

# MISSION AUSTRALIA



**Inquiry into sustainable  
employment for jobseekers  
experiencing disadvantage  
in Victoria 2019**

# Inquiry into sustainable employment for jobseekers experiencing disadvantage in Victoria

## Introduction

Mission Australia is a national, non-denominational Christian charity that has been helping vulnerable Australians move towards independence for more than 160 years. In the 2017-18 financial year we supported over 120,000 individuals through 461 programs and services.<sup>1</sup> This included over 3,500 individuals from Victoria.<sup>2</sup> Mission Australia delivers a range of employment services for people experiencing disadvantage including Disability Employment Services (DES), ParentsNext, Transition to Work as well as successful social enterprises such as Synergy Auto Repairs and Charcoal Lane.

Mission Australia welcomes the opportunity to provide input into sustainable employment for jobseekers experiencing disadvantage in Victoria 2019. This submission is based on a combination of research and insights from our direct service provision in Victoria and across Australia. It includes direct testimony from some of our practitioners and the participants they work with.

A considerable proportion of people who are currently not in the workforce are experiencing challenges that are beyond their control such as lack of employment opportunities, changes in labour market, lack of access to transport, experiences of debilitating health issues, discrimination and family or caring responsibilities. Therefore, this inquiry should have regard to the broader systemic issues and challenges that people experience when they try to enter the job market.

## Recommendations

- People experiencing disadvantage should be provided with flexible, holistic and wrap around supports to first address their challenges to entering employment such as housing and homelessness, mental illness, alcohol and drug issues, domestic and family violence and the like through coordinated support service provision.
- Structural and systemic issues to employment such as geographic disadvantage, lack of employment opportunities, discrimination and other similar factors that have a severe impact on people experiencing disadvantage should be addressed through long-term sustainable strategies.
- People who are unemployed, particularly those experiencing disadvantage, should be at the centre of the policy design and development process and there should be meaningful and

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<sup>1</sup> Mission Australia, Annual Report, 2018, accessible at: <https://www.missionaustralia.com.au/publications/annual-reports/annual-report-2018/809-annual-report-2018/file>

<sup>2</sup> Ibid

continuous consultation and engagement of job seekers from diverse backgrounds and lived experiences.

- A career guidance or counselling pathway should be created to support people experiencing challenges to enter labour market, particularly young people, early school leavers and those who are returning to work after being disengaged from employment for lengthy periods of time.
- Services to support people into employment should be tailored to meet the needs of diverse cohorts and address discrimination against particular groups including Aboriginal and Torres Strait Islander people, people from CALD backgrounds, LGBTI people, mature aged job seekers and carers.
- Where there are gaps in service provision of federally funded employment services due to strict eligibility criteria or geographical limitations, the State government should fill the gaps with complementary, long-term employment supports.

## The social and economic benefits of seeking to place jobseekers experiencing disadvantage into sustainable employment

Employment is an integral aspect of a person's economic independence as well as health and wellbeing. With access to the appropriate supports at the right time, many people who are currently experiencing unemployment are able to join or re-join the workforce.

The recently released *Inequality in Australia* report found that most (60%) of the lowest 20% of the income households rely mainly on social security for their income.<sup>3</sup> People who are unemployed constituted the highest proportion (77%) of individuals in the lowest 20% of households by income.<sup>4</sup>

There are a significant number of people in Australia experiencing a range of personal and structural challenges to enter the employment market. Finding employment is tougher in the current employment context with fierce competition in the job market and a limited number of employment opportunities. For example, according to the Australia Bureau of Statistics (ABS), in June 2019 there were over 162,000 unemployed people in Victoria.<sup>5</sup> As of May 2019, there were 173,400 vacancies across Australia, a decrease of 5.7% on Internet Vacancy Index (IVI) nationally.<sup>6</sup> In Victoria there were approximately 43,000 vacancies and the IVI decrease was 5.5% compared to previous financial year.<sup>7</sup>

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<sup>3</sup> ACOSS and UNSW, *Supplementary report to Inequality in Australia 2018*, August 2018, p. 3.

<sup>4</sup> Ibid

<sup>5</sup> Australian Bureau of Statistics, Labour Force, 6202.0 - Labour Force, Australia, June 2019, accessible at: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/6202.0>

<sup>6</sup> Department of Jobs and Small Businesses, Labour Market Information Portal: Vacancy Report, accessible at: <http://lmip.gov.au/default.aspx?LMIP/VacancyReport>

<sup>7</sup> Ibid

Another equally important challenge in the current employment market is the underemployment of skilled and qualified individuals. ABS statistics reveal that since 2003, the rate of underemployment<sup>8</sup> has been increasing, and in February 2018 the underemployment rate was 8.3%.<sup>9</sup> More women were likely to be underemployed compared to men.<sup>10</sup> People aged 15 - 24 years had the highest underemployment rate and the prevalence of underemployment was more prominent among the lower skilled occupation groups.<sup>11</sup>

Anglicare Australia's *Jobs Availability Snapshot 2017* also identified that there were 5 employment services participants per 1 Level 5 Job (Level 5 are jobs requiring Certificate I, or the completion of compulsory secondary education as defined by ANZSCO classifications).<sup>12</sup> The report also highlights that there are significantly lower numbers of Level 4 (requiring Certificate II or III, or at least one year of relevant experience) and Level 5 vacancies and that the competition for these jobs are made worse by people with higher qualifications and experience competing for the same job opportunities.<sup>13</sup>

All these demonstrate that people experiencing disadvantages are encountered with a range of structural challenges. More meaningful efforts should be made to address these broader issues as part of a comprehensive strategy to support people to obtain and maintain long term employment.

## Job seekers experiencing disadvantage and the barriers they experience

As mentioned above, there are numerous structural and systemic challenges that people experience when aiming to gain sustainable employment. A range of personal circumstances and experiences exacerbate these challenges for a range of people.

### Young people experiencing disadvantage

For young people experiencing disadvantage the challenges to employment are exacerbated. Disengagement from education or employment at early stages of life can have a significant impact on young people in the future. Other complex issues can also impact on a young person's ability to engage in the workforce including homelessness, mental illness, substance dependence, contact with the justice system, domestic and family violence and intergenerational unemployment.

