



A NEW APPROACH TO ASSISTING YOUNG HOMELESS JOB SEEKERS

Trial Proposal

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Executive Summary

The Current Situation

It is generally recognised that employment is a critical pathway out of homelessness and poverty. There are an estimated 80,000 young adults, 18-35 years of age, who experience homelessness each year, are unemployed and looking for work. They think of themselves as workers and they share the dreams and aspirations of other Australians. They want a job, a family and a home.

This group are substantially disadvantaged in both the housing market and the labour market by low levels of educational achievement, absence of vocational training, a lack of parental support and in many cases family conflict. Their personal development has resulted in exclusion from meaningful employment in what is an increasingly competitive and skilled labour market. Periods of homelessness have exacerbated these problems and created additional difficulties for them in receiving the income support and employment assistance to which they are entitled.

Analysis of the effectiveness of the current policy settings show that existing programs of housing and employment assistance produce poor outcomes. The housing outcomes achieved by young unemployed people through homelessness assistance, more often than not, are not matched to their needs and are prone to breakdown. The main planks of housing assistance - public housing and rent assistance - are ineffective in providing the platform for social and economic participation for this group. The current focus of homeless service delivery is on the resolution of acute housing related crisis. Whilst it is effective in resolving immediate needs of clients in terms of securing income support entitlements, it provides minimal engagement with employment assistance.

There is a dearth of objective data concerning the outcomes of employment assistance for homeless job seekers. In part, this is because the assessment procedures of Centrelink do not ensure complete disclosure of homelessness or related health or personal barriers to employment. The best available evidence indicates that the main planks of employment assistance for homeless jobseekers, that is Intensive Assistance and the Community Support Program (now the Personal Support Program) have not achieved substantive employment outcomes.

The failure of both housing and employment assistance is due as much to the manner in which assistance is constructed and delivered as to the state of contemporary housing and labour markets. These programs deliver assistance that addresses discrete aspects of disadvantage – such as a lack of stable housing, marketable skills and poor health – in an insular, one-dimensional and consequential way. A new approach is required if homeless jobseekers are to realise their modest aspirations and avoid a future as passive welfare recipients. The community sector organisations – Hanover, Melbourne Citymission, the Brotherhood of St Laurence and Loddon Mallee Housing Services have acknowledged this evidence and recognise the need for a new approach. The collaborating government departments – the Department of Human Services in Victoria, the department for Victorian Communities, the Commonwealth Departments of Employment and Workplace Relations (DEWR) and Family and Community Services (FaCS) and Centrelink see value in testing if outcomes for homeless jobseekers can be enhanced by a more integrated approach. The proposed service model to be trialled seeks to cut across program boundaries to deliver an integrated response to the multi-faceted issues facing unemployed young adults experiencing homelessness.

A Proposal for a Trial of a New Approach

There is a valuable reservoir of practice wisdom developed over a long period by organisations with histories of service delivery to those who are homeless. This serves to inform us about key elements for a more effective model that will deliver substantive outcomes:

- The achievement of *sustainable employment* will sit at the top of the hierarchy outcomes sought for participants. Other outcomes such as housing, health and personal development, will be valid of themselves, but will be shaped by the employment outcome.
- Personal support, housing and employment assistance will be interlocked and delivered as an *integrated response*.
- The model will deliver the equivalent of a *living wage*, which is progressively constructed as participants move towards full economic and social participation. No more than 30% of income should be paid for housing.
- Participants will be given a *guarantee of secure tenure, affordable housing* located to facilitate participation in employment or training programs. The Trial will have to meet Victorian Residential Tenancy Act requirements in that tenure cannot be conditional on participation in the Trial's activities.
- The model recognises and adjusts for acute crises and is sensitive to past experiences by ensuring *individualised, timely and flexible access* to specific services or programs.
- Participants will be offered consistency and continuity through the pivotal role of a *resourced case manager* to ensure engagement, commitment and continuity of assistance, and co-ordination of resources including brokerage funds.
- Employment assistance options will meet individual needs, however, participants will be expected to accept a *level of personal responsibility* in committing to participation consistent with community expectations.

A fully integrated approach across the domains of housing, employment assistance and personal support will result in significant efficiencies in terms of lower demand within individual programs, as well as improved *durable* outcomes for young homeless jobseekers.

This proposal describes a service model that encapsulates the above elements as a basis for a three-year Trial of a new approach. The proposal is fully costed and includes a specific allocation for a robust evaluation of the effectiveness of the Trial in comparison with existing forms of assistance for the target jobseeker population.

The model seeks to test a holistic approach to an intractable social issue through joined-up service delivery. It aims to shift the focus of service delivery away from the current constraints of institutionalised programs within individual departments to making all the resources available to meet the multi-faceted needs of the individual.

In summary, 240 homeless jobseekers on Newstart or Youth Allowance will be offered entry into the Trial for a period up to 2 years. The Trial will focus on four geographies across Victoria where participating community organisations have established infrastructure and strong networks in local communities. These geographies are Greater Bendigo (Loddon Mallee Housing Services), Melbourne CBD and Inner West (Melbourne Citymission), Middle South of Metropolitan Melbourne (Hanover) and Outer South (Brotherhood of St Laurence).

Half the participants in the Trial will be aged 18 to 25 years. The trial will also aim to assist indigenous jobseekers experiencing homelessness in rural Victoria within the Bendigo based organisation's catchment.

The estimated total costs of the Trial will be \$5.5 million for a period of 3 years, including Trial development, management and evaluation.

Approximately three-quarters of this cost may be obtained from existing government budgets, with the remaining quarter to be sought as specific Trial funds.

The total budget cost per client is calculated at \$11,500 per annum, including evaluation costs. These costs do not take into account probable savings to government budgets:

- Direct savings (reduced unemployment benefits and associated entitlements over the period of the Trial)
- Prospective savings (reduced benefits over the life course for participants and lower use of employment assistance programs)
- Prospective income to governments (increased tax over life course from participants)
- Indirect savings (reduced use of housing assistance, health and justice services)

Current employment outcomes for homeless jobseekers are conservatively assumed to be lower than 10% (measured as employment or full time training after 13 weeks), although it is acknowledged that no substantive analysis of outcomes is currently possible due to the low level of disclosure of homelessness to Centrelink.

It is evident that substantial cost benefits will accrue if the Trial service model proves effective in raising sustainable outcomes by a significant percentage. In addition, the personal benefits to individuals and their families will be substantial through increased economic and social participation and improved health and well-being.

1. Trial Objective

The YHJP Foundation Paper (Hanover 2003) established the argument for a new approach to achieve better outcomes for young jobseekers experiencing homelessness in our community. This position was based on an analysis of the evidence available that shows substantive weaknesses in current forms of assistance available to this population who are becoming increasingly dependant on welfare assistance.

The case was made for an integrated approach in which employment outcomes are placed at the apex of outcomes sought for participants. If assistance places priority on employment outcomes, then the type of activities and support offered across housing, health and employment assistance would be configured differently. A housing outcome ipso facto is invariably not conducive to employment outcomes and long-term independence from welfare. For example public housing in a regional or rural location may be affordable and secure. But it will most likely lead to exclusion from job or training opportunities and hence to increased welfare dependency.

The proposition to be tested through the proposed Trial is that housing, health and personal development goals are valid and necessary, but they must be shaped by the employment outcome for this population.

The evidence shows that homeless jobseekers invariably have a range of additional barriers to employment that have contributed to their homelessness or have been exacerbated by their homelessness. They may be characterised as having poor educational achievements and work experience, making them uncompetitive in the current labour market as well as vulnerable to discrimination by prospective employers and landlords. Consultations and the weight of evidence over the past decade strongly suggest that a longer-term intervention is necessary to maximise *sustainable* outcomes. This includes a period of post-placement support or mentoring whilst in 'entry level' employment.

A three year Trial is therefore proposed that utilises community-based services working with homeless people as the strategic site for effective engagement and assessment of disadvantaged jobseekers experiencing homelessness.

