



**JOBS AUSTRALIA**  
NATIONAL CONFERENCE

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AUGUST 2014

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Work for the Dole Reborn:  
Practical Tips

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### Session Overview

- Work for the Dole – more than just outcomes, motivation to get into work!
- Measuring Impact – how YWCA NSW makes a difference
- Blue Sky Opportunities – Think Big!



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### Work Works and Work for the Dole Works

- Gain Skills
- Involved in local Community – Social Inclusion and linkages to work
- Meet new people
- Establish a routine
- Engage in training, First Aid, WH&S, Blue Card, White Card, Green Card, Forklift Licenses, Cert II in IT, Horticulture, Retail, etc
- One step closer to paid employment



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### Diverse and Great Projects

- Restoration of parks and open spaces
- Renovating buildings, houses and churches
- Developing community WEB sites
- Rebuilding computers
- Building toys
- Restoring dolls
- Recycling clothes, mattresses, junk



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## Outcomes

- Great outcomes, particularly the younger age group.
- Outcomes three months after participants have left a Work for the Dole project:

Age Group	Employment	Education or Training
15-24	36%	14%
45 or more	21%	8%



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## Net Impact

- Percentage off benefit / part benefit 12 months after commencement versus control group:

Participant Group	Work for the Dole	Full time Work for the Dole
All	6.1%	10.3%
20-24	4.6%	20.7%
45-54	8.8%	1.7%
Mental Illness	8.9%	7.4%

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**Connected**

- YWCA NSW is over **134** years old.
- Part of the YWCA global network in over **125** countries supporting **25** million people across the world. YWCA Australia is the national association of YWCAs in Australia and is part of the world YWCA movement
- In NSW last year, we supported over **19,000** disadvantaged and vulnerable people and involved over **300** volunteers

**Cutting Edge**

- Our Social Enterprises include two hotels, employing JSA clients and over 2,000 bed nights a year for the Sydney homeless. Profits reinvested back into community programs, services, and infrastructure.
- We are investing in **Result Based Accountability (RBA)**, to ensure we are measuring impact and outcomes

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**Work for the Dole**

- Results Based Accountability™ (RBA) is a measurement tool developed by Mark Friedman, author of 'Trying Hard is Not Good Enough'
- **RBA is a disciplined way of thinking and taking action that can be used to improve outcomes for communities, and agencies.**
- The fundamental RBA™ questions are:
  - 'How Much Did We Do?™',
  - 'How Well Did We Do It?™', and most importantly,
  - 'Is Anyone Better Off?™'

	Quantity	Quality
Effort	How much did we do?	How well did we do it?
Effect	Number who are better off (#)	Proportion who are better off (%)

*Note: In the original image, the three RBA questions are circled in red.*



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## SNAPSHOT OF PROGRAM SUCCESSES

Using the Results Based Accountability™ measurement framework, outcomes of the Links to Learning program in Sydney, which aims to engage young people in their schooling, have been evaluated following the first school term. Feedback is good, demonstrating the following outcomes:

- 81%** of students report improvement in their personal attributes as a result of their participation in the program's activities
- 84%** of students report improvement in their employability skills as a result of their participation in the program's activities
- 85%** of students report that they understand the importance of education after taking part in the program

Across the South West and South East Regions, the Kids, Family, Community program, which promotes respectful relationships, is gathering momentum and to date has delivered:

- 110** workshops across 10 primary schools engaging 876 young people (near 50 students)
- 77** young people writing my stories
- 24** teacher interviews for sessions
- 44** teachers have participated in sessions
- 10** new teachers sessions with 96 participants
- 2** community events with 6 IT users ready members taking part

Outcomes for the Kids, Family, Community students include:

- 88%** of students report increased awareness of the importance of respectful relationships
- 85%** of students report increased knowledge on how to conduct a respectful relationship
- 85%** of students report increased skills to assess, identify, abuse and respond and report abuse



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## How does RBA relate to Work for the Dole

- We need to measure “are jobseekers better off?”
  - Measure the **contribution** of organisations in improving the lives of jobseekers, children, families and the community (POPULATION)
  - Improve the performance of an organisation’s programs (PERFORMANCE)
  - It starts with the desired end result (eg Employment) and works backwards from there, step by step to understand what is needed to reach this goal
- **We can’t control the population results, but we can contribute towards them through our performance**



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## How it needs to be measured?

- Post Program Monitoring Survey three months after completion by the Department
  - Are you more motivated to find work?
  - Did the project feel like work?
  - Do you feel more confident working in teams?
  - Do you feel you have contributed to your community?
  - Did you gain new skills through this project?
  - Were you offered training linking to current jobs?
  - Are you closer to gaining a job?
  - Would you recommend WfD to your friends?



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## And then?

- Used as a quality measure and a KPI for both the Employment Service Provider and the WfD Coordinator
- If Employment Service Providers and Work for the Dole Coordinators are not meeting KPIs, then complete Turn the Curve Exercises
- Brainstorming ideas and strategies to improve performance
- Measured monthly or quarterly via a scorecard to look at overall improvement



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## Blue Sky Opportunities

- WfD participants will be double under Howard years and four to five times current levels. Potentially 290,000, UE up as well
- Less providers in Employment Regions so easier to collaborate, minimum two maximum six
- Pool resources, labour and funding. \$10's M, Coordinators function to bring together ideas, Employment Providers, non profits, Government



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## Potential Projects

- Construction & Logistics – Prefabricated houses sent to remote Aboriginal Communities
- Build a football stadium for a community
- Warehousing and Distribution – Working with charities in food distribution in the Employment Region, across an entire City
- Large Community farms and gardens.
- IT Hubs, developing web sites, central location for building Community Services information, rebuilding computers



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## Suggested Improvements

- Increase the \$20.80 fortnightly supplement to be more in line with cost of attending activities, has had no CPI adjustment since 2000
- Access to Employment Fund for training linked to labour market shortages in the Employment Service Region
- Post Program Monitoring survey to measure if “jobseekers are better off”