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<sup>8</sup> 'Underemployment' refers to people who are working but would like to be working more hours. See further: Australian Bureau of Statistics, Labour Force, 6202.0 - Labour Force, Australia, February 2018, accessible at: <http://www.abs.gov.au/ausstats/abs@.nsf/lookup/6202.0Media%20Release1Feb%202018>

<sup>9</sup> Ibid

<sup>10</sup> Australian Bureau of statistics, Labour Force, 6202.0 - Labour Force, Australia, Nov 2016, accessible at: <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/6202.0Main%20Features5Nov%202016>

<sup>11</sup> Ibid

<sup>12</sup> Anglicare Australia, Jobs Availability Snapshot 2017, p. 11, accessible at:

<http://www.anglicare.asn.au/docs/default-source/default-document-library/jobs-availability-snapshot-2017.pdf>

<sup>13</sup> Ibid

As of June 2019, the national youth unemployment rate is 12.0% which is over twice the proportion of the general unemployment rate (5.2%).<sup>14</sup> It is also concerning that 3 of the top 20 youth unemployment hotspots in Australia are in Victoria, namely, Bendigo region, Shepparton region and Melbourne.<sup>15</sup> Contrary to the popular belief that youth unemployment is an issue in rural, remote and regional areas, these figures demonstrate that youth unemployment is an issue across different regions and the challenges young people experience are complex and multifaceted.

*The New Work Reality* report finds that despite higher levels of education attainment (with nearly 60% of 25 year-olds holding a higher level of education than secondary school), entering fulltime work is proving a significant challenge for many young people.<sup>16</sup>

Mission Australia conducts an annual youth survey targeting young people aged 15-19 years. There were over 28,000 respondents aged 15-19 years in the 2018 *Youth Survey*.<sup>17</sup> For the first time in 2018, young people were asked whether they felt there are any barriers which impact on them finding work. Over one third (35.7%) of respondents from Victoria indicated that they felt there were barriers to employment.<sup>18</sup> *School responsibilities, lack of skills/experience and lack of jobs* were the three most commonly cited barriers to young people finding work in Victoria (18.4%, 12.9% and 10.2% respectively).<sup>19</sup>

Mission Australia's *Working Through It* report into young people experiencing economic disadvantage highlights the problem of intergenerational unemployment in Australia, which has significant long term consequences for parents and children.<sup>20</sup> For example, young people experiencing economic disadvantage were less confident in their ability to achieve their post-school goals: 14.5% indicated that they were *slightly confident or not at all confident*, with 9.6% of participants with parent/s or guardian/s in paid work. A notably higher proportion of young people experiencing economic disadvantage indicated that they felt there were barriers impacting upon them finding work (51.9% compared with 38.0% of respondents with parent/s or guardian/s in paid employment).<sup>21</sup>

In addition, Mission Australia's *Location Vocation Aspiration* youth report found that young people across Australia were likely to see achieving career success and being financially independent were of

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<sup>14</sup> Australian Bureau of Statistics, 6202.0 - Labour Force, Australia, Jun 2019, accessible at:  
<https://www.abs.gov.au/ausstats/abs@.nsf/mf/6202.0>

<sup>15</sup> Brotherhood of St Laurence, Smashing the Avocado Debate: Australia's Youth Unemployment Hotspots, March 2019, accessible at:  
[http://library.bsl.org.au/jspui/bitstream/1/11134/2/BSL\\_Smashing\\_the\\_avocado\\_debate\\_youth\\_unemployment\\_hotspots\\_Mar2019.pdf](http://library.bsl.org.au/jspui/bitstream/1/11134/2/BSL_Smashing_the_avocado_debate_youth_unemployment_hotspots_Mar2019.pdf)

<sup>16</sup> Foundation for Young Australians, *The New Work Reality*, 2018, p. 8

<sup>17</sup> Mission Australia, Youth Survey Report 2018, p. 152- 168, accessible at:  
<https://www.missionaustralia.com.au/publications/youth-survey>

<sup>18</sup> Ibid

<sup>19</sup> Ibid

<sup>20</sup> Mission Australia, Working through it: A Youth Survey report on economically disadvantaged young people, 2019, accessible at: <https://www.missionaustralia.com.au/publications/youth-survey>

<sup>21</sup> Ibid

major importance.<sup>22</sup> However, young people from low Socioeconomic Status (SES) areas were more likely to say that getting a job was of major importance to them.<sup>23</sup> This demonstrates that young people experiencing disadvantage are likely to prioritise employment and would focus on achieving their career goals if they are provided with early intervention and other supports to overcome the barriers to employment. Any underlying issues need to be addressed through a range of wrap-around supports before they are in a position to access employment services.

It is encouraging that the Federal government has invested in a national Youth Employment Body to help young people into employment.<sup>24</sup> The process is expected to capture and co-develop good practice youth employment service models, use existing research and on ground learnings to inform future service delivery, and mobilise employer effort and expertise to scale nationally. Upon the completion of this process, it is imperative that the Victorian government invest in necessary infrastructure and community support to implement the framework within the state.

Considering the importance of early intervention and engagement, one of the pragmatic measures is to incorporate adequately funded career counselling services for young people through changes to state policy within the school framework. Career advisors should work with people to understand the employment setting, career interests and education opportunities. This will ensure that the employment services, planning and access to training programs can be targeted and relevant. The transition from school to work needs to be further strengthened, including through improved career counselling, skills acquisition and a focus on increased literacy and numeracy.

In terms of post school supports, social enterprise programs such as Synergy Auto Repairs and Charcoal Lane provide work experience and education to young people who are often excluded from the workforce due to discrimination, long-term unemployment, disengagement from school and intergenerational disadvantage. These programs also result in reducing the risk of engagement with juvenile or criminal justice system.

### Synergy Auto Repairs

Synergy Auto Repairs is a social enterprise based in North Melbourne that offers customers a full suite of smash repair services, while providing a flexible accredited training program and support for young people aged 16-20 years with a history of motor vehicle related offences. Synergy Auto Repairs has

<sup>22</sup> Mission Australia, *Location, Vocation, Aspiration Findings from Mission Australia's Youth Survey*, 2014, accessible at: <https://www.missionaustralia.com.au/publications/youth-survey>

<sup>23</sup> Ibid

<sup>24</sup> Department of Employment, Skills, Small and Family Business, Media Release: Youth Employment Body to help young people into work, 2018, accessible at: <https://ministers.employment.gov.au/cash/youth-employment-body-help-young-people-work>

been in operation for 5 years, supported over 100 young people during this period and repaired over 3,000 vehicles.

