Provider must attend the facilitated transfer meeting, in person or by telephone, and explain the Services that will be available to the TWES Participant when they Commence in Trial Provider Services, where the TWES Participant is present.

The Transition Plan will be developed by the TWES Provider in consultation with the TWES Participant and will outline actions to help address any barriers that the Participant will face following their release from prison and detail their plan for employment. The Trial Provider should use the Transition Plan to identify any support or services that the Participant may require to

address these barriers and assist the Participant to move into employment. The Trial Provider must consider any comments or recommendations that are contained in the Transition Plan when setting the terms of a Job Plan.

Where possible, the staff member who will be providing Services to the Participant upon their release from prison should attend the meeting.

Where a TWES Participant Commences in Trial Provider Services and the TWES Provider has not held a facilitated transfer meeting, the Trial Provider should contact the TWES Provider to discuss the TWES Participant's participation in the TWES program and their Transition Plan.

Where a Participant is referred to a Trial Provider which is the same organisation that delivered Time to Work Employment Services to the Participant, the TWES Provider must still arrange a Facilitated Transfer Meeting. This will ensure that the Participant has the opportunity to meet the Trial Provider staff who will service them post-release and understand the post-release services they will receive.

Participants exiting from Transition to Work

- In the first week of the Participant's eighteenth month in TtW, the TtW Provider will organise and attend an initial planning meeting with the jobactive Provider and the Participant. The purpose of this meeting is for the Trial Provider to set out the expectations of participation in Trial Provider Services. The TtW Provider will not be able to make this appointment directly to Trial Provider's calendar and timing should be negotiated between all parties.
- In the final week of the eighteenth month in TtW, the TtW Provider will also organise the Participant's Initial Interview for Trial Provider Services. This is where the Participant is Referred to Trial Provider Services by the TtW Provider and exited from TtW.

If the TtW Participant is transferring to a Trial Provider **before** 18 months of service then the TTW Provider must organise and attend one meeting with the Participant and the Trial Provider. This should occur within one month of the decision to move to the Trial Provider. The exception is if the Participant Exited shortly after Commencement in TtW.

Vulnerable Youth or Vulnerable Youth (Student)s

Following the immediate Direct Registration of a Vulnerable Youth or Vulnerable Youth (Student) who presents in crisis, Providers must immediately provide or refer the young person to relevant crisis assistance. The support provided will depend on the nature of the crisis but could include assistance with emergency accommodation, counselling or other non-vocational support. Refer to the Direct Registration Guideline

(Deed reference: Clause 103.5)

7. Participants must be commenced in a timely manner

Trial Providers must ensure that Participants are Commenced in a timely manner, by ensuring they conduct the Initial Interview, enter into or update (as relevant) and approve the Job Plan, in accordance with any timeframes in the Deed, guidelines and any direction issued by the Department.

Participants who are referred to the provider on or after 12 April 2021 must be Commenced within 10 business days of the Referral. This provides sufficient time for Providers to review their caseloads, schedule and conduct an Initial Interview (including re-scheduling if required), and think-time for Participants to agree to their Job Plan.

(Deed references: Clauses 93 and 95.2(a))

8. Participants are automatically Commenced in the Department's IT systems

A Participant in Enhanced Services is automatically Commenced in the Department's IT Systems when the Trial Provider records attendance at the Initial Interview and the Participant has an approved Job Plan. In the case of Enhanced Services, they will be commenced in Tier 1.

The Trial Provider must deliver Trial Provider Services in accordance with the Deed, Guidelines, Job Plan and Participant circumstances once the Participant is Commenced.

9. Engagement Fees are calculated and paid automatically by the Department's IT Systems.

Trial Providers are eligible for a one-off Engagement Fee for each Enhanced Services Participant on Commencement. Payment of this fee is included in Advance Trial Payments paid to the Trial Provider after the start of each Payment Period. Refer to the NEST Payment Guideline.

(Deed references: Clauses 134, 135 6, Table 4 of Annexure E1)

10. Referral to another program or service level

Moving Participants to Digital Services

Trial Providers are able to move Participants to Digital Services at their discretion based on their assessment of the Participant's needs. Refer to the [NEST Assessment Guideline](#).

Change of Circumstances Reassessment

In some instances, a Participant may be referred to an ESAt after a JSCI Change of Circumstances Reassessment.

