Appendix A: Quantitative technical summary

1. Quantitative methodology

1.1. Sample design and selection

A total population frame of eligible job seekers was provided to the Social Research Centre. Random sampling was carried across two of the three groups targeted as their populations exceeded the sample required to complete the project. Of the remaining population all respondents were included due to the higher risk of sample drift for this group and its smaller sample size. A summary of the final population frame is shown in Table 1.

Table 1: Final population.

Population	Participated in Work for the Dole	Not yet started	Other Activity	Total
Total population	5,554	1,024	8,450	**15,028**
Sampled	1,600	1,024	600	**3,224**
Not Sampled	3,954	0	7,850	**11,804**

Sample was checked for duplication, missing fields and overall consistency by the Social Research Centres' analytics team. Exclusions were made if a job seeker had a single activity type that was intervention based (counselling services, rehabilitation, homelessness and other mental health related and addiction services).

All sampled contacts were sent a primary approach letter informing them of the study and providing them with the opportunity to opt out of the research or update their details. Of the respondents sent a PAL, 7% did not have a phone a number. This is in line with the overall population, of which 7.4% did not list a contact number. Where no number was listed an altered letter was sent asking them to provide their preferred contact number to the Social Research Centre should they wish to take part. The primary approach letter is provided at Appendix B.

1.2. Questionnaire design and pre-testing

The questionnaire was developed collaboratively by the Department of Employment and the Social Research Centre. The survey went through a thorough pre-testing phase before piloting and again before main data collection. Standard operational testing procedures were applied to ensure that the CATI script truly reflected the agreed "hard copy" questionnaire both before pilot and main data collection. These procedures included:

- reading the questionnaire directly into the CATI programme
- programming the skips and sequence instructions as per the hard copy questionnaire
- rigorous checking of the questionnaire in "practice mode" by the Social Research Centre project coordinator and the project quality supervisor, including checks of the on-screen "presentation" of questions and response frames

- randomly allocating dummy data to each field in the questionnaire and examining the resultant frequency counts to check the structural integrity of the CATI script.

The questionnaire was designed to cover the experience of all three groups identified in the sample in addition to the three sub-groups who were identified in survey. Table 2 outlines how the survey topics were divided amongst the three main groups and three sub-groups.

Table 2: Questionnaire structure and design for all those who participated.

Survey Topics	Group 1 Current	Group 1 Completed	Group 1 Left Early	Group 2 Not yet started	Group 3 Other Activity
Employment or job searching	Yes	Yes	Yes	Yes	Yes
Work for the Dole messaging or placement details	Yes	Yes	Yes	Yes	No
The placement, set up, satisfaction, perception of skills gained	Yes	Yes	Yes	No	No
Reason for leaving early	No	No	Yes	No	No
Discussion with Job Services Australia post-placement	No	Yes	Yes	No	No
Not yet started placement	No	No	No	Yes	No
Awareness of Work for the Dole and satisfaction with activity	No	No	No	No	Yes
General perceptions of Work for the Dole	Yes	Yes	Yes	Yes	Yes

A pilot test of 30 interviews were achieved from 12 January to 14[h] January with average interview length of 22.2 minutes. A debrief post-pilot took place with the Department of Employment and interviewers and researchers at the Social Research Centre to discuss what areas could be looked at to reduce the overall interview length for the main data collection.

Key outcomes of the pilot were:

- minor wording changes made to ease respondent confusion
- remove questions and simplify questionnaire structure where possible
- expand code frames where common responses were beyond the existing frame.

The main interview length averaged 18.9 minutes and fieldwork took place between 11 to 27 February 2015.

1.3. Interviewer briefing

All interviewers and supervisors selected to work on the Work for the Dole Evaluation were required to attend a two hour briefing. The briefing covered all aspects of survey administration to ensure:

- consistency across interviewers
- interviewers were sufficiently equipped to deal with any queries or comments about the survey.

A copy of the Briefing Notes are provided at Appendix D.

2. Response analysis

2.1. Survey results

All respondents went through a screening section to determine which group (and or sub-group) they should be allocated to, taking into account their experiences between sample draw and the time of interview. As can be seen in Table 3, 80% of those who were determined as not yet started Work for the Dole at the time of sample draw drifted into either participated in Work for the Dole (43%) or other activity (37%). This is of significance in that it shows the difficulty of defining the eligible Work for the Dole population at any given point in time, as there is constant and substantial change in eligibility even within a very short period of time.

Table 3: Movement of sample grouping between sample draw and time of interview.

	Total Group at Interview	Sample Draw - Participated in WFD	Sample Draw - Not yet started	Sample Draw - Other Activity
Total Group at Sample Draw	**700**	**443**	**132**	**125**
Interview - Participated in WfD	**501**	410	57	34
Interview - Not yet started	**49**	13	26	10
Interview - Other Activity	**150**	20	49	81

The final distribution of interviews is shown in

Table 4.

Table 4.

Table 4: Final distribution of completes.

Final sample	Completed number	Completed %
Total	700	100
Participated in Work for the Dole	501	72
Currently doing Work for the Dole	338	48
Completed Work for the Dole	30	4
Left Work for the Dole early	133	19
Not yet started Work for the Dole	49	7
Other activity	150	21

2.2.   Final call results

Table 5 presents the final call result of all sample initiated for fieldwork. For the purpose of this report, participation or response rate is defined as the total number of interviews as a proportion of the total number of interviews plus all refusals[1]. The formula used to calculate this is as follows:

Response rate = Number of interviews (n=700) divided by the (Number of interviews (n=700) + Number of refusals or mid-survey terminations (n=116))

The final overall response rate was 86%.

As is shown in Table 5:

- 49% of all sample remain unresolved by the end of field
- 8.8% were screened as out of scope
- 5.4% of calls resulted in a refusal
- 3.5% of records initiated were disconnected or otherwise unusable (for example were fax or modem lines or had call restrictions).

Table 5: Final call results of initiated sample.

Final Outcome	Total number	Total %
Total numbers initiated	**2,137**	**100.0%**
Ineligible numbers	74	3.5%
No Contact	1,058	49.5%

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[1] American Association for Public Opinion Research Standard Definitions, Version 2, Cooperation Rate 3.

Final Outcome	Total number	Total %
Out of scope contacts	189	8.8%
In-scope contacts	816	38.2%

Ineligible numbers	Total number	% Total Final Outcome
Total	74	3.5%
Telstra message; number disconnected	70	3.3%
Fax/Modem/Call restrictions	4	0.2%

No Contact	Total number	% Total Final Outcome
Total	**1,058**	**49.5%**
Answering machine	669	31.3%
No answer	351	16.4%
Appointments	32	1.5%
Engaged	6	0.3%

Out of scope contacts	Total number	% Total Final Outcome
Total	**189**	**8.8%**
Ineligible for survey (screen out)	152	7.1%
Named person not known	19	0.9%
Selected respondent away duration	8	0.4%
Too sick / ill-health	5	0.2%
Denies receiving Centrelink	3	0.1%
Claims to have done survey	1	0.0%
Quota full	1	0.0%

In-scope contacts	Total number	% Total Final Outcome
Total	**816**	**38.2%**
Completed interviews	700	32.8%
Respondent refusal	102	4.8%
Household refusal	4	0.2%
Midway termination	9	0.4%
Refused JSA	1	0.0%

The level of non-contact (no answer, answering machine) remained high throughout the entire field work period. As part of maximising sample response, text messages were sent to 992 respondents who had a valid mobile number and had been called multiple times with no response. This text message was to inform the respondent about the study and why they were receiving calls from an

unknown number. Respondents were encouraged to contact the Social Research Centre if they wanted to opt out of the study or to schedule an appointment.

2.3. Incoming Call Solutions

The Social Research Centre provided a general inquiries number (1800 toll free) which connects respondents to the Incoming Call Solutions (ICS) team. The ICS team are briefed on the details of the project to assist to manage respondent queries as well as appointment requests and opt outs. ICS received a total of 187 contacts (via calls, emails and text messages) for Work for the Dole throughout the field work period. The most common reason for respondents contacting ICS was to make an appointment for an interview (68%) with 23% of all ICS contacts wanting to opt out of the study. Table 6 summaries the mode and reason for contact with the Social Research Centre.

Table 6: Incoming call summary.

Contact Reason	Phone	Email	SMS	Percentage %
Total Contacts	**146**	**16**	**25**	**100**
Appointment Request	114	1	12	68
Refused	16	14	13	23
Change of Details	6	1	0	4
Out of Scope	4	0	0	2
General Enquiry	3	0	0	2
LOTE – Follow Up	2	0	0	1
Fieldwork closed	1	0	0	1

2.4. Overview of reason for refusal

ICS handled 42% of all opt outs and refusals received for Work for the Dole. Over half of the refusals (54%) provided three main reasons for not participating being Not interested (29%), No comment or hung up (20%) and Too busy (5%), see Table 7.

Table 7: Reasons for refusal.

Reason for Refusal	Total Number	Total Percentage
Total refusals	**106**	**100**
Incoming Call Solutions (via Phone 1800), Opt out	44	42
Not interested	31	29
No comment or hung up	21	20
Too busy	5	5
Don't like subject matter	2	2
Don't believe surveys are confidential or privacy concerns	1	1

Reason for Refusal	Total Number	Total Percentage
Never do surveys	1	1
Other	1	1

Appendix B: Primary approach letters

Ref:

Name
Address line 1
Address line 2
SUBURB STATE POSTCODE

Dear Name,

You have been randomly selected to provide feedback to the Department of Employment about your experiences of the department's employment programmes. By sharing your experiences, you are helping to provide valuable information to improve services for people who are looking for work and receiving government assistance.

What you need to do:
You do not need to do anything. If you are selected, an interviewer from the Social Research Centre may call you on XXXX in the coming weeks to invite you to take part. If your details have changed or if you would prefer not to take part, please contact the SRC on:

      Call: 1800 023 040
      Email: callbacks@srcentre.com.au

Privacy and confidentiality:
We are bound by legislation to ensure that your privacy is protected. Any information that you provide will be totally confidential and will be used for research purposes only. None of the provided will affect any of your payments or the assistance that you receive.

Yours sincerely

Debbie Mitchell
Manager, Evaluation, Research and Evidence Branch
DATE

Ref:

Name
Address line 1
Address line 2
SUBURB STATE POSTCODE

Dear Name,

You have been randomly selected to provide feedback to the Department of Employment about your experience of the department's employment programmes. By sharing your experiences, you are helping to provide valuable information to improve services for people who are looking for work and receiving government assistance.

What you need to do:

To participate in this research please contact the Social Research Centre and provide your preferred contact number. An interviewer will then contact you via that number in the coming weeks to complete the interview. Should you not wish to take part, please contact the Social Research Centre so we can exclude you from future correspondence for this research.

      Call: 1800 023 040

      Email: callbacks@srcentre.com.au

Privacy and confidentiality:

We are bound by legislation to ensure your privacy is protected. Any information that you provide will be totally confidential and will be used for research purposes only. None of the information you provide will affect any of your payments or the assistance that you receive.

Yours sincerely

Debbie Mitchell
Manager, Evaluation, Research and Evidence Branch
DATE

Appendix C: Quantitative questionnaire

Note: Appendix C contains programme code that is not machine-readable. Refer to Appendix G for machine-readable text.

Department of Employment

Work for the Dole Evaluation

Questionnaire

Contents

Sample Variables

Variable name	Variable label	Full description
TITLE	Title	Title
FNAME	First Name	Respondents given name
SNAME	Surname	Respondents surname
AGE	Age	Respondents age
GENDER	Gender	Respondents gender
TELNUM	Telephone number	Primary phone
TELNUM2	Alternative number	Secondary phone
EMAIL	Email Address	Email address
PADD1	Postal address	Postal address
PADD2	Postal address	Postal address
PSUBURB	Postal address	Postal address
PCODE	Postal address	Postal address
LANG	Language	Language other than English
JSA	JSA	Provider name

*TIMESTAMPS: At the end of each module

Call outcome codes (SMS screen)
1. Continue
2. No answer
3. Answering machine (no message left)
4. Fax machine / modem
5. Engaged
6. Telstra message / Disconnected
7. Appointment
8. Named person not known (only applies if calling back to keep an appointment and phone answerer denies knowledge of named person)
9. Claims to have done survey

10. Not a residential number
11. Away for duration
12. Incoming call restrictions
13. LOTE – (Language unknown)
14. Too old / frail / deaf / unable to do survey
15. (SUPERVISOR USE ONLY) Refused prior (eg. phoned 1800 number)
16. ICS Hard refusal
17. ICS Refused all future research for this client

1. *INTRODUCTION

INTRO1   Hi my name is <NAME> calling on behalf of the Department of Employment from the Social Research Centre. May I please speak with <QR NAME>?

IF QUERIED: We are just following up on a letter recently sent to <QR NAME>

    Continue with named QR
    Make an appointment (APPOINTMENT)
    Household refusal (GO TO RR1)
    Respondent refusal (GO TO RR1)
    Wrong number / person not known (GO TO TERM1)
    LOTE – Identify lang and make appoinment for TIS follow up (APPOINTMENT)
    Respondent Deceased (GO TO TERM2)
    Back to sms

INTRO2   We are speaking with people who have been in contact with Job Services Australia providers to ask about work experience programmes that may have been offered. We'd like to know if the programmes suit people's needs and circumstances.