The program engages young people who were engaged in repeated vehicle offences; harnessing their interest in cars and aims to help them build a career in a field that matches their interests. The social enterprise equips participants with the skills to commence a smash repairs apprenticeship. The initiative is an Australian-first partnership between Mission Australia, the National Motor Vehicle Theft Reduction Council (NMVTRC), Kangan TAFE, and Suncorp Group. Young people are referred to the program through Mission Australia services, Victoria Police and Youth Justice.

The training program runs for six months and gives students the practical experience and skills needed to start a panel beating or spray-painting apprenticeship. Participants also work toward completing an industry-recognised accreditation in panel beating or spray painting. Students gain on-the-job training and work experience from qualified auto industry professionals; supported by a team of tradespeople and a fulltime Student Support Coordinator.

An independent evaluation of Synergy found participants experience strong improvements in overall wellbeing, social stability and a willingness to work and stay away from negative influences during their time at Synergy, in addition to developing the skills needed to build a sustainable career pathway.<sup>25</sup>

### Case study

Tim\* a 20 -year-old young person from a migrant background was referred to the Synergy Auto Repairs Program in mid-2016, as a 17 -year -old, by Melbourne Children's Court Education Justice Initiative. At the time, Tim had just been remanded to Parkville Youth Justice Precinct in relation to a serious and high-profile offence, including aggravated burglary and armed robbery.

Prior to his offence, Tim had been expelled from his previous school and thereafter, two schools rejected his application. Due to lack of engagement with social networks and frustration with lack of opportunities for him to participate in education or employment, Tim began associating with other young people his age who were also in similar situations. This lead to Tim engaging in anti-social behaviour.

His family was unaware of the negative peer influence in his life. When Tim was arrested, his family members were shocked and devastated by the seriousness of the offence. This created a divide between Tim and his family as well as other members of his community.

<sup>25</sup> M. Thielking, J. Pfeifer, K. Nolan, & C. Boyce, Synergy Automotive Repairs Program: Process Evaluation Report. Melbourne, 2016, accessible at: <https://www.missionaustralia.com.au/publications/research/young-people>

With the commitment and support of Synergy Auto Repairs to engage with Tim, he was released from custody on bail in July 2016 after spending 21 days on Remand. Tim identified a number of goals, including re-engaging in education and training, addressing his youth justice related issues, gaining work-readiness skills, and ultimately obtaining long-term employment.

Over the course of 6 months, Tim worked towards completing his Certificate II in Autobody Repair Technology, attending regular classes at Kangan's Automotive Centre of Excellence, Tim also gained hands-on experience in Synergy's commercial workshop, working alongside qualified tradesmen. Throughout this time, Tim took charge of his youth justice issues, regularly attending Melbourne Children's Court and Youth Justice appointments.

By the time Tim finished his training at Synergy and received his qualification, his legal matters were still pending. At the completion of the program, Tim went into full-time work as an apprentice spray painter, attended two Youth Justice meetings per week and maintained regular participation in other support programs.

He participated in Group Conferencing which aims to divert young people from more intensive court decisions, whilst holding them accountable for their offending behaviour. Group Conferencing also helps them to repair the harm caused to the victims and the community. Synergy's Student Support Officer accompanied Tim to these meetings and observed the impact, stress and anxiety his past actions were still causing him and how much he wanted to mend his relationships with his family and regretted his actions.

Tim received a 12-month Youth Attendance Order, which meant he didn't have to spend more time in custody but complete 4 hours of community service and 4 hours of Youth Justice appointments per week whilst being employed full-time. This decision was appealed by the prosecutors. However, the prosecutors later withdrew the appeal considering the progress made towards rehabilitation. Tim has since reconnected with his family and is maintaining a successful career in the automotive industry.

\*Name has been changed for confidentiality

These programs are not directly funded by Commonwealth or State governments. Thus, they rely heavily on private investments and donations to provide the necessary intensive services to trainees and apprentices. With certainty of funding, these successful models of social enterprises can be replicated and expanded. Where possible, the Victorian government could also explore the possibilities of facilitating investments from the private sector into social enterprises to increase employment opportunities and outcomes of those experiencing disadvantage.

Models that produce positive outcomes such as these should be replicated across the State in collaboration with employers, community sector organisations as well as the relevant government departments and authorities.

Another challenge young people experience is the lack of access to identification documents which can be an impediment to obtaining employment. Young people for various reasons may not have access to their birth certificates or other documents to prove their identity which are crucial for accessing education, obtaining drivers licence, opening bank accounts and obtaining tax file numbers. The State government should create procedures to ensure that young people who are experiencing these challenges are provided with the requisite support to access identification.

### **Aboriginal and Torres Strait Islander people**

The unemployment rate for Aboriginal and Torres Strait Islander people aged 15 years and over was 20.6% nationally (27.4% in remote areas compared with 19.3% in non-remote areas).<sup>26</sup> These rates are significantly higher than the average national unemployment rates. Immediate measures are required to address the underlying causes that result in high rates of unemployment, including entrenched poverty and issues in relation to discrimination and racism both among employers as well as employment service providers.<sup>27</sup>

Aboriginal and Torres Strait Islander communities have endured and survived a traumatic and deeply challenging colonisation period that affected all aspects of their collective lives and continues to challenge communities, families and individuals today. At the population level, higher rates of mental health difficulties among Aboriginal and Torres Strait Islander people are intertwined with entrenched poverty, substandard and overcrowded housing, health conditions and disabilities, intergenerational unemployment or underemployment, stressors and trauma, racism and discrimination, and at-risk behaviours in response to sometimes desperate situations.<sup>28</sup>

Mission Australia produced the *National Aboriginal and Torres Strait Islander Youth Report* in 2018.<sup>29</sup> Getting a job was found to be more important to Aboriginal and Torres Strait Islander young people than non-Indigenous young people, although they were less likely to be in paid employment currently, but were notably more likely to be looking for work compared to their non-Indigenous counterparts.

