

Questions and Answers (combined QLD and VIC)

1. How does the FCEP interface with Job Services Australia (JSA), for example if an FCEP participant is a registered Job Seeker, does participation in the FCEP count as part of their participation requirements?

As a voluntary program, the FCEP is not linked to eligibility for income support, nor does it necessarily count towards the fulfilment of participation requirements for the job seeker. The FCEP does not impact on the current role of JSA, DES or other employment services, including their outcome payments or the relationships they have with job seekers. FCEP Participants will not be suspended in Stream Services.

Services provided through the FCEP are additional, designed to add value and should therefore seek to complement (without duplicating) the services offered by employment service providers. In most cases this will be through broadening the range of services and opportunities that are available to the job seeker and their family.

As non-vocational activities can count towards a job seeker's participation requirements, JSAs (and other Government service providers) may wish to include a job seeker's FCEP related activities in their Employment Pathway Plan, where they deem these activities suitable.

Focus of the FCEP

Employment is one of the key objectives of the FCEP. However, it may be that for the majority of job seekers currently being serviced by JSAs (and through other employment services), the FCEP provider will focus on supporting other familial concerns, rather than the direct employment needs of the individual. For example, transport of children to school, housing stability, mental health concerns, etc.

Working with JSAs

There is an onus on the FCEP provider to work with local organisations, including JSAs, to ensure that the full range of government and community services being accessed by the jobless family are integrated to best support the holistic needs of the individual and their family. Communication between the FCEP and JSA providers will be particularly important to ensure that activities and schedules do not conflict.

As the FCEP is an additional service, it is not intended that supports and costs associated with training and employment preparation that would normally be provided by the JSA are carried by, or shared with, the FCEP provider.

2. Will FCEP participants be suspended from JSA while they participate in the FCEP?

FCEP participants will not be suspended from JSA while they participate in the FCEP.

3. Are you prepared to enter into individual contracts with Innovation Fund Panel members or do we have to form a consortium?

DEEWR is prepared to enter into contracts with individual organisations or with consortiums.

4. Can you set up projects to provide work experience and/or accredited training?

Proponents are to develop servicing arrangements that they believe will best achieve the objectives of the FCEP and communicate this in their project proposal.

Work experience and/or accredited training may be submitted as part of a service delivery strategy.

5. In relation to the jobless families' definition, does "parents on income support" include parents who have a child under 6 years old and are not activity tested?

Yes, the definition includes parents who have a child under 6 years old and are not activity tested. The participation of all jobless families in the project will be voluntary, regardless of whether or not they are activity tested.

A jobless family is defined for the purposes of the project as *a family with a dependent child under the age of 16 where either one or both parents are on income support and have no reported earnings in the previous 12 month period.*

6. Can you please explain the Local Jobs for Local Families project? And is the FCEP provider still responsible for achieving employment outcomes?

The consultant will work with employers to increase job opportunities for jobless families living in the area. Where employers are willing to engage, they will be provided with expert support, including a review of job design and workplace policies and practices so that they can achieve the best possible person-job fit and successful, ongoing employment of individuals from jobless families.

The Local Jobs for Local Families consultant will enhance the development of job opportunities for jobless families in the local area. The onus will be on the FCEP provider to work with the jobless family to ensure they are able to take

advantage of these opportunities; hence the responsibility for achieving employment outcomes rests with the FCEP provider.

7. Who will be delivering the Local Jobs for Local Families project?

An expert consultant is yet to be selected.

8. Can DEEWR provide a breakdown on the ethnic background of the CALD client group?

The SPRC research is available and provides a breakdown on the demographics of CALD clients. Anything further to the SPRC research will need to be sourced by Innovation Fund panel members.

9. Is there any expectation around post placement support?

Proponents are to develop servicing arrangements that they believe will best achieve the objectives of the FCEP and communicate this in their project proposal.

Post placement support may be submitted as part of a service delivery strategy.

10. Will employment outcomes include full-time and part-time employment?

Yes. Employment should reflect the individual and family circumstances of the participant and it may be that this is best achieved through full-time, part-time or casual work.

11. Can DEEWR provide a demographic breakdown for income support recipients on Disability Support Pension and any comment on the interface with Disability Employment Network (DEN) and disability support agencies?

The demographic breakdown of income support recipients on Disability Support Pension is not available for publication.