The interview should only take about 10 to 15 minutes depending on your answers and all information is kept anonymous and confidential. Information collected for this research will be used for research purposes only. Centrelink will not know if you have taken part in this survey and the services you receive from any government agency will not be affected.

Would it be ok if we make a start on this now?

    1. Continue
    2. Make Appointment (APPOINTMENT)
    3. Respondent Refusal (GO TO RR1)
    4. Wants copy of letter before proceeding (GO TO RECON)
    5. Wants information on how details were obtained (GO TO AINFO)
    6. Denies receiving Centrelink (GO TO TERM3)

PRESAFE

INTERVIEWER: Are you calling a mobile number?

    1.   Yes
    2.   No (GO TO MON)

*(PRESAFE=1, CALLING A MOBILE NUMBER)
SAFE1   And could I please check whether it is safe for you to take this call at the moment? If not, we'd be happy to call back when it is more convenient for you.

      1.   Safe to take the call
      2.   Not safe to take the call (MAKE APPOINTMENT)
3.   Refused (RR1)

AINFO   Your telephone number has been chosen from those who are living in specific communities and who are registered on the department's database. This information is used strictly for research purposes and remains confidential.

RECON
Would you like a copy of the letter via email or post?

      1.   Confirm Email (AEML)
      2.   Confirm Postal Address (ALET)
      3.   (Refused to confirm details)

AEML.
*PROGRAMMER NOTE: If email address is blank:
Can I please have your email address?
      1.   Enter email address

*PROGRAMMER NOTE: If email address is not blank:

The email address we have for you is:

<EMAIL ADDRESS>

Is that correct?
      1.   Yes, Correct Email address
      2.   No, Collect new email address

ALET
PROGRAMMER NOTE: Display postal address from sample file.

The address I have is:
<DISPLAY ADD1, ADD2, SUBURB, PCODE AND STATE>
Is this correct?

      1.   Yes, all correct
      2.   NO – (DISPLAY AND EDIT ADDRESS ONE FIELD AT A TIME WHERE NECESSARY)

ALET1
<ADD1><ADD2>
  1.   Street number / street name correct
  2.   Not correct, EDIT

ALET2
<SUBURB>
  1.   Suburb correct
  2.   Not correct, EDIT

ALET3
<STATE>
1. State correct
2. Not correct, EDIT

ALET4
<PCODE>
1. Postcode correct
2. Not correct, EDIT

*(ALL)
MONThis interview may be monitored for quality assurance purposes – to check I am doing my job properly. Is that ok?

1. Monitoring allowed
2. Monitoring not permitted

*TIMESTAMP

2. *SCREENING (ALL)

*(PROGRAMMING NOTE: IF <JSASTAT=1> GO TO S2)
S1   Our records show, that you have been in contact with <insert JSA name from sample file>. Is that correct?

1. Yes
2. No
3. (Refused) (GO TO TERM5)

*(S1=2 OR IF <JSASTAT=1>, NOT IN CONTACT WITH JSA LISTED IN SAMPLE FILE OR NO JSA LISTED IN SAMPLE FILE)
S2   Which, if any, Job Services Australia providers were you last in contact with?

1. Enter Name (specify)
2. Never been in contact with a JSA
3. (Don't know)
4. (Refused)

*S1=1 OR S2=1, 3 OR 4 (CONFIRMED OR DK/REFUSED JSA CONTACT)
*PROGRAMMER: IF S1=1 insert <JSA>, IF S2=1, insert <text from S2=1>) IF S2=3 OR S4 insert "a Job Services Australia provider"
S14   Are you currently in contact with (<JSA> / <text from S2=1> / a Job Services Australia provider)?

1. Yes
2. No
3. (Refused)
4. (Don't know)

*IF S14=2, NO LONGER IN CONTACT WITH A JSA
*PROGRAMMER: IF S1=1 insert <JSA>, IF S2=1, insert <text from S2=1>) IF S2=3 OR S4 insert "a Job Services Australia provider"
S15   Why did your contact with (<JSA> / <text from S2=1> / a Job Services Australia provider) stop?

(ACCEPT MULTIPLES)

1. Got a job / started own business

2. Pay increase / greater hours of work in my job
3. Commenced education / training
4. Health reasons / personal problems
5. Parenting / caring responsibilities
6. I found the Job Service provider unsuitable / not useful
7. Provider required me to do an activity that didn't suit my circumstances
8. Moved to another location (within Australia)
9. Change of family circumstances / got a partner or married / my partner got a job / my partner's income increased
10. Change of type of income support
11. Other (specify)
12. (Don't know)
13. (Refused)

*(S2=2-4, NOT IN CONTACT WITH JSA)
S3   Most people who are receiving income support payments from Centrelink are also in contact with a Job Services Australia provider. Can you recall the name of the last Job Services Australia provider you were in contact with? This may have been some time ago. INTERVIEWER NOTE: PROBE TO PRECODES

1. Enter name (specify)
2. Can't recall
3. Never been in contact with a JSA (GO TO TERM5)
4. (Don't know) (GO TO TERM5)
5. (Refused) (GO TO TERM5)

*(S3=2, CAN'T RECALL NAME OF JSA)
S3a   That's ok, for this survey, we will just refer to them as "your provider".

1. Continue

*(ALL)
S4   Since the 1$^{st of}$ July, has <insert JSA name> told you that you had to do an activity because you were receiving income support payments from Centrelink? They might have called it Work for the Dole, work experience or something like that.

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(S4=1, TOLD THEY NEEDED TO DO AN ACTIVITY)
*PROGRAMMER NOTE: S5=3 (IN ANY COMBINATION – SINGLE OR MULTI RESPONSE), GO TO S9 INTROA
S5   Which of the following activities, if any, have you done in the last 6 months as part of receiving income support?

(READ OUT)
(Accept multiples)

1. Paid part-time job
2. Study or training
3. Work for the Dole (GO TO S9 INTROA)
4. Unpaid voluntary work
5. Green Corp
6. Drought Force
7. Defence Force Reserves
8. Job Search Skills

9. Other non-vocational activity (for example, rehabilitation, accessed medical or health related services or counselling (IF CODE 9 IS SINGLE RESPONSE – GO TO TERM6)
10. Other activity (specify) (IF CODE 10 IS SINGLE RESPONSE – GO TO TERM6)
11. (None, did not participate in any Activity Requirement)
12. (Don't know)
13. (Refused)

*(S5=codes 1, 2, 4-8 and multiples within these codes)
*(display only mentioned codes 1, 2, 4-10 in S5)
S6   And which of these activities, did you do most recently? (READ OUT)

1. Paid part-time job
2. Study or training
3. Unpaid voluntary work
4. Green Corp
5. Drought Force
6. Defence Force Reserves
7. Job Search Skills
8. Other non-vocational activity (for example, rehabilitation, accessed medical or health related services or counselling (IF CODE 9 IS SINGLE RESPONSE – GO TO TERM6)
9. Other activity (specify) (IF CODE 10 IS SINGLE RESPONSE – GO TO TERM6)
10. (Don't know)
11. (Refused)

*(S4=2, NOT TOLD THEY NEEDED TO DO AN ACTIVITY)
S7   Is that because you were already doing an activity?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(S7=1, ALREADY DOING ACTIVITY)
S8   What activity were you already doing?

1. Paid part-time job
2. Study or training
3. Work for the Dole
4. Unpaid voluntary work
5. Green Corp
6. Drought Force
7. Defence Force Reserves
8. Job search skills
9. Other non-vocational activity (for example, rehabilitation, accessed medical or health related services or counselling (GO TO TERM6)
10. Other activity (specify) (GO TO TERM6)
11. (Don't know)
12. (Refused)

*(ALL)
*(USE INTRO A IF S5=3 OR S8=3, DONE WORK FOR THE DOLE IN LAST 6 MONTHS, ALL OTHERS USE INTRO B)
S9   INTRO A: You mentioned that you have done Work for the Dole in the last 6 months, are you still doing Work for the Dole, have you finished doing Work for the Dole, or have you not yet started Work for the Dole?
INTRO B: (Just to confirm) in the last 6 months, as part of receiving income support payments from Centrelink, have you done, are you doing or do you plan to do Work for the Dole?

1. Completed / Left Early
2. Currently doing
3. Planning to do
4. No
5. (Don't know)
6. (Refused)

*(S9 = 1, DONE OR FINISHED WORK FOR THE DOLE)
S10   Did you finish the full work for the dole placement, or leave early?

1. Finished full placement
2. Left early
3. (Don't know)
4. (Refused)

*PROGRAMMER NOTE: IF S9=2 INSERT 'have you been doing' (CURRENT WFD), IF S10=1 OR 2 INSERT 'did you do' (COMPLETED OR LEFT EARLY)
*(S9=1 OR 2, DONE OR DOING WORK FOR THE DOLE)
S11   How long (have you been doing / did you do) your Work for the Dole Placement for?

1. Weeks (specify) (RANGE 0-15)
2. Months (Specify) (RANGE 0-7)
3. (Don't know)
4. (Refused)

*(S9=3, REFERRED, NOT YET STARTED WFD)
S12   How long ago did <insert JSA name> talk to you about doing the Work for the Dole programme? Would you say it was …
(READ OUT)

1. More than two months ago
2. More recently
3. (Don't know)
4. (Refused)

*Hierarchy of answers:

If currently doing Work for the Dole then group 1
If done Work for the Dole then group 1 – check if early leaver or completer
If planning to do Work for the Dole then group 2 – check lapsed time since referral
If no to Work for the Dole and currently doing or done other activity then Group 3

*(ALL)
*DUMMY VARIABLE – Group
Dum1

GROUP	DUMMY VARIABLE	QUOTA
Currently doing WfD (S9=2)	GROUP =1	400
Completed WfD (S9=1 and S10=1)	GROUP =1	
Early leaver (S9=1 and S10=2)	GROUP =1	
Non Starter - Referred more than two months ago, not yet started WfD (S9=3 and S12=1)	GROUP =2	150
Referred to other activity and commenced (S9=4 and (S5 =1, 2, 4-8 or S8=1, 2, 4-8)) ac	GROUP =3	150

GROUP	DUMMY VARIABLE	QUOTA
All others	Group=4	0

*DUMMY VARIABLE – Subgroup

Dum1a

GROUP	DUMMY VARIABLE
Currently doing WfD (S9=2)	SUBGROUP =1a
Completed Wfd (S9=1 and S10=1)	SUBGROUP =1b
Early leaver (S9=1 and S10=2)	SUBGROUP =1c

*(GROUPS 1-3)
*DUMMY VARIABLE – Activity – text substitution
*Dum2

1. Groups 1 and 2 - Work for the Dole
2. Group 3 – (Part-time job / Study or training / Unpaid voluntary work / Green Corp / Drought Force / Defence Force Reserves / Job search skills) - Select text from S5, S6 or S8

*(GROUP 4)
S13   Which of these is would you say is your main activity at present? Are you...

(READ OUT ALL. PROBE TO SINGLE **MAIN** ACTIVITY)

1. Working full time
2. Working part time
3. Focused primarily on looking for work
4. Studying (including at school/college)
5. Caring for children or other people
6. Coping with a long term condition or disability
7. Getting better from a temporary illness
8. Not working and not looking for work
9. Voluntary or unpaid work
10. Waiting to start Work for the Dole
11. Other (specify)
12. (Don't know)
13. (Refused)

*(GROUP 4)
TERM4   That's all the questions we have for you today. Have a lovely day

1. Terminate (record in ALLTERM as not in scope)

*TIMESTAMP

3. *MODULE A – CORE MODULE (ALL)

*Work

*(ALL)
A1   Are you currently doing any paid work in a job, business or farm?

1. Yes
2. No

*IF A1=1 AND GROUP=3 AND S5=1/S6=1/S8=1, IF GROUP 3 ACTVITY IS PAID WORK AND CURRENTLY WORKING)
A18   You mentioned earlier that you have worked part time as part of receiving income support, is this the same job?

1. Yes
2. No
3. (Don't know)
4. Refused

*(A1=2, NOT CURRENTLY WORKING)
A2   Have you done any paid work in the last 12 months?

1. Yes
2. No
3. (Don't Know)
4. (Refused)

*PROGRAMMER NOTE: IF A1=1 INSERT 'do you currently work…' (CURRENTLY WORKING), IF A2=1 INSERT 'did you do…' (WORKED IN THE LAST 12 MONTHS, NOT CURRENTLY)
*(A1=1 OR A2=1, WORKING OR WORKED IN LAST 12 MONTHS)
A3   How many hours per week (do you currently work in all your paid jobs / did you do in your last job)?

IF NECESSARY: If your hours vary, on average, what would they work out to?

1. Hours given (specify) (RANGE 0.0 -50.0)
2. (Don't know)
3. (Refused)

*PROGRAMMER NOTE: IF A1=1 INSERT 'have you had your main job' (CURRENTLY WORKING), IF A2=1 INSERT 'did you have your job' (WORKED IN THE LAST 12 MONTHS, NOT CURRENTLY)
*(A1=1 OR A2=1, WORKING OR WORKED IN LAST 12 MONTHS)
A4   How long (have you had your main job/did you have your job) for?