Why use community based services as the gateway to this proposed model of assistance? The Trial approach is predicated on the belief that complete disclosure of relevant 'personal' factors is a fundamental prerequisite to matching assistance and activities to the needs and capacities of individuals. Complete disclosure is dependent on an effective initial engagement with the client who must be willing to open up about sensitive issues, including health problems, illegal activities, substance abuse or experiences of violence or abuse. Homeless services are best placed to achieve full disclosure in a non-judgemental manner and hence to motivate the client to start to make changes in their often chaotic lives.

A three year Trial period acknowledges the requirement for adequate project development to bring together the resources and build links into local community that will result in an integrated service model. A key component of the Trial will be a robust evaluation strategy. In order to assess the sustainability of outcomes, an adequate period after participant exit from the Trial is required. It is envisaged that the core elements of evaluation fieldwork will have been completed by the end of the 3 year period, although some assessment of longitudinal outcomes may need to extend beyond this period.

In summary, the Trial will test an integrated model of assistance for homeless jobseekers on Newstart or Youth Allowance aged 18-35 years in four selected sites in Victoria (3 metropolitan, 1 regional location). It is expected that half the participants will be aged under 25 years. The Trial will be open to individuals of indigenous background and those from cultural and linguistically diverse backgrounds. Specifically, the regional organisation will include a sample of indigenous jobseekers experiencing homelessness from rural Victoria (Loddon Mallee region).

The collaborating community agency partners will trial a service model that meets the core principles and contains the key elements developed by the Trial Working Group. Specific service models may vary to reflect the particular geography, expertise and practice experience of each agency and in order to respond to established capacity and resources within local communities.

A critical component will be the development of links with employers and local government to create and access entry-level job opportunities in occupations indicated as having jobs growth. The Trial will exploit the potential for community strengthening at the local level through increased social participation of disadvantaged households through neighbourhood renewal and environmental projects. Such a placed-based approach that builds relationships within local communities will serve to make a positive contribution to those communities.

The Trial will comprise 3 stages:

- A. *Project Development*: finalisation of service model, including re-allocation of resources, agreements on business guidelines for access to services and resources, protocols, staff recruitment; participant entry and ethics procedures; development of employment opportunities for participants; accountability and reporting requirements; evaluation framework and communication strategies.
- B. *Service Delivery to Trial Participants*: provision of integrated assistance, comprising housing, employment and personal support, over a two year period to at least 240 eligible job seekers experiencing homelessness by 4 leading community agencies at selected locations covering inner and outer metropolitan Melbourne and regional Victoria.
- C. *Evaluation and Reporting*: a robust evaluation framework will be developed and implemented concurrently with service delivery to enable a thorough assessment of the impact and effectiveness of the service model against outcomes for a comparison sample of homeless jobseekers. The evaluation will include a cost benefit analysis. A dissemination plan will be implemented to ensure effective communications through the Trial as well as distribution of findings to influence policy development and practice.

2. Principal Trial Components

The following principal components of the service model to be trialled have been developed by the Working Group based on the key principles, set out above, for a more effective model that will deliver substantive outcomes for young homeless jobseekers.

2.1. Participant eligibility

- 18-35 years at referral
- Currently homeless or history of homelessness
- Newstart or Youth Allowance recipient
- New recipient or previous experience in Job Network, CSP/PSP, JPET
- Eligible for Intensive Support or Personal Support Program

The Trial is to target the most difficult 15-20% of jobseekers using Centrelink and the range of assistance services. It is acknowledged that the majority of young homeless jobseekers (18-35 years) will be long term unemployed and have undergone one or more spells in employment assistance activities and/or periods of medical incapacity.

The Trial will be open to single persons as well as adults in couple or family households. The focus of this Trial is placed on adults in the first third of their working lives. However, it is envisaged that half the participants will be aged under 25 years. It is further anticipated that equal numbers of men and women will access the Trial. The trial will also aim to assist indigenous jobseekers experiencing homelessness in rural Victoria within the Bendigo based organisation's catchment.

Table 1 below provides an indicative typology of the eligible homeless jobseeker population in terms of their history and prior use of key forms of assistance.

Table 1: Indicative typology of the homeless jobseeker population (18-35 years)

Category	History	Use of key forms of assistance	%
Category 1	New/recent homelessness (< 1mth)	No use of SAAP	10%
	Recently unemployed < 3 mths	Centrelink customer No experience of JN/CSP/JPET	
Category 2	History of transience or homelessness	New or pre-existing SAAP client	50%
	Unemployed > 6 mths Multiple barriers to employment	Centrelink customer Past/current experience of JN/CSP/PSP/JPET	
Category 3	New/recent homelessness (< 1mth)	No use of SAAP	40%
	Long term unemployed (> 12 mths)	Centrelink customer	
	Multiple barriers to employment	Past/current experience of JN/CSP/PSP/JPET Period of medical incapacity	

Whilst the Trial should be open to anyone meeting the above criteria, it is appropriate that the emphasis should be placed on those in Categories 2 and 3. It is also acknowledged that the participant sample of 240 adults is only a small proportion of the target population. Therefore, it will be necessary to manage entry into the Trial to ensure that the sample is representative of the target population of homeless jobseekers.

Only a small proportion of eligible Newstart or Youth Allowance recipients will have JSCI scores that enable them to access Job Search Support services through the Job Network. The overwhelming majority would be eligible for Intensive Support- Customised Assistance (ESC3) on the assumption that all personal factors and employment barriers have been disclosed and recorded in their JSCI.

It is thus proposed to include an additional criteria for participation in the Trial that potential participants be either eligible for Intensive Support or have been assessed as appropriate for referral to the Personal Support Program (PSP) or Job Placement, Employment and Training Program (JPET).

2.2. Access to Trial

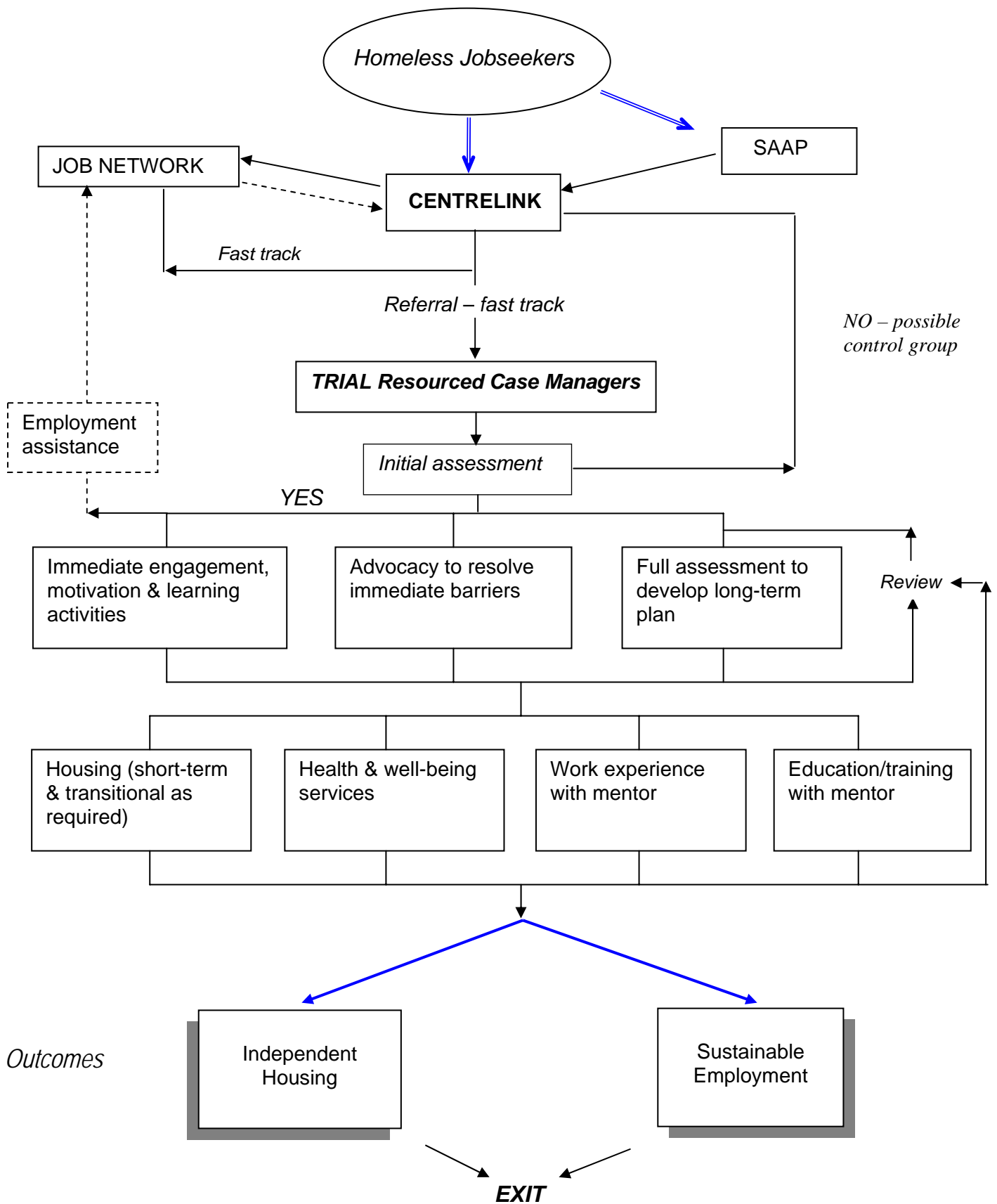
The working group agreed that the Trial service model should not be based on another 'diversionary' program added to the current matrix of targeted programs, such as JPET, PSP. Our principle position is that we need to Trial a model that integrates assistance *within* the overarching system of assessment and referral for income support and employment assistance through Centrelink.