To address the economic disadvantage of Aboriginal or Torres Strait Islander young people we have recommended adopting a range of measures including, employment programs that are demand driven and flexible in scope, intensive person-centred mentoring and employment support services that are

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<sup>26</sup> Australian Bureau of Statistics, 4714.0 - National Aboriginal and Torres Strait Islander Social Survey, 2014-15, released April 2016, accessible at: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/4714.0>

<sup>27</sup> See further: A. Ferdinand, *et al*, Aboriginal health promotion through addressing employment discrimination in Australian Journal of Primary Health, 2014, 20, 384–388 and A. Ferdinand, Y. Paradies, Y. & M. Kelaher, Mental Health Impacts of Racial Discrimination in Victorian Aboriginal Communities: The Localities Embracing and Accepting Diversity (LEAD) Experiences of Racism Survey, 2012, The Lowitja Institute, accessible at: <http://dro.deakin.edu.au/eserv/DU:30058482/paradies-mentalhealthimpacts-2013.pdf>

<sup>28</sup> Mission Australia, Aboriginal and Torres Strait Islander Youth Report 2017, 2018, accessible at: <https://www.missionaustralia.com.au/publications/youth-survey>

<sup>29</sup> Ibid

culturally appropriate for Aboriginal and Torres Strait Islander young people, and support for Aboriginal and Torres Strait Islander led employment and training programs.

Mission Australia has a social enterprise to support Aboriginal and Torres Strait Islander young people who are interested in gaining vocational training that includes person-centred mentoring and employment support in a culturally appropriate manner.

### **Charcoal Lane<sup>30</sup>**

Charcoal Lane is a Mission Australia's social enterprise in Fitzroy, Victoria that combines a restaurant specialising in native flavours with a comprehensive training program for Aboriginal and Torres Strait Islander young people who have experienced vocational and non-vocational challenges to employment. Charcoal Lane enables students to gain both accredited hospitality qualifications and professional experience within a supportive developmental environment. On completing traineeships at the restaurant, young people are well prepared to move into careers in hospitality, or other related industries.

### **Case study**

Mark\* is a 32-year-old Aboriginal man who was a former trainee at Charcoal Lane. As a young man, Mark struggled with his Aboriginal identity due to experiences of bullying and discrimination. Due to his father's alcohol dependence, Mark also witnessed and experienced domestic and family violence. As a child, he was moving between several out of home care placements, which contributed to feeling unstable and being disconnected from his culture and community. Mark stated that he turned to drugs to block the traumatic experiences as a child. He was dependent on ice for over 2 years. He participated in Charcoal Lane, however, dropped out of the program as he was unable to break his drug dependence.

A life threatening heart attack caused by excessive drug use caused Mark to reflect on his life. He decided to recommence his training at Charcoal Lane. Mark stated "I finally got sick and I was in a bad place mentally, physically and spiritually, and resolved to turn my life around. And the program at Charcoal Lane made a bigger difference than I could possibly have imagined. I knew I wanted the change and the environment there [at Charcoal Lane] was exactly what I needed. As much as it was learning to work in a busy commercial kitchen, it was equally about the structure, responsibility, and sense of community and pride that came with it."

Participating in training at Charcoal Lane provided him with an opportunity to develop a passion for promoting native food. Following his training, he was working four shifts at Charcoal Lane, Mark also

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<sup>30</sup> Charcoal lane is a social enterprise managed by Mission Australia, more information available at: <https://www.charcoallane.com.au/>

worked as a Junior Facilitator at Dardi Munwurro Aboriginal Men's Group. During his period of recovery, the Men's Group provided him with a sense of belonging and a place of healing.

Since completing his training at Charcoal Lane, Mark has progressed in his career as a chef including a role at Noma Australia.

\*Name has been changed for confidentiality

### **People from culturally and linguistically diverse (CALD) backgrounds**

People from CALD backgrounds experience numerous challenges when entering the workforce due to a range of factors. The *Multicultural Access and Equity: Building a cohesive society through responsive services* report indicates that CALD community views on the responsiveness and effectiveness of employment services were consistently negative.<sup>31</sup> People were frustrated with the lack of flexibility of employment services, their inability to produce positive outcomes for newly arrived migrant and refugee employment service participants and the lack of a tailored and creative approach that would take previous overseas qualifications and experience into consideration and recognise skills.<sup>32</sup>

With the changes to the Commonwealth Government's Status Resolution Support Service (SRSS) payment, more asylum seekers will be accessing mainstream employment services. These individuals are likely to have limited Australian work experience, may lack qualifications recognised in Australia and will need supports and services to improve their language and employability skills.

Some local services are adopting measures to identify avenues to provide supports to people from CALD backgrounds with access to essentials including housing, access to food and financial support. A Taskforce (People Seeking Asylum at Risk) has been established by Dandenong local government to coordinate the work of these local services.

Employment services need to understand the challenges experienced by this cohort and provide requisite supports. These supports may include referring people to appropriate community based services, coordinating and supporting them to access language services and the like. Creating tailored education and employment pathways for these individuals will also address some of these issues.

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<sup>31</sup> Federation of Ethnic Communities' Councils of Australia (FECCA), *Multicultural Access and Equity: Building a cohesive society through responsive services* 2014 – 2015, accessible at: <http://fecca.org.au/wp-content/uploads/2015/08/Multicultural-Access-and-Equity-Report-2014-2015.pdf>

<sup>32</sup> Ibid

## **Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people**

Even though there is an increasing acceptance of LGBTI people in society and greater visibility in the media and public life, many LGBTI people still experience discrimination, harassment and violence at work, school and in social situations.<sup>33</sup>

In employment, discrimination can include not being recognised as their preferred gender, being forced to disclose private information and missing out on employment opportunities.<sup>34</sup> It is encouraging that there are numerous strategies and educational materials have been developed by various government authorities in relation to LGBTI rights and discrimination.<sup>35</sup> Proactive measures should be adopted to increase labour force participation of LGBTI people by creating inclusive and diverse workplaces and addressing discrimination at workplaces.