IF NECESSARY: Main job is the job you work the most hours in

1. Enter weeks (specify) (RANGE 0 – 15)
2. Enter months (specify) (RANGE 1 – 12)
3. Enter years (specify) (RANGE 1 – 20)
4. (Don't know)
5. (Refused)

*PROGRAMMER NOTE: IF A1=1 INSERT 'do' (CURRENTLY WORKING), IF A2=1 INSERT 'did' (WORKED IN THE LAST 12 MONTHS, NOT CURRENTLY)
*PROGRAMMER NOTE: IF A1=1 INSERT 'all your paid jobs' (CURRENTLY WORKING), IF A2=1 INSERT 'last job' (WORKED IN THE LAST 12 MONTHS, NOT CURRENTLY)
*(A1=1 OR A2=1, WORKING OR WORKED IN LAST 12 MONTHS)
A5   How much (do/did) you usually earn from (all your paid jobs/last job) before tax or anything else is taken out?

1. Per hour (specify) (RANGE 1.00- 100.00)
2. Per week (specify) (RANGE 1- 1000)

3. Per fortnight (specify) (RANGE 1- 2000)
4. Per month (specify) (RANGE 1- 5000)
5. Per year (specify) (RANGE 1- 99999)
6. (Don't know)
7. (Refused)

*PROGRAMMER NOTE: IF A1=1 INSERT 'Is' (CURRENTLY WORKING), IF A2=1 INSERT 'Was' (WORKED IN THE LAST 12 MONTHS, NOT CURRENTLY)
*(A1=1 OR A2=1, WORKING OR WORKED IN LAST 12 MONTHS)
A6   (Is/Was) your (main) job …

IF NECESSARY: Main job is the job you work the most hours in

1. Permanent (that is, you get paid holiday and sick leave)
2. Temporary, fixed term contract, seasonal, casual
3. Self-employed
4. (Don't know)
5. (Refused)

*(A1=2, NOT CURRENTLY WORKING)
*PROGRAMMER NOTE: ADD LOGIC CHECK. If A2=2 AND A7<12 MONTHS, RE-ASK A2.
INT NOTE: Respondent answered less than 12 months since last job. Confirm answer at A2 and/or A7
A7   And how long since you had your last job?

1. Weeks (RANGE 0 – 18)
2. Months (RANGE 1- 12)
3. Years (RANGE 1 – 20)
4. Never
5. (Don't know)
6. (Refused)

*(A1=2, NOT CURRENTLY WORKING)
A8   Is there anything that makes it difficult for you to work?
PROBE: Anything else?
(DO NOT READ OUT. PROMPT TO PRECODES. CODE ALL THAT APPLY)

1. Family or caring commitments
2. Health issues or disabilities that limit the kind of work you can do
3. Lack of vacancies or too much competition for jobs
4. Not having the right skills for the jobs available
5. You don't want to leave benefit and get a job
6. Knowing you would be worse off financially in work
7. No recent work experience
8. Access to or cost of transport to get to work
9. Other (Specify)
10. (Nothing)
11. (Don't know)
12. (Refused)

*Looking for work

*PROGRAMMER NOTE: IF A1=1 INSERT 'a second or new job' (CURRENTLY WORKING), IF A1=2 INSERT 'work' (NOT CURRENTLY WORKING)
*(ALL)

A9   Are you currently actively looking for (work/a second or new job)?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*A9=1
A10   In the last fortnight, approximately how many jobs have you applied for?

1. None
2. Enter number of jobs (ALLOWABLE RANGE: 1-50) (specify)
3. (Don't know)
4. (Refused)

*(IF GROUP = 1 OR 3)
A11   To the best of your knowledge, (since you started / while you were doing) <insert Dum2 activity> would you say the number of jobs you applied for …
(READ OUT)

1. Increased
2. Decreased
3. Stayed the same
4. (Don't know)
5. (Refused)

---

*Studying

---

*(ALL)
A15   What is the highest level of education you've COMPLETED?
IF HIGHEST LEVEL IS YR12 OR LOWER PROBE: Have you completed any TAFE or Trade certificates since leaving school?

*POSTGRADUATE DEGREE LEVEL
1.   Doctoral Degree Level
Master Degree Level
*GRADUATE DIPLOMA AND GRADUATE CERTIFICATE LEVEL
Graduate Diploma Level
Graduate Certificate Level
*BACHELOR DEGREE LEVEL
Bachelor Degree Level (including an Honours degree)
*ADVANCED DIPLOMA AND DIPLOMA LEVEL
Advanced Diploma and Associate Degree Level
Diploma Level
*CERTIFICATE LEVEL
Certificate IV Level
Certificate III Level (Cert III includes TRADES)
Certificate II Level
Certificate I Level
*SECONDARY EDUCATION
Year 12 / 6th form or equivalent (e.g. Year 12, Form 6, HSC, VCE)
Year 11 / 5th form or equivalent (e.g. Form 5)
Year 10 / 4th form or below (e.g. Years 7-10, Forms 1 to 4)
*PRIMARY EDUCATION
Primary Education
*PRE-PRIMARY EDUCATION

Pre-primary Education
OTHER EDUCATION
Non-award Courses
Miscellaneous Education (specify)
(Don't know)
(Refused)
INTERVIEWER: DEFINITION OF 'HIGHEST LEVEL OF EDUCATION'

*IF A15=21 DISPLAY:

> *Highest level completed, including overseas qualifications.*
> *Confirm if they have completed a TAFE, trade or apprenticeship qualification.*
> *If 'Junior Secondary', probe to find out which year or form was the highest level completed.*

SNAPBACK TO A15.

*NILF summary

*(A1=2, NOT CURRENTLY WORKING)

A17   Which of these is your main activity at present? Are you...

(READ OUT ALL. PROBE TO SINGLE **MAIN** ACTIVITY)

1. Focused primarily on looking for work
2. Working for the dole or other activity required to receive income support payments
3. In training or education (including at school/college)
4. Caring for children or other people
5. Coping with a long term condition or disability
6. Getting better from a temporary illness
7. Not working and not looking for work
8. Voluntary or unpaid work
9. (Don't know)
10. (Refused)

*TIMESTAMP

4.   *MODULE B – Work for the Dole PARTICIPANTS (Group 1 and 2)

*the conversation

B1   From July 1st a new Work for the Dole programme was introduced for some job seekers aged 18- 29. Before you agreed to participate in Work for the Dole, had you heard that it was being re-introduced?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(B1=1, IF HAD HEARD OF WORK FOR THE DOLE)
B2   Where did you first hear that Work for the Dole was being reintroduced?

1. JSA provider
2. TV/Radio/Newspaper
3. From friends/family
4. Previously did Work for the Dole
5. Other (Specify)
6. (Don't Know)
7. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B3   Did <JSA name> talk to you about options other than doing Work for the Dole? Just tell me yes or no for each.

ACCEPT MULTIPLES
(READ OUT)

1. Paid part-time job
2. Study or training
3. Unpaid voluntary work
4. Green Corp
5. Drought Force
6. Defence Force Reserves
7. Job Search Skills (for example resume writing, interview techniques)
8. Non-vocational activity (for example, rehabilitation, or counselling)
9. Other activity (specify)
10. (No – JSA did not discuss options)
11. (No – I did not want to discuss options)
12. (Don't know)
13. (Refused)

*(B3=1-9, IF TALKED ABOUT ANOTHER ACTIVITY)
B4   Did <JSA name> prioritise doing a Work for the Dole activity above any of these other activities?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(B3=1-9, IF TALKED ABOUT ANOTHER ACTIVITY)
B5   Who decided that you would do a Work for the Dole placement? Was it …

1. Your own decision
2. <insert JSA name>'s decision, or
3. Both your own and <insert JSA name>'s decision
4. (Don't know)
5. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B6   Did <insert JSA name> ask you what type of Work for the Dole placement you would be interested in doing?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B7   Did <insert JSA name> tell you that…

*(STATEMENTS)
a) attending the work for the dole placement was compulsory
b) you had to attend for 6 months

(RESPONSE FRAME)

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)

B8   And how many hours per week did <insert JSA name> tell you, you would need to do as part of the Work for the Dole programme?

1. Enter hours per week (specify) (Allowable range 1.0-35.0)
2. Have not been told (DISPLAY ONLY IF GROUOP 2)
3. (Don't know)
4. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)

B9   What were you told would happen if you did not keep to these rules?

(DO NOT READ OUT. PROMPT TO PRECODES. CODE ALL THAT APPLY.)

1. Benefit sanctions may be applied
2. Could be referred to another activity
3. Could be reported to Centrelink
4. Other (specify)
5. Told nothing
6. (Don't know)
7. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)

B10   When you were told you had to do a Work for the Dole placement, did <insert JSA name> talk about the advantages of participating?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(B10=1, IF ADVANTAGES DISCUSSED)

B11   What advantages did they discuss with you?

(PROMPT TO PRECODES. CODE ALL THAT APPLY)

1. Increase your chances of getting paid work
2. Increase your work experience
3. Chance to improve your CV
4. Chance to improve your confidence
5. Chance to develop interpersonal skills/ability to work as part of a team
6. Chance to develop work skills
7. Chance to try something new/broaden horizons
8. Chance to get a work reference
9. Other (specify)
10. (Don't know)
11. (Refused)

*PROGRAMMER NOTE: IF GROUP=1 INSERT 'would', IF GROUP=2 INSERT 'will (NOT YET STARTED)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B12   Overall, how clearly did <insert JSA name> explain what your Work for the Dole placement (would/will) involve? Would you say …

(READ OUT)

1. Very clearly
2. Clearly
3. Not very clearly
4. Not clearly at all
5. [DO NOT READ OUT: No explanation given]
6. (Don't know)
7. (Refused)

*(B12=3 OR 4, JSA DID NOT EXPLAIN PLACEMENT CLEARLY)
B13   What could they have done to make it clearer?
*PROGRAMMER NOTE: Please place the PROBE below onto the Specify page
PROBE: What else should <insert JSA name> have told you about the placement? How could they have explained things more clearly?

1. OPEN ENDED. PROBE FULLY (specify)
2. (Don't know)
3. (Refused)

*perceptions of the programme

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B14   Under the new Work for the Dole programme each placement is supposed to last six months. Would you say that six months is…

(READ OUT)

1. Far too long
2. Slightly too long
3. About right
4. Slightly too short
5. Far too short
6. (Don't Know)
7. (Refused)

*(GROUP= 1 OR 2, PARTICIPATED IN WFD, OR YET TO START)
B15a   Similarly, under the new Work for the Dole programme each placement is supposed to average 15 hours a week across all your activities. Would you say that is
a) Far too many
b) Slightly too many
c) About right
d) Slightly too few
e) Far too few
f) (Don't Know)
g) (Refused)

B15b   What if that Work for the Dole placement were to increase to 25 hours per week? Would you say that was …

(READ OUT)
1. Far too many
2. Slightly too many

3. About right
4. Slightly too few
5. Far too few
6. (Don't Know)
7. (Refused)

*particulars of Work for the Dole programme

*(GROUP=2, YET TO START)
B16   Have you been given any details about a specific Work for the Dole placement that you will attend?

1. Yes
2. No
3. (Don't Know)
4. (Refused)

*PROGRAMMER NOTE: IF SUBGROUP=1a INSERT 'are you doing' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'did you do' (COMPLETED OR LEFT EARLY), IF GROUP=2 INSERT 'are you planning to do' (YET TO START)
*(GROUP 1 OR GROUP 2 WHO HAVE A SPECIFIC WFD ACTIVITY, GROUP=1 or (GROUP =2 AND B16=1))
B17   What sort of Work for the Dole placement (are you doing / did you do / are you planning to do)?
INTERVIEWER NOTE: This refers to the TYPE of placement, not the name of the organisation or business
5. Charity shop
6. Conservation or environmental organisation (e.g looking after nature reserves or woodlands)
7. Organisation involved in construction, renovation or decorating
8. Recycling charity or organisation
9. Café or catering organisation
10. Council offices or similar type of placement
11. Private property
12. Other (specify)
13. (Don't know)
14. (Refused)

*PROGRAMMER NOTE: IF SUBGROUP=1a INSERT 'are you doing' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'did you do' (COMPLETED OR LEFT EARLY), IF GROUP=2 INSERT 'are you planning to do' (YET TO START)
*(GROUP 1 OR GROUP 2 WHO HAVE A SPECIFIC WFD ACTIVITY, GROUP=1 or (GROUP =2 AND B16=1))
B18   And how many hours a week (are you doing / did you do / are you planning to do) in your Work for the Dole placement?

1. Hours given (Specify) (RANGE 0.0 – 50.0)
2. (Don't know)
3. (Refused)

*PROGRAMMER NOTE: IF GROUP=1 INSERT 'were you' (PARTICIPATED IN WFD), IF GROUP=2 INSERT 'Have you been' (YET TO START)
*(GROUP 1 OR GROUP 2 WHO HAVE A SPECIFIC WFD ACTIVITY, GROUP=1 or (GROUP =2 AND B16=1))
B19   (Were you / Have you been) offered a specific placement or a choice of placements?