Acknowledging the low level of disclosure to Centrelink of homelessness and relevant barriers to employment, especially personal factors, multiple access points are suggested for making referrals into the Trial via Centrelink.

- Job seekers disclosing homelessness to Centrelink CSO's or through supplementary assessments with Social Workers, Personal Advisers or Community Officers may be offered the opportunity to enter the Trial and be referred to Trial case managers. Similarly, jobseekers with histories of long term homelessness and multiple use of employment assistance would be encouraged to enter the Trial.
- Jobseekers who disclose homelessness (vocational profile) to their Job Network provider and are subsequently referred to Centrelink for re-assessment could be referred instead to the Trial. Participating Job Network providers may also make direct referrals to the Trial case managers.
- Clients of homeless services on Newstart or YA will be referred to a Centrelink worker in their local CSC to ensure their JSCI is updated prior to referral to the Trial.
- Homeless jobseekers assessed as not 'job ready' through any of the above pathways may be offered entry to the Trial in lieu of participation in the Personal Support Program.
- Younger jobseekers with current or past experience of JPET may be referred to the Trial either directly by JPET staff, subject to defined criteria or via Centrelink.

The following flowchart (Figure 1) indicates the pathways into the Trial through Centrelink via the above range of initial access points.

Figure 1 Young Homeless Jobseeker Proposal – Trial Flowchart



Potential participants referred by homeless service (SAAP) workers, internally by Centrelink staff in selected Centrelink Service centres, or via the participating Job Network providers or JPET services, will be assessed for eligibility by designated Centrelink staff, then offered the opportunity to enter the Trial. Centrelink Service Centres will be engaged as collaborating partners in the Trial based on the service geography of the participating community agencies and the scope of the Trial. A training process and information kit will be developed and implemented at each CSC to ensure familiarisation with the Trial and smooth flow of referrals. Training will need to take into account agreed roles of both Start-up and Participation team staff. It is expected that the Trial will build on the learnings from recent collaborative pilots undertaken by Centrelink and homeless services, including the Family Homelessness Prevention Pilot, in developing primary or designated Centrelink contact points for the Trial case managers.

The designated Centrelink officer will review the referral's JSCI to ensure its completeness and ensure their income support entitlements are correct. A review of their past use and outcomes of Job Network assistance, JPET, CSP/PSP and/or DES will be undertaken.

A range of information on the Trial, such as the expectations and obligations on participants, incentives and assistance available to them, and their rights as participants, will be provided and explained. A referral appointment will then be made (within 48 hours) with the selected Trial service provider and a chosen Job Network provider (if eligible). When possible, a joint interview should be arranged with the participant.

Their case file will be flagged to indicate their participation in the YHJP. Participation in the Job Network as Intensive Support customers will be their 'approved activity' to enable flow of resources to Job Network providers. Centrelink will approve a modified 'Preparing for Work' agreement that includes exemptions for defined mutual obligation activities subject to their active participation in the Trial.

Participants who have completed one or two periods in IS-CA automatically return to Job Search. In this case, the JN provider remains engaged with the client and can utilise JSKA monies and receives any outcome payments. Such participants will remain active in the Trial through these periods in Job Search.

Homeless jobseekers assessed as not 'job ready' by supplementary assessment by Centrelink staff will be offered the opportunity to enter the Trial in lieu of a place in the Personal Support Program. In such cases, the resources that would have been paid to a PSP provider would be provided to the Trial provider. When participants become 'job ready' after a period in the Trial, a review process through the designated local Centrelink Service Centre officer would result in the transfer to an agreed local Job Network provider without delay.

Each YHJP service will engage the collaboration of at least one local Job network provider in their service geography. Bi-lateral agreements will be negotiated between JN and Trial providers to establish principles and guidelines for sharing resources (both from ESC3 and external Trial resources) that may be used to assist Trial participants. JN providers will have the additional incentive to collaborate with the Trial to achieve substantive outcomes for participants because of the extra resources that the Trial will be able to utilise – especially for non-employment assistance barriers (housing, health) and work opportunities.

2.3. Assessment & engagement

The Trial case manager will undertake an initial assessment of the referred jobseeker to confirm eligibility, identify whether the person has been referred or is engaged with a Job Network provider or if the person is not considered 'job ready'.

Practice wisdom over the past decade indicates that positive incentives can be effective in motivating change for disadvantaged jobseekers. These can take the form of showing non-judgemental interest in the individual (relationship building) and offering *immediate practical* help to address key concerns or needs. A specific incentive for participation in the Trial will be their exemption from defined mutual obligation activities.

The case manager will also assess any urgent issues or immediate barriers to participation in employment assistance, training or work experience. These may include primary homelessness, ill health, substance abuse or personal issues. Actions to resolve these issues will be implemented through provision of direct assistance, purchase of external services and advocacy.

A key point of difference to other programs will be the engagement of participants in concurrent activities wherever possible to:

- motivate and stimulate them to achieve change
- develop practical skills and provide relevant experiences
- enhance self-esteem
- develop a relationship with their case manager and commitment to the Trial

This initial phase may be expected to take between 8 to 10 weeks. At the end of this period, a full longer term case plan will be completed across all relevant life domains.

For those participants eligible for Intensive Support through the Job Network, the case manager will set up a joint interview with the chosen JN provider to agree on immediate activities matched to the participant's individual barriers and aspirations. The specific activities may be offered by the JN provider, for example, participation in a training course.

2.4. Case management role

Assessment, ongoing support and periodic review by a *single case manager* will ensure that participants actively engage in meaningful activities according to an agreed realistic caseplan across housing, employment and personal domains:

- Housing guarantee, including access to crisis accommodation and/or transitional housing, social housing or private rental
- Immediate access to training, employment assistance or work opportunities
- Timely access to respond to personal/health issues
- Ongoing support to resolve crises and maximise participation in activities

Participation in activities may be sequential or concurrent according to need and changing circumstances. A case based approach, founded on a realistic assessment with supportive advice about options and aspirations, is seen as critical to achieving positive employment outcomes (Job Australia 2002).