## **People with disability**

Employment can provide people with disabilities an opportunity to increase social and economic participation. However, there are many factors which impact on how a person with disability is able to live, participate in society and realise their potential.<sup>36</sup>

A research report of the Australian Government shows that while the majority of Australian employers are open to hiring people with disabilities (77%), a much lower proportion (35%) demonstrate behavioural commitment to doing so.<sup>37</sup> For people with profound or severe disability aged 15–64, the unemployment rate increased from 10.3% in 2012 to 13.7% in 2015.<sup>38</sup> The same report indicated that the labour force participation rate for people with a profound or severe disability aged 15–64 years gradually declined in Victoria between 2009 – 2015.<sup>39</sup>

Unemployment has a significant negative impact on physical health and mental health as it contributes to, or accentuates these negative health impacts that can result in increased rates of suicide and mental

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<sup>33</sup> Beyondblue, The impact of discrimination, accessible at: <https://www.beyondblue.org.au/who-does-it-affect/lesbian-gay-bi-trans-and-intersex-lgbti-people/the-impact-of-discrimination>

<sup>34</sup> Victorian Equal Opportunity and Human Rights Victoria, Gender identity, lawful sexual activity, sexual orientation discrimination – Workplace, accessible at: <https://www.humanrightscommission.vic.gov.au/the-workplace/workplace-discrimination/type-of-discrimination/gender-identity-lawful-sexual-activity-sexual-orientation>

<sup>35</sup> Department of Education and Training (Vic), LGBTI Inclusive Workplace Guide, accessible at: <https://www.education.vic.gov.au/hrweb/Documents/LGBTI-Inclusive-Workplaces-Guide.pdf>

<sup>36</sup> Australian Human Rights Commission, Willing to Work: National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability, 2016, accessible at: [https://www.humanrights.gov.au/sites/default/files/document/publication/WTW\\_2016\\_Full\\_Report\\_AHRC\\_ac.pdf](https://www.humanrights.gov.au/sites/default/files/document/publication/WTW_2016_Full_Report_AHRC_ac.pdf)

<sup>37</sup> Jane Prentice, Assistant Minister for Social Services and Disability Services, Media release: Businesses are missing out, 27 July 2018, accessible at: <https://ministers.dss.gov.au/media-releases/3471>

<sup>38</sup> Productivity Commission, Report on Government Services, 2017, Chapter 15, Services for People with Disability, accessible at: <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/community-services/services-for-people-with-disability/rogs-2017-volumef-chapter15.pdf>

<sup>39</sup> Ibid 15.29

illnesses.<sup>40</sup> Unemployment and poor educational outcomes may also impact on self-esteem and lead people to feel that they are a burden to the society.<sup>41</sup> Employment can provide people with a sense of purpose and value as well as an opportunity to interact with other people.<sup>42</sup>

Unfavourable assumptions and attitudes in relation to people with disabilities and their motivation to work can be a huge barrier to economic participation. With the appropriate supports, people with disabilities who have experienced disadvantage and discrimination over long periods of time will build the confidence and skills required to obtain employment.

### Case Study

Jim\* is a 17-year-old young person who was voluntarily referred to Mission Australia's DES program. He was accompanied by his parents for his first appointment. Jim was diagnosed with Autism and had 2 separate youth justice related matters pending at the time. Jim indicated that he was interested in working in the brick laying industry. His DES employment consultant was able to link him with Youth Learning Pathway, an education and training service co-located in the same building as Mission Australia's services in Dandenong.

Youth Learning Pathway supported Jim to access the '5 days' taste trader' program, and supported him to obtain his white card and first aid certification. Unfortunately, Jim was unable to participate in the program on the 5<sup>th</sup> day due to a family relationship breakdown. Mission Australia services immediately informed Youth Learning Pathway of the change in circumstances.

On the following day Jim contacted the employment consultant and informed them that he has a court appearance and that his parents were not supporting him to attend the appointment. The employment consultant accompanied him to the court hearing to provide support. Later, Jim rang the employment consultant again to inform them that he has become homeless as his parents asked him to leave and he was in contact with the police as he was sleeping rough near a train station. The police, together with a case worker from Embedded Youth Outreach Project (EYOP) took Jim back to his parent's place as it was too late in the day to find appropriate accommodation.

When Jim came to meet the employment consultant the next day, it was evident that he had not had a proper meal. He was taken to a restaurant and was also provided with food vouchers. When the employment consultant took him home, Jim was confronted by his father who stated that he was not welcome. With intervention from the employment consultant, EYOP staff and the police, it was agreed Jim would be allowed to spend the night at his family home and leave next morning. When the

<sup>40</sup> Australasian Faculty of Occupational & Environmental Medicine, Australian and New Zealand Consensus Statement on the Health Benefits of Work Position Statement: Realising the Health Benefits of Work, 2014, p.12

<sup>41</sup> Boystown, Preventing Suicide by Young People: Discussion Paper, 2015, p. 10, accessible at: <https://www.yourtown.com.au/sites/default/files/document/BT-Discussion-Paper-Prevention-of-Suicide-byYoung-People.pdf>

<sup>42</sup> See further: Social Ventures Australia, Fundamental principles for youth employment, 2016, p.18

EYOP Officer checked his bedroom, his bed had already been given away along with all of his belongings.

Jim was linked with a youth housing service, provided with a phone and transport card top-ups and more food vouchers. He was also accompanied to Centrelink to apply for financial support and to the bank to update his information. He was assisted to set up his myGov account. The employment consultant also made arrangements for the Magistrate Court Diversion Officer to meet with Jim at the Mission Australia office along with Youth Learning Pathway staff.

After spending a considerable amount of time reaching out to a range of services, the services were able to support Jim to find accommodation for a week. While he was in temporary accommodation, Jim was successful in securing long-term youth accommodation. In addition to learning brick laying, he is currently participating in the Changing Gear program to obtain his Learner Permit. He has also updated his resume and received coaching on interview techniques. The employment consultant is currently working with Jim to obtain employment in his chosen field.

\* Name has been changed for privacy

### **People in rural, remote and regional areas**

People in rural and remote areas in particular are likely to experience further disadvantage with limited employment, education, training and apprenticeship opportunities in the local communities. This is further aggravated by external circumstances and factors such as closing down of industries, impact of weather on farming communities and other similar factors that are specific to rural, remote and regional areas.

In addition to the challenges that are highlighted above, people in rural, remote and regional communities experience further disadvantages due to their geographical location. These challenges range from cost of and access to reliable childcare, a lack of family support and financial difficulties, and limited employment opportunities. Poor or limited transport options have been highlighted as a particular challenge for obtaining and maintaining sustainable employment in rural and remote areas.<sup>43</sup> Without addressing these issues, it will be challenging for many people to find employment or simply commit to search for employment.