1. One specific placement
2. Choice of placements
3. (Don't know)
4. (Refused)

*(GROUP 1 OR GROUP 2 WHO HAVE A SPECIFIC WFD ACTIVITY, GROUP=1 or (GROUP =2 AND B19 ≠3))

*PROGRAMMER NOTE: IF GROUP = 1, INSERT 'were offered was', IF GROUP =2 INSERT 'have been offered' (YET TO START)
*PROGRAMMER NOTE: IF B19=2 insert "s", MORE THAN ONE PLACEMENT OFFERED, IF B19=2 insert "were" instead of "is"

B21   Did you feel, based on the information provided, that the placement(s) you (were offered was / have been offered is/ were) suitable for you?

1.   Yes
2.   No
3.   (Don't know)
4.   (Refused)

*(B21=2, DID NOT FEEL PLACEMENT WAS SUITABLE)
*PROGRAMMER NOTE: IF B19=2 insert "s", MORE THAN ONE PLACEMENT OFFERED, IF B19=2 insert "do" instead of "did", IF B19=2 insert "are" instead of "were"
B22   Why (did/do) you feel the placement(s) was/were not suitable?

1.   Answer provided (specify)
2.   (Don't know)
3.   (Refused)

*TIMESTAMP
15. *MODULE C – Work for the Dole PARTICIPANTS (GROUP 1)

*(GROUP=1)
C4   Before starting your placement, did you have the chance to talk with someone from the organisation where you would be working?
      PROMPT: Was that in person or by phone?

1.   Yes – in person
2.   Yes – by phone
3.   No
4.   (Already working / volunteering at placement before WfD)
5.   (Don't know)
6.   (Refused)

*GROUP1
C2   How long did you wait between deciding on a Work for the Dole placement and starting work at that placement?

1.   1 week or less
2.   More than 1 week, up to 2 weeks
3.   More than 2 weeks, up to 6 weeks
4.   More than 6 weeks
5.   (Already working / volunteering at placement before WfD)
6.   (Don't know)
7.   (Refused)

*(C2=3 OR 4, WAITED MORE THAN 2 WEEKS)
C3   Were you given a reason why it took this long?

1.   Yes
2.   No

3.   (Don't know)
(Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'does' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'did'
        (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C6   And what (does / did) your role involve …
PROMPT IF NECESSARY: 'What did you mainly do there?'

(PROMPT TO PRECODES. ACCEPT MULTIPLES)

1.   Organising stock or goods
2.   Dealing with members of the public or serving customers
3.   Dealing with money and credit/debit cards or using a till
4.   Administrative or clerical work such as filing, photocopying, and dealing with paperwork
5.   Responding to telephone calls, emails or letters
6.   Undertaking physical tasks outdoors such as digging and planting
7.   Undertaking other manual work such as building, decorating or repairing
8.   Cleaning
9.   Anything else (specify)
10. (Don't know)
11. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'do' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'did'
        (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C7   And (do / did) you work alongside other paid employees of the organisation?
INTERVIEWER NOTE: Alongside; performing similar tasks and duties
INTERVIEW NOTE: This EXCLUDES any supervisors

1.   Yes
2.   No
3.   (Don't know)
4.   (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'were'
        (COMPLETED WFD OR LEFT EARLY)
*(C7=1, working alongside paid employees)
C8   And (are / were) you doing similar work to those employees or something different?

1.   Similar work
2.   Something different
3.   (Don't know)
4.   (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'So far…' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'during
        your….' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C9   (So far have you learnt /Did you learn) any new skills during your placement? READ OUT

1.   Yes – lots
2.   Yes – some
3.   No
4.   (Don't know)
5.   (Refused)

*(C9=1 OR 2, HAS HAD OPPORTUNITY TO LEARN NEW SKILLS)
C10   What would you say were the most useful things you have learnt from your placement?

   1.   Answer provided (specify)
   2.   (Don't know)
   3.   (Refused)

*(GROUP=1)
C11a   Have you received any training to help you on your Work for the Dole placement?
INTERVIEWER NOTE: This refers to any type of formal or informal training

   1.   Yes
   2.   No
   3.   (Don't know)
   4.   (Refused)

*(C11a=1, RECEIVED TRAINING)
C11b   And how would you describe the quality of the training you received for your placement? Would you
         describe it as …

(READ OUT)

   1.   Very good
   2.   Good
   3.   Fair
   4.   Poor
   5.   Very Poor
   6.   [DO NOT READ OUT: It varies/varied]
   7.   (Don't know)
   8.   (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are receiving', 'Do', 'is' (CURRENT WFD), IF SUBGROUP=1b OR 1c
         INSERT 'received', 'Did', 'was' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C12   How would you describe the AMOUNT of supervision you (are receiving/received) on your placement. Did/Do
         you feel it was/is …
(READ OUT)

   1.   Too little
   2.   About right
   3.   Too much
   4.   [DO NOT READ OUT: It varies/varied]
   5.   (Don't know)
   6.   (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are receiving' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT
         'received' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C13   And how would you describe the QUALITY of the supervision you (are receiving/received) on your placement.
         Would you describe it as …

(READ OUT)

1. Very good
2. Good
3. Fair
4. Poor
5. Very Poor
6. [DO NOT READ OUT: It varies/varied]
7. (Don't know)
8. (Refused)

*(C13= 4 OR 5, FELT QUALITY OF SUPERVISION WAS POOR OR VERY POOR)
C14   Why do you say that?

1. Answer provided (specify)
2. (Don't know)
3. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'have you had' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'did you have' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C15   And during your placement at the organisation (have you had/did you have) any contact at all with your employment consultant from <insert JSA name>?
ACCEPT MULTIPLES

1. Yes
2. No
3. (Don't know)
4. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'am' or 'is' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'was' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C16   Would you agree or disagree with the following …

*(statements)
a) I (am / was) interested in the things that I (am / was) doing in my Work for the Dole placement
b) I (am / was) given a choice of tasks to do as part of my Work for the Dole placement
c) My Work for the Dole placement (is / was) a valuable experience
d) I (am / was) easily able to manage my paid work as well as my Work for the Dole placement (DISPLAY ONLY IF WORKING, A1=1)
e) I (am / was) easily able to manage my study as well as my Work for the Dole placement (DISPLAY ONLY IF STUDYING, A17=3)

(PROBE UNFOLDING: Is that strongly agree / strongly disagree or agree / disagree?)

*(response frame)
1. Strongly agree
2. Agree
3. (Neither Agree nor Disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are working' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'worked' (COMPLETED WFD OR LEFT EARLY)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'am'/'are'/'don't'/ 'is' / 'is' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'was' (COMPLETED WFD OR LEFT EARLY)

*(GROUP=1)

C17   And how about…

*(statements)
   a)   I (am/was) treated like a valuable member of staff
   b)   Staff (are/were) willing to teach me new skills
   c)   The placement (is/was) well organised
   d)   The routine (is / was) good for me

(PROBE UNFOLDING: Is that strongly agree / strongly disagree or agree / disagree?)

*(response frame)
   1.   Strongly agree
   2.   Agree
   3.   (Neither Agree nor Disagree)
   4.   Disagree
   5.   Strongly disagree
   6.   (Don't know)
   7.   (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are you' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'were you' (COMPLETED WFD OR LEFT EARLY)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'are' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'were' (COMPLETED WFD OR LEFT EARLY)

*(GROUP=1)

C18   And how satisfied or dissatisfied (are you/were you) with …

*(statements)
   a)   The amount of work you (are/were) given
   b)   The variety of tasks you (are/were) given
   c)   The amount of responsibility you (are/were) given

(PROBE UNFOLDING: Is that very satisfied / very dissatisfied or satisfied / dissatisfied?)

*(response frame)
   1.   Very satisfied
   2.   Satisfied
   3.   (Neither)
   4.   Dissatisfied
   5.   Very dissatisfied
   6.   (Don't know)
   7.   (Refused)

*perceived outcomes

*(GROUP=1 AND A1=1, CURRENTLY WORKING AND GROUP 1)

C19   You mentioned earlier that you are currently working. To what extent, if at all, do you use the skills and experience you gained from Work for the Dole in this job?

1. To a great extent
2. To some extent
3. Not at all
4. (Don't know)
5. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'will improve' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'has improved' (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C20   Would you say that the Work for the Dole (has improved / will improve) …

IF YES, PROBE: Improved a lot or Improved a little

*(statements)
a) Your chances of getting a job?
b) Your desire to find a job?
c) Your self confidence?
d) Your work skills?
e) Your ability to work with others?
f) Your ability to keep to a routine?

*(response frame)
1. Yes - improved a lot
2. Yes - improved a little
3. No - did not improve
4. (Don't know)
5. (Refused)

*(GROUP=1)
C21   And still thinking about your involvement in Work for the Dole, to what extent do you agree or disagree with the following statements?

*(statements)
a) Work for the Dole helped me stay in touch with the workforce
b) Work for the Dole is an opportunity for me to give something back to the community
c) Work for the Dole is an opportunity to improve my work experience

 (PROBE UNFOLDING: Is that strongly agree / strongly disagree or agree / disagree?)

*(response frame)
1. Strongly agree
2. Agree
3. (Neither Agree nor Disagree)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

*(GROUP=1)
C22   Have you gained anything else positive from the placement?

1. Answer provided (specify)

2. No
3. (Don't know)
4. (Refused)

*PROGRAMMER NOTE: IF (SUBGROUP=1a) INSERT 'be' (CURRENT WFD), IF SUBGROUP=1b OR 1c INSERT 'have been'
    (COMPLETED WFD OR LEFT EARLY)
*(GROUP=1)
C23   Can you think of any ways in which your Work for the Dole placement could (be / have been) improved?

1. Answer provided (specify)
2. No
3. (Don't know)
4. (Refused)

*TIMESTAMP

16. *MODULE D – Work for the Dole EXITERS OR EARLY LEAVERS

*(SUBGROUP=1c, EARLY LEAVER)
D1   You mentioned earlier that you finished your Work for the Dole placement before it was fully completed.
What were the reasons for not completing the full period of your placement?

(ACCEPT MULTIPLES. PROBE FULLY)

1. Received offer of paid job
2. Hours of paid work increased
3. Decided to go on training instead
4. Unable to do the tasks required / didn't have the right skills
5. Did not like – the work
6. Did not like – the people
7. Did not like – the hours
8. Did not like – travelling to get there
9. They didn't need me any longer - placement ended
10. Problems with equipment/supervision/ etc beyond my control
11. Personal circumstances meant I no longer had to attend
12. Stopped receiving income support/changed to a different payment
13. Felt the workplace was unsafe
14. Other (specify)
15. (Don't know)
16. (Refused)

*PROGRAMMER NOTE: IF SUBGROUP=1b INSERT 'completing' (COMPLETED WFD), IF SUBGROUP=1c INSERT 'leaving'
    (LEFT EARLY)
*(SUBGROUP=1b OR 1c COMPLETED WfD OR EARLY LEAVER)
D2   Since (leaving/completing) your work placement, have you discussed the placement with <insert JSA name>?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*TIMESTAMP

17. *MODULE E – NOT STARTED WORK FOR THE DOLE (Group 2)

*PROGRAMMER NOTE: ONLY GROUP=2

*(GROUP=2, YET TO START WFD PLACEMENT)
E1   You mentioned earlier, that your Work for the Dole placement has not yet started. Is there any particular reason for this?

PROMPT TO PRE-CODES IF NECESSARY.

  1. No reason given
  2. I got a job (or waiting to hear about a job)
  3. I did not want to do it for language, cultural or religious reasons
  4. I did not want to do it (unrelated to language, culture or religion)
  5. Availability – of local placements
  6. Availability – of suitable types of placement
  7. Need to undertake police check
  8. Other (specify)
  9. No longer required to attend (moved, injury/illness, payment type changed etc)
  10. (Don't know)
  11. (Refused)

*IF E1=9
E5   What are the reasons you are no longer required to attend a Work for the Dole placement?

            1. Moved away
            2. Injury / illness
            3. Payment type changed
            4. Turned 30 (DISPLAY ONLY IF AGE >28)
            5. Other (Specify)
            6. (Don't know)
            7. (Refused)

*IF E1=9
E6   Would you be willing to do a Work for the Dole placement if it were offered to you in the future?

      1. Yes
      2. No
      3. (Don't know)
      4. (Refused)

*(GROUP=2, YET TO START WFD PLACEMENT)
*(IF E1≠9, THEY ARE STILL ELIGIBLE FOR WFD)
E2   When do you expect your Work for the Dole placement to start?

  1. In the next week
  2. In the next couple of weeks
  3. In the next month
  4. In the next couple of months
  5. Longer than this
  6. Never
  7. (Don't know)
  8. (Refused)

*(E2=6, NEVER PLAN TO START WFD PLACEMENT
E3   Have you made any other plans to meet your Activity Requirement made by your JSA?