If, as a result of the ESAt, the Participant is referred to Disability Employment Services (DES), the Trial Provider must continue to deliver Services to the Participant until they have commenced in that program. Once the Participant has commenced in the new program, they will be Exited from the NEST. Refer to [NEST Assessment Guideline](#).

(Deed reference: Clause 103)

Referral of a Participant to Transition to Work

A New Employment Service Trial Provider may refer Tier 2 Participants to Transition to Work if they meet eligibility requirements and would benefit from the service.

The eligibility requirements are:

- aged 15-24 years on Commencement in the Transition to Work Service, and
- a Tier 2 Participant in the New Employment Services Trial, and
- identified by their Trial Provider as having a capacity to benefit from Transition to Work Services: for example, a young Participant who has addressed their unstable housing or mental health issues, and
- an Australian citizen, or
- the holder of a permanent visa, or
- New Zealand Special Category Visa holders (a protected Special Category Visa holder; or non-protected Special Category Visa holder), or
- nominated Visa Holders (including Temporary Protection Visa Holders and Safe Haven Visa Holders).

(Deed references: clause 80.1(b))

11. Services to Participants who return after Exiting

Where a Participant Exits and returns to Trial Provider Services within 13 consecutive weeks of Exit, the Trial Provider must resume providing Trial Provider Services to the Participant in accordance with the NEST Deed 2019-2022. When a Participant returns to Trial Provider Services at 13 consecutive weeks or more from their date of Exit, they will need to be referred to Services Australia for an assessment, unless they are eligible to Direct Register. Refer to the NEST Direct Registration Guideline.

A new JSCI will need to be conducted prior to the Participant being referred to NEST Services as their previous JSCI will be inactive as a result of the Exit.

Summary of required Documentary Evidence

Direct Registration



Documentary Evidence: Please refer to the [Direct Registration Guideline](#).

Job Plan



Documentary Evidence: Where the Participant has agreed to a Job Plan by signing a hard copy version, a copy must be retained by the Trial Provider.

Eligibility for Trial Services, and the Volunteer Online Employment Services Trial (VOEST)

This table identifies who is eligible for Trial Services and VOEST, and who is not eligible for any of these services. VOEST commenced on 9 December 2019. Participants registered as Volunteers prior to 9 December 2019 will continue to receive jobactive Stream A services for a total of six months.

Most job seekers who are eligible for assistance through the New Employment Services Trial will have their service level (i.e. Digital First, Digital Plus or Enhanced Services) determined by their JSCI. In some cases (highlighted in the table below), job seekers are directly eligible for Enhanced Services.

The sections below are not mutually exclusive and sections of this table should be considered in combination according to Participant's individual circumstances.

For example, Participants may be in receipt of JobSeeker Payment, be Mature Age (55+) and have a Partial Capacity to Work; or be in receipt of Disability Support Pension, be a Vulnerable Youth and a Parent.