### **L2P Learner Driver Mentor Program**

The L2P Learner Driver Mentor program pairs young people with a volunteer mentor who assists them to learn to drive and build up their driving hours required to secure a license. It supports young people to achieve their working or education ambitions and targets Gippsland areas like Yarram, Sale,

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<sup>43</sup> K. Rosier and M. McDonald, The relationship between transport and disadvantage in Australia, 2011, accessible at: <https://aifs.gov.au/cfca/publications/relationship-between-transport-and-disadvantage-austr>

Bairnsdale, Lakes Entrance and surrounds, where driving is essential for young people to get to work as public transport is lacking.

The gap between digital inclusion levels of people, particularly those in rural, remote and regional areas is a significant challenge to finding employment. It is estimated that 60% of the jobs are advertised online, an increase of 15% since 2012-2013.<sup>44</sup> With limited access to reliable internet, computers and other similar facilities, it is difficult for many people to access information about employment opportunities in these areas and apply for jobs.

### **Mature aged people and carers returning to work**

Mature aged people were found to be more vulnerable to underemployment, long periods of involuntary unemployment and over-representation in long-term unemployment benefit statistics.<sup>45</sup> Although mature aged people have a lower unemployment rate than younger people, older people tend to have greater difficulty finding subsequent employment when they try to re-enter workforce. The median duration of unemployment for mature age people (55-64 years) was 22 weeks, compared with 18 weeks for 15–24 year olds and 17 weeks for 25–34 year olds.<sup>46</sup>

The Australian economy receives a substantial financial benefit from the informal carers who care for children, elderly and others with critical illnesses. It is important to recognise that at different times in their lives people may need to prioritise caring responsibilities over employment.

According to the Survey of Disability, Ageing and Carers (SDAC) there were over 730,000 carers in Victoria and almost 240,000 of them were primary carers.<sup>47</sup> Most carers were of working age, and most of them were women.<sup>48</sup> When returning to the workforce full time, after time away for carer commitments, they find additional challenges and difficulties to compete due to their ‘thinner resumes’ or qualifications that are seen as outdated.<sup>49</sup>

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<sup>44</sup> Department of Employment, Skills, Family and Small Businesses, Sixty per cent of job vacancies in Australia are advertised online, 2018, accessible at: <https://www.employment.gov.au/newsroom/sixty-cent-job-vacancies-australia-are-advertised-online>

<sup>45</sup> Australian Human Rights Commission, Willing to Work: National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability, 2016, accessible at: [https://www.humanrights.gov.au/sites/default/files/document/publication/WTW\\_2016\\_Full\\_Report\\_AHRC\\_ac.pdf](https://www.humanrights.gov.au/sites/default/files/document/publication/WTW_2016_Full_Report_AHRC_ac.pdf)

<sup>46</sup> Australian Bureau of Statistics, Labour Force, detailed – Electronic Delivery, 6291.0.55.001, Jun 2019, accessible at: <https://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/6291.0.55.001Main+Features1Jun%202019?OpenDocument>

<sup>47</sup> Australian Bureau of Statistics, Survey of Disability, Ageing and Carers (SDAC), 44300DO002\_2015 Disability, Ageing and Carers, Australia: Victoria, 2015, accessible at: <https://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4430.02015?OpenDocument>

<sup>48</sup> Ibid

<sup>49</sup> Australian Human Rights Commission, Willing to Work: National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability, 2016, accessible at:

The *Supporting Working Parents Report* investigated the experiences of parents returning to work after parental leave and reported that there were a range of different types of discrimination experienced by men and women returning to work.<sup>50</sup> These included negative attitudes, recruitment bias against working parents, changes to salary or working conditions and dismissal or redundancy. Discrimination was particularly prominent for single women, gay or lesbian parents or those from different cultural backgrounds.<sup>51</sup>

Women are likely to be overrepresented among this cohort and there is a clear need for targeted supports to address the challenges they experience. It is encouraging that the current Victorian Gender Equity framework which identifies the impact of domestic and family violence, importance of work and economic security for women and other similar challenges.<sup>52</sup> In addition, there are some services to incentivise employers to recruit carers returning to work or mature aged workers. However, coordinated action is needed to address discrimination of mature aged workers and carers through education and awareness raising.

### **Current efforts, programs and activities that meet the needs of jobseekers, employers and potential improvement opportunities**

Currently, there are a range of services provided by the Federal government to support people experiencing disadvantage such as Disability Employment Services (DES), ParentsNext and jobactive. These programs impose stringent mutual obligations on participants that are acting as impediments to employment.

Research indicates that since the imposition of mutual obligations, there has been a dramatic increase in penalties imposed on unemployed workers, and a steady decline in government expenditure on labour market programs and proportion of unemployed workers placed into employment.<sup>53</sup> These measures are likely to discourage rather than encourage people to engage with government supports and services and push people into extreme poverty. Employment services therefore, should be designed to support individuals and be flexible in application to cater for the complex challenges people experience.

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[https://www.humanrights.gov.au/sites/default/files/document/publication/WTW\\_2016\\_Full\\_Report\\_AHRC\\_ac.pdf](https://www.humanrights.gov.au/sites/default/files/document/publication/WTW_2016_Full_Report_AHRC_ac.pdf)

<sup>50</sup> Australian Human Rights Commission, *Supporting Working Parents: Pregnancy and Return to Work National Review – Report*, 2014.

<sup>51</sup> Ibid

<sup>52</sup> Safe and strong: A Victorian Gender Equality Strategy, 2015, accessible at: <https://www.vic.gov.au/safe-and-strong-victorian-gender-equality>

<sup>53</sup> per capita, Working it Out: Employment Services in Australia, 2018, p. 18.

### **Disability Employment Services**

Disability Employment Solutions (DES) assists employers to hire staff with an injury, disability or health condition. DES provides employers with ongoing assistance, training & support and access to a range of other support services including wage subsidies & financial assistance to help cover costs such as modifying the workplace or purchasing adaptive technologies or interpreting services. For the job seeker, DES provides Disability Management Services (DMS) for job seekers with disability, injury or health condition who need assistance to find a job and occasional support to keep a job; and Employment Support Services, providing assistance to those with permanent disability who need regular, ongoing support to keep a job.