  1. Yes
  2. No

3. (Don't know)
4. (Refused)

*TIMESTAMP

18. *MODULE F – OTHER ACTIVITY PARTICIPANTS (GROUP 3)

*PROGRAMMER NOTE: ONLY GROUP=3

*(GROUP=3, OTHER ACTIVITY)
F1   From July 1st a new Work for the Dole programme was introduced for some job seekers aged 18- 29. Have you heard that it was being re-introduced?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(F1=1, IF HAD HEARD OF WORK FOR THE DOLE)
F2   Where did you first hear that Work for the Dole was being reintroduced?

1. JSA provider
2. TV/Radio/Newspaper
3. From friends/family
4. Previously did Work for the Dole
5. Other (Specify)
6. (Don't Know)
7. (Refused)

*(GROUP=3, OTHER ACTIVITY)
F3   You mentioned earlier you either have done or are doing <insert activity from S6 OR S8>. Have you completed this activity or are you currently doing it?

PROBE IF COMPLETE: Did the activity finish or did you stop before completing it?

1. Currently doing activity
2. Completed activity – activity finished
3. Completed activity – stopped before completed
4. (Don't know)
5. (Refused)

*(GROUP=3, OTHER ACTIVITY)
F4   Prior to starting <insert activity from S6 OR S8>, did <insert JSA name> talk to you about the Work for the Dole programme?

1. Yes
2. No
3. (Don't know)
4. (Refused)

*(F4=1, IF TALKED ABOUT WORK FOR THE DOLE)
F5   Was there a particular reason why you didn't do the Work for the Dole programme instead of <insert activity from S6 OR S8>?

1. Yes
2. No

3.   (Don't know)
4.   (Refused)

*(F5=1, IF THERE WAS A REASON WHY NOT WORK FOR THE DOLE)
F6   What were those reasons? PROBE: Anything else?

1.   JSA recommended the activity
2.   Language, cultural or religious reasons
3.   Didn't want to do WfD
4.   No WfD placements available
5.   WfD placement too far away / too far to travel
6.   WfD placement didn't fit in with other commitments
7.   No need to – I was already doing something (meeting the requirement)
8.   Other (specify)
9.   (Don't know)
10. (Refused)

*(F4=1, IF TALKED ABOUT WORK FOR THE DOLE)
F7   Who decided that you would do <insert activity from S6 OR S8>? Was it …

1.   Your own decision
2.   <insert JSA name>'s decision, or
3.   Both your own and <insert JSA name's> decision
4.   (Don't know)
5.   (Refused)

*(GROUP=3 AND A18=2, GROUP 3 ACTIVITY PAID WORK IS NOT CURRENT WORK)
*PROGRAMMER NOTE: IF F3=1 INSERT 'are you doing' (CURRENTLY DOING ACTIVITY), IF F3=2 OR 3 INSERT 'did you
do' (NOT CURRENTLY DOING ACTIVITY)
F8   And how many hours a week (are you doing / did you do) in <insert activity from S6 OR S8>?

1.   Hours given (Specify) (1.0 -50.0)
2.   (Don't know)
3.   (Refused)

*(GROUP=3, OTHER ACTIVITY)
F9   (So far have you learnt /while you were doing <insert activity from S6 OR S8> did you learn) any new skills?

(READ OUT)

1.   Yes – lots
2.   Yes – some
3.   No
4.   (Don't know)
5.   (Refused)

*(F9= 1 OR 2, HAS HAD OPPORTUNITY TO LEARN NEW SKILLS)
F10   What would you say were the most useful things you have learnt from <insert activity from S6 OR S8>?

1.   Answer provided (specify)
2.   (Don't know)
3.   (Refused)

*PROGRAMMER NOTE: IF F3=1 INSERT 'am'/' is' (CURRENTLY DOING ACTIVITY), IF F3=2 OR 3 INSERT 'was' (NOT CURRENTLY DOING ACTIVITY)

*(GROUP=3, OTHER ACTIVITY)

F11   Would you agree or disagree with the following …

*(statements)
  a) I (am / was) interested in the things that I (am / was) doing at <insert activity from S6 OR S8>
  b) I (am / was) given a choice of tasks to do at <insert activity from S6 OR S8>
  c) <insert activity from S6 OR S8> (is / was) a valuable experience
  d) I (am / was) easily able to manage my paid work as well as <insert activity from S6 OR S8> (DISPLAY ONLY IF WORKING AND WEAR ACTIVITY IS NOT PAID WORK, A1=1 AND S5≠1 OR S6≠1 OR S8≠1)
  e) I (am / was) easily able to manage my study as well as <insert activity from S6 OR S8>
     (DISPLAY ONLY IF MAIN ACTIVITY IS STUDY (A17=3) AND WEAR ACTIVITY IS NOT STUDY, S6≠2 OR S8≠2)

(PROBE UNFOLDING: Is that strongly agree / strongly disagree or agree / disagree?)

*(response frame)
  1. Strongly agree
  2. Agree
  3. (Neither Agree nor Disagree)
  4. Disagree
  5. Strongly disagree
  6. (Was not doing paid work at the same time as activity) (DISPLAY ONLY FOR STATEMENT D)
  7. (Don't know)
  8. (Refused)

*(GROUP=3 AND A1=1 AND S5≠1 OR S6≠1 OR S8≠1 , GROUP3, CURRENTLY WORKING AND MAIN ACTIVITY IS NOT PAID WORK)

F12   You mentioned earlier that you had a paid job. To what extent, if at all, do you use the skills and experience you gained from <insert activity from S6 OR S8> in your job?

READ OUT

  1. To a great extent
  2. To some extent
  3. Not at all
  4. (Don't know)
  5. (Refused)

*PROGRAMMER NOTE: IF F3=1 INSERT 'will improve' (CURRENTLY DOING ACTIVITY), IF F3=2 OR 3 INSERT 'has improved' (NOT CURRENTLY DOING ACTIVITY)

*(GROUP=3, OTHER ACTIVITY)

*PROGRAMMER NOTE: INSERT "FULLTIME" IF S5=1 OR S6=1 OR S8=1, IF MAIN ACTVITY IS PAID WORK)

F13   Would you say that <insert activity from S6 OR S8> (has improved / will improve) …

IF YES, PROBE: Improved a lot, Improved a little

*(statements)
  a) Your chances of getting a (fulltime) job?
  b) Your desire to find a (fulltime) job?
  c) Your self confidence?
  d) Your work skills?
  e) Your ability to work with others?
  f) Your ability to keep to a routine?

*(response frame)

1. Yes - improved a lot
2. Yes - improved a little
3. No - did not improve
4. (Don't know)
5. (Refused)

*TIMESTAMP

19. *MODULE G – VIEW OF WORK FOR THE DOLE (all)

*ALL
B23   Thinking about Work for the Dole more generally, do you agree or disagree with the following…
(PROBE UNFOLDING: Is that strongly agree / strongly disagree or agree / disagree?)

*(Statements)
*(RANDOMISE ORDER OF STATEMENTS)
a) Work for the Dole is an opportunity to give something back to the community
b) The aim of Work for the Dole is to put people off claiming Newstart Allowance or other benefits
c) Work for the Dole is an opportunity for people to improve their work experience
d) Work for the Dole will help people to get a job

*(Response frame)
1. Strongly agree
2. Agree
3. (Neither)
4. Disagree
5. Strongly disagree
6. (Don't know)
7. (Refused)

*(ALL)
G1   In your opinion, do you think that people who are on Centrelink payments should be required to do Work for the Dole?

1. Yes
2. No
3. It depends
4. (Don't know)
5. (Refused)

*(IF G1≠5, GAVE OPINION AT G1)
G2   Why do you say that? PROBE FULLY

1. Response given (specify)
2. (Don't know)
3. (Refused)

*TIMESTAMP

20. *DEMOGRAPHICS

*(ALL)
1.   DEM1   I'm now going to ask a couple of questions about your household. How many people, including yourself, usually live in your household?
2.
3. INTERVIEWER NOTE: CONFIRM NUMBER INCLUDES RESPONDENT AND OTHERS

4. IF NECESSARY: 'Usually live' means at least 50% of the time

> 1. One (GO TO Dem5)
> 2. Number given (specify)   (ALLOWABLE RANGE 2 TO 20)
> 3. (Don't know) (GO TO Dem5)
> 4. (Refused) (GO TO Dem5)

5.   *(DEM1= 2, NOT IN SINGLE PERSON HOUSEHOLD)
6. DEM2   How many children aged less than 16 years usually live in your household?
7.
8. IF NECESSARY: 'Usually live' means at least 50% of the time
9.

> 1. None
> 2. Number given (specify)   (ALLOWABLE RANGE 1 TO Dem1= CODE 2 MINUS 1)
> 3. (Don't know)
> 4. (Refused)

10.

*DEM1=2, NOT IN SINGLE PERSON HOUSEHOLD)

11.   DEM3   EXCLUDING yourself, how many people in your household aged 15 years and over are working? That is they are working in a paid job at least 1 hour a week.

12.

> 1. Number given (specify)   (ALLOWABLE RANGE 0 TO Dem1= CODE 2 MINUS 1)
> 2. (Don't know)
> 3. (Refused)

*(DEM1=2, NOT IN SINGLE PERSON HOUSEHOLD)

13.   DEM4   And EXCLUDING yourself, how many people in your household aged 15 years and over are looking for work?

14.

> 1. Number given (specify)   (ALLOWABLE RANGE 0 TO Dem1= CODE 2 MINUS 1)
> 2. (Don't know)
> 3. (Refused)

*(ALL)

DEM5   Do you provide help with daily activities to a person with a disability or special needs, or who is elderly or frail?

IF NECESSARY: Daily activities can include feeding, washing, dressing and other daily tasks.

> 1. Yes
> 2. No (GO TO DEM7)
> 3. (Don't know) (GO TO DEM7)
> 4. (Refused) (GO TO DEM7)

*(ALL)

DEM7   Do you have a disability, health condition or injury that has lasted or is likely to last 6 months or more that impacts how much you can work, or on the type of work you can do?

> 1. Yes
> 2. No (GO TO INDT1)
> 3. (Don't know) (GO TO INDT1)
> 4. (Refused) (GO TO INDT1)

*(DEM7=1, HAS A DISABILITY, HEALTH CONDITION OR INJURY)

15.   DEM9   To what extent does your disability, health condition or injury impact on the TYPE of work you can do? Would you say …?
16.
   17. (READ OUT)
18.
      1.   To a great extent
      2.   To a moderate extent
      3.   Only a slight extent,
      4.   Not at all
      5.   (Varies a lot)
      6.   (Don't know)
      7.   (Refused)

*TIMESTAMP

21. *CLOSE

*(ALL)
*PROGRAMMER NOTE: FOR RECONTACT FILE PLEASE INCLUDE; NAME, ADDRESS, PREFERRED PHONE, DUMMY GROUP, RESPONSE AT: D6, D9, E1 (if applicable)
INDT1   In the next month or so we would like to follow up with some people who have completed this survey to have a more in-depth chat over the phone with one of our researchers. Can I put your name on the list of people interested in being contacted?

IF NECESSARY: You would be contacted by phone to arrange a time that suits you. You can also decide not to participate should you change your mind or your circumstances change.

      1.   Yes, ok to recontact
      2.   No, do not recontact (CLOSE1)

*(INDT1=1, HAPPY TO BE RECONTACTED)
INDT2   Can I please confirm your postal address?
*(PROGRAMMER: DISPLAY ADDRESS FIELDS)

      1.Yes, all correct (INDT3)
      2. No, incorrect (Recollect address)
      3. (Refused)

*(INDT1=1, HAPPY TO BE RECONTACTED)
INDT3   Thanks so much for that, what time generally is best to call you back, or any time of day that we should avoid calling you?

   IF NECESSARY: This is just for the initial call from the researcher, so they can set up a time with you if then is not convenient

      1.   Call back anytime
      2.   Best DAY/TIME to call back (Specify)
      3.   Record DAY/TIME to avoid (Specify)
      4.   (Refused)

*(INDT1=1, HAPPY TO BE RECONTACTED)
INDT4   And which number is the best number to call you on?

   <TEL1>
   <TEL2>
      1.   Tel1 best
      2.   Tel2 best
      3.   None of those, enter new number (Specify 10 Digits)

4. (Don't know)
5. (Refused)

*(ALL)

CLOSE1 Thanks for taking the time to speak with us today. You should know that this research is carried out in compliance with the Privacy Act and the Australian Privacy Principles, and the information you have provided will only be used for research purposes. Our is available via our website (www.srcentre.com.au) which contains details about how to access or correct your information, how to make a complaint and how that complaint will be handled.

Thanks again and just in case you missed it my name is <NAME> calling from the Social Research Centre on behalf of the Department of Employment.

1. Continue (TIS1)
2. Wants more information (MOREINFO)

*(CLOSE1=2, WANTS MORE INFO)

MOREINF   If you have any concerns about the research, please contact the Department of Employment on 1800 633 450 or email evaluation@employment.gov.au. For any further queries about the survey, or about the Social Research Centre, please call 1800 023 040.

1. Snap Back to CLOSE1

*(ALL)

TIS1   Did you conduct this interview using a TIS operator?

1. Yes
2. No (END)

*(TIS1=1, USED TIS OPERATOR)

TIS2   What language did you complete the survey in?

