

Workforce Participation and Training Program

Employment Outcomes Framework

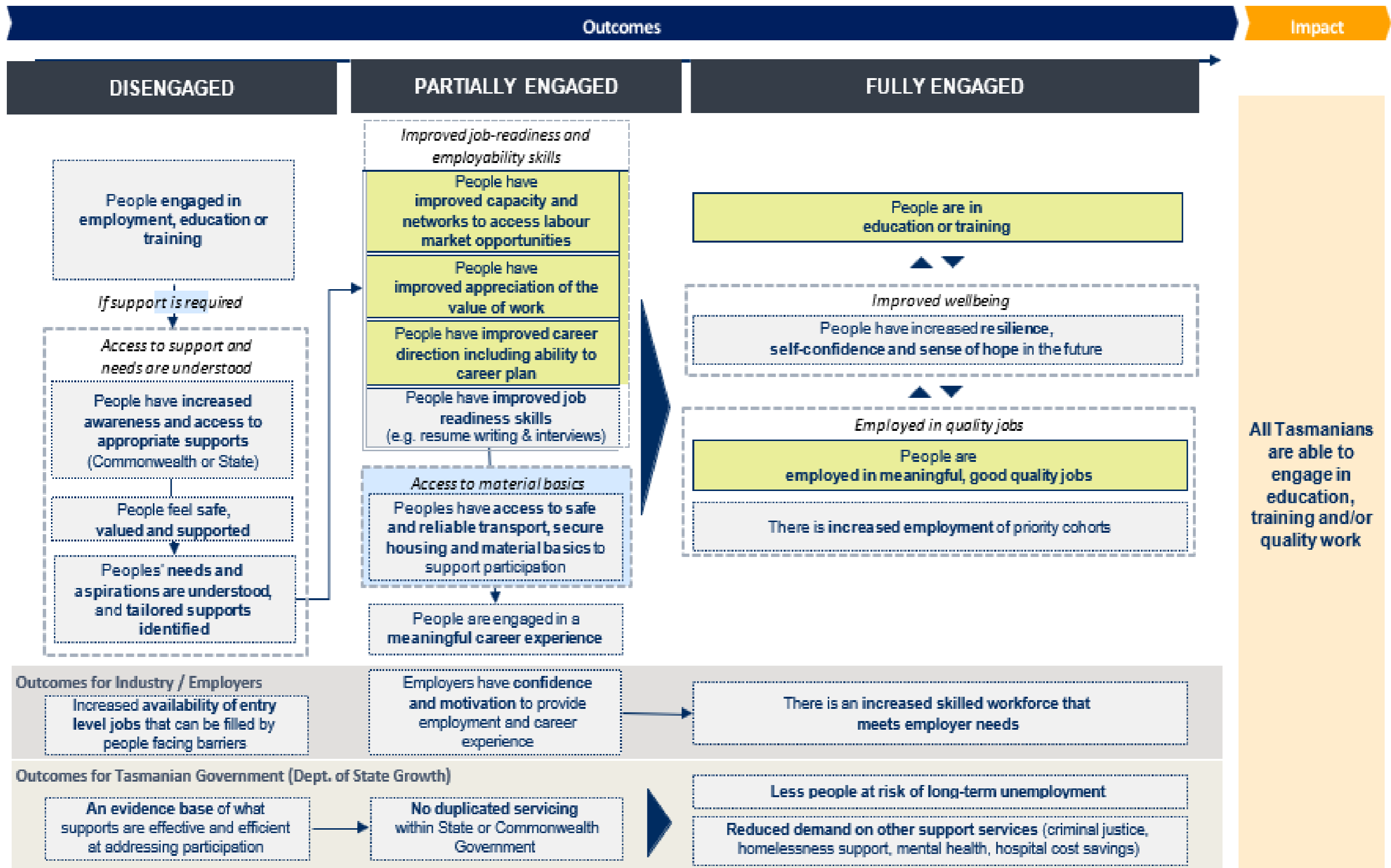
The Employment Outcomes Framework is a tool to support the measurement of employment and training outcomes in the context of the Workforce Participation and Training Program.

The framework defines a range of outcomes, potential indicators and example data sources for measuring those outcomes.

Workforce Participation and Training Program Grant Program Guidelines ask applicants to identify the outcomes and indicators that will be used to measure the impact of the proposed intervention activities in their application.

Applicants should select the outcomes that best relate to their project and the corresponding potential indicators that will be used to report on the outcomes of their project.