The case manager role will have delegated authorities and/or protocols with key agencies and services either to provide assistance directly or to access external services. The case manager will facilitate understandings about participant circumstances through assertive advocacy to ensure access to services needed.

The role will utilise a strengths based approach to casework that is based on the development of an ongoing relationship with the participant. A critical element will be *continuity of support* - responsive and proactive support should be available from first engagement until substantive outcomes are achieved. This will include low-level support and mentoring after achievement of a job and independent housing. Post placement support is critical to sustaining long-term outcomes for this jobseeker population. Continuity of support will include follow up regardless of changes in the participant circumstances such as housing tenure, health or living situation.

The case manager role therefore requires a high level of experience and skills, suggesting a Social Worker Level 3/3 or equivalent professional qualification at an advanced practitioner level.

Prospective demands on case manager time will vary according to the activities and progress of participants. It is recommended that a case manager should carry a caseload of 30 participants.

As described above, the level of disadvantage faced by homeless jobseekers necessitates a significantly longer period of assistance if long-term sustainable outcomes are to be achieved. This client group require meaningful relationships not just transactions to achieve change. Recent US documentation of sound design principles for place-based programs leading to employment stressed the importance of a 'commitment to long-term relationship and sustained services' (Kramer 2003:3). It is therefore proposed that participants will be able to spend up to 2 years in the Trial if required.

Two full time case manager positions will enable a minimum of 60 participants per community agency. Four non government agencies have committed to take part in the Trial ensuring coverage across inner and outer metropolitan Melbourne and regional Victoria:

Table 2: Participating Community Organisations

Agency	Region	Local Government Area
Hanover Welfare Services	Metro Melbourne: - Middle South	Glen Eira, Bayside, Kingston
Melbourne City Mission	Metro Melbourne: - CBD/Inner West	Melbourne, Maribyrnong (with Hobson's Bay, Moonee Valley)
The Brotherhood of St Laurence	Metro Melbourne: - Outer South	Frankston
Loddon Mallee Housing Services	Loddon Mallee	Greater Bendigo

This would enable a minimum of 240 participants to experience the Trial with 8 EFT case manager positions.

There will be scope for some variation in the service model and case management roles between each of the proposed 4 Trial providers. For example, it is acknowledged that the case manager role will require a high level of knowledge across housing, employment and health portfolios. Rather than 2 generalist case managers in each team, part time specialist roles may be Trialled, working as a team to facilitate access to employment, training, housing and other resources.

A particular challenge of the case management role will be the active and ongoing participation of individuals as they work through and resolve their underlying issues and barriers to employment. Whilst the philosophy of the Trial is to focus on the future through a strengths based approach, it is acknowledged that some participants may experience periods of disengagement from full participation due to episodes of illness or transience. The trial model includes specific elements that will minimise premature exit, for example through incentives to stay in the Trial and a relationship established with a single case manager. In addition, practical strategies for minimising disengagement will be built into the case management role.

Service Delivery Standards and Rights of Participants

The Trial will develop and implement an agreed set of standards for service delivery to participants, including a Grievance Policy for responding to problems or concerns raised by participants through an approved complaints procedure. The Trial providers will commit to and promote a culture that invites feedback, both positive and negative, to ensure the highest quality delivery of assistance. The policy will contain the following key elements:

- Provision of information to participants concerning their rights and responsibilities within the Trial and procedures for making complaints
- Advocacy support may be utilised during any grievance process to ensure the complainant is clear about the process, desired outcomes and possible courses of action. The advocate may be a friend, independent person, another professional worker or external advocate.
- Confidentiality: participants have the right to complete confidentiality of all records and processes in accordance with Privacy legislation and informed consent obtained on their entry into the Trial
- Right not to be disadvantaged: participants will not be discriminated against or otherwise disadvantaged because of their participation in the Trial or through making a complaint when in the Trial
- Courtesy, respect and timeliness: trial participants will have a right to a timely response, characterised by courtesy and respect for all parties, to any complaint or review process.

One of the key elements of the service model is the relationship with a single case manager. The intention is to maintain continuity of support over the long term until a sustainable outcome is achieved. It needs to be acknowledged that the relationship between case manager and participant may break down. Whilst scope for changing case managers is limited due to the size and coverage of the Trial, a process for review and options for switching case managers will need to be developed. The ultimate option will be for participants to exit the Trial – however, this should only be undertaken following a process of consultation with the individual and a planned exit path agreed.

2.5. Flexible pool of resources

Case managers need to have access to brokerage resources to purchase timely access to services to avoid 'waiting periods'. This is a critical weakness in current linear models of assistance. Such delays act as disincentives to further participation and loss of knowledge or skills. Brokerage resources may be used to access work experience, housing, health, personal development, counselling or other goods and services that will lead to positive outcomes.

Brokerage monies will be available to participants (65%) involved in Job Network activities through the Jobseeker Training Account. Under new initiatives introduced through ESC3 in late 2003, Job Network providers are able to spend JSKA monies on activities or any assistance relevant to the outcome of employment. This can include employer subsidies. Previously, jobseekers with multiple barriers were less likely to have these funds expended on their behalf due to a perceived greater risk of not achieving an employment outcome for Job Network providers. Reliance on assistance focussed on job search activities is not productive for the long term unemployed (Jobs Australia, 2002).

To date, since the implementation of ESC3, JSKA funds have been underspent. One of the aims of this Trial will be to use the case manager as advocate to Job Network providers to collaborate on an agreed caseplan that fully uses JSKA funds to achieve outcomes. Job Network providers will be encouraged to spend additional funds on participants if joint assessment agrees that such expenditure removes barriers and assists in their progress to employment. The model assumes that an average of \$2,500 will be spent on participants in the Trial.

It is assumed that the majority of participants will undertake the initial motivation and learning course on entry into the Trial. Apart from gaining practical benefits from such a course (up to 10 weeks), participation will facilitate a strong relationship with the Trial case managers and lead to the development of a realistic longer term case plan. It is assumed that 70% of those entering the Job Network will not require this activity, however, all those not engaged in the Job Network will undertake this motivational course. The unit cost of this course is expected to be \$800.

Additional brokerage resources will be needed for those not in the Job Network to address health & well being issues without delay. Practical assistance to build skills and competencies leading to more effective job search activities will also be needed. A figure of \$1,300 for this group of Trial participants has been assumed. This pool of funds will be used flexibly to meet individual needs consistent with their caseplan. Examples include preparing for interviews (clothing, presentation courses, etc), travel costs to training or work, counselling courses, dental treatment or other health services, vocational training and skills development.

2.6. Housing

After initial assessment of immediate issues, the participant will be assisted into either crisis supported accommodation (SAAP), crisis transitional stock (THM) or short-term private accommodation if primary homeless. Timely access to such accommodation will be critical to stabilising the individual's situation as a basis for engagement to resolve underlying or causal factors (including lack of income, debt, ill health, violence). At a minimum, the Trial will require resources (such as HEF) to purchase private accommodation or nomination rights to crisis beds.

It is assumed that 30% of participants will be in primary homelessness and therefore require crisis accommodation. Where possible this group will be assisted into SAAP funded crisis supported accommodation or crisis beds in transitional housing. However, it is acknowledged that significant demand is placed on the existing Homeless Service System, which cannot be met. It is assumed that half the Trial participants in crisis will be need to be placed in private accommodation options. This has been costed at \$40 per night for a 4 week stay, reflecting current practice.

Following more detailed assessment of housing history, possible support needs to enable independent living and any community affiliation, longer term housing will be offered either in transitional housing stock, public housing or private rental. Housing placement decisions will also take into full consideration social supports (family, friends), training and employment history and aspirations.

The objective is to stabilise accommodation in the short term and to ensure affordable and secure housing in the longer term as a platform for active participation in activities leading to employment – without the need to make multiple changes in accommodation during this period.