1. Arabic
2. Nepali
3. Persian (Farsi)
4. Persian (Hazaragi)
5. Burmese (inlcu. Karen)
6. Vietnamese
7. Chin / Haka
8. Dari
9. Assyrian / Chaldean
10. Swahili
11. Dinka
12. Arabic (Sudanese)
13. Other (Specify)

*(ALL)
END.
Thank you.

(REFUSED)

RR1   OK, that's fine, no problem, but could you just tell me the main reason you do not want to participate, because that's important information for us?

1. No comment / just hung up
2. Too busy

3. Not interested
4. Too personal / intrusive
5. Don't like subject matter
6. Don't believe surveys are confidential / privacy concerns
7. Silent number
8. Don't trust surveys / government
9. Never do surveys
10. 15 minutes is too long
11. Get too many calls for surveys / telemarketing
12. Too old / frail / deaf / unable to do survey (CODE AS TOO OLD / FRAIL / DEAF / UNABLE TO DO SURVEY)
13. Wrong Number / Person no known (CODE AS WRONG NUMBER / NOT KNOWN)
14. Not a residential number (business, etc) (CODE AS NOT A RESIDENTIAL NUMBER)
15. Language difficulty (CODE AS LANGUAGE DIFFICULTY NO FOLLOW UP)
16. Going away / moving house (CODE AS AWAY DURATION)
17. Other (SPECIFY)
18. Asked to be taken off list and never called again
19. Respondent unreliable / drunk (CODE AS OTHER OUT OF SCOPE)

*(REFUSED)

RR2   RECORD RE-CONTACT TYPE

1. Definitely don't call back
2. Possible conversion

TERM1
Thanks for your time

TERM2
Please accept our apologies, sorry to have called.

TERM3
For this survey we are only speaking with people who are involved with Centrelink. Thanks

TERM4
That's all the questions we have for you today. Have a lovely day!

TERM6
For this survey we are only speaking with people who have been involved with other types of activities relating to job search. Thanks
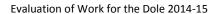
ALLTERM

Refwher	Allterm	Detailed outcome	Summary outcome
2	QET	Mid-survey termination	Refusal
3	INTRO1=3	Household Refusal	Refusal
4	INTRO1=4	Respondent Refusal	Refusal
5	INTRO1=5	Wrong Number	Out of Scope
6	INTRO1=7	Respondent Deceased	Out of Scope
7	INTRO2=3	Respondent Refusal	Refusal
8	INTRO2=6	Denies receiving Centrelink	Out of Scope
9	DUM1= GROUP4	Ineligible for survey	Out of Scope
10	SAFE1=3	Respondent Refusal	Refusal
11	MOB2=3	Respondent Refusal	Refusal

13	S1=3	Respondent refused JSA	Refusal
15	S5=9 (single)	Ineligible for survey	Out of Scope
16	S8=9 OR 10	Ineligible for survey	Out of scope
18	S3= 3, 4 OR 5	Respondent refused JSA	Refusal
19	S5=10 (single)	Ineligible for survey	Out of Scope
20	S6=8 OR 9	Ineligible for survey	Out of Scope

Appendix D: Quantitative briefing notes

Note: Appendix D has been removed as it contained images that were not machine-readable.

Appendix E: Qualitative methodological summary

1. Qualitative research methodology

1.1.   Face-to-face qualitative discussions with Department of Employment staff

At the commencement of the evaluation, the researchers had detailed discussions with all six state and territory offices who were involved in Work for the Dole 2014-15 (South Australia, Tasmania, Western Australia, Victoria, New South Wales and Queensland). The purpose of these interviews was for the evaluation team to understand the programme implementation thus far (from 1 July), any contextual or environmental factors, how the providers and coordinators were working and any other background information that would help to frame subsequent discussions with the different stakeholders and to finalise the sample composition for the different qualitative elements. The data from these discussions is not cited directly in this report, but has been used to provide context and understanding.

1.2.   Online bulletin boards with Work for the Dole 2014-15 coordinators and a selected sample of Job Service Australia providers

The online discussions were used as a secure web-based forum to which respondents were invited to contribute. Two separate boards were established in early February 2015, one for coordinators and one for providers. The discussions covered broad themes relating to Work for the Dole 2014-15 including:

- Transitioning to Work for the Dole 2014-15

- Working with job seekers

- Working with host organisations

- Working with Work for the Dole coordinators

- Work for the Dole 2014-15 funding model

- Work for the Dole 2014-15 lessons learned

All coordinators were invited to participate. For the providers, invitations were given to 50 organisations, selected to ensure a broad coverage of provider size and area (using data provided by the department).

Respondents were initially contacted via telephone to inform them of the upcoming invitation and ensure that their contact details were up-to-date. Invited participants were provided with a secure unique identifier by email which enabled them to log in (anonymously) to the discussion board at any time while the discussion was 'live'.

Participants were invited to comment on different topics or themes, which they could do by logging in and typing their responses or thoughts. The appendices includes an outline of each boar's themes and content.

The moderator (a researcher from the evaluation team at the Social Research Centre) was able to ask additional questions or probe responses by posting on the discussion board (for example, '*that's a really interesting perspective, can you tell me a bit more about that please?*'). Participants were also able to vote on others' comments, or add their own perspectives to the comments raised (just as they would in a focus group setting).

A total of 22 Work for the Dole coordinators accepted the invitation to participate in the online forum, and 16 actually participated. A total of 59 individuals from 50 providers were invited (some contacts were added at the request of the providers). Of those 28 accepted the invitation and 16 participated. All of those who accepted but did not participate were followed up several times to encourage participation – the main reason for not taking part was related to lack of time. Furthermore, the discussion was being run at the time of procurement exercise for the new employment services from July 2015 onwards so it is possible that this may have deterred some providers from taking part.

1.3.   Qualitative tele-depths with Work for the Dole 2014-15 host organisations

A list of all host organisations was provided to the Social Research Centre by the Department of Employment. Subsequent selection of host organisations was conducted to ensure the final sample had an even distribution of ESAs and the type of organisation). Recruitment involved telephone contact with an organisation representative and, if consent was provided, a convenient time was arranged to conduct the discussion with a researcher from the Social Research Centre.

In total 36 host organisation telephone interviews were conducted in February 2015.

1.4.   Face-to-face discussions with Job Service Australia providers

Alongside the main qualitative fieldwork, six consultations with selected Work for the Dole 2014-15 employment services providers were conducted to fully explore some of the implementation issues and outcomes thus far. The 'case study' providers were selected from across different states and territories and included smaller providers as well as those with a national coverage.
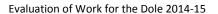
1.5.   Qualitative tele-depths with Work for the Dole 2014-15 participants

Qualitative follow-ups were conducted with participants who had taken part in the Work for the Dole survey and had agreed to be recontacted. Selection of respondents was based on having completed a Work for the Dole 2014-15 work experience activity. Recruitment also ensured that there was a broad coverage of different age groups, gender, location, host organisation time and ESA. Respondents were called on their contact number and a convenient time to conduct the interview was arranged. In total 36 interviews were conducted with Work for the Dole participants in March 2015.

1.6. Qualitative analysis and reporting

All qualitative discussions were digitally recorded (with consent) and the recordings were used for analysis purposes. The analysis was conducted using an analysis framework for the classification and interpretation of qualitative data. The key themes and topics were identified through the discussion guide and through an initial review of the qualitative data to develop an analysis coding structure. Sections of the recordings were then coded (using NVivo software for the management of qualitative data) to enable a thematic retrieval of data under each theme, or group type (to allow, for example, comparison of responses to themes or questions by group type). Direct quotations have also been referenced in the analysis to allow inclusion in the reporting. The use of this thematic data coding technique ensures that findings are directly traceable back to the raw data, thus providing a fully transparent analytical method.

Verbatim quotations from across the research have been included in this report to illustrate these findings. Where words are shown in square brackets [as such] this denotes the researcher's additional words, included to make a sentence clearer. Where ellipses have been used (…), this indicates that some superfluous text has been taken out of the quote for ease of reading.

Appendix F: Qualitative consultations summary

Table 8: Tele-depth job seeker interview demographics.

Interview Demographic	Detail	Number
Total Sample	**Total number**	**36**
State	Victoria	7
	New South Wales	10
	Western Australia	5
	South Australia	4
	Tasmania	3
	Queensland	7
Gender	Male	19
	Female	17
Age range	18-24	21
	25-29	15
Host organisation type	Café or catering organisation	4
	Charity shop	10
	Conservation or environment organisation	9
	Construction, renovation, decorating organisation	4
	Council or similar	1
	Don't know	1
	Private property	1
	Recycling organisation	6
ESA	Fairfield, Liverpool (NSW)	2
	Coffs Harbour, Macleay, Hastings (NSW)	1
	Nepean, Outer Western Sydney (NSW)	1
	Central Coast (NSW)	2
	Richmond, Tweed, Clarence Valley (NSW)	1
	Shoalhaven (NSW)	3
	Cairns (Qld)	2
	Logan (Qld)	4
	Outer North Brisbane (Qld)	1
	Goulburn Valley (Victoria)	2
	Westgate (Victoria)	2
	Peninsula (Victoria)	3
	Central West Metro (WA)	5
	Northern Adelaide, Gawler (SA)	4
	West and North West, Launceston	3

Table 9: locations of host organisations.

Host locations	Number
NSW	**5**
Tweed	1
Central Coast	3
Outer Western Sydney	1
Nepean	1
QLD	**5**
Fraser Coast	2
Cairns	3
VIC	**6**
Westgate	1
Peninsula	2
Goulburn Valley	3
WA	**6**
Central and West Metro	5
SA	**8**
Gawler	2
Northern Adelaide	6
TAS	**6**
West and North West	4
Launceston	2

Table 10: Locations of Work for the Dole coordinators who participated in the online forums.

Job Services Australia coordinator locations	Number
Geelong VIC	1
Central Coast NSW	1
Central and West Metro WA	1
Cairns QLD	1
Bundaberg, Fraser Coast QLD	1
Goulbourn Valley VIC	1
Westgate VIC	2
Outer North Brisbane QLD	1
Shoalhaven NSW	1
Nepean, Outer Western Sydney NSW	1
Fairfield, Liverpool NSW	1
Peninsula VIC	1
Northern Adelaide, Gawler SA	3
TOTAL	**16**

Table 11: Locations of Job Services Australia providers who participated in the online forum.

Job Services Australia locations	Number
Logan QLD	1
Central West Metro WA	1
Rockingham WA	1
Fairfield, Liverpool NSW	1
Coffs Harbour, Macleay, Hastings NSW	2
Bundaberg QLD	1
Outer North Brisbane QLD	1
Cairns QLD	1
Westgate VIC	1
Nepean, Outer Western Sydney NSW	3
Geelong VIC	3
TOTAL	**16**

Appendix G: Qualitative discussion guides

Work for the Dole 2014-15 – Tele-depths with Host Organisations

Discussion Guide

Background note

The purpose of these interviews is to gain a deeper understanding of experience of Host Organisations of the Work for the Dole 2014-15 programme. Specific issues to be explored include:

- overall views of the Work for the Dole programme

- placement availability and suitability

- monitoring and compliance

- communication with Work for the Dole coordinators and providers

- host challenges and incentives.

As these are semi-structured interviews, not all interviews will cover the exact same territory and may differ in some respect to depth of responses and the additional content areas which are explored. However, most areas outlined in these discussion guides will be covered for all interview participants.

Explanation to participants

- Introduce researcher and the Social Research Centre and the evaluation scope.

- Explain what the research is about – "thank you for agreeing to discuss the Work for the Dole 2014-15 programme. What we hope to get out of this discussion is a better understanding of how Work for the Dole is currently working and the sorts of issues that are arising for your organisation."

- Explain recording and confidentiality of participant information, seek informed consent from all parties– "the information you give us in this discussion will be confidential and will not be used in any way that can identify you or your organisation. You are also free not to answer any question which makes you feel uncomfortable. We would like to record this interview, so that we can transcribe your answers later, however we won't do this unless you provide consent. Do you provide consent for us to record this interview?"

- Explain the importance of honest opinions, no right or wrong answers.

- Explain how data will be used and stored.

- Housekeeping matters and duration of interview.

- "Any questions before starting?"

1. Introduction

Firstly, just a few questions to help me understand your organisation and its involvement in Work for the Dole

1. Can you briefly describe your organisation's workforce – are staff mostly volunteers or also paid employees?
2. How did you first become aware of the Work for the Dole 2014-15 programme? Prompt for previous involvement in Work for the Dole. Confirm this discussion is about the new Work for the Dole for 18-29 year olds. Probe: if Job Services Australia or coordinator approached them directly – how?
3. Can you tell me what your role is in Work for the Dole? Probe: supervision, liaison, are others also involved?
4. Roughly how many Work for the Dole participants have you hosted since this Work for the Dole began (from 1st July 2014)? How many do you currently have in individual or group activities?
5. Which Job Services Australia providers do your Work for the Dole work experience participants come from?
6. Is your organisation involved in other similar programmes? Probe: experience working with this client group or other government programmes (such as community service orders), whether they take on volunteers or work experience from elsewhere.