Employment Outcomes Framework



Indicators

Outcome (as applicable)	Potential indicator	Indicator type	Data source examples - All learner data MUST be deidentified or include evidence of consent
1. People have increased awareness and access to appropriate supports	<ul style="list-style-type: none"> # of people accessing the service, by cohort¹ # of people referred on to an appropriate service % of people that are aware of appropriate services and supports available to them 	<ul style="list-style-type: none"> Activity Activity Outcome 	<ul style="list-style-type: none"> Service provider program data and survey of People Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort) Support Plans indicating participant referrals
2. People feel safe, valued and supported	<ul style="list-style-type: none"> % of people who report feeling safe, valued and supported (while using the service) 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> Service provider program data Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort).
3. Peoples' needs and aspirations are understood, and tailored supports identified	<ul style="list-style-type: none"> # of people who have a tailored support plan % of people who feel their needs are understood and met 	<ul style="list-style-type: none"> Output Outcome 	<ul style="list-style-type: none"> Service provider program data and survey of People Support plan template Filled in support plan – deidentified Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials
4. People have improved capacity and networks to access labour market opportunities	<ul style="list-style-type: none"> % of people that report increased confidence to find work % of people that report improved job search skills % of people that report an improved knowledge of the labour market 	<ul style="list-style-type: none"> Outcome Outcome Outcome 	<ul style="list-style-type: none"> Service provider survey of People Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials
5. People have improved appreciation of the value of work	<ul style="list-style-type: none"> % of people that report an improved appreciation of work (that work is important to them) 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> Service provider survey of People Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials
6. People have improved career direction including ability to career plan	<ul style="list-style-type: none"> % of people that report that they know what work they would like to do in the future % of people that report that they have a plan to reach their career goals 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> Service provider program data and survey of people Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials Participant Pathway Plans (support plans, career plans, learning/action plans) – Completed
7. People have improved job readiness skills (e.g. resume writing & interviews)	<ul style="list-style-type: none"> # of job readiness activities provided to People 	<ul style="list-style-type: none"> Activity Outcome 	<ul style="list-style-type: none"> Service provider activities available and uptake, and survey of people Activity sheets completed by participants Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials Program resources – presentations, facilitator documents and guides Participant completed resume
8. People are engaged in a meaningful career experience	<ul style="list-style-type: none"> # of people who have accessed a meaningful career experience (i.e. meaningful contact with an employer to expose them to work)² 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> Service provider program data Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials Confirmation of employment, interview opportunity Email correspondence with participant confirming meaningful contact with employers

1. The cohort data reported on will vary depending on the service provider and their focus. DSG will work with that provider to agree the appropriate data points, but they may include the number of people who are eligible for Commonwealth supports, Aboriginal or Torres Strait Islander, from a Culturally and Linguistically (CALD) diverse background, and their employment status.

2. A 'Meaningful career experience' is defined here as any contact with an employer that helps inform a person's career path, which could include work experience at school, an internship, job-shadowing, career advice from an employer, or a structure workplace learning experience. This outcome is grounded in research, including from a UK study, which found that the more work-like experiences a young person has (students in particular), the less likely they are to become NEET. See <https://www.sec-ed.co.uk/content/news/four-or-more-pupil-employer-contacts-key-in-neet-battle>.

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9. People have access to safe and reliable transport, secure housing and material basics to support participation	<ul style="list-style-type: none"> # of People that accessed practical support for transport or basics (clothes/tools) to support access to work # and % of People requiring and/or accessing support for stable, secure and safe homes 	<ul style="list-style-type: none"> Activity Activity 	<ul style="list-style-type: none"> Service provider data including when participants are accessing other services offered by SP Referrals to and from housing providers
10. People are in education or training	<ul style="list-style-type: none"> % People enrolled in education and training, by type (school, vocational, or university) <i>NB: See also Outcome 12 for complementary indicator</i> 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> <i>Service provider level: Service provider data</i> <i>Population level: ABS data (Education and Work Australia, Yearly data)</i> Email confirming enrolment in training/education Certificates or Proof of attainment (white card, licenses ect)
11. People have increased resilience, self-confidence and sense of hope in the future	<ul style="list-style-type: none"> % People that report an increased feeling of resilience and self-confidence % People that report an increased sense of hope in the future 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> Service provider survey of People Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials
12. People are employed in meaningful, good quality jobs	<ul style="list-style-type: none"> % of People in paid employment (<u>SP</u> and <u>Pop level</u>), by type of employment (casual, part time or full time) % of People who are <i>under-employed</i> (<u>Pop. level</u>, and if available, <u>SP level</u>) % of People participating in EET (<u>SP</u> and <u>Pop. level</u>) (<i>NB: cross-ref with Outcome 10</i>) # and % of People that have sustained employment for 12, 36, 52, and 104 weeks (<u>SP level</u>) % of People in jobs, who report being satisfied with their job¹ 	<ul style="list-style-type: none"> Outcome Outcome Outcome Outcome Outcome 	<ul style="list-style-type: none"> <i>Service provider level: Service provider data</i> and if possible, survey of People <i>Population level: ABS data (Education and Work Australia, yearly data; and Labour Force Australia, monthly data. NB underemployment data may need to be extrapolated for People).</i> Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials Confirmation of employment, interview opportunity Email correspondence with participant confirming meaningful contact with employers.
13. There is increased employment of priority cohorts	<ul style="list-style-type: none"> <i>NB Outcome 12 indicators to be reported at Cohort level (as per Outcome 1).</i> 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> ABS and service provider data
14. People have sufficient income to achieve economic independence	<ul style="list-style-type: none"> % of People who report an increase in their income (<i>since first touchpoint with provider</i>) % of People in Tasmania with sufficient income to cover cost of living Decrease number of People in Tasmania accessing Commonwealth welfare payments 	<ul style="list-style-type: none"> Outcome Outcome 	<ul style="list-style-type: none"> Service provider data ABS data on median income relative to cost of living DSS data from data.gov.au on benefit and payment recipient demographics Participant feedback surveys (can be samples, just make sure to inform us of the sample size compared to the total participant cohort). Participant testimonials Confirmation of employment, interview opportunity Participant referrals to external services.