### **Case study**

At the time Bob\* was linked with Mission Australia's DES, he suffered from a spinal disorder, was receiving treatment for a tumour and a number of other conditions. He had been working as a factory hand/machine operator. During the discussions, he indicated that his conditions are not a barrier for him to obtaining and sustaining employment. He wanted to obtain employment in a similar role.

The employment services were able to update his resume and worked with Bob to develop interview techniques, cover letters, set him up with an email address and taught him how to apply for jobs online. Shortly after, he received a job as a machine operator. After 8 months, Bob exited Mission Australia services. However, he reconnected with Mission Australia services when the work was too physically strenuous.

He indicated that he wishes to pursue a different career path and indicated that he wishes to complete a security course. While he was completing the course, the employment consultant engaged a few employers. The recruitment consultant accompanied Bob to a meeting with an employer, where the employer was so impressed he offered Bob a chance of employment once the relevant course and licences were obtained. Upon successful completion of the courses and licences, Bob was offered employment and he is enjoying his role.

\*Name has been changed for privacy

There are a number of successful programs funded by the State government that are producing positive employment and long-term health and wellbeing outcomes for people experiencing diverse issues. There are a number of programs supporting young people who may otherwise disengage entirely from education and employment. Considering the positive outcomes achieved by these programs, they should be replicated across the state to support other young people who may experience similar challenges.

### **Navigator**

Navigator is a Victorian Government initiative that provides support for disengaged young people, aged 12-17 years, to re-engage with an education or training pathway. Navigator services seek out disengaged learners and actively work with them and their support networks, providing the support required for a successful return to education. Mission Australia is the lead provider of this service in Victoria's Bayside Peninsula.

### **Springboard**

Springboard is an intensive case management support program to assist young people aged 16-18 years in residential out-of-home care and up to 21 years who have left residential care, to gain secure long-term employment by re-engaging with appropriate education, training and/or supported employment opportunities. Mission Australia currently delivers Springboard across the Southern and Northern Metropolitan Regions of Melbourne.

Engagement with the justice system can be a significant challenge for many people to obtain employment, especially considering that the majority of employers conduct a screening or a ‘police check’ prior to offering employment contracts. This is particularly challenging for young people who have been engaged in the juvenile justice system.

### **Youth Crime Prevention Program (Pivot)**

The Youth Crime Prevention program is part of the Victorian Government’s response to youth offending, particularly recidivist offending, tackling the issue through the proven strategy of strengthening the ability of local communities, intervening early and diverting young people from offending behaviour.

The program works with a targeted group of young people aged 15-22 years, identified by statutory bodies, by addressing risk/protective factors through tailored support. It is delivered by a Guide and a Community of Support using individual and group services.

The program aims to:

- Decrease known crime related risk factors and increasing protective factors;
- Achieve sustained improvement through engagement in school, training and/or employment; and
- Increase connectedness with the community.

Mission Australia delivers this program in collaboration with a Consortium led by YSAS (Youth Support and Advocacy Service).

### Case study

Matt\* is an 18-year-old male from a migrant background, who was referred to Youth Crime Prevention program just before his 18<sup>th</sup> birthday. Matt's father passed away from cancer when he was eight. He remembers his father being extremely abusive towards both his mother and himself. Growing up, Matt's step brothers used to be violent towards him, claiming that he needs to 'toughen up'. Matt's highest level of education is Year 9 and he has never had employment for longer than two weeks.

Matt was finishing a 12 month sentence at the in a youth justice centre before being referred to Youth Crime Prevention program and was classified as a high risk offender because of his involvement in organised crime. Matt has been engaged in the youth justice system throughout his adolescence.

When the service contacted Matt whilst he was still in the youth justice centre, he identified that lack of money was a massive risk factor for him as crime was his way of earning money. He also indicated that he was having issues with his methamphetamine dependence and was dealing with anger management issues. The majority of his close friends were also involved in the justice system.

Upon his release, the service supported him to obtain his licence and Proof of Age Card, open a bank account, access transport to Try Build (initial parole plan) and rebuild relationships with his family. His case workers met with him once or twice a week and had conversations in relation to managing his offending behaviour. Case workers assisted Matt to identify a range of goals including abstaining from drug use, abstaining from crime and obtaining meaningful employment. The case workers were impressed with Matt's enthusiasm to continue engaging with the program and willingness to meet outside his working hours to receive continuous support.

The service also supported Matt to rebuild his relationship with his mother and his girlfriend who was pregnant. Matt and his girlfriend were provided with material assistance and support to attend various medical appointments. Matt is now in fulltime employment, living independently with his girlfriend and they are expecting the baby in coming months. He has also bought his first car and is working towards obtaining his driver's license.

While Matt has been approached by his friends to engage in activities that he considers too risky, he has informed his case workers that he understands the importance of employment, and his responsibility to create a better life for himself and his family.

Seeing the progress Matt has made since he initially participated in the program, his resilience and commitment to change his life around, Matt's case workers have gradually reduced the appointments and only meet with him fortnightly.

The service will work with Matt on a needs basis in the future but are confident in his ability to refrain from engaging in offending behaviour.

\*Name has been changed for privacy

## **Education and training needs to support jobseekers experiencing disadvantage into employment**

The recent budget announcements in relation to vocational education and training by the Victorian government to increase financial and other incentives to increase the participation in a diverse range of vocational courses is a welcome investment. These free courses and other incentives will encourage people to enrol in courses and train or retrain in various trades and professions.

Despite the increase in the availability of free courses, the majority of young people are struggling with understanding the eligibility criteria, filling in the complex application forms and poor communication. Unfortunately, this means many people experiencing disadvantage are unlikely to make the most of these opportunities. Therefore, information should be communicated to the public through multiple channels and in simple language.

Concerningly, only a limited number of people in Victoria complete their higher education within 6 years. According to *Completion Rates of Higher Education Students- Cohort Analysis, 2005-2017* the six year completion rates for domestic undergraduate students by Non-University Higher Education Institutions (NUHEIs) was approximately 50%.<sup>54</sup> Thus, it is important that the TAFE and other institutions are adequately funded to provide requisite support to students to access the appropriate courses whilst addressing other challenges they may experience.

Although access to education and training are vital to increase participation in employment, for people experiencing a multitude of challenges, access to education alone will not be sufficient. People who are currently grappling with complex issues such as domestic and family violence, mental health issues, alcohol and drug dependence related issues, housing and homelessness, engagement with justice system and other similar challenges need support with these challenges before accessing courses or in conjunction with education and training.