Type	Eligible for New Employment Services Trial	Eligible for VOEST	Not Eligible for Enhanced Services, or VOEST
JobSeeker Payment	JobSeeker Payment recipient Eligible for either Digital or Enhanced Services	Not applicable	Not applicable
Parents	Parenting Payment recipients with participation requirements Eligible for either Digital or Enhanced Services Principal Carer parents who are not fully meeting their requirements through part-time paid employment or study may be referred to NEST for either Digital or Enhanced Services. <i>Note: Participants who are fully meeting their part-time Mutual Obligation Requirements or are currently subject to a Services Australia granted Exemption may voluntarily elect to participate in NEST. They would not be referred to VOEST or limited to 12 months of service.</i>	Parenting Payment recipients without participation requirements Parents (with a youngest child under six years old) in receipt of Parenting Payment (Partnered)/Parenting Payment (Single). ParentsNext Intensive Stream volunteers and ParentsNext compulsory participants.	Not applicable
Disability Support Pension	Disability Support Pension recipients with compulsory requirements Directly Eligible for Enhanced Services Disability Support Pension recipients aged under 35 years with a work capacity of eight or more hours per week (without a youngest child under six years) will have compulsory activity requirements and are eligible for NEST Enhanced Services. Disability Support Pension applicants and recipients subject to review (without compulsory requirements) undertaking a Program of Support (not eligible for Disability Employment Services or Community Development Programme) Directly Eligible for NEST Enhanced Services while they undertake their Program of Support requirement provided they remain connected or do not Exit for more than 13 weeks. If they do not remain connected or Exit for more than 13 weeks, they will be eligible for VOEST.	Disability Support Pension applicants and recipients subject to review (without compulsory requirements) undertaking a Program of Support (not eligible for Disability Employment Services or Community Development Programme) who do not remain connected or Exit for more than 13 weeks. Disability Support Pension recipients without compulsory requirements Australian Disability Enterprises Participant Disability Pensioner (DVA)	Not applicable
Youth and students	Youth Allowance (other) recipient Eligible for either Digital or Enhanced Services Vulnerable Youth and Vulnerable Youth (Student) Directly Eligible for Enhanced Services Young people who are not in receipt of Income Support Payments aged 15 to 21 who are not working 15 hours or more per week, who are not in Full-time Study and who have at least one serious Non-vocational Barrier are eligible for immediate provision of Enhanced Services as Vulnerable Youth. Trial Providers will be required to service vulnerable youth for up to four weeks and refer them to other local and relevant crisis support services until Services Australia assess the Participant's eligibility for services.	Full-time students seeking an apprenticeship or traineeship Young people who are not in receipt of Income Support Payments who are under school-leaving age, including those under 17 years, are Eligible only if they have permission to leave school	Youth Allowance (full-time Student) recipient ABSTUDY recipient Austudy recipient

Type	Eligible for New Employment Services Trial	Eligible for VOEST	Not Eligible for Enhanced Services, or VOEST
	Full-Time students aged 15 to 21 years who present in crisis and have at least one Non-vocational Barrier are eligible for immediate provision of <u>Enhanced Services</u> as Vulnerable Youth (Student) if no appropriate youth services are available in the local area. Trial Providers will be required to service vulnerable youth (Student)s for up to four weeks and refer them to other local and relevant crisis support services until Services Australia assess the Participant's eligibility for services.		
Visa holders and migrants	<p>Visa holders with working rights attached, on income support Eligible for either Digital or Enhanced Services</p> <p>Visa holders with working rights attached are eligible for the New Employment Services Trial if they are in receipt of an income support payment type that would otherwise make them eligible for Enhanced Services. Other rows in this table specify income support payment types that make Participants eligible for NEST.</p> <p>New Zealand non-protected Special Category Visa holders in receipt of JobSeeker Payment or Youth Allowance (Other) Eligible for either Digital or Enhanced Services</p>	<p>Visa holders with working rights attached, not on income support, including temporary residents With the exception of working holiday visas.</p> <p>Visa holders with working rights attached, who are on an income support payment listed in the section of this table titled Other Income Support without Participation requirements</p> <p>Migrants serving a Newly Arrived Residents Waiting Period</p>	<p>Visa holders without working rights (including temporary residents)</p> <p>Overseas visitors on working holiday visas are Eligible for Harvest Trail Services only</p>
Newly Arrived Refugees	<p>Eligible for either Digital or Enhanced Services</p> <p>Newly arrived refugees are able to voluntarily participate in the appropriate level of service based on their assessment (Digital Services or Enhanced Services) for 12 months after they have started on income support. During this 12 months they are not required to participate in NEST. Standard eligibility and Mutual Obligation rules would apply after the end of this period.</p>	Not applicable	Not applicable
Special Benefit	<p>Eligible for either Digital or Enhanced Services</p> <p>Special Benefit recipients who are Nominated Visa Holders have the same mutual obligation requirements, and consequences for non-compliance as Job Seeker Payment and Youth Allowance (Other) recipients.</p> <p>Special Benefit recipients, who are not Nominated Visa Holders, but are capable of looking for and undertaking work must be connected to employment services and have voluntary requirements with their Trial Provider.</p>	Not applicable	Not applicable
Mature Age	<p>Mature-age (aged 55 years and over) Participants in receipt of income support with participation requirements who are meeting their Mutual Obligation Requirements may elect to participate in NEST Services. Eligible for either Digital or Enhanced Services</p> <p><i>Note: Participants who are fully meeting their part-time Mutual Obligation Requirements or are currently subject to a Services Australia granted Exemption may voluntarily elect to participate in the New Employment Services Trial. They would not be referred to VOEST or limited to 12 months of service.</i></p>	Not applicable	Not applicable
Pre-release Prisoner	<p>Pre-release Prisoners Directly Eligible for Enhanced Services</p>	Not applicable	Not applicable