1. Job satisfaction is being used here as an indicator of job quality. The question could be asked of People at this high level, or through a series of sub questions. The literature suggests that job quality can be measured with reference to: Earnings quality (in comparison to hours worked), Job security, and Quality of the working environment.i Other criteria can include: Safety and ethics of employment, benefits of employment, work-life balance, social protection, social dialogue, skills development and training, employment-related relationships and work motivation. ii (i.) OECD (2015), "Measuring and Assessing Job Quality: The OECD Job Quality Framework", (ii) UNECE (2015) Handbook on measuring quality of employment

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Outcome	Potential indicator	Indicator type	Data source examples - All learner data MUST be deidentified or include evidence of consent
15. Less People at risk of long-term unemployment (Tasmanian Government)	<ul style="list-style-type: none"> NB. Cross reference indicators at Outcome 12, including: <ul style="list-style-type: none"> % of People who are unemployed for longer than 52 weeks % of People participating in EET 	<ul style="list-style-type: none"> Outcome 	<ul style="list-style-type: none"> ABS data on length of unemployment for people different cohorts in Tasmania
16. Increased availability of entry level jobs that can be filled by People (Industry / Employers)	<ul style="list-style-type: none"> # of entry level jobs created by industry % of People hired in these roles 	<ul style="list-style-type: none"> Activity Outcome 	<i>Industry / Employer level</i> <ul style="list-style-type: none"> Employers engaged through Employer of Choice Assist program <i>Population level</i> <ul style="list-style-type: none"> Explore data available through Jobs and Skills Australia and Tasmanian Chamber of Commerce surveys
17. Employers have confidence and motivation to provide employment and career experience to People	<ul style="list-style-type: none"> % of employers that have increased their youth workforce % of employers that feel confident and motivated to provide employment to People 	<ul style="list-style-type: none"> Outcome Outcome 	<ul style="list-style-type: none"> Data from Employer of Choice program and could explore data available through Tasmanian Chamber of Commerce survey

EXAMPLE RESPONSE A		All learner data MUST be deidentified or include evidence of consent
Outcome: 3. Peoples' needs and aspirations are understood, and tailored supports identified	Results: <ul style="list-style-type: none"> 15 participants have a tailored support plan in Intake 1 50% of participants feel their needs were understood and met in Intake 1 There was a total of 20 participants in Intake 1. A sample survey of 10 participants was conducted - 50% of participants (10 out of 20). 50% (5 out of 10) of participants who completed the survey reported that their needs were understood and met. Hint – if you provide data, you will need to explain the data. Please DO NOT provide an Excel Spreadsheet as your only source of evidence. It can display information and data, but YOU MUST provide the primary/original data source. For example, you provide raw surveys for the 10 participants (deidentified), you also want to show a data summary of those surveys – so you submit both the surveys and an excel spreadsheet.	Evidence: <ul style="list-style-type: none"> 15 x Filled in participant support plans 10 x Participant feedback surveys Excel Spreadsheet summary of participant feedback responses.
EXAMPLE RESPONSE B		
Outcome: 10. People are in education or training	Results: <ul style="list-style-type: none"> 20 Participants are enrolled in Vocational Training after completing Intake 1. There were 30 participants enrolled in Intake 1. 25 participants completed intake 1. 20 participants enrolled in Vocational Education and Training. 10 of those 20 participants who enrolled in training completed the White Card Certification Hint – If you state that 20 participants enrolled in training after completing your project, you will need to provide evidence for the 20 participants. For example, DO NOT state 20 participants enrolled in training and then only provide evidence for 10 participants. This is insufficient evidence and may impact on the approval of your report and payment of the corresponding instalment.	Evidence: <ul style="list-style-type: none"> 20 x confirmation of enrolment letters from Registered Training Organisations. 10 x White Card Certificates