Some community education and training services and social enterprises such as Charcoal Lane and Synergy Auto Repairs are able to provide people with flexible, holistic and wrap around services and allow the young person to complete the course at their own pace. These wrap around services are particularly important for people who are likely to disengage from education and training if the other challenges they experience are unaddressed.

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<sup>54</sup> Department of Education and Training (Cth), Completion Rates of Higher Education Students- Cohort Analysis, 2005-2017, accessible at: <https://www.education.gov.au/completion-rates-cohort-analyses>

Limited literacy and numeracy skills may also be a challenge for many people who are willing to reengage in education. More introductory courses and supports should be made available to people with one on one support to ensure they are able to receive the full benefits of the government investment into vocational education and training.

Federal government services that provide tailored and targeted supports, particularly for young people to ensure engagement with education and employment have been successful. Early intervention and pre-employment programs are useful in seamlessly transitioning young people from education to employment. Pre-employment support programs such as Transition to Work (TtW) assist young people to transition into employment or re-engage with education.

### **Transition to Work**

The Transition to Work program focuses on young people aged 15-21 who are facing barriers to enter the workforce to pursue employment or further education. Youth Employment Specialists assist young people in the development of practical skills, connection with education or training providers, engagement with work-experience opportunities and local community services, as well as identifying job opportunities to suit their aspirations and skill set and the needs of the local job market. By intervening early to help young people stay in school, engage in training or find work, we can set them up for a better future. The program will offer practical intervention to assist them in finding work including Apprenticeships, Traineeships or education.

Mission Australia delivers TtW in South Eastern Melbourne, and Peninsula, Gippsland.

### **Case study**

When John\* was linked with TtW, he struggled with self-confidence, had low self-worth and was extremely shy. John came from a large family and felt he did not have support at home and that he was excluded at school. He had previously been disengaged from education and unemployed for over 3 years.

At the time he commenced at TtW, he did not have goals, future plans or a sense of direction. He was initially reluctant to set goals for himself as he was afraid of failure. After months of case management support and discussions, he identified a few career options and the necessary steps to achieve the career goals.

John was supported to secure a 4-week work experience role at a local butcher which he successfully completed. John enjoyed having a routine and followed the small goals he had set for himself. He was a lot more interactive after the 4 week period.

The other career he wished to pursue was in the automotive industry. John spent a few weeks researching opportunities at local car companies. His case manager was able to find him a 2 day paid

trial at a local business related to the automotive industry. At the end of the trial, John was offered part-time employment and he was able to start work immediately.

After 2 weeks of working part-time, a Post Placement Support (PPS) was conducted with the hiring manager who was highly impressed with John's work. He was initially appointed to work on a part time basis. However, only 2 weeks after his commencement date, the owner has changed his employment status to full time. John stated that he felt welcomed and supported by his team and all staff members.

John has now been in fulltime employment for 5 months, he has obtained his learners permit through Changing Gears and is saving to buy his first car.

\*Name has been changed for privacy

There remains a significant service gap for the majority of young Stream C participants who are ineligible for the TtW program. These are the most disadvantaged young people in the community who have tremendous potential, with the right supports, to succeed to join the workforce and make a productive contribution. Therefore, the State government will need to intervene to fill these gaps and provide comprehensive supports to people experiencing complex challenges when accessing employment.

## Interstate best practice models

### Examples from NSW

#### Creative Youth Initiative (CYI) - Mission Australia

Creative Youth Initiative (CYI), is a unique service that provides free TAFE accredited creative programs for young people aged 16-25 who are facing many and varied challenges in their lives, such as homelessness, mental health concerns, substance abuse, family breakdown, unemployment or poor educational experiences. Based in Surry Hills at the Mission Australia Centre (MAC), CYI helps young people develop their creativity through the visual arts program, *Artworks!* and the music program, *Sounds of the Street*. This in turn builds self-esteem, encourages self-expression and provides positive learning experiences in a safe and supportive environment. In addition, it provides young people with the opportunity to access free training programs run in partnership with TAFE as well as personalised individual support.

### Examples from SA

#### Try, Test and Learn – Support for VET students - South Australia

This service model aims to support students at risk of disengaging with post-secondary VET studies to stay engaged and complete their education/ training, resulting in increasing their likelihood of future employment. Objectives of the service include:

- Improved engagement, attendance and attainment in education
- Increased educational completion
- Improved engagement in the pursuit of employment
- Increased employment
- Faster pace of transition to employment
- Improved social connection and support networks

The program also focuses on early intervention by using risk factors to identify students, helping them connect to available supports to reduce risks, and maintaining a relationship so that support can be offered quickly to resolve and stabilise escalating issues before students disengage.

Providing additional support at key points to reduce individual risk of disengagement and building on motivation and strengths. These additional supports also include transition support into study, transition out of study, when non-vocational issues arise (eg family conflict, mental health, homelessness, substance abuse, unplanned financial difficulty).

TTL will be leveraging existing and local services to support participants wider and complex needs.

### **Flexible Learning Options - Mission Australia**

Flexible Learning Options (FLO) is a successful program in South Australia (SA) that provides casework support and individualised learning programs for high school students who have disengaged from mainstream schooling. The learning that FLO students access can be on-site or external to their schools i.e. in dedicated co-located or off-site flexible learning centres (FLCs), at VET courses or apprenticeships. In addition, their attendance is supported by active case management that helps students to work out personal learning plans, addresses barriers to learning and re-engagement supports them to access the services they need and links them to employment opportunities or social activities. Case managers advocate on behalf of students and their role is critical to motivating FLO students to achieve attainable learning and employment goals.

Mission Australia has been providing FLO in SA since 2007 and currently supports over 500 students through 32 different schools and locations. University of Adelaide's evaluation of FLO shows the successful outcomes which are achieved for young people who are disengaged from school in South Australia.<sup>55</sup>

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<sup>55</sup> University of Adelaide and Mission Australia, What does Success Look Like? An Evaluation of Mission Australia's Flexible Learning Options (FLO) Program (South Australia), 2018, accessible at:

<https://www.missionaustralia.com.au/publications/research/young-people/765-what-does-success-look-like-an-evaluation-of-mission-australia-s-flexible-learning-options-flo-program-south-australia/file>