Transitional housing has limitations in terms of time limited tenure, limited stock type and location for this client group. Social housing has very limited access and generally poor amenity to meet the needs of this group. However, for a proportion of participants, transitional or public housing (via Segment 1 application) may be an appropriate option. In such cases, the case manager will need to have access to transitional housing stock within the Trial geography and to complete a public housing application form with the client. It is assumed that half the participants will enter transitional housing through agreed entry points to be negotiated in collaboration with OoH.

The other half will be assisted into private rental. However, in many cases, private rental is unlikely to be affordable (<30% of income including Rent Assistance) in locations in close proximity to employment opportunities. A supplementary allowance will be required to ensure affordability criteria are met. This client group inevitably experience discrimination in trying to obtain private rental. In addition, leases are often of short duration arising from landlord decisions. The case manager role will need to develop strategies to access rental housing (such as sub-lease arrangements) and to maximise tenure stability (long lease).

It is assumed that half those entering private rental will require a time limited rental supplement and this has been costed at \$25 pw per tenancy. A taper of this supplement will be negotiated on achievement of sustainable employment outcomes.

Foyers models have been developed in Europe for younger adults that collocate housing with employment/training activities. These have obtained variable results and have yet to be proven in Australia. The Trial may offer an opportunity to test a quasi-foyer approach that avoids the negative elements of overseas experience (such as institutionalisation and stigmatisation in the local community). Melbourne Citymission in collaboration with DHS, the Myer Foundation, HomeGround, the City of Melbourne and the Salvation Army, are developing a project called Youth Transitions, which will offer a foyer housing model for young people in crisis in the City. This offers an opportunity to build an integrated service model around this housing and support approach.

Importance of housing accessible to training and work opportunities

Stable tenure housing is fundamental to social and economic participation in the community. It is essential for effective communication between jobseeker and Centrelink and employment assistance services. A critical aspect of housing is its proximity to education, vocational training and employment opportunities. The costs of travel in time and money act as significant barriers to employment outcomes. Assessment by case managers will need to ensure a co-ordinated response in that housing will be offered that facilitates participation in training and work activities according to the individual's caseplan. This may require additional expenditure by the Trial on housing costs on an agreed time-limited basis to ensure affordability criteria are met.

2.7. Vocational education & training

The assessment process will consider past history of educational achievements, vocational training and participation in employment assistance activities to develop a plan for a range of learning activities that are relevant to realistic work or career aspirations.

Many participants will have had poor experiences of structured learning environments. The learning and skill development activities will need to be planned for individuals' circumstances. This may mean the development of accessible and inclusive courses within existing institutional settings. The Trial may need to develop links to targeted TAFE institutions to modify existing courses and teaching methods to be inclusive of this population. Appendix 1 provides a summary of education and training pathways leading to entry-level employment in selected occupations expected to experience jobs growth over the next decade.

It is acknowledged that a proportion of younger participants may be assisted most effectively through re-engagement in education activities. Links with school transition and vocational education programs such as VCAL and VET will be developed.

The capacity to offer, without delay, access to short courses that provide relevant practical skills as well as enhancing self-esteem and confidence is considered essential. These may be delivered through existing Job Network providers or other institutional settings. The key criteria however is that they be sensitive to the backgrounds and capacities of participants to ensure successful completion. Prior assessment of learning capacity, including literacy and IT literacy, is critically important.

Current and past experience shows that many participants will benefit from concurrent activities in training and voluntary or preferably paid work. A key task of the case manager role will be to put together a flexible package of assistance, where possible using existing training and employment assistance programs and work opportunities. Equally important will be the proactive monitoring role by the case manager to ensure that the participant is coping and gaining from activities.

2.8. Mentor role

In addition to the continuity of a single case manager available to participants during their time in the Trial, there is evidence that informal mentoring in training or work environments plays a significant role in helping long term unemployed people in the transition to work and independence.

It will be important to differentiate the case manager and mentoring roles: adult mentors will be voluntary, offering informal personal support to individuals in their training or work settings. They will provide advice and encouragement to participants in helping to resolve difficulties and as a positive role model.

It is proposed to build into the Trial a capacity to provide mentoring to participants. Some industry unions and employers already have mentoring capacity within workplaces that may be utilised. In other environments a voluntary mentor program will have to be developed with employer support.

A key element of an effective mentor role is the training of mentors to ensure they have the skills to support participants. It is envisaged that mentors will need to undergo a Victoria Police Records Check.

It is equally important that this mentoring role continues for an adequate post-placement period in work. Whilst there seems to be limited evidence on the effective duration of this role, it is proposed that it be available for up to 6 months based on individual needs. In the US, welfare-to-work federal grants include post placement support as an 'allowable activity' (Kazis, 1999). Mentoring can supplement case management through the provision of support to assist in personal or employment related concerns.

2.9. Employment

The case manager will assess participant circumstances, history and capabilities and work aspirations in developing an agreed case plan with pathways to sustainable employment within 2 years.

The Trial will tap into existing programs wherever possible, including for example the Community Jobs Program. Paid work experience in an entry level occupation is associated with sustainable employment outcomes (Martin, 1998; DEWRSB, 2000). In some cases, this may be part time work and may be linked with training or skills development. For homeless jobseekers, such approaches will be effective if participation is flexible and sensitive to changing circumstances and capacity.

An evident barrier to sustainable employment for this jobseeker group is the lack of low skilled entry-level job opportunities. In many cases such jobs exist, however there are barriers to matching disadvantaged jobseekers to these jobs, including:

- Perceived risks for employers in taking on low skilled jobseekers with little or no work experience
- Jobseekers are living too far from job opportunities (for example in regional/rural locations)

A key element of the Trial will be to target industries or sectors with long-term jobs growth. Analysis of workforce planning data (Appendix 2) indicates that the following occupations should be targeted:

- Catering & hospitality (bar attendants, waiters, cooks, kitchen hands)
- Business services (receptionists, clerks, cleaning, security, sales)
- Construction/environment (landscape construction, maintenance, garden labouring)
- Education (child care)
- Health & community services (personal care, aged care)

Part of the barrier relates to the aspirations of individuals, which need to be focused on the realities of employment opportunities. The case manager will need to address these issues through their relationship with individual participants.

A second barrier to sustainable employment outcomes is the high turnover of workers in low skilled or entry level jobs. This barrier is higher for the long-term unemployed with little or no work experience. This Trial accepts that for such disadvantaged jobseekers, the successful transition from welfare to work is a process. In some cases, participation in government work experience activities (for example, Work for the Dole) may offer meaningful experience for individuals and could be considered as one component of a welfare to work transition if integrated with relevant training and skills development.

Short-term job placements will be more realistic to provide work experience with a level of subsidy and post-placement or mentor support dependent on the individual's progress to being able to maintain a job independently. Sequential spells in subsidised work will be the most practical pathway for many participants. The key point is that the case manager must have considered and planned the 'next' opportunity following a period of work experience. Otherwise, the skills and benefits gained will be lost. Employment case planning will be essential in addition to a menu of work opportunities being readily available.

A third barrier relates to the nexus between affordable housing opportunities and location of employment without the need for arduous and costly transport. The integrated approach through a single case manager will ensure a holistic set of goals that will eliminate this barrier.

Sustainable work opportunities will need to be stimulated through the engagement and support of targeted employers in the above industries. In some cases, a job subsidy may be required to enable entry level jobs to be obtained and retained for sufficient time to provide participants with skills, experience, self confidence and references that will facilitate work in the competitive labour market in the longer term. The subsidy could be seen therefore as a *transition payment* allowing for lower productivity in the short term or for additional employment costs such as a mentoring program or on the job training.

In other cases, a transition payment may not be necessary if a range of other strategies is effective in gaining the active support of employers. As an example, garden maintenance and labouring work is invariably contracted out by government funded agencies who manage community long term or transitional housing stock. This work could be undertaken through partnership arrangements with employers or franchises targeting entry-level employees as an incubator for the supply of labour. Partnership arrangements with existing contractors may be preferable to avoid capital outlays and reduce operating costs.

A further barrier to a successful transition to employment can be the stigma attached to welfare recipients who have been through welfare to work programs. Private business employers naturally favour job applicants with stronger references and prior recent or relevant work experience. Thus, a private employer reference is more valuable for disadvantaged job seekers.