2. Overall views of Work for the Dole

1. What were your initial interests and reasons in becoming involved in the Work for the Dole 2014-15 programme? How does Work for the Dole benefit your organisation? (don't prompt but be alert to any hint that Work for the Dole is a source of cheap labour)
2. Could you tell me a bit about why your organisation got involved in Work for the Dole? Probe: thoughts on value of Work for the Dole, supporting young disadvantaged people, history of working with providers.
3. Have there been any concerns within your organisation about taking part in the Work for the Dole 2014-15 programme? Why? How have concerns been addressed? Probe for whether Job Services Australia or coordinator was involved with messaging and communication about the programme, any issues around the title Work for the Dole, any concerns or issues around potential displacement of paid workers or supervision responsibilities for existing staff.
4. What are your thoughts on the compulsory nature of Work for the Dole 2014-15? Do you think the requirements for someone who has been unemployed for 12 months are reasonable? Probe for views on required hours a week, duration of 6 months.
5. What are your thoughts on the community benefits of Work for the Dole 2014-15? Probe for examples of benefits realised by the local community.

3. Setting up Work for the Dole places

1. You mentioned earlier that you have (mostly individual, group or mixed) activities – have these been easy or difficult to set up? Why or why not?
2. How much time do you need to set up a placement? Prompt: time needed for organisational approval, time to negotiate payment with provider, time to organise supervision.
3. Is there a financial cost for you in providing work experience for Work for the Dole referred clients? If so, why or how much? Is this covered by payments from Job Services Australia providers?
4. Have there been any issues around 'matching' individuals to work experience activities? Probe: what kind of issues have arisen or how have you worked with Job Services Australia and or coordinator to ensure good matches.
5. Have the job seekers you've had needed any training for their placement? What sort of training and who from? How was this funded?
6. What other things are required before you place a job seeker? Prompt: police checks, risk assessments. How easy or difficult has it been sorting these things?

4. Work experience activities and supervision

1. What kinds of activities are the Work for the Dole clients doing?
2. How are the people in these placements supervised? Probe for time or resourcing issues, whether easier with group or individual activities
3. How have you ensured that the activities are 'work-like' but not at risk of displacing paid workers? If not covered earlier .

4. Do you have Work for the Dole activities that have not been filled? Why do you think this is?
5. How many hours per week would a typical Work for the Dole participant do? What do you think is the optimum number of hours? Probe for views on up to 25 hours per week – organisational impacts, impact on job seeker compliance.

5. Working with Work for the Dole coordinators and providers

In these next questions we are interested in your experiences of working with Work for the Dole coordinators and Job Services Australia providers. You mentioned earlier that you have worked with x, y and z.

1. Could you talk me through how the communication works with one of the Job Services Australia providers as they identify a suitable client for Work for the Dole activities? Probe for what is communicated and how, how frequent the contact might be and at what stage(s) during work experience activities they have contact.
2. If working with multiple providers…
3. Are there any issues in working with several different Job Services Australia providers? What are these and what would help?
4. Is it clear which job seeker comes from which provider?
5. Do providers have different ways of managing the placements? Prompt for monitoring and compliance.
6. What has been the nature of the contact you've had with the Work for the Dole coordinator in your area?
7. How well has the coordinator role worked for you? Is there anything that could be improved?

6. Job seeker performance and employability

1. How have the job seekers settled into their work experience in your organisation? Probe: perceptions of engagement in work experience activities, job seeker attitudes to the programme, views on compulsory nature of activity whether job seekers see it as an opportunity or obligation, whether any evidence of attachment?
2. How do you monitor how Work for the Dole clients are getting on in their placements – have there been any issues here? If yes, how do you work with the Job Services Australia to address these?
3. Have there been any instances of non-compliance (eg failure to attend) – what do you do in such cases? Probe: job seekers awareness of consequences of non-compliance, views on – how hosts feel about reporting this to providers, responsiveness of providers, whether it affects the organisation in any way
4. In your experience, do the job seekers who undertake Work for the Dole work experience in your organisation show improvement over time? Probe: employability skills, confidence, presentation, reliability, communication skills, team work, general work readiness
5. What about job-specific skills?
6. Do you feel Work for the Dole has increased the employability of job seekers? Prompt for examples of outcomes – taken anyone on into paid work.
7. Is Work for the Dole better suited to some types of job seekers than others? Who and why?
8. Why do some job seekers not complete their six months placement? Prompt for examples. Have they ever terminated a work experience activity – why?
9. Have you offered an ongoing position to any Work for the Dole participants? Paid or unpaid?

7. Administration and monitoring

1. What are the administrative demands in hosting a Work for the Dole place? Prompt: providing info to Work for the Dole coordinator, negotiating agreements with the provider, risk assessments, monitoring and compliance, recovering costs, reporting.
2. How easy or difficult is it for you to manage the administration side of providing Work for the Dole activities? Probe: monitoring attendance, dealing with non-compliance, any health and safety issues, issues raised by other paid workers.

8. Wrap up

1. Looking back, how has the Work for the Dole programme been for you? Probe: happy to continue with Work for the Dole? Why or why not? Would recommend it to other host organisations?

2. The Work for the Dole programme will continue to expand over the following year (wider age group)– what are your thoughts on this? Will you continue to be involved?
3. What, if anything, could be done to improve Work for the Dole? Probe: whether they had the right information or communications about Work for the Dole, suitable job seekers
4. What else could be done to encourage organisations to host Work for the Dole job seekers in a work experience activity? Probe: any funding or resourcing issues?
5. Any other questions or points you would like to raise or emphasise?

That is the end of my questions today. Are there any final comments you would like to make? Thank you for your time.

Work for the Dole 2014-15 – Tele-depths with Job Seekers

Discussion Guide

Background note

The purpose of these interviews is to gain a deeper understanding the experiences of job seekers the Work for the Dole (Work for the Dole) 2014-15 programme. Specific issues to be explored include:

- attitudes towards Work for the Dole
- placement suitability
- skills development
- experiences of being on Work for the Dole.

As these are semi-structured interviews, not all interviews will cover the exact same territory and may differ in some respect to depth of responses and the additional content areas which are explored. However, most areas outlined in these discussion guides will be covered for all interview participants.

Explanation to participants

- Introduce researcher and the Social Research Centre and the evaluation scope.
- Explain what the research is about – "thank you for agreeing to discuss the Work for the Dole 2014-15 programme. We know that you've already taken part in a survey with one of our interviewers – now we'd like to have a more general conversation with you to help us to get a better understanding of your experiences. We might ask similar questions to the previous interview, but we will try and keep that to a minimum".
- Explain recording and confidentiality of participant information, seek informed consent from all parties– "the information you give us in this discussion will be confidential and will not be used in any way that can identify you or your organisation. Your participation in this research will not in any way affect your access to services or products provided by Centrelink. You are also free not to answer any question which makes you feel uncomfortable. We would like to record this interview, so that we can transcribe your answers later, however we won't do this unless you provide consent. Do you provide consent for us to record this".
- Explain the importance of honest opinions, no right or wrong answers.
- Explain how data will be used and stored.
- Remind respondent that they don't need to divulge any information to us if they don't want to or feel comfortable in doing so.
- Housekeeping matters and duration of interview.
- "Any questions before starting?"

1. Introduction

1. When we last spoke to you, you said that you were doing [insert activity C6] as part of a Work for the Dole placement. Are you still at this placement?
2. What's the name of the organisation where you are or were placed? (Note: if more than one, talk about most recent)
3. [If still on placement] Have the tasks you've been doing on placement changed over time?
4. [If no longer on Work for the Dole] Why did you leave? (ie end of placement, found a job, changed payment type)

2. Finding out about Work for the Dole

I would like to know how you first learned about Work for the Dole.

1. To start with, what's the name of the Job Service Australia provider you've been seeing? (ie Max Employment, Mission)
2. When did you first find out that you needed to go on Work for the Dole? How long was it before you then started Work for the Dole?
3. What did your Job Services Australia provider tell you about Work for the Dole and what you could do? (Prompt for whether provider discussed it as an obligation or opportunity) Looking back, were you given enough information about Work for the Dole at the time?
4. Did you want to do Work for the Dole? Why or why not? (Prompt for resistance, acceptance)
5. Did you have any ideas of what kind of work experience you'd like to do? Did you discuss this with your Job Services Australia consultant?
6. Did you think the Work for the Dole work experience could help you? How?

3. Your work experience

These questions are about your experience of the Work for the Dole placement.

1. Were there any delays in you starting your work experience? If yes, do you know why?
2. Was your placement in your local area? Was it easy to get to (probe for access to private or public transport, cost of transport)
3. How well do you think your placement suited you?
4. Did you need any training for your placement (including informal training like how to use the cash register)? Did you receive the training that you needed? How helpful was this training? What else did you learn?
5. Were you doing any other activities at the same time as Work for the Dole, for example, part-time work or study? Was this manageable (did you have to make any changes)?
6. Were you in a placement with other Work for the Dole job seekers? How did this go?
7. Did you have a supervisor for your Work for the Dole activity? Who was that? (prompt for Job Services Australia provider, staff at the host organisation)
8. (Note to interviewer, refer to survey responses C12+13). How did you find the supervision – for example, was the supervisor helpful and encouraging, were they clear about what you should do, if you were unsure of how to do something did they explain?

4. Work for the Dole impacts and outcomes

I would now like to understand the overall impact Work for the Dole has had on your life …

1. What kinds of positive things have happened in your life because of Work for the Dole, if any? (Prompt: improving skills, work experience, confidence, routine, job contacts, making friends, reference letters, better CV)
2. Did Work for the Dole have any negative effects on your life? (Prompt: little time to search for jobs, little time to fulfil caring responsibilities, difficult transport, insufficient warning or preparation time, stigma attached to the programme)
3. Do you think that Work for the Dole has helped to improve your work skills? In what way? (Prompt for: confidence, presentation, reliability, communication skills, team work)
4. What about job-specific skills? (ie construction skills)
5. Have you continued to look for work while on Work for the Dole? More, less or the same? Why?
6. Has the Work for the Dole work experience made it easier for you to find a job? Probe: did you get a reference?
7. Do you feel any more or less motivated to find a job as a result of Work for the Dole?

5. Placement difficulties and compliance

1. Have or Did you have any difficulties or incidents on your placement? What are or were they? (Prompt for difficulties getting to the placement including access to transport, arriving on time, getting along with others, completing tasks)
2. IF YES: How was this handled? Were you satisfied with this?
3. Have you attended all the days or hours you were supposed to?
4. IF NO: Why not? What happens or happened when you don't or didn't go? Do or did you get into trouble?

6.   Work for the Dole requirements

These next questions are to understand your opinion of the rules around Work for the Dole in general. I'll go through the different requirements of Work for the Dole, such as the criteria and timing, and I'd like you to give me your thoughts on how reasonable you think they are:

1. What do you think about the following rules:
    a. That everyone aged 18-29 who has been on Newstart for 12mths has to go on Work for the Dole?
    b. That people on Work for the Dole have to do 15 hours per week? What would you think if it was 25 hours per week?
2. That they have to hunt for 20 jobs a month?
3. That placements should usually last for 26 weeks?
4. How do you feel about doing a Work for the Dole activity? How helpful do you feel it is to you personally, to the organisation and or to the community itself?

7.   Wrap up

1. Do you have suggestions on how the programme could be improved?

That is the end of my questions today. Are there any final comments you would like to make? Thank you for your time.

Work for the Dole 2014-15 – Face-to-face interviews with providers

Discussion Guide

Background note

The purpose of these interviews is to gain a deeper understanding of the experiences of providers of the Work for the Dole 2014-15 programme. Specific issues to be explored include:

- adjustment to the programme
- placement availability and suitability
- job seeker attitudes and skills development
- monitoring and compliance
- communication with Work for the Dole coordinators and Host Organisations
- the funding model and data management processes.

As these are semi-structured interviews, not all interviews will cover the exact same territory and may differ in some respect to depth of responses and the additional content areas which are explored. However, most areas outlined in these discussion guides will be covered for all interview participants.

In the six selected Job Services Australia providers, discussions will be held with the site manager and consultants (where possible) and with other staff nominated by the manager.

Explanation to participants

- Introduce researcher and the Social Research Centre and the evaluation scope.
- Explain what the research is about. "Thank you for agreeing to discuss the Work for the Dole 2014-15 programme. What we hope to get out of this discussion is a better understanding of how Work for the Dole is currently operating and the sorts of issues that are arising for your organisation." Refer to Information Sheet as appropriate and inform or remind of online bulletin board if relevant (check whether participated).
- Explain recording and confidentiality of participant information, seek informed consent from all parties– "the information you give us in this discussion will be confidential and will not be used in any way that can identify you or your organisation. You are also free not to answer any question which makes you feel uncomfortable. We would like to record this interview, so that we can transcribe your answers later, however we won't do this unless you provide consent. Do you provide consent for us to record this interview?"
- Explain the importance of honest opinions, no right or wrong answers.
- Explain how data will be used and stored.
- Remind respondent that they don't need to divulge any information to us if they don't want to or feel comfortable in doing so.
- Housekeeping matters and duration of interview.
- "Any questions before starting?"