Type	Eligible for New Employment Services Trial	Eligible for VOEST	Not Eligible for Enhanced Services, or VOEST
	Prisoners or detainees must be in the final 12 months of their sentence and be approved by corrective services or youth justice case managers. They must be prisoners or detainees aged 15 years and over (including those not in receipt of income support) who have been referred to Enhanced Services with a Trial Provider by state or territory corrective or youth justice services and Directly Registered by the Trial Provider for Enhanced Services.		
Early School Leavers	<p>Early School Leavers Directly Eligible for Enhanced Services</p> <p>Early School Leavers unable to access Transition to Work will be referred by Services Australia to NEST Enhanced Services.</p>	Not applicable	Not applicable
Retrenched worker or partner of a retrenched worker	<p>Retrenched workers and their partners People who have been retrenched in the last six months or who have received notification from their employer in the three months prior to their retrenchment date are eligible for immediate access to Enhanced Services. Retrenched workers and their partners may be eligible for assistance through the following programs.</p> <p>Hierarchy of eligibility</p> <ol style="list-style-type: none"> 1. Structural Adjustment Programme. 2. Enhanced Services. <p>Partners of retrenched workers are eligible for access to NEST Services through either:</p> <ol style="list-style-type: none"> 1. A Structural Adjustment Programme. 2. As a Participant in the NEST service appropriate to their level of labour market disadvantage as determined by the Job Seeker Classification Instrument. <p>Where a Structural Adjustment Programme provides Services for a retrenched worker but not their partner, then the worker should commence with the appropriate program and the partner can receive Services appropriate to their level of labour market disadvantage as determined by the Job Seeker Classification Instrument.</p> <p>A retrenched worker and their partner must only be registered in one of the above retrenched worker programs.</p> <p>A special placement flag will identify whether a Participant is registered as a Retrenched Worker/Partner, or as a Structural Adjustment Programme Participant. Eligibility requirements are outlined in the relevant Structural Adjustment Programme guidelines.</p>	Not applicable	Not applicable
Other Income Support without Participation requirements	Not applicable	<p>Participants in receipt of Income Support Payments without participation requirements</p> <p>Carer Payment recipient, Carer Allowance recipient, Aged Pension recipient, Low Income Card holder, Widow Allowance recipient, Farm Household Allowance recipient, Service Pensioner (DVA), Partner Service Pensioners (DVA), War Widow(er)s Pensioner (DVA), Rehabilitation Allowance recipient, Widows B Pensioner, Partner Allowance recipient, Assistance for Isolated Children recipient, Child Care Assistance recipient,</p>	Not applicable

Type	Eligible for New Employment Services Trial	Eligible for VOEST	Not Eligible for Enhanced Services, or VOEST
		Double Orphan Pension recipient, Family Payment recipient, Mobility Allowance recipient, Special Benefit (without participation requirements)	
Not in receipt of Income Support	Not eligible for NEST, unless eligible under another category of eligibility (e.g. as a Retrenched Worker or their partner, Pre-Release Prisoner, Vulnerable Youth or Vulnerable Youth (Student)).	Participants not in receipt of Income Support Payments Subject to them not being: <ul style="list-style-type: none"> • full-time students • working in paid employment for 15 hours or more per week and not on an Income Support Payment • overseas visitors on working holiday visas or overseas students studying in Australia, or • prohibited by law from working in Australia. 	Not applicable
Australian Government Disaster Recovery payment	Not applicable	Not applicable	Australian Government Disaster Recovery Payment recipient: except if they fall into any of the categories that would otherwise make them eligible for Enhanced Services.
Workers Compensation	Not applicable	Not applicable	People receiving workers compensation

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Trial Deed 2019–2022 (the Deed).

In this guideline, references to Trial Provider means a New Employment Services Trial Provider and references to Participants means Enhanced Services Participants as defined in the Deed. This Guideline is not a stand-alone document and does not contain the entirety of Trial Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued Department of Education, Skills and Employment under or in connection with the Deed.