The Trial proposes to develop a charter with participating employers or employment contractors that will establish responsibilities, resources or subsidies and expected outcomes for participants. Such a charter will include the provision of mentor or personal support to employees, the level and duration of employment and detail any training or skills development to be provided. In addition to any training certificates, employers would provide a reference that would attest to the employee's employability.

A menu of work opportunities will be developed to overcome the above barriers and offer sufficient incentives for selected employers to take on disadvantaged job seekers. The CJP is seen as the most effective model that will assist this population if targeted to entry level jobs with long term growth prospects. In addition to the subsidy, CJP offers the opportunity for accredited training in the relevant occupation. It is envisaged that participants will undertake a CJP course as part of the Trial. In recognition of the backgrounds and capacities of participants, CJP course will need to be flexibly designed to maintain the commitment and learning of participants – for example part time attendance spread over 6 months may be more appropriate. The service model has assumed that 80% of participants will undertake a CJP.

The Trial partners will develop links with selected businesses in the industries or occupations with jobs growth/labour shortages with the aim of creating work opportunities at entry level. A range of strategies will be developed to gain the participation of potential employers. In part the Trial will need to overcome the perceived lower productivity of disadvantaged job seekers for employers. It is envisaged that a financial subsidy may be required to gain work experience places. However, emphasis on the potential benefits for employers may be successful using the following incentives:

- Savings in recruitment costs for new workers
- Availability of mentor/personal support to resolve crises and improve worker retention
- Provision of a supply of trained workers in 'hard to fill' jobs
- Benefits for the business through philanthropy initiatives

Corporate philanthropy approaches may provide an opportunity for sharing the perceived risks for businesses in gaining reliable and productive employees.

It is estimated that about one quarter of homeless jobseekers have one or more medical conditions that would make them potentially eligible for Disability Employment Services. The eligible medical conditions include, for example, anxiety, depression, PTSD, PD, schizophrenia, brain injuries and intellectual or learning disabilities. Substance dependence is not an eligible medical condition.

If a Trial participant has disclosed a medical condition affecting their capacity to work either to Centrelink (through JSCI interview) or indirectly via the Trial case manager, a referral to a Centrelink Disability Officer would be triggered. This Officer makes a decision on work capacity resulting in a referral to either the Job Network or a Disability Employment provider. A wage subsidy is accessible for those employed through a Disability Employment Service.

This may provide an option for the Trial to access a wage subsidy for eligible jobseekers. However, it would be important to avoid stigmatising participants in the Trial through identification as 'disabled'. This labelling may best be avoided and the principles of the Trial followed if the subsidies accruing to the individual because of a chronic medical condition are given to the Trial as part of the pooled resources for employment rather than to a DES.

3. Trial Budget

The total budget cost (expenditure) for this trial to be fully implemented over a three year period is estimated at \$5.5 million. The core funding for the Trial derives from re-allocations of State and Federal program monies in proportion to the level of participation in the Trial of people eligible for such program assistance. A key element of the trial is to pool together resources in a flexible way to enable timely and effective assistance by the case managers. Approximately three-quarters of Trial income derives from reallocations.

Assumptions used to calculate the Trial budget are explained in Section 2 above. Projected income and expenditure for each cost item for each year of the Trial are shown in Table 3 below. The cost per participant is calculated at approximately \$11,500 per annum, including evaluation costs.

4. Outcomes and benefits

4.1. Benchmark data

Very little analysis is available from existing program datasets to indicate the current performance of assistance specifically for young homeless jobseekers. Centrelink and Job Network data are limited due to the low levels of disclosure of homelessness and personal barriers to employment as indicated by the JSCI scores. In addition, a broad range of program reforms have been implemented over the past 4 years following reviews of the Job Network, the assessment processes undertaken by Centrelink, including the Looking for Work interview and JSCI, the initiatives in the Australians Working Together strategy and other changes such as mutual obligation procedures. The latest round of significant changes have been introduced through the new contracts for the Job Network (ESC3).

It is problematic therefore to rely on *past* employment assistance datasets to provide definitive and accurate benchmark indicators of the effectiveness of assistance for young homeless jobseekers on Newstart or Youth Allowance. It is recommended that one of the first tasks during the development phase of the Trial will be the collection of *current* data on the performance of employment assistance and homeless services through an aggregate analysis of program datasets to establish benchmarks applicable to the target population. It is recommended that this analysis be undertaken early in the implementation of ESC3. This data would include:

- Labour force status of homeless jobseekers 3 months after assistance by category of employment assistance
- Homelessness of jobseekers (on JSCI) by category of assistance
- Number of periods in JN, JPET, CSP/PSP for homeless jobseekers
- Periods of support/stay in SAAP services by homeless jobseekers over 12 months
- Exit change in circumstances (housing, employment status) of homeless jobseekers after SAAP assistance

In addition, it will be necessary to collect baseline data on both on trial participants and the comparison sample to establish a Trial benchmark to evaluate the impact of the service model and to undertake a cost benefit analysis. Table 4 lists a draft set of indicators for which data should be collected.

Table 4: Benchmark Indicators for the Trial

Category	Indicators
Housing & homelessness	Episodes of homelessness Duration of homelessness Number of housing moves in 12 months Use of homeless services in past 12 months
Health & well-being	Health status Type and extent of illness Substance abuse Use of health & drug treatment services Involvement in crime Level of convictions/imprisonment Family conflict
Vocational skills, education & training	Education and training qualifications Participation in skills development courses Participation in literacy/numeracy courses
Employment assistance and work	Duration of unemployment Experience of paid work in past 12 months Use of Job Network (spells & duration) Use of CSP/PSP (spells & duration) Use of JPET (spells & duration) Accuracy of JSCI

4.2 Outcomes and benefits

The hypothesis for the Trial is that the proposed service model will result in sustainable housing, improved employment prospects and better health and well-being for homeless jobseekers. The key assumptions that will be tested as contributing to improved outcomes are:

- Relationships with a resourced case manager in a community based setting leads to more productive engagement & motivation to achieve change and establish an effective pathway to employment outcomes
- Continuity of support and assistance (including post placement) is required until sustainable outcomes are achieved
- Flexible package of work experience, linked to accredited training and vocational skills should be offered with a targeted path to realistic entry-level occupations
- Stable tenure, affordable housing is essential to meaningful participation in welfare-to-work activities

The Trial will also test the hypothesis that ‘front-end’ outlay of resources to resolve barriers to employment and provide meaningful work experience will reduce longer-term costs to the community through increased social and economic participation over the life course.

4.2.1. Impact for homeless jobseekers:

- More effective engagement with and support from health & welfare services (including employment assistance and housing)
- More timely and better quality response to resolve crises and address barriers to housing and employment
- Stable housing and resolution of homelessness
- Participation in courses to develop vocational skills, literacy, numeracy
- Completion of accredited training
- Periods of work experience and employment
- Certificates and references obtained for CV
- Improvements in skills, confidence and self-esteem
- Improved health
- Reduced involvement in crime
- Income from paid work and off benefits

4.2.2. Program impacts:

Housing assistance:

- Reduced demand at and repeat use of SAAP services
- Reduced demand for public housing
- Increased revenue from rents from employed tenants in public housing

Employment assistance and income support:

- Reduced multiple use of Job Network, JPET, PSP over time
- Reduced demand on Centrelink
- Reduced benefits (Newstart/Youth Allowance)
- Reduced levels of Rent Assistance

Health, welfare & justice:

- Reduced demand for emergency relief or financial aid
- Reduced use of health services (physical, psychological, drug treatment)
- Reduced demand on police, court and prison services.

The Trial will be expected to have a direct impact on *some* of the above areas due to participation in the Trial's activities. There will also be some efficiency savings due to the pooling of resources through a single case manager, thus reducing time spent on liaison, advocacy, referral, etc between multiple case managers across programs.