1. **Introduction**

    1. Overall how well do you feel Work for the Dole 2014-15 is going in your site? Why? Why not? Probe if relevant – how does this compare to other Work for the Dole sites where [provider] operates?
    2. What's working well?
    3. What's not working so well? Barriers? Challenges?
    4. If Work for the Dole contracts in other ESAs, how does the management of Work for the Dole work at an organisational and local level? Probe to get a sense of how Work for the Dole is organised as a whole, who has responsibility for what?

2. **Transitioning to the 2014-15 programme (managers)**

    1. How prepared did you feel when the new Work for the Dole programme began on 1st July 2014? Why was this? Probe: transitional support at state or national level, timeliness of information or guidance
    2. What was the biggest change for you, in terms of implementing the new 2014-15 Work for the Dole programme? Probe: prioritising Work for the Dole, focusing programme on 18-29, ensuring compliance, messaging or communicating changes, administration, changing procedures.
    3. What helped with the transition? Probe: support from state office, ability of organisation to adjust quickly.
    4. What, if anything, hindered the transition? (Prompt: noted time lag in supporting documentation cause any issues? Staff or job seekers adapting to the change – any resistance?)
    5. What else would have helped you to adjust? Prompt: any practical issues or challenges in implementing the policy? (for example, resourcing, logistical, job seeker suitability, competing priorities, enforcement difficulty)
    6. How well do you think your site has adjusted now? Probe – running Work for the Dole alongside other programmes – whether that caused any issues for staff or clients.

3. **Working with Work for the Dole coordinators**

    1. We're interested in hearing about your views on the new coordinator role, and how as a provider you've worked with the coordinator to manage the supply and demand of work activity places.
    2. How would you describe your relationship with your coordinator for Work for the Dole?
    3. Does the current model in which Work for the Dole coordinators coordinate places work well? What, if anything, could be better?
    4. Do you also source your own work activity places? How do these two approaches work alongside each other? Probe: why do they do this? How do they keep each other up-to-date with available places, how do they keep coordinator informed of demand for places or matching supply with demand.
    5. What do you think is key to a successful coordinator role? Probe: communication approach or frequency of, collaboration, location or local networks. Probe also for whether any examples of coordinators not opening up places for all Job Services Australia job seekers
    6. Is there anything about the role that could be improved? Probe: thinking about the programme as it extends from July 2015 onwards – how well will the current coordinator work then?

4. **Job seekers and Work for the Dole 2014-15**

    I'd like to now talk about how you work with job seekers who become eligible for Work for the Dole 2014-15, and how you and the staff engage with them to explain the Work for the Dole requirements and to find a work experience place for them.

    1. Generally, how would you describe your client cohort for this programme? Probe: mixed, any particular issues e.g. re-geography, community type, labour market characteristics.
    2. Can you talk me through the general process once a job seeker moves towards the 12 month period and are required to participate in Work for the Dole? Probe: how are the requirements explained to them, what is their general response?
    3. What materials or information, if any, are used by consultants to talk through the requirements and work experience opportunities with job seekers? Probe: need for materials to help consultants with the messaging? Have providers developed their own materials?
    4. Do you find some job seekers are unwilling or reluctant to engage in Work for the Dole? Why is this and how do you address it?

5. How do you work with job seekers to find a suitable match for them? Probe: nature of discussion, how manage job seeker expectations, how address barriers such as transport, childcare, criminal record, poor communication skills.
6. We're aware that job seeker status can change frequently – have you found this to be the case? Why is this? Prompt – trying to understand the extent to which Work for the Dole is a trigger to other activities or outcomes, rates of non-commencements.
7. We're also aware that there can be a delay between job seekers being referred to a work experience activity, and actual commencement. Has this occurred here at all? What kinds of things cause this? Probe: what could help here to increase the rate of referrals to commencements? Is it related to job seeker compliance, host organisation efficiency?
8. In your experience, what are the main reasons job seekers leave their work experience placement early or before the six months is up?
9. How easy or difficult is it for you to take action on non-compliance? Probe: how good are hosts at informing you of failure to attend or commence?

5. Work experience places

1. Anecdotally we are hearing that some hosts are providing good 'work-like' experiences, others aren't. What are your experiences here? How do you ensure that it is 'work-like'?
2. Are some job seekers harder to place than others? Why?
3. Have you experienced any issues in the requirement for the majority of places to be individual rather than group activities? Probe: is this because of job seeker suitability, work experience availability? Cost?
4. How are you kept informed of work experience opportunities?
5. Are many placements remaining unfilled? If so, why? Probe: what kind of places are these and where? How are providers kept informed of these unfilled places?
6. Any recommendations to improve the system design for the 2015 roll-out.

6. Job seeker outcomes

The next questions are about outcomes for job seekers as a result of undertaking the work experience activity in host organisations.

1. In your experience what impact does Work for the Dole have on job seeker employability and work readiness? Probe: building work skills, soft skills, work readiness – how do hosts achieve this and what role do providers play?
2. What makes a successful work experience placement? Probe for examples
3. Any impact on other obligations for job seekers? Probe: job search or job application activity
4. Are you aware of any wider outcomes or benefits of Work for the Dole – for example to the community or local area?

7. Host organisations

1. For Work for the Dole 2014-15 are you working with host organisations that you have an existing relationship with, or new ones (or a combination of both)?
2. In your experience, how have host organisations responded to Work for the Dole 2014-15? Probe: what motivates them to take on Work for the Dole job seekers? Are some hosts more reluctant – why?
3. Have you had any difficulties working with host organisations? Why? Probe: is this related to time, suitability of job seeker, admin or management.
4. Do hosts prefer group activities or individual placements? Why?
5. How do you work with hosts to ensure they are providing work-like activities? Probe: how do you ensure there is no displacement – or is this the coordinator's responsibility?

8. Funding

We're aware that there are some differences in this funding model compared to the previous Work for the Dole.

1. What impact does the new funding model have on how you manage Work for the Dole? Have you had to do anything differently and why?
2. The model bases funding on places instead of people. How does this work for you?
3. How regularly do you submit your claims for Work for the Dole? Are there any reasons why some providers might delay this?

9. **Wrap up**

1. Do you have any (other) suggestions as to how the programme could be improved as it expands from July 15 onwards? Probe: views on increased hours to 25, views on extended age group, if not already covered above.
2. What would you like to see from this evaluation? (Any questions they would like answered, issues highlighted)

That is the end of my questions today. Are there any final comments you would like to make? Thank you for your time.

Work For The Dole 2014-15 – Online Discussion Board with Coordinators

Discussion Guide

Welcome to the discussion for Work for the Dole 2014-15 coordinators

On behalf of the Department of Employment we're evaluating the phase-in of the new Work for the Dole programme that began on 1 July 2014 (known as Work for the Dole 2014-15) and are seeking your views on how it has worked. All Work for the Dole coordinators who are part of this programme have been invited to take part in this online forum.

This discussion covers some different issues about Work for the Dole 2014-15 for you to provide your comments on. The topics are:

- Host organisations
- Finding placements
- Working with Job Services Australia providers
- Work for the Dole data and information
- Work for the Dole 2014-15 lessons learned?

You can click on any of the discussion topics (in any order) to provide your views, type your answers in the box below each topic and then press 'post comment'. We encourage you to post as many comments as you like and to discuss issues openly with other members of the discussion (you can comment or vote on others' posts too). All responses are anonymous. You will not be identified here or in any reporting.

Between now and the next few weeks new topics will also be posted which you might want to comment on (we'll email you about these), so please feel free to log in and out at your convenience.

We look forward to hearing from you!

1. **Host organisations**

    In this section, we'd like to hear about your experience in working with host organisations who provide Work for the Dole 2014-15 placements. For example:
    - In your experience, how have host organisations responded to Work for the Dole 2014-15?
    - What motivates them to take on Work for the Dole 2014-15 participants?
    - Is it easier to find individual placements or group activities? Why is that?
    - In your experience, have host organisations provided suitable supervision for participants?

2. **Identifying placements**

    Here, we want to hear about your experiences of finding Work for the Dole 2014-15 placements with host organisations. What's been your experience? For example:
    - What (if any) are the main challenges in finding enough Work for the Dole 2014-15 placements?
    - Have you experienced any issues with finding suitable placements (e.g. matching supply with demand, ensuring they are offering 'work-like' experiences), and
    - Have there been any particular issues with finding individual placements vs. group activities?

3. **Working with providers**

    In this topic, we'd like to hear about how coordinators work with Job Services Australia providers. For example:
    - What works and what doesn't with communication about placement opportunities and the types of placements job seekers are looking for, liaising with host organisations and so on. Can you tell us a bit about this?
    - We're aware that in some areas the Work for the Dole coordinator is from Job Services Australia, and in other areas that's not the case. How has this worked?

4. **Work for the Dole data availability**

    Thinking about accessing up-to-date data; has this been an issue for you? If you've encountered any difficulties in providing or accessing Work for the Dole 2014-15 information please tell us about them here.
    - What's worked? What hasn't?
    - How can this be improved for the next phase?

5. **Work for the Dole 2014-15 'lessons learned'**

    Overall, what can you tell us that might be helpful to Work for the Dole coordinators from July this year?
    - Are there any 'top tips' you could give?
    - Anything you'd like to change that would help coordinators to do their job better?
    - Anything that you'd do differently?
    - Anything that the Department should do differently?

    You can also use this section to add any other comments you have about Work for the Dole.

Work For The Dole 2014-15 – Online Discussion Board with Providers

Discussion Guide

Welcome to the discussion board for Work for the Dole 2014-15 Job Services Australia providers

On behalf of the Department of Employment we're evaluating the phase-in of the new Work for the Dole programme that began on 1 July 2014 (known as Work for the Dole 2014-15) and are seeking provider views on how it has worked. Just over 50 providers across the 18 Work for the Dole 2014-15 areas have been selected to take part in this online forum so we really welcome your contributions.

This discussion covers some different issues about Work for the Dole 2014-15 for you to provide your comments on. The topics are:

- transitioning to Work for the Dole 2014-15
- working with job seekers
- working with host organisations
- working with Work for the Dole coordinators
- Work for the Dole 2014-15 funding model
- Work for the Dole 2014-15 lessons learned.

We know that many of you will also be involved in the existing Work for the Dole programme – please remember this research is only focusing on Work for the Dole 2014-15 running for 18-29 year olds in 18 selected areas.

You can click on any of the topics (in any order) to provide your views, type your answers in the box below each topic and then press 'post comment'. We encourage you to post as many comments as you like and to discuss issues openly with other members of the discussion (you can comment or vote on others' posts too). All responses are anonymous. You will not be identified here or in any reporting.

Over the next two weeks new topics will also be posted which you might want to comment on (we'll email you about these), so please feel free to log in and out at your convenience.

We look forward to hearing from you!

1. **Transitioning to Work for the Dole 2014-15**

   Firstly, we'd like to hear about your experiences of transitioning to the Work for the Dole 2014-15 programme from 1st July 2014. We're aware that things happened pretty quickly at that time! Please tell us how this was for you:

   - What helped with the transition?
   - What hindered the transition?
   - What, in hindsight, would have made the transition to the new Work for the Dole programme easier? *You might want to think here about what else the Department of Employment could have done, as well as how your organisation might have done things differently.*

2. **Working with job seekers**

   In this section, we're interested in hearing about your experiences in discussing Work for the Dole 2014-15 requirements with eligible job seekers (18-29 year olds). The kinds of things we'd like to know about include:

   - What are your views about the benefits of Work for the Dole for job seekers?
   - How do you explain Work for the Dole to job seekers, including compliance requirements and the possible benefits of the work experience to them?
   - How do job seekers respond? What are their reactions?
   - Are some job seekers harder to place in Work for the Dole activities than others? Why?
   - Do job seekers benefit equally from individual and group-based placements or is one type better than the other? Or does it depend on the job seeker?

3. **Host organisations**

   In this section, we'd like to hear about your experience in working with host organisations who provide Work for the Dole 2014-15 placements. For example:

   - In your experience, how have host organisations responded to Work for the Dole 2014-15?
   - What motivates them to take on Work for the Dole participants?
   - Is it easier to find individual placements or group activities? Why is that?
   - In your experience, have host organisations provided suitable supervision for participants?

4. **Coordinators**

   As you know, the coordinator role is new – we're really interested in hearing your views on the role, and how you work with your coordinator to manage the supply of and demand for Work for the Dole placements. Please tell us your views and experiences around:

   - Is the role of Coordinator a valuable one? Do you use placements sourced by coordinators or do you source your own?
   - Keeping up-to-date about placement opportunities – how does this work?
   - How do you work with the Coordinator to ensure that the supply of work places matches job seekers?
   - Are there unfilled activities or places – why is this?

5. **Work for the Dole 2014-15 funding model**

   As you know, the funding model for this Work for the Dole is different to the previous. What are your views on these statements:

   - For your organisation, what have been the implications of the new funding model?
   - Is it working for you or your organisation? If not, why not?

- What would help?

6. **Work for the Dole 2014-15 lessons learned**

Overall, what can you tell us that might be helpful to providers as Work for the Dole is rolled out nationally from 1 July 2015:

- Are there any 'top tips' you could give?

- Anything you'd like to change that would help providers to do their job better?

- Anything that you'd do differently?

- Anything that the Department should do differently?

You can also use this section to add any other comments you have about Work for the Dole.