Comments on the interface with DEN and disability support agencies are made in the answer to Question 1.

12. Is the target area the municipality for example Broadmeadows or the postcode 3047?

The FCEP will service all the suburbs that fall in the Broadmeadows and Goodna postcodes (see list of suburbs below).

Postcode 3047
Broadmeadows, Dallas, and Jacana

Postcode 4300

Goodna, Augustine Heights, Bellbird Park, Brookwater, Camira, Carole Park, Gailes, Springfield, and Springfield Lakes

Further, it is not the intention of the program to exclude families who reside near or just outside the postcode that defines the service area.

13. What if people move while they are participating in the FCEP, both within municipality or just outside the area, can they still be eligible? Is it still possible to service them? Will the service follow the family or will they be excluded?

Yes, it is still possible to service them. If a family moves and the provider is still physically able to provide the service we would expect that they will continue to service the family.

14. Will there be a standard evaluation included in the project (10% project funds) and will DEEWR be completing a separate evaluation?

The FCEP will be subject to a rigorous evaluation and this will incorporate information recorded and reported by the FCEP provider and information collected directly by DEEWR. DEEWR costs for this aspect of the project have not yet been finalised.

Under Part B Criterion 4 of the Assessment Criteria proponents are asked to provide details of how they will evaluate the project and detail best practice lessons learned from the project. Proponents should outline how they intend to accomplish this as part of their project proposal.

15. In relation to the Local Steering Committee, will providers be responsible for the set up and can you provide any further information on this?

The FCEP provider will be responsible for the Local Steering Committee (LSC) and project proposals should describe how the proponent intends to establish and maintain the LSC so that it best supports the objectives of the project. DEEWR will work with the successful proponents to ensure there is sufficient government representation on the LSC.

16. Will additional funds be made available for Objective 2?

No additional funding will be made available.

17. Will there be a promotional campaign to manage and promote the FCEP to the community?

Proponents are to develop servicing arrangements that they believe will best achieve the objectives of the FCEP and communicate this in their project proposal. A promotional campaign may form part of a proponent's approach.

DEEWR is in the process of developing a 'look and feel' for the FCEP.

18. Apart from servicing participants and achieving employment outcomes – how will providers be evaluated?

Clarification – While it is an aspirational target that 150 participants in each suburb be serviced over three years:

- this does not mean that the FCEP must service 50 participants in the first year, 50 in the second and 50 in the third. Rather, proponents may plan to engage, for example, 100 participants in the first year, and 25 in each of the second and third years. Proponents should consider the likelihood of 'churn'. That is, some participants will come in to the program while others will drop off the case-load over the course of the project
- proponents may believe, based on their understanding of the area and the target group, that a total of 150 jobless families over three years is unachievable and/or does not represent value for money. Proponents may, as part of their project proposal, suggest and justify an alternate three year target
- proponents should also consider the variability in the intensity of servicing required across the case-load, the impact this might have on their ability to service a set number of jobless families and the resources allocated to servicing different jobless families.

Providers will be evaluated against their ability to meet the three objectives of the project:

1. Support the employment, education/training and social participation of jobless families in the community by increasing the capability of at least one individual within the context of their family and community.
2. Establish wrap around services and a no wrong door approach to service delivery within the locations, for those services associated with jobless families.
3. Identify, document and disseminate good practice behaviours and principles in assisting the participation of jobless families, including the establishment of wrap around and no wrong door approaches to service delivery.

As noted in the FCEP Information Paper, there is a healthy tension between the need to achieve outcomes for jobless families, the iterative nature of the project, the need to learn from mistakes and successes and the ongoing development of a good practice approach to assisting jobless families.

This tension is represented in the interaction between the three objectives.
For example:

- in order to meet objective three and document good practice, providers must first demonstrate that their services represent good practice through the achievement of outcomes related to objectives one and two.
- where it is apparent that performance towards objectives one and two could be improved, FCEP providers will be responsible for analysing the reasons for this, determining how to improve and amending processes to better meet these objectives, as part of responding to objective three.

19. Will DEEWR circulate the Information Session attendee list?

No. Privacy prevents us from sharing the contact details of Innovation Fund provider and community organisation; however, we encourage you to make contact with local organisations.

20. Who can providers contact if they have any questions?

All questions can be emailed to the Innovation Fund email address innovation.fund@deewr.gov.au