However, trial participants will have extra resources at their disposal compared to non-participants. The evaluation will therefore need to assess the extent to which the level of additional outlay and integrated service model results in efficiency benefits, as well as delivers improved outcomes leading to savings across programs over the longer term.

The above list does not include the possible range of additional savings to government or broader benefits to the community. For example, in addition to savings to government through lower income support payments for participants who gain and retain paid work, the latter will also be paying a level of income tax into the future. The cost benefit analysis will need to take into account quantifiable direct and indirect savings for the community over a defined period.

5. Implementation plan and timelines

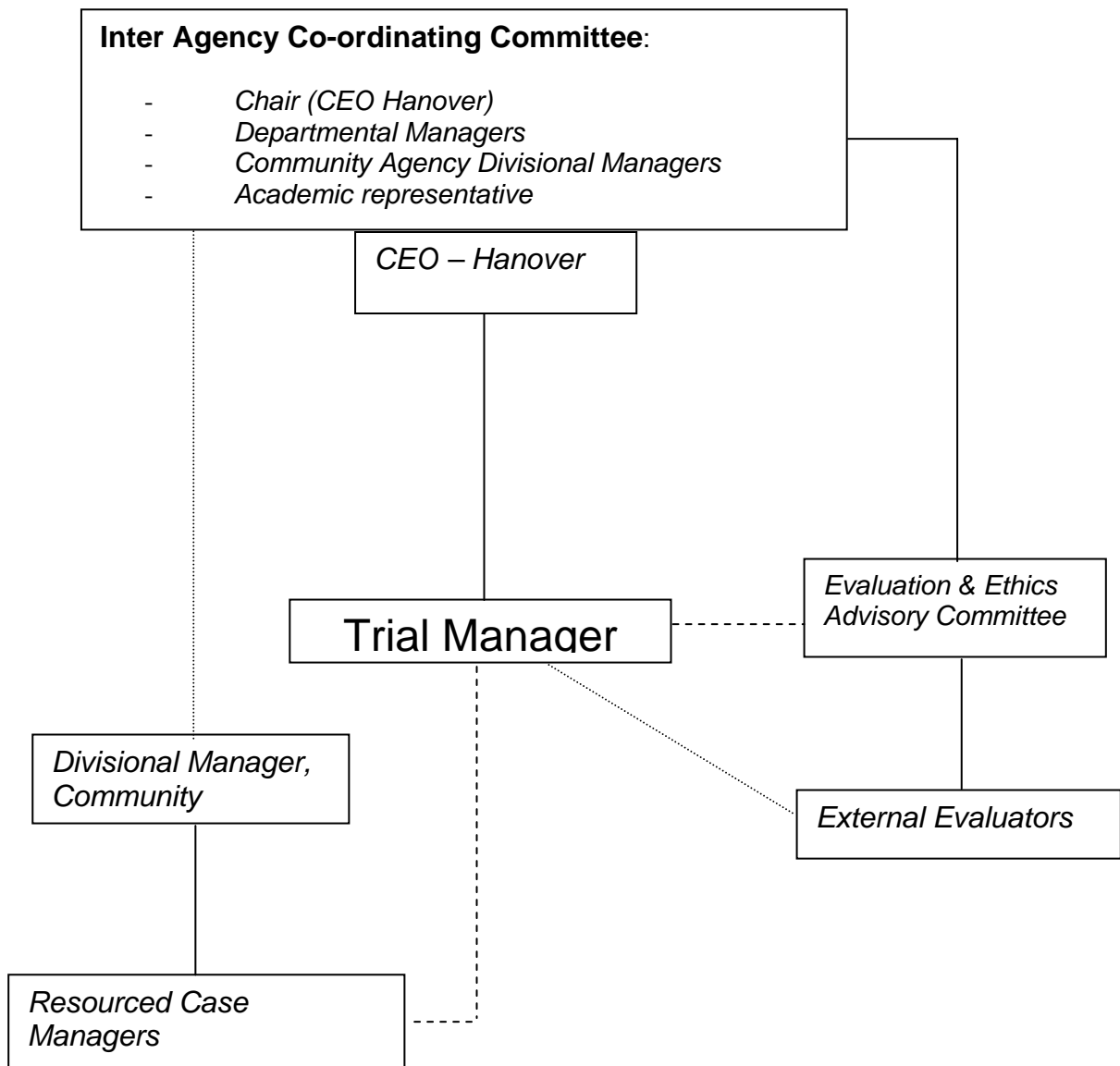
A draft implementation plan identifying the key tasks and associated timelines are shown in Table 5.

6. Governance and management

The proposed organisational structure for the Trial, shown in Figure 2, comprises:

- a. *Inter Agency Coordinating Committee*: The IACC will have responsibility for the oversight and guidance of the Trial. It will be chaired by the CEO of the auspicing community agency, Hanover Welfare Services, as the legal entity accountable for the Trial and its resources. Membership will comprise collaborating Government Department Managers, participating community organisation Divisional Managers and other key program or service managers. An academic representative will be invited to assist with evaluation activities. The IACC will be serviced by the Trial Manager and would be expected to meet every 2-3 months. This committee will have responsibility for the Evaluation and Ethics Advisory Committee.
- b. *Evaluation & Ethics Advisory Committee*: The EEAC will take prime responsibility for the development of an effective and robust evaluation framework. It will be chaired by the academic member of the IACC. It will provide guidance to the in-house monitoring and review processes managed by the Trial Manager, manage the contracting of the external evaluation tasks and a sub-committee will have responsibility for the ethics approval of evaluation activities against criteria to be agreed by the participating community agencies.
- c. *Trial Manager and Project Staff*: The Trial Manager will be an employee of the Auspice agency as will any project staff engaged to assist in development, implementation, monitoring or evaluation activities during the Trial. The Trial Manager will be responsible for guiding and co-ordinating the activities of the Case Managers within the agreed framework and principles established for the service model. A key component of this role will be engagement with external programs and employers to facilitate resources and maintain commitment to the Trial. The Trial Manager will not have day-to day responsibility for the supervision and support of Case Managers.
- d. *Resourced Case Managers*: The Case Managers will be based within designated service divisions at each of the four community agencies and will be the employees of those agencies under an agreed Award for a 2-year contract. This will assist in the integration of these positions within local service settings.

Figure 2: Trial Organisational Structure



7. Evaluation

A critical component of the Trial will be the design and implementation of a robust evaluation that will provide defensible evidence of the effectiveness of the Trial's service model implemented by the 4 collaborating community agencies.

During the Trial's establishment phase, the Trial manager will develop an evaluation framework with the guidance of an Evaluation Advisory Group. This Group will comprise representatives of the participating community agencies, State and Commonwealth Government Departments and at least one academic expert in program evaluation and cost benefit analysis.

It is considered important to have a degree of separation between day-to-day management of the Trial's service delivery and the core evaluation activities. The Working Group also supports the need to have evaluators on board during the developmental phase to inform the evaluation framework.

The preferred approach is therefore to have an ongoing development and monitoring capacity reporting to the Trial Manager, whilst the key components of the evaluation, including the cost benefit analysis and outcomes measurement would be contracted to an external organisation.

The focus of the internal resource will be on monitoring data collection, liaison with government departments on program data, facilitating action research elements of the Trial and maintaining relationships with other stakeholders (for example, employers and mentors).

The specification for external evaluators would include a range of developmental tasks to ensure a culture of reflective review and to establish primary data collection methodologies during service delivery that will enable a robust evaluation of outcomes and cost benefits.

The evaluation framework will be based on a program logic model that will include:

- Trial aims and objectives
- Trial scope, geography and eligibility
- Inputs, resources and stakeholders
- Service model strategies and activities for each objective
- Participant and stakeholder benefits and outcomes
- Performance and outcome measures

The evaluation framework will include a range of methodologies for primary data collection to assess both the qualitative elements of the service model (process evaluation), expected outcomes for participants (impact & outcomes evaluation) as well as undertaking a cost benefit analysis of the model.

