# Welfare Review Submission Template

## Pillar One: Simpler and sustainable income support system

Changes to Australia’s income support system over time have resulted in unintended complexities, inconsistencies and disincentives for some people to work. Achieving a simpler and sustainable income support system should involve a simpler architecture, a fair rate structure, a common approach to adjusting payments, a new approach to support for families with children and young people, effective rent assistance, and rewards for work and targeting assistance to need.

### Simpler architecture

**Page 42 to 52** of the Interim Report considers the need for a simpler architecture for the income support system. The Reference Group proposes four primary payment types and fewer supplements. The primary payment types proposed are: a Disability Support Pension for people with a permanent impairment and no capacity to work; a tiered working age payment for people with some capacity to work now or in the future, including independent young people; a child payment for dependent children and young people; and an age pension for people above the age at which they are generally expected to work.

In shaping the future directions for a simpler architecture the Reference Group would like feedback on:

* What is the preferred architecture of the payment system?
* Should people with a permanent impairment and no capacity to work receive a separate payment from other working age recipients?
* How could supplements be simplified? What should they be?
* What are the incremental steps to a new architecture?

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### Fair rate structure

**Page 55 to 60** of the Interim Report considers changes that could be considered to rates of payment for different groups. In shaping the future directions for a fairer rate structure the Reference Group would like feedback on:

* How should rates be set, taking into account circumstances such as age, capacity to work, single/couple status, living arrangements and/or parental responsibilities?

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### Common approach to adjusting payments

**Page 60 to 64** of the Interim Report considers a common approach to adjusting payments to ensure a more coherent social support system over time. In shaping the future directions for a common approach to maintaining adequacy the Reference Group would like feedback on:

* What might be the basis for a common approach to adjusting payments for changes in costs of living and community living standards?

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### Support for families with children and young people

**Page 65 to 68** of the Interim Report considers how the payments could be changed to improve support to families with children and young people. In shaping the future directions for support for families with children and young people the Reference Group would like feedback on:

* How can we better support families with the costs of children and young people to ensure they complete their education and transition to work?
* In what circumstances should young people be able to access income support in their own right?

| This response addresses the second part of this question. Young people should be able to access income support in their own right when prior to 18 years they are living independently due to:   1. A lack of support by their parent/s carer or 2. Circumstances where It is unsafe for the child to be receiving support from their parent/s carer, for example due to the risk or actuality of abuse   Family conflict, abuse and neglect is a prevalent experience of children and young people. In 2013, Kids Helpline our national telephone and online counselling service responded to nearly 14,000 contacts from children and young people in relation to this issue. The most recent national figures from the Australian Institute of Health and Welfare indicate that in 2011-12, there were 252,962 notifications of suspected child abuse and neglect made to state and territory authorities (a rate of 34.0 notifications per 1,000 Australian children) across Australia which is an increase of 6.6% from the 237,273 reports made in 2010-2011.  Significant numbers of children and young people unfortunately require protection from their families. The State has the obligation to provide financial support in these cases where a child is living independently due to the above listed factors. |
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### Effective rent assistance

**Page 68 to 71** of the Interim Report considers Rent Assistance and suggests a review to determine the appropriate level of assistance and the best mechanism for adjusting assistance levels over time. In shaping the future directions for Rent Assistance the Reference Group would like feedback on:

* How could Rent Assistance be better targeted to meet the needs of people in public or private rental housing?

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### Rewards for work and targeting assistance to need

**Page 72 to 78** of the Interim Report considers changes to means testing for improved targeting to need and better integration of the administration of the tax and transfers systems to improve incentives to work. In shaping the future directions for rewards for work and targeting assistance to need the Reference Group would like feedback on:

* How should means testing be designed to allow an appropriate reward for work?
* At what income should income support cease?
* What would be a simpler, more consistent approach to means testing income and assets?

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## Pillar Two: Strengthening individual and family capability

Reforms are needed to improve lifetime wellbeing by equipping people with skills for employment and increasing their self-reliance. To strengthen individual and family capability changes are proposed in the areas of mutual obligation, early intervention, education and training, improving individual and family functioning and evaluating outcomes.

### Mutual obligation

**Page 80 to 85** of the Interim Report considers more tailored and broadening of mutual obligation and the role of income management. In shaping the future directions for mutual obligation the Reference Group would like feedback on:

* How should participation requirements be better matched to individual circumstances?
* How can carers be better supported to maintain labour market attachment and access employment?
* What is the best way of ensuring that people on income support meet their obligations?
* In what circumstances should income management be applied?

| BoysTown supports the principle of mutual obligation. As noted in the Interim Report there is evidence suggesting that this approach has led to a transition from welfare to work for some recipients of benefits. However in the application of this principle there needs to be recognition that mutual obligation strategies need to be evidence based and be focussed on strategies that enable benefit recipients to improve upon their current circumstances rather than be punitive in nature.  An example to support this perspective is in relation to the proposed changes to the support arrangements for unemployed young people. It is our view that the non-payment of Newstart Allowance for the initial six months of unemployment post registration will most likely reduce a young person’s ability to acquire employment.  Newstart payments are provided to job seekers to promote their capability to seek and secure employment. Job seeking activity incurs expenses such as transportation costs. If the job seeker is left with no income support then the ability to secure employment will be significantly constrained.  Furthermore, young people are particularly vulnerable to the impact of mental health issues. A non-payment period particularly for those young people with no other means of support will likely exacerbate their barriers to employment by increasing their emotional distress.  In this context the development of ‘enablers’ that promote youth employment such as access to Intensive Personal Support programs and Intermediate Labour Market programs, will be far more effective in assisting young people to engage with work than punitive approaches. |
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### Early intervention

**Page 85 to 88** of the Interim Report considers risked based analysis to target early intervention and investment and targeting policies and programmes to children at risk. In shaping the future directions for early intervention the Reference Group would like feedback on:

* How can programmes similar to the New Zealand investment model be adapted and implemented in Australia?
* How can the social support system better deliver early intervention for children at risk?

| There needs to be a national program that supports young people aged from 15 to 18 to complete their senior education and/or that assists vulnerable students to develop transition pathways to employment, vocational training or further education.  In brief, this program would identify young people at high risk of disengaging from education through the application of risk based assessments that also evaluated the causes for disengagement. Flexible pathways based on the individual aspirations of the young person and the labour market needs of their community could then be developed that enabled youth to attain their Senior Certificates or Trade equivalent either in school or through other programs. In addition, the support available in these pathways would continue to assist young people while they attempted to make the transition to further education or employment in the open labour market post school. Ideally, the student would be allowed to fully participate and receive employment support through the Job Services program. |
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### Education and Training

**Page 89 to 90** of the Interim Report considers the need for a stronger focus on foundation skills in both schools and vocational education and training, and on transitions from school to work. In shaping the future directions for education and training the Reference Group would like feedback on:

* What can be done to improve access to literacy, numeracy and job relevant training for young people at risk of unemployment?
* How can early intervention and prevention programmes more effectively improve skills for young people?
* How can a focus on ‘earn or learn’ for young Australians be enhanced?

### • What can be done to improve access to literacy, numeracy and job relevant training for young people at risk of unemployment?

### BoysTown is an experienced provider of Literacy and Numeracy programs to highly disadvantaged youth. We have consistently evaluated these programs to improve the delivery of these programs. In summary effective literacy and numeracy programs for disadvantaged youth are more effective when:

### 1. The location of the program is in an environment familiar and comfortable to the young person such as at a youth service. The level of engagement by disadvantaged youth will be at lower levels if the program is offered in a TAFE setting or other similar formal sites

### 2. The requirements of accredited literacy and numeracy programs are challenging for young people and adds to the overall stress in their life. The provision of casework support is an enabling factor that supports these youth to complete their program

### 3. There are in place transitional pathways to further education or work on completion of the literacy and numeracy program

### • How can early intervention and prevention programmes more effectively improve skills for young people?

### • How can a focus on ‘earn or learn’ for young Australians be enhanced?

Intermediate Labour Market (ILM) social enterprise programs are an important pathway to assist youth who are at risk of unemployment. BoysTown has experienced considerable success in delivering ILM social enterprise programs that enable at risk and disengaged young people to develop their vocational skills, address their barriers to learning and make the transition to employment in the open labour market, re-engage with education or move into further training such as apprenticeships. These ILM social enterprises are employment programs aimed at marginalised groups to help them make the transition to employment and education outcomes. They are operated in the real work environments where participants earn a wage while gain work experience and improving their employability. Hence, these ILM social enterprise programs as distinct from the social enterprises defined in the McClure report as “a business that trades for a social purpose”.

In these ILM social enterprise programs, participants improved their literacy and numeracy skills through experiential learning as part of the work tasks, for example, reading instructions, measuring the amount of timber needed for fencing and determining the amount of soil and mulch needed for a landscaping job. In a four-year Australian Research Council (ARC) linkage project by Griffith University and BoysTown, the survey data from 542 young people in BoysTown’s ILM social enterprise programs indicated statistically significant improvements in their functional literacy and numeracy skills from program entry to exit. Specifically, upon exiting their ILM social enterprise program:

* 74.7% of young people indicated that they had effective functional literacy skills – 19.7% improvement, and
* 51.4% indicated that they had effective functional numeracy skills – 21.5% improvement.

Young people in the social enterprises experienced statistically significant improvements across a range of areas, including their confidence and motivation. For example, upon completing their ILM social enterprise program:

* 70.3% had healthy levels of respect for themselves – 27.7% improvement,
* 72.0% had confidence in themselves – 37.3% improvement,
* 82.0% were willing to learn new skills – 26.8% improvement, and
* 67.1% were strongly motivated to reach their goals – 24.6% improvement.

The antisocial behaviour of people also improved. Upon completing their ILM social enterprise program:

* 73.9% had good anger management – 18.8% improvement, and
* 75.0% were no longer misusing illicit drugs – 22.7% improvement.

Young people also improved in the way they related to other people in the workplace. Upon completing their ILM social enterprise program:

* 83.5% had effective communication skills – 16.5% improvement, and
* 78.3% had developed good teamwork skills – 28.6% improvement.

Finally, young people in the social enterprises had developed an outlook for the future. Upon completing their ILM social enterprise program:

* 85.2% were optimistic about their future – 21.8% improvement, and
* 85.2% had developed specific goals – 34.1% improvement.

In relation to success rate for transition into the workforce, 61.3% obtained full-time employment, re-engaged with education or continued on to further training. A further 11.9% of participants obtained part-time or casual employment. Of the BoysTown participants who gained full-time outcomes, 89% were still engaged in their outcomes after 13 weeks and 80.3% achieved sustainable outcomes of at least 26 weeks. The overall 73.2% positive employment and education outcome rate for participants in BoysTown’s employment programs appears to be higher than the benchmarks for similar target groups in the national Job Services Australia labour market assistance programs.

The findings of the ARC study indicate that ILM social enterprise programs are important for young people to develop their skills and achieve outcomes in employment and education. A focus on ‘earn and learn’ for young people can be enhanced by including ILM social enterprises as transition pathways for youth who have difficulty in engaging with learning in classroom settings.

### A summary of the ARC study can be found on the BoysTown website at the following link: http://www.boystown.com.au/downloads/rep/BT-Reconnecting-Disaffected-Youth-Through-Successful-Transition-to-Work-Summary.pdf

### The full report of the ARC study can be found on the BoysTown website at the following link: http://www.boystown.com.au/downloads/rep/BT-Reconnecting-Disaffected-Youth-Through-Successful-Transition-to-Work-Report.pdf

An example of an ILM social enterprises program is BoysTown's graffiti removal enterprise which is operated in Blacktown, Western Sydney. This operated under a contract with Housing NSW, to remove graffiti from public housing areas. The enterprise employed young Aboriginal people living in social housing and provided these young people with paid work, employability and vocational skills training, coupled with on-the-job support from a qualified vocational trainer. They were supported by the provision of case management, literacy/numeracy training, counselling and personal development programs that focused on key issues currently impacting on the quality of their lives such as anger, drugs and alcohol and relationships.

Independent evaluation of this program reported that benefits to participants included: acquisition of work experience; improvements in personal, social, employability and vocational skills; decreases in mental health problems, alcohol and substance abuse and anti-social behaviour; and acquisition of qualifications. 57% of the participants subsequently obtained sustainable employment, re-engaged with education or went onto further training. Benefits to the local community included: visible improvements in facilities and amenities, and increased acceptance of previously marginalised people, who were subsequently seen as making positive contributions to society.

A cost -benefit study of this project undertaken by Housing NSW in 2011 indicated that the net annual financial value to government was $388,000, derived from savings in not using commercial contractors and increased housing rental income from participants. It was estimated that the program generated an annual net social value of $226,650, comprised of savings due to reduction in anti-social and offending behaviour as well as social benefits of increased community cohesion. The full reports on the graffiti project, and our Sydney-based horticulture enterprise, are available on request.

### Improving individual and family functioning

**Page 90 to 93** of the Interim Report considers cost effective approaches that support employment outcomes by improving family functioning and the provision of services especially to people with mental health conditions to assist them to stabilise their lives and engage in education, work and social activities. In shaping the future directions for improving individual and family functioning, the Reference Group would like feedback on:

* How can services enhance family functioning to improve employment outcomes?
* How can services be improved to achieve employment and social participation for people with complex needs?

| * How can services enhance family functioning to improve employment outcomes?   Service models that seek to engage all eligible family members in relation to employment support and placement in jobs should be a strategy that is examined by the Government to enhance employment outcomes. For example, BoysTown is currently collaborating with community services, education providers, employment services and government collaborate in a project called the Woodridge State High School Community Hub program. The service delivery model that enhances the personal development and job skills of at risk and vulnerable youth in the local community. Particular emphasis is placed on young people who are at risk of disengaging from school and the community. Additional focus is placed on family members of these young people who are not employed. Hence, the model addresses the family relationships and job skills across the generations of youth and parents.  In BoysTown’s experience, Indigenous mentors play in a key role in promoting family knowledge about BoysTown’s programs which in turn influence the retention rates of Indigenous young people in our services. The Mentor in BoysTown’s Inala (Queensland) JSA Mentoring Program was successful in linking with job seekers’ families to discuss the importance of attending the program, addressing their barriers and finding sustainable employment. In a similar approach, the Employment Consultant in BoysTown’s Blacktown (New South Wales) Stream 4 Outcomes Demonstration Pilot invited the families of Indigenous job seekers to attend their preliminary consultations to discuss the purpose of the pilot and how they were trying to assist their youth with their barriers and to achieve employment. This process facilitated a change where the young people could have support from BoysTown and also their families while they were looking for employment.   * How can services be improved to achieve employment and social participation for people with complex needs?   Services that deliver intensive placement and support programs based on partnerships with Government and community services is an effective strategy to improve employment and social participation for people with complex need. For example, BoysTown received funding from the previous Department of Education, Employment and Workplace Relations in 2012 to deliver a Stream 4 Outcomes Demonstration Pilot for 18 months. The Demonstration Pilot in Blacktown was aimed at Stream 4 job seekers who have multifaceted and long-term barriers to employment and social inclusion. When compared to a baseline group of job seekers with similar demographic, Stream and location details, the participants achieved significantly higher rates of employment outcomes. Hence, a similar model would improve services to achieve employment and social participation for people with complex needs. One of the key components of BoysTown’s Stream 4 Outcomes pilot was an Employment Outcome Star assessment (based on Triangle Consulting Outcome Stars) to identify the needs and barriers of disadvantaged young people. This tool was implemented in a manner more similar to a conversation than a rigid interview format. The assessment tool was then used at various points in the pilot to measure progress or lack thereof across the various dimensions (e.g. offending, accommodation, job-specific skills, and motivation and aspirations). Part of the tool is to show the results in a diagram format so that participants can see where they are making progress. The other integral component of BoysTown’s Stream 4 Outcomes pilot is the dual case management team comprised by an Employment Consultant and an Employment Case Worker. This intensive support is vital for people with complex needs. The Employment Case Worker also facilitates the enhanced coordination of services for job seekers and advocates on behalf of the young person when they may have difficulty understanding the referral pathways and verbalising their issues. By establishing effective working relationships with other service providers in the community, the job seeker then experiences expedited referral and tailored services to their needs. |
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### Evaluating outcomes

**Page 93** of the Interim Report considers improved monitoring and evaluation of programmes aimed at increasing individual and family capability to focus on whether outcomes are being achieved for the most disadvantaged. In shaping the future directions for evaluating outcomes the Reference Group would like feedback on:

* How can government funding of programmes developing individual and family capabilities be more effectively evaluated to determine outcomes?

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## Pillar Three: Engaging with employers

Employers play a key role in improving outcomes for people on income support by providing jobs. Reforms are needed to ensure that the social support system effectively engages with employers and has an employment focus. These reforms include making jobs available, improving pathways to employment and supporting employers.

### Employment focus – making jobs available

**Page 95 to 100** of the Interim Report considers what initiatives result in businesses employing more disadvantaged job seekers. In shaping the future directions for making jobs available the Reference Group would like feedback on:

* How can business-led covenants be developed to generate employment for people with disability and mental health conditions?
* How can successful demand-led employment initiatives be replicated, such as those of social enterprises?

| * How can successful demand-led employment initiatives be replicated, such as those of social enterprises?   Despite the social and economic value of ILM social enterprises, generally, social enterprises show a productivity deficit as revenue does not match operating costs. Social enterprises have higher cost profiles than similar commercial activities due to the need to provide case management, specialist counselling, training and other support to participants[[1]](#footnote-1). BoysTown social enterprise programs have an annualised productivity deficit of about $12,000 for each participant. ILM providers often miss out on tenders for the provision of goods and services to Government as they are unable to complete on price.  The Commonwealth Government can support ILM social enterprises by allocating a proportion of their procurement budgets to social enterprises. A 1-2% allocation of the Commonwealth Government’s procurement budget to ILM social enterprises that offered unemployed people placements would significantly reduce the unemployment rate in the short term. This decrease in unemployment would be sustainable given the evidence based outcomes of these programs that has been outlined above. |
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### Improving pathways to employment

**Page 101 to 107** of the Interim Report considers the different pathways to employment for disadvantaged job seekers such as vocational education and training and mental health support models. In shaping the future directions for improving pathways to employment the Reference Group would like feedback on:

* How can transition pathways for disadvantaged job seekers, including young people, be enhanced?
* How can vocational education and training into real jobs be better targeted?
* How can approaches like Individual Placement and Support that combine vocational rehabilitation and personal support for people with mental health conditions be adapted and expanded?
* How can transition pathways for disadvantaged job seekers, including young people, be enhanced?

Youth specialisation within the Jobs Services Australia program is critical to progress youth employment outcomes.Contemporary Australian research clearly shows that young people have different barriers to adults in relation to obtaining employment. For example, young people are more likely than other age groups to experience a mental health disorder[[2]](#footnote-2).

Youth are more likely to seek assistance from services that are youth focused and conversant with contemporary youth culture, needs, and engagement preferences.

To some extent, national policy in other areas recognises the need for youth specialisation within mainstream services. For example, current national mental health policy recognises the need for youth specialist services through the funding of *Headspace* Centres.

Responses to youth employment need to be delivered through authentic youth specialist providers that know the needs of this group and have been able through their specialised practice to develop focused responses. It is of concern that this is not being recognised in the current Exposure Draft for Employment Services 2015-2020 Purchasing Arrangements.

Pathways to employment can be improved through the provision of Intermediate Labour Market (ILM) social enterprise programs. The ILM social enterprise programs are operated in a real-life work environment where marginalised people can earn a wage while developing the vocational skills, gaining confidence and motivation, and addressing their personal barriers. Social procurement would increase the instances of these ILM social enterprises through the addition of social clauses in procurement contracts for the services and work offered in the ILM social enterprises.

* How can vocational education and training into real jobs be better targeted?

Vocational education and training into real jobs can be better targeted through the use of industry-targeted training programs and ILM social enterprise programs. A survey of employers’ recruitment experiences by the previous Department of Education, Employment and Workplace Relations (DEEWR) found consistent themes across the priority employment areas. The most common reasons that employers found applicants to be unsuitable for their positions were insufficient work experience specific to the job, insufficient qualifications or training to perform the job duties and lacking in employability skills and appropriate personal characteristics. The specific characteristics that employers stated job seekers were lacking included communication, motivation, enthusiasm and confidence. This data suggests that more tailored pre-employment and ILM social enterprise programs, rather than general Certificate II qualifications, are needed to address the concerns of employers. In addition, the findings of the Australian Research Council study by Griffith University and BoysTown indicate statistically significant improvements in these areas for the 542 young people. For example, upon completing their ILM social enterprise program:

* 70.3% of young people had healthy levels of respect for themselves – 27.7% improvement,
* 72.0% had confidence in themselves – 37.3% improvement,
* 82.0% were willing to learn new skills – 26.8% improvement, and
* 67.1% were strongly motivated to reach their goals – 24.6% improvement.

BoysTown is conducting preliminary research into the support required by its job seekers who will be affected by the young job seeker policy reforms. In an online survey, 25 participants responded to questions about their barriers to finding employment. The most common reasons were that there are not enough jobs available, limited work experience, do drivers licence and transport, insufficient skills for specific jobs, lack of qualifications, poor social skills and low confidence. Specifically tailored pre-employment programs that are linked to industry and ILM social enterprise programs would be able to address these issues while added support from a Youth Worker could link participants to driving facilities to increase the hours required to get a licence. These findings point to the use of pre-employment programs to develop young peoples’ employability and ILM social enterprise programs to provide them with work experience and to enhance their confidence, motivation, job skills, communication and other employability skills.

* How can approaches like Individual Placement and Support that combine vocational rehabilitation and personal support for people with mental health conditions be adapted and expanded?

In addition to youth specialisation, approaches like Individual Placement and Support models that combine vocational rehabilitation and personal support for people with mental health conditions can be adapted and expanded through the provision of services to other groups the experience great difficulty making the transition to employment. Similar to the previously mentioned Stream 4 Outcome Demonstration Pilot in BoysTown’s Blacktown JSA, the model could be implemented with Stream 4 participants whose barriers are complex and long-term. The addition of an Employment Case Worker to form a dual case management team with an Employment Consultant will provide the intensive support required for this marginalised group of job seekers. In addition, an assessment specific to the identifying the needs of highly disadvantaged job seekers would be required to measure the baseline and track change. The enhanced coordination of external services will add to the holistic support provided in this model. In order for this approach to be implemented, an increase in the outcome payments for people who are deemed to have mental health issues and other complex needs should be explored.

### Supporting employers

**Page 108 to 110** of the Interim Report considers what can be done to support employers employ more people that are on income support including better job matching, wage subsidies and less red tape. In shaping the future directions for supporting employers the Reference Group would like feedback on:

* How can an employment focus be embedded across all employment and support services?
* How can the job services system be improved to enhance job matching and effective assessment of income support recipients?
* How can the administrative burden on employers and job service providers be reduced?

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## Pillar Four: Building community capacity

Vibrant communities create employment and social participation for individuals, families and groups. Investments by government, business and civil society play an important role in strengthening communities. Also, access to technology and community resilience helps communities build capacity. Building community capacity is an effective force for positive change, especially for disadvantaged communities.

### Role of civil society

**Page 112 to 116** of the Interim Report considers the role of civil society in building community capacity. In shaping the future directions for the role of civil society the Reference Group would like feedback on:

* How can the expertise and resources of corporates and philanthropic investors drive innovative solutions for disadvantaged communities?
* How can the Community Business Partnership be leveraged to increase the rate of philanthropic giving of individuals and corporates?
* How can disadvantaged job seekers be encouraged to participate in their community to improve their employment outcomes?

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### Role of government

**Page 116 to 120** of the Interim Report considers the role of government in building community capacity. In shaping the future directions for the role of government the Reference Group would like feedback on:

* How can community capacity building initiatives be evaluated to ensure they achieve desired outcomes?
* How can the income management model be developed to build community capacity?

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### Role of local business

**Page 121 to 123** of the Interim Report considers the role of local business in building community capacity. In shaping the future directions for the role of local business the Reference Group would like feedback on:

* How can communities generate opportunities for micro business to drive employment outcomes?
* How can mutuals and co-operatives assist in improving the outcomes for disadvantaged communities?

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### Access to technology

**Page 124 to 125** of the Interim Report considers access to affordable technology and its role in building community capacity. In shaping the future directions for access to technology the Reference Group would like feedback on:

* How can disadvantaged job seekers’ access to information and communication technology be improved?

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### Community Resilience

**Page 125 to 126** of the Interim Report considers how community resilience can play a role in helping disadvantaged communities. In shaping the future directions for community resilience the Reference Group would like feedback on:

* What strategies help build community resilience, particularly in disadvantaged communities?
* How can innovative community models create incentives for self-sufficiency and employment?

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1. Bodsworth, E. 2013. Working Futures Initiative evaluation, p57 [↑](#footnote-ref-1)
2. Rickwood, D. (2012). Entering the e-spectrum. Youth Studies Australia, 31(4), 18.; King, R., Bickman, L., Shochet, I., McDermott, B. & Bor, B. (2010). Use of the internet for provision of better counselling and psychotherapy services to young people, their families and carers. Psychotherapy in Australia, Vol 17(1), 66-67. [↑](#footnote-ref-2)