

# Job Seeker Experiences of Job Network

Department of Education, Employment and Workplace Relations

## **Discussion guide – Job Search Support / Job Search Training**

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECCO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

**3. JNM – Notepad exercise [5 mins]**

- **Notepad exercise 1:** “What are all the things that come to mind when you think about your Job Network member?”
  - [If necessary explain: The Job Network member that you go to the most often]
- Briefly discuss responses

4. Expectations of Job Network member [5 mins]

- What are your expectations of your Job Network member?
  - What are all the things they are supposed to do for you [PROBE FULLY]
  - What information should they give you

**5. JNM – first contact [15 mins]**

- What form did the first contact with your Job Network member take? For example, telephone call, quick chat with receptionist, one on one interview with case manager, group interview.
- How long did the contact last?
- What sorts of things did they talk about with you?
  - Your rights and responsibilities as a job seeker
  - How to use the touchscreens
  - How to look for work
  - Information on automatic matching to jobs (via the computer system)
  - How to prepare a resume or write job applications
  - Advice to help you with job interviews
  - Information about private employment agencies
  - Any problems you may have in looking for work
  - Other options for assistance, for example help with transport or clothing etc.
  - Anything else
- How useful was the information?
  - What would have made the information more useful for you
  - Was the information accurate (to the best of your knowledge)

- Did you feel you could ask questions to clarify anything that was unclear
- Did the information improve your chances of finding work
- To what extent did this contact live up to your initial expectations?

**6. JST – unprompted awareness [5 mins]**

- How often do you generally go to your Job Network member? [weekly, fortnightly, monthly?]
- Has this amount of contact changed recently? [more often, less often?]
- What was the reason for this change?
- What other things have changed recently? [PROBE FULLY]

**IF JOB SEARCH TRAINING NOT MENTIONED...**

- Have you started a period of assistance that’s called ‘Job Search Training’ recently?  
*IF REQUIRED: “You may not know it by this name, but this period of assistance **usually** lasts 3 weeks and is full-time,”* [Can also be delivered part-time for longer than 3 weeks]  
*“Job Search Training includes activities such as formal and informal training in skills to help you find work, such as writing resumes and job applications, getting references, interview techniques, presentation skills, and practical job search activities.”*

*“We’ll talk more about the Job Search Training you have done in a little while, first I’d like to discuss your experiences with your Job Network member before you started Job Search Training.”*

**7. JNM – contact before JST commenced [15 mins]**

- Do you have one person at you Job Network member which you usually see? (i.e. a case manager)
- Do you always talk to your case manager when you go to your Job Network member?
  - Why / why not
- How long do your contacts last? [ten minutes, half an hour, an hour]

- What do you discuss with your case manager
- In what ways did your Job Network member encourage you to look for work yourself?
  - How do they do this
- To what extent did your Job Network member refer you to job vacancies?
  - How many / how often
  - What types of jobs are these [temporary / permanent?]
  - How suitable are the jobs that your Job Network member refers you to
    - ◇ Why / why not
- Did the jobs you were referred to require skills, experience or other attributes that didn't suit you?
  - In what way/s
- Did your Job Network member suggest that you go to a private employment agency (such as Drake Employment or ADECCO)?
  - If yes: "To what extent were any job vacancies suitable for you?"
    - ◇ Type of work
    - ◇ Number of hours

*"OK. We talked a little bit earlier about Job Search Training you are doing..."*

**8. JST – Notepad exercise [5 mins]**

- **Notepad exercise 2:** "What are all the things that come to mind when you think about the Job Search Training you have been doing?"
- Briefly discuss responses

**9. JST – initial contact [15 mins]**

- Do you call it Job Search Training, or do you use some other term (e.g. job skills training, employment training etc.)?
- Who provides this 'Job Search Training' assistance to you?
  - Is it your Job Network member (someone from your Job Network member), or somebody else?

- What happened the first time you went to your Job Search Training provider?
  - What did you expect to happen?
  - What information did they give you?
    - ◇ Was this what you expected
  - Did your Job Search Training provider tell you about your rights and responsibilities under Job Search Training?
    - ◇ What did they tell you
    - ◇ What does the Job Search Training provider expect of you
    - ◇ Do you think this is reasonable [why, why not?]
    - ◇ How is this different from your obligations to your Job Network member before you started Job Search Training
- If you were receiving previous assistance from your Job Network member, how was the transition into Job Search Training?
  - What could have made this transition easier for you
- How do you feel about doing Job Search Training?

**10. JST – experience [15 mins]**

*Thinking about **this particular period** that you are doing Job Search Training...*

- How often do you go to your Job Search Training provider?
- Have you ever had problems attending your Job Search Training provider?
  - If yes: “What kinds of problems? How often has this happened?”
  - How did the Job Network member or the training provider help you solve these problems [PROBE FULLY]
- Thinking about the time you’ve been doing Job Search Training, what are all the topics you’ve covered? [PROBE FULLY]
  - Applying for jobs
  - Practise / mock interviews
  - Advice on what to wear to interviews
  - Different sources of vacancy information
  - Motivation
- How would you describe the quality of the training you’ve received?
  - Are the staff knowledgeable

- ◇ Why / why not
- Is it tailored to your individual needs
  - ◇ Why / why not
- How appropriate is the content
  - ◇ What else could be covered to make it more useful to help you look for work
- Does the training provider and/or Job Network member follow-up on any issues that you may have
- What are all the ways that Job Search Training has changed the way that you look for work? [PROBE FULLY]
  - Range of information sources
    - ◇ Use of Internet / email
    - ◇ Cold-calling
    - ◇ Newspapers
    - ◇ Friends
  - Preparing applications / resumes
  - Preparing for interviews
  - Interview techniques
  - Types of work looked for
  - Self-confidence / motivation
- How useful has Job Search Training been in helping you look for work?
- To what extent did Job Search Training happen at the right time for you?
  - Would you have preferred it sooner after you started looking for work
    - ◇ Why / why not
  - Would you prefer a long period from starting to look for work to doing Job Search Training
    - ◇ Why / why not

11. Summing up [5 mins]

- We've talked about a lot of things to do with Job Network and Job Search Training today / tonight.
  - What are all the things that you find useful about Job Search Training?

- What are all the things you would change about Job Search Training?
- Do you have any further comments about Job Search Training, or the assistance you have received from your Job Network member?

12. Conclusion [5 mins]

- Explain purpose, thank and close.
- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Intensive Support Mutual Obligation

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for work
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECCO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

### 3. MO – general awareness [10 mins]

- Who has heard of Mutual Obligation?
- What is Mutual Obligation?
  - PROBE FOR: general obligations/responsibilities as a job seeker *versus* Mutual Obligation



- When do people generally do Mutual Obligation?
  - After been looking for work for a certain period of time
  - When they volunteer for it
- Have you done or are you doing Mutual Obligation?
  - When did you do Mutual Obligation
  - For how long did you do it
  - What type of activity
- Do you know what activities can be done to satisfy Mutual Obligation requirements?
  - Work for the Dole
  - Green Corps
  - Community work
  - Education and training
  - Defence Force Reserves

4. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about Mutual Obligation?”
  - Briefly discuss responses

**5. MO – attitudes [5 mins]**

- How do you feel about doing Mutual Obligation?
  - Why
- To what extent do you think participation in Mutual Obligation activities should be a condition of receiving income support?
  - Why / Why not
- One of the aims of Mutual Obligation is for job seekers to “give something back to the community in return for receiving income support”. To what extent do you feel that you are giving something back to the community by doing a Mutual Obligation activity?
  - Why / why not
- Did your views about Mutual Obligation change after you participated in a Mutual

Obligation activity?

- How?
- Why?

**6. MO – activities undertaken [10 mins]**

- How do you feel about the activities you do/did as part of Mutual Obligation?
  - Why
- How were the activities you did for Mutual Obligation selected?
  - Did you choose them
  - Did your Job Network member choose them
- How much consultation between you and your Job Network member was there?
- Were you referred to what's known as a Community Work Coordinator

[You may not know them by this name, but they are people who organise your Mutual Obligation activities in conjunction with your Job Network member]

- What reasons were given for this
- Have you undertaken Mutual Obligation activities more than once?
  - If yes: “Which activities did you do each time?”
  - Did you do the same activity each time?
    - ◇ Why / why not
  - Are there any other differences with your mutual obligation activities?
    - ◇ The staff at the Community Work Coordinator
    - ◇ Other job seekers participating in the Mutual Obligation activity
    - ◇ The way the activities are run

**7. MO – most recent experience [20 mins]**

IF necessary:

*“I’d like to focus now on the most recent Mutual Obligation activity that you’ve undertaken.”*

- How was the transition into starting your Mutual Obligation activity?
  - What could have made this transition easier for you
- How many hours a week is your Mutual Obligation activity?
- How would you describe the quality of the way the Mutual Obligation activity is run?

- How well is the activity organised
  - ◇ Why / why not
- Is the activity tailored to your individual needs
  - ◇ Why / why not
- Are the staff knowledgeable, friendly, helpful
  - ◇ Why / why not
- What training did you receive in order to undertake the activity?
  - Occupational Health and Safety (OH&S)
  - Specific skills or procedures
  - How to use particular equipment
- How useful would you say these skills are in helping you to find work?
  - Why / why not
- How could the Mutual Obligation activity be improved? [PROBE FULLY]
- Have you ever had problems attending your Mutual Obligation activity?
  - If yes: “What kinds of problems? How often has this happened?”
  - How did the Job Network member or the Community Work Coordinator help you solve these problems [PROBE FULLY]
- Have you ever had any issues that you wanted your Job Network member or Community Work Coordinator to follow up?
  - If yes: “What were these issues?”
  - Did your Job Network member or Community Work Coordinator actually follow up these issues?
- Overall, how useful do you think your mutual obligation activity is in helping you find work?

**8. MO – contact with JNM [10 mins]**

- How often do you have contact with your Job Network member while you are doing your Mutual Obligation activity?
  - Is this over the phone or in person
- How long do they spend with you each time?
- What do they speak with you about?
  - Did you speak about your mutual obligation activity and how it was

progressing

- Are there other things you would like to discuss with them that you don't currently?
- Does anything else happen [i.e. do you also get assistance with job search]
- Has your Job Network member referred you to any job vacancies while you are participating in your Mutual Obligation activity?
  - If yes: "How many?"

**9. MO – Impact on job search activities [10 mins]**

- Have you continued to actively look for work while you have been doing your Mutual Obligation activity?
- What are all the ways that your job searching has changed since you started doing your Mutual Obligation activity? [PROBE FULLY]
  - Has it impacted on your motivation to look for work and find work
  - Some people say that it's harder to look for work when they're doing a Mutual Obligation activity because there's less time to focus on it; whereas other people say that it's a good time to look for work because you can demonstrate to employers that you're currently doing something. Which point of view would you agree with?
    - ◇ Why [PROBE FULLY – for each ]

10. Summing up [5 mins]

- We've talked about a lot of things to do with Mutual Obligation today / tonight.
  - To what extent do you think participating in Mutual Obligation improved your chances of finding work?
  - What are all the things that you find useful about Mutual Obligation?
  - What are all the things you would change about Mutual Obligation?
  - Do you have any further comments about Mutual Obligation or your Job Network member or the assistance you have received from them?

11. Conclusion [5 mins]

- Explain purpose, thank and close.

- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Intensive Support customised assistance 1

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

### 3. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about your Job Network member?”
  - [If necessary explain: The Job Network member that you go to the most

often]

- Briefly discuss responses
4. Expectations of Job Network member [5 mins]
- What are your expectations of your Job Network member?
    - What are all the things they are supposed to do for you [PROBE FULLY]
    - What information should they give you

**5. ISca1 – unprompted awareness [5 mins]**

- How often do you generally go to your Job Network member? [weekly, fortnightly, monthly?]
- Has this amount of contact changed recently? [more often, less often?]
- What was the reason for this change?
- What other things have changed recently? [PROBE FULLY]

**6. ISca1 – first contact [15 mins]**

- Over the last 3 months you all should have started something that's called 'Intensive Support customised assistance'. You may not know it by this name, but this period of assistance usually involves more active contact with your Job Network member.
  - If necessary: "Does this sound like something that you've started recently?"
  - Do you call it Intensive Support customised assistance or do you use some other term?
- Did you get a letter from your Job Network member about a change in the assistance that you receive?
  - What happened after you got that letter?
- What happened the first time you went to your Job Network member after getting that letter?
  - What did you expect to happen?
  - What information did they give you?
    - ◇ Was this what you expected
  - Did your Job Network member tell you about your rights and

responsibilities under Intensive Support customised assistance?

- ◇ What did they tell you
- ◇ What does the Job Network member expect of you
- ◇ Do you think this is reasonable [why, why not?]
- If you participated in mutual obligations before intensive support customised assistance, how was the transition into Intensive Support customised assistance?
  - What could have made this transition easier for you
- How do you feel about being in Intensive Support customised assistance?

#### **7. ISca1 – engagement [15 mins]**

- Do you have one person at your Job Network member which you usually see? (i.e. a case manager)
- Do you always talk to your case manager when you go to your Job Network member?
  - Why / why not
- How long do your contacts last? [ten minutes, half an hour, an hour]
  - What do you discuss with your case manager
- Is this level of contact enough/too little/too much etc?
- Has the level of contact you have changed over time while you have been doing Intensive Support customised assistance?
- Does your Job Network member make time to see you?
- Is the contact useful in helping you find employment?
  - Why / why not

#### **8. Barriers [15 mins]**

- What other things would need to change to help you find work? [PROBE FULLY]
  - What are the things that you can do to help change these things?
- Does your Job Network member – or case manager – understand that these things need to change to help you find work?
- Does your Job Network member – or case manager – help you to change these things?
  - How do they do this



- What else could your Job Network member do to help you change these things?
- How likely do you think it is that these changes will happen?
  - Why / why not

**9. ISca1 – assistance received [25 mins]**

- What types of assistance have you received while participating in Intensive Support customised assistance?
  - Advice on how to use the touch screens
  - Information on automatic matching to jobs (via the computer system)
  - Assistance in preparing a resume or writing job applications
  - Advice to help you with job interviews
  - Advice on how to look for work
  - Information about private employment agencies
  - Training
  - Any other assistance
- How useful is the assistance?
- Does your Job Network member – or your case manager – personalise assistance to suit your needs?
  - If yes: “In what way do they do this?”
  - If no: “What could they do to personalise the assistance they give you?”
- Is this assistance provided to you when you need it? For example, if you need help with interview techniques do you get it just before you have a job interview?
- Has the assistance you received while in Intensive Support customised assistance changed over time?
  - Did you receive more assistance earlier on that has dropped off over time
  - Did you receive minimal assistance early on and more later
- Does your Job Network member spend money on training, clothes and equipment, travel costs or anything else to help you find work?
  - What about wage subsidies
  - How often do you receive this assistance
- Are there any aspects of Intensive Support customised assistance that motivate you to find a job? For example, a particular person who helped you, a type of

assistance that you've received or anything else?

- Is this something that you've specifically received since starting Intensive Support customised assistance
- Do you ever have any problems receiving assistance?
  - What sort of problems
  - Why do you think this happens
- Is there any type of assistance that you are not getting that you think would help you to get a job?
- Overall, to what extent has your Job Network member has helped to improve your chances of finding work?
  - Why

10. Referrals to jobs [10 mins]

- In what ways is your Job Network member encouraging you to look for work yourself?
  - How do they do this
- To what extent does your Job Network member refer you to job vacancies?
  - How many / how often
  - What types of jobs are these [temporary / permanent?]
  - How suitable are the jobs that your Job Network member refers you to
    - ◇ Why / why not
  - While you've been in Intensive Support customised assistance have any of the jobs that your Job Network member has referred you to resulted in paid work
- Does your Job Network member follow up on your referrals or interviews?
  - Do they provide references for you when you go to job interviews?

11. Summing up [5 mins]

- We've talked about a lot of things to do with Intensive Support customised assistance today / tonight.
  - What are all the things that you find useful about Intensive Support customised assistance?

- What are all the things you would change about Intensive Support customised assistance?
- Do you have any further comments about your Job Network member or the assistance you have received from them?

12. Conclusion [5 mins]

- Explain purpose, thank and close.
- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Intensive Support customised assistance 2

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

### 3. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about your Job Network member?”
  - [If necessary explain: The Job Network member that you go to the most

often]

- Briefly discuss responses
4. Expectations of Job Network member [5 mins]
- What are your expectations of your Job Network member?
    - What are all the things they are supposed to do for you [PROBE FULLY]
    - What information should they give you

**5. ISca2 – unprompted awareness [5 mins]**

- How often do you generally go to your Job Network member? [weekly, fortnightly, monthly?]
- Has this amount of contact changed recently? [more often, less often?]
- What was the reason for this change?
- What other things have changed recently? [PROBE FULLY]

**6. ISca2 – first contact [15 mins]**

- Over the last 3 months you all should have started something that's called 'Intensive Support customised assistance' for the second time. You may not know it by this name, but this period of assistance usually involves more active contact with your Job Network member.
  - If necessary: "Does this sound like something that you've started recently?"
  - Do you call it Intensive Support customised assistance or do you use some other term?
- Did you get a letter from your Job Network member about a change in the assistance that you receive?
  - What happened after you got that letter?
- What happened the first time you went to your Job Network member after getting that letter?
  - Are you going to the same Job Network member as the first time you did Intensive Support customised assistance?
    - ◇ Is it the same case manager?
  - To what extent was this experience similar or different than the first time

you did Intensive Support customised assistance?

- Did your Job Network member tell you about your rights and responsibilities under Intensive Support customised assistance?
  - ◇ What did they tell you
  - ◇ What does the Job Network member expect of you
  - ◇ Do you think this is reasonable [why, why not?]
  - ◇ Do they expect the same of you as they did the first time around?
- How was the transition from Mutual Obligation to the second period of Intensive Support customised assistance?
  - Was it any different from the first time around? [In what ways was it different?]
  - What could have made this transition easier for you
- How do you feel about being in Intensive Support customised assistance?  
[PROBE FULLY]

#### **7. ISca2 – engagement [15 mins]**

- Do you have one person at your Job Network member which you usually see? (i.e. a case manager)
- Do you always talk to your case manager when you go to your Job Network member?
  - Why / why not
- How long do your contacts last? [ten minutes, half an hour, an hour]
  - What do you discuss with your case manager
- Is this level of contact enough/too little/too much etc?
- Has the level of contact you have changed over time while you have been doing Intensive Support customised assistance?
- Does your Job Network member make time to see you?
- Is the contact useful in helping you find employment?
  - Why / why not

#### **8. Barriers [15 mins]**

- What things would need to change to help you find work? [PROBE FULLY]

- What are the things that you can do to help change these things?
- Does your Job Network member – or case manager – understand that these things need to change to help you find work?
- Does your Job Network member – or case manager – help you to change these things?
  - How do they do this
- What else could your Job Network member do to help you change these things?
- How likely do you think it is that these changes will happen?
  - Why / why not

**9. ISca2 – assistance received [25 mins]**

- What types of assistance have you received while participating in Intensive Support customised assistance for the second time?
  - Advice on how to use the touch screens
  - Information on automatic matching to jobs (via the computer system)
  - Assistance in preparing a resume or writing job applications
  - Advice to help you with job interviews
  - Advice on how to look for work
  - Information about private employment agencies
  - Training
  - Any other assistance
- How useful is the assistance?
- Does your Job Network member – or your case manager – personalise assistance to suit your needs?
  - If yes: “In what way do they do this?”
  - If no: “What could they do to personalise the assistance they give you?”
- Is this assistance provided to you when you need it? For example, if you need help with interview techniques do you get it just before you have a job interview?
- Has the assistance you received while in this round of Intensive Support customised assistance changed over time?
  - Did you receive more assistance earlier on that has dropped off over time
  - Did you receive minimal assistance early on and more later

- Was this the same as the first time you did Intensive Support customised assistance?
  - ◇ In what ways is it the same / different
- Does your Job Network member spend money on training, clothes and equipment, travel costs or anything else to help you find work?
  - What about wage subsidies
  - How often do you receive this assistance
- Are there any aspects of this second period of Intensive Support customised assistance that motivate you to find a job? For example, a particular person who helped you, a type of assistance that you've received or anything else?
  - Is this something that you've specifically received since starting Intensive Support customised assistance for the second time?
- Do you ever have any problems receiving assistance?
  - What sort of problems
  - Why do you think this happens
- Is there any type of assistance that you are not getting that you think would help you to get a job?
- Overall, to what extent has your Job Network member has helped to improve your chances of finding work?
  - Why

10. Referrals to jobs [10 mins]

- In what ways is your Job Network member encouraging you to look for work yourself?
  - How do they do this
- To what extent does your Job Network member refer you to job vacancies?
  - How many / how often
  - What types of jobs are these [temporary / permanent?]
  - How suitable are the jobs that your Job Network member refers you to
    - ◇ Why / why not
  - While you've been in Intensive Support customised assistance have any of the jobs that your Job Network member has referred you to resulted in paid



work

- Does your Job Network member follow up on your referrals or interviews?
  - Do they provide references for you when you go to job interviews?

11. Summing up [5 mins]

- We've talked about a lot of things to do with Intensive Support customised assistance today / tonight.
  - What are all the things that you find useful about Intensive Support customised assistance?
  - What are all the things you would change about Intensive Support customised assistance?
  - What are the main differences between the first and second times that you've been doing Intensive Support customised assistance?
- Do you have any further comments about your Job Network member or the assistance you have received from them?

12. Conclusion [5 mins]

- Explain purpose, thank and close.
- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Mature age

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- When did you first start receiving income support?
- Do you go to a Job Network member as part of meeting your obligations in receiving income support?
- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECCO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

3. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about your Job Network member?”
  - [If necessary explain: The Job Network member that you go to the most often]
- Briefly discuss responses

4. Expectations of Job Network member [5 mins]

- What were your expectations of your Job Network member before you started seeing them?
  - What type of assistance did you think you would receive
  - How much assistance did you think they would give you
  - What did you expect in terms of the quality of the assistance
- Have your expectations changed since you've been receiving assistance?
  - If so: “How have they changed?”

5. Attitudes towards working [15 mins]

- How did you feel about working before you started going to your Job Network member?
  - What are all the reasons you felt this way
- How have your attitudes towards working changed since you started going to your Job Network member?
  - What are all the reasons for this
  - What has your Job Network member done to contribute to this change  
[PROBE FULLY]
- To what extent does your Job Network member motivate you to look for work and start work?
  - How do they do this
- To what extent has your Job Network member improved your confidence or self-esteem
  - Why / why not
  - Do you feel that your confidence or self-esteem actually needs to be

improved

- How have they done this; how could they do this

#### **6. JNM – first contact [10 mins]**

- What happened the first time you went to your Job Network member?
  - What did you expect to happen?
  - What information did they give you?
    - ◇ Was this what you expected
  - Did your Job Network member tell you about your rights and responsibilities?
    - ◇ What did they tell you
    - ◇ What does the Job Network member expect of you
    - ◇ Do you think this is reasonable [why, why not?]
- How was the transition into looking for work and going to your Job Network member?
  - What could have made this transition easier for you

#### **7. JNM – staff [15 mins]**

- How would you describe the staff at your Job Network member? For example, are they friendly, helpful, good at their jobs?
- To what extent do the staff have the knowledge and capacity to assess your strengths and individual needs to help you find work?
  - In what ways do they demonstrate this
  - What else could they do that would assist you?
- To what extent does your Job Network member take into account your needs as a mature age job seeker when providing assistance to you?
  - How do they do this
    - ◇ How do they treat you
  - What else could they do that would better meet your needs as a mature age job seeker
- Some people we speak with say their Job Network member would ‘go the extra mile’ for them. What do you think this means?

- To what extent does your Job Network member do these things

8. Barriers [15 mins]

- What things would need to change to help you find work? [PROBE FULLY]
  - What are the things that you can do to help change these things?
- Some people say that being a mature age job seeker is a barrier to looking for work or starting work
  - Do you think this is the case
    - ◇ Why / why not
- What are all the things your Job Network member does to help you deal with these issues?
- What else could your Job Network member do to help you deal with these issues?
- Thinking about all the things that need to change to help you find work, how likely do you think it is that these changes will happen?
  - Why / why not

9. JNM – assistance received [15 mins]

- What types of assistance have you received from your Job Network member?
  - Advice on how to use the touch screens
  - Information on automatic matching to jobs (via the computer system)
  - Assistance in preparing a resume or writing job applications
  - Advice to help you with job interviews
  - Advice on how to look for work
  - Information about private employment agencies
  - Training
  - Any other assistance
- How useful is the assistance?
  - What types of assistance are the most useful for you
    - ◇ Why
- Does your Job Network member personalise assistance to suit your needs?
  - If yes: “In what way do they do this?”
  - If no: “What could they do to personalise the assistance they give you?”

- Is this assistance provided to you when you need it? For example, if you need help with interview techniques do you get it just before you have a job interview?
- Has the assistance you received changed over time?
  - Did you receive more assistance earlier on that has dropped off over time
  - Did you receive minimal assistance early on and more now
- Do you ever have any problems receiving assistance?
  - What sort of problems
  - Why do you think this happens
- Did you receive any assistance from a different organisation? [an organisation other than your Job Network member]
  - Did your Job Network member organise this?
- Is there any type of assistance that you are not getting that you think would help you to get a job?
- Overall, to what extent has your Job Network member helped to improve your chances of finding work?
  - Why

10. Referrals to jobs [15 mins]

- In what ways is your Job Network member encouraging you to look for work yourself?
  - How do they do this
- Are there any particular types of work that you are being discouraged from applying for?
  - What type of work is this
- To what extent does your Job Network member refer you to job vacancies?
  - How many / how often
  - What types of jobs are these [casual / temporary / permanent?]
  - What happens after you get referred
    - ◇ What are the outcomes
- What types of work would suit you the most? [casual / part-time / full-time]
  - Does your Job Network member refer you to these kinds of vacancies?

- Does your Job Network member follow up on your referrals or interviews?
  - Do they provide references for you when you go to job interviews?

11. Summing up [5 mins]

- We've talked about a lot of things to do with Job Network today / tonight.
  - What are all the things that you find useful about the assistance you receive from your Job Network member?
  - What are all the things you would change about the assistance you receive from your Job Network member?
- Do you have any further comments about your Job Network member or the assistance you have received from them?

12. Conclusion [5 mins]

- Explain purpose, thank and close.
- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Parents

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- When did you first start receiving income support?
- Do you go to a Job Network member as part of meeting your obligations in receiving income support?
- Which Job Network member do you usually see?
- Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
- Do you only go to one Job Network member or do you see more than one?
  - Are they with the Job Network or are they are private company, such as Drake Employment, ADECCO etc.
  - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
- How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]



3. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about your Job Network member?”
  - [If necessary explain: The Job Network member that you go to the most often]
- Briefly discuss responses

4. Expectations of Job Network member [5 mins]

- What were your expectations of your Job Network member before you started seeing them?
  - What type of assistance did you think you would receive
  - How much assistance did you think they would give you
  - What did you expect in terms of the quality of the assistance
- Have your expectations changed since you've been receiving assistance?
  - If so: “How have they changed?”

5. Attitudes towards working [15 mins]

- How did you feel about working before you started going to your Job Network member?
  - What are all the reasons you felt this way
- How have your attitudes towards working changed since you started going to your Job Network member?
  - What are all the reasons for this
  - What has your Job Network member done to contribute to this change  
[PROBE FULLY]
- To what extent does your Job Network member motivate you to look for work and start work?
  - How do they do this

**6. JNM – first contact [10 mins]**

- What happened the first time you went to your Job Network member?
  - What did you expect to happen?
  - What information did they give you?

- ◇ Was this what you expected
- Did your Job Network member tell you about your rights and responsibilities?
  - ◇ What did they tell you
  - ◇ What does the Job Network member expect of you
  - ◇ Do you think this is reasonable [why, why not?]
- How was the transition into looking for work and going to your Job Network member?
  - What could have made this transition easier for you

**7. JNM – staff [15 mins]**

- How would you describe the staff at your Job Network member? For example, are they friendly, helpful, good at their jobs?
- To what extent do the staff have the knowledge and capacity to assess your strengths and individual needs to help you find work?
  - In what ways do they demonstrate this
  - What else could they do that would assist you?
- To what extent does your Job Network member take into account your needs as a parent when providing assistance to you?
  - How do they do this
    - ◇ How do they treat you
  - What else could they do that would better meet your needs as a parent
- Some people we speak with say their Job Network member would ‘go the extra mile’ for them. What do you think this means?
  - To what extent does your Job Network member do these things

**8. Barriers [15 mins]**

- What things would need to change to help you find work? [PROBE FULLY]
  - What are the things that you can do to help change these things?
- Some people say that being a parent is a barrier to looking for work or starting work
  - Do you think this is the case

◇ Why / why not

- What are all the things your Job Network member does to help you deal with these issues?
- What else could your Job Network member do to help you deal with these issues?
- Thinking about all the things that need to change to help you find work, how likely do you think it is that these changes will happen?
  - Why / why not

**9. JNM – assistance received [15 mins]**

- What types of assistance have you received from your Job Network member?
  - Advice on how to use the touch screens
  - Information on automatic matching to jobs (via the computer system)
  - Assistance in preparing a resume or writing job applications
  - Advice to help you with job interviews
  - Advice on how to look for work
  - Information about private employment agencies
  - Training
  - Any other assistance
- How useful is the assistance?
  - What types of assistance are the most useful for you
    - ◇ Why
- Does your Job Network member – or your case manager – personalise assistance to suit your needs?
  - If yes: “In what way do they do this?”
  - If no: “What could they do to personalise the assistance they give you?”
- Is this assistance provided to you when you need it? For example, if you need help with interview techniques do you get it just before you have a job interview?
- Do you ever have any problems receiving assistance?
  - What sort of problems
  - Why do you think this happens
- Is there any type of assistance that you are not getting that you think would help you to get a job?

- Overall, to what extent has your Job Network member helped to improve your chances of finding work?
  - Why

10. Referrals to jobs [15 mins]

- In what ways is your Job Network member encouraging you to look for work yourself?
  - How do they do this
- Are there any particular types of work that you are being discouraged from applying for?
  - What type of work is this
- To what extent does your Job Network member refer you to job vacancies?
  - How many / how often
  - What types of jobs are these [casual / temporary / permanent?]
  - What happens after you get referred
    - ◇ What are the outcomes
- What types of work would suit you the most? [casual / part-time / full-time]
  - Does your Job Network member refer you to these kinds of vacancies?
- Does your Job Network member follow up on your referrals or interviews?
  - Do they provide references for you when you go to job interviews?

11. Summing up [5 mins]

- We've talked about a lot of things to do with Job Network today / tonight.
  - What are all the things that you find useful about the assistance you receive from your Job Network member?
  - What are all the things you would change about the assistance you receive from your Job Network member?
- Do you have any further comments about your Job Network member or the assistance you have received from them?

12. Conclusion [5 mins]

- Explain purpose, thank and close.

- Distribute incentives (sign and check contents of envelope)

## Discussion guide – Non-participating

### 1. Introduction [5 mins]

- Introduction of self and clients
- Purpose: experiences with your Job Network member and your experiences looking for a job
- Confidentiality and anonymity
  - Will not affect any income support or employment services you may be receiving
- There are no right or wrong answers – we are interested in your experiences and opinions
- Please turn off mobile phones
- Location of bathrooms
- Duration of session

### 2. Context [5 mins]

- Are you currently looking for work?
  - If not, “how long were you looking for work?”
- How long have you been looking for work?

### 3. Notepad exercise [5 mins]

- **Notepad exercise 1:** “What are all the things that come to mind when you think about looking for work?”
- Briefly discuss responses

### 4. Obligations [10 mins]

- Are you receiving income support from Centrelink?
  - What type of income support is it? For example, NewStart allowance, Youth allowance.
  - What are all the things you have to do to keep receiving income support?  
[PROBE FULLY]

- Who gave you this information, for example Centrelink or a Job Network member
- How easy or hard is it to do all these things?
  - ◇ What things are easy
  - ◇ What things are difficult

**If not receiving income support**

- What are all the reasons you are not currently receiving income support?
5. Experiences looking for work [10 mins]
- What are all the things you have done to look for work?
  - What problems are you facing in trying to find work?
  - What types of assistance would help you overcome these problems?
    - Are you getting this assistance at the moment
      - ◇ Where are you getting this assistance from
    - How else would you go about getting this assistance?
6. Contact with JNM [10 mins]
- Have you been referred to a Job Network member?
    - Have you actually been to a Job Network member
      - ◇ If no: “What are all the reasons you haven’t been to a Job Network member
  - Do you call them a Job Network member, or do you use some other term (e.g. Job Network provider, employment agency etc.)?
  - Do you only go to one Job Network member or do you see more than one?
    - Are they with the Job Network or are they are private company, such as Drake Employment, ADECCO etc.
      - ◇ Do you use the services of Job Network agencies more or private companies
    - If necessary: “For the purpose of our discussion today, we’ll just be talking about the ones with Job Network – not the private companies.”
    - How long have you been going to the Job Network member? [If go to more than one: “The one you go to the most often?”]

7. Expectations of Job Network member [10 mins]

- What were your expectations of your Job Network member before you started seeing them?
  - What type of assistance did you think you would receive
  - How much assistance did you think they would give you
  - What did you expect in terms of the quality of the assistance

**8. JNM – first contact [15 mins]**

- What form did the first contact with your Job Network member take? For example, telephone call, quick chat with receptionist, one on one interview with case manager, group interview.
- How long did the contact last?
- What sorts of things did they talk about with you?
  - Your rights and responsibilities as a job seeker
  - How to use the touchscreens
  - How to look for work
  - Information on automatic matching to jobs (via the computer system)
  - How to prepare a resume or write job applications
  - Advice to help you with job interviews
  - Information about private employment agencies
  - Any problems you may have in looking for work
  - Other options for assistance, for example help with transport or clothing etc.
  - Anything else
- How useful was the information?
  - What would have made the information more useful for you
  - Was the information accurate (to the best of your knowledge)
  - Did you feel you could ask questions to clarify anything that was unclear
  - Did the information improve your chances of finding work
- To what extent did this contact live up to your initial expectations?
- How was the transition into looking for work and going to your Job Network



member?

- What could have made this transition easier for you

**9. JNM – additional contact [15 mins]**

- How much contact have you had with your Job Network member since that first contact?
  - Why [PROBE FULLY]
- Have you ever missed an appointment with your Job Network member?
  - What are all the reasons you have missed appointments [PROBE FOR: “did you have an exemption?”]
  - What happens when you miss an appointment
    - ◇ What do you think is meant to happen
    - ◇ What actually happens
- How would you describe the staff at your Job Network member? For example, are they available, friendly, helpful, good at their jobs?
  - What would you change about the staff at your Job Network member
- Overall, how useful have your contacts with your Job Network member been in helping you look for work
  - Why [PROBE FULLY]
  - What types of assistance are the most useful for you
    - ◇ Why
- What other types of assistance would help you to find work?

ONLY ASK THIS SECTION IF SIGNIFICANT USE OF PRIVATE AGENCIES

10. JNM versus private agencies [5 mins]

- “Earlier, we discussed very briefly the use of private employment agencies and some of you mentioned you use them more than Job Network members.”
- What are the differences between private agencies and Job Network members?
- Are the private agencies more helpful or less helpful in helping you find work?
  - In what ways

11. Summing up [5 mins]

- We’ve talked about a lot of things to do with looking for work today / tonight.

- What are all the things that you find useful about the assistance you receive from your Job Network member?
- What are all the things you would change about the assistance you receive from your Job Network member?
- Do you have any further comments about your Job Network member or the assistance you have received from them?

12. Conclusion [5 mins]

- Explain purpose, thank and close.
- Distribute incentives (