It is recognised that participating government departments hold valuable data on participant activities in existing funded programs. Wherever possible, the evaluation framework will utilise such data as indicators of participant outcomes. Participating Departments will enable access to relevant program data as agreed by the Evaluation Advisory Group. Access to such data will be subject to the legislative requirements and conditions relevant to specific Government Departments.

The use of departmental program data is expected to offer an efficient source of information to inform the evaluation that will reduce the need for more costly primary data collection, especially for the important longitudinal outcomes measures. Longitudinal outcome indicators are considered essential to fully understanding the relative effectiveness of this service model in comparison to pre-existing forms of assistance (Kalb 2003).

It is acknowledged however, that reliance on outcome indicators to evaluate the Trial is insufficient. It is equally important to include qualitative approaches to understand the processes and pathways to sustainable outcomes for the target population. In addition to measuring the net impact of the Trial service model on participants, the evaluation will identify and understand the best practice elements that result in positive outcomes.

It is proposed that either a control or comparison group will be required to fully evaluate the effectiveness of the service model against existing forms of assistance for the target population. The Working Group supports the implementation of a quasi-experimental approach to assessing the outcomes of the trial model for participants through the engagement of a control or comparison sample of homeless jobseekers. This approach is consistent with best practice evaluation overseas (Kalb 2003). This methodology will need to meet the ethics guidelines developed by the Trial and be approved by collaborating partners, in addition to conforming to the relevant Privacy legislation. The informed written consent of control or comparison group members will be required in order to undertake comparative analysis of Centrelink and Job Network data for defined longitudinal outcome indicators.

Dissemination:

A critical element of the Trial will be the effective dissemination of the findings and lessons from the Trial's activities. It is proposed to develop a Dissemination Plan to ensure effective communication to interested stakeholders through the Trial period as well as to distribute findings of the evaluation at the end of the trial. It is acknowledged that effective dissemination is a two way process rather than a one way single event. The IACC will provide advice on dissemination strategies through the Trial.

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Appendix 1

Education and training pathways to entry level employment

1. *Catering and Hospitality – Hospitality Workers*

- Bar Attendant/Hotel Room Attendant:

No specific educational requirements to become a Bar Attendant, (Age requirements 18 years plus). Training usually given on the job. Entry into this occupation may improve with qualifications such as:

Accredited Training Courses: Certificate 11 in Hospitality – Operations, (no educational requirements) and Certificate 111 in Hospitality – Food and Beverage, (Year 10 is required)

New Apprenticeship/Traineeship, (combine practical work with structured training) in Hospitality (Food and Beverage). Entry requirements may vary, but employers generally require Year 10

A New Apprenticeship can be accessed while the young person is still at school
New Apprenticeships are accessed through New Apprenticeship Centres.
Most TAFE's auspice NACS, such as VUT, William Angliss and Kangan TAFE

- Food and Beverage Attendant (Waiter):

Same pathway requirements as above

- Cook/Kitchen Hand:

No specific educational requirements to become a waiter. Training usually given on the job. Entry into this occupation may improve with qualifications such as:

New Apprenticeship/Traineeship (combine practical work with structured training) in Hospitality (Asian Cookery/Commercial cookery/Catering Operations). Entry requirements may vary, but employers generally require Year 10

A New Apprenticeship can be accessed while the young person is still at school
New Apprenticeships are accessed through New Apprenticeship Centres.
Most TAFE's auspice NACS, such as VUT, William Angliss and Kangan TAFE

2. *Business Services*

- Receptionist/ Clerk (Administrative Assistant):

Requires the completion of an accredited course Certificate 1 and 11 in Business - Office Administration. (Certificate 1 to be completed before entering Certificate 11)

Entry to this occupation can also occur through a New Apprenticeship/Traineeship (Office administration) or Hospitality (Accommodation services)

Employers usually require Year 10 with good results in English

Most TAFE's provide these courses, such as RMIT TAFE City Campus

- Secretary:

Requires completion of an accredited course in secretarial skills. Certificate 111 in Business Entry to Certificate Courses requires Year 10.

Most TAFE's provide these courses, such as RMIT TAFE City Campus

- Cleaning:

No specific educational requirements to become a cleaner.

Training usually given on the job.

Entry into this occupation may also occur through:

Accredited Training Courses: Certificate 111 Asset Maintenance –Cleaning Operations

Most TAFE's provide these courses, such as VUT and Kangan TAFE.

New Apprenticeship/Traineeship in Asset Maintenance, (Cleaning operations). Employers generally require year 10

Employment opportunities: carpet cleaning and window cleaning.

- Security Officer:

To become a Security Officer (18 years plus) requires completion of Certificate 11 and 111 in Security – Guarding or Access Management.

Chubb Security provides Training Courses as well as RMIT TAFE.

Employment opportunities:

Crowd Controller

Body Guard

Gatekeeper

Mobile Patrol guard

Store Security officer

- Sales Assistant (retail):

No specific educational requirements to become a Sales Assistant.

Training usually given on the job. Entry into this occupation may occur through:

Accredited Courses: Certificate 1, 11 and 111 in Retail Operations, (no educational requirements)

Most TAFE. provide these courses, such as VUT and Kangan TAFE.

New Apprenticeship/Traineeship in Retail Operations. Employers generally require year 10 with English and Maths

Most TAFE. provide these courses, such as VUT and Kangan TAFE.

Employment Opportunities: Most firms do not advertise vacancies. Job seekers need to contact them directly.

3. Construction/ Environment:

- Gardener's Assistant, Garden Labourer, Horticultural Assistant, Nursery Assistant, Horticultural Tradesperson

No specific educational requirements to become a Gardener's Assistant etc
Training usually given on the job. Entry into this occupation may occur through:
Accredited Courses: Certificate 1, 11 and 11 in Horticulture, (no educational requirements)
Course provided by Melbourne University Burnley

New Apprenticeship/Traineeship in Horticulture - Parks and Gardens. Employers generally require year 10. Employment Opportunities: Local Government, parks authorities

4. Education

- Childcare:

No specific educational requirements to become a Childcare Worker.
Training usually given on the job. Entry into this occupation may improve if there's completion of:
Accredited course: Certificate 11 and 111 in Community Services – Children's Services, (Year 10 or equivalent may be required)
Courses provided by Victoria University TAFE, (VUT), Kangan TAFE and Chisholm TAFE

New Apprenticeship/Traineeship in Childcare. Employers generally require year 10.

5. Health and Community Services

- Personal Care Workers:

Accredited Courses: Certificate 111 in Community Services and Certificate 111 Community Services – Aged Care (no educational requirements)
Courses provided by Victoria University TAFE, (VUT) and Kangan TAFE
New Apprenticeship/Traineeship in Community Services. Employers generally require year 10.

Appendix 2

A. Projected employment growth ranked by industry to 2007-8, Australia

Industry	Project growth to 2007-8, % pa	Employment numbers at February 2002, 000's	Estimated increase in jobs in first year
Business services/property services	4.2	1036.5	43,500
Retail trade	2.1	1392.6	29,200
Health/community services	2.4	910.6	21,800
Accommodation/food services	2.7	464.0	12,500
Construction	1.5	711.6	10,600
Education	1.6	650.2	10,400
Total of ranked industries *	-	5165.5	128,000
Total all industries	-	9270.3	

* The above 6 industry categories will account for 83% of predicted jobs growth over the 5 years to 2007-8.

Source: DEWR Job Outlook, June 2002: based on ABS Labour Force Survey (Feb 2002) and DEWR trend data.

B. Selected 'less skilled' occupations with good jobs prospects to 2007-8

Industry	Occupations
Business services/property services	Clerical/receptionists/office assistants/secretarial/cleaning/security
Retail trade	Sales assistants/check-out operators/cashiers/buyers
Health/community services	Carers (aged/disabled/child/youth residential)
Accommodation/food services	Cooks/bar attendants/waiters/travel agents
Construction	Floor finishers/bricklayers/landscape gardeners
Education	Teacher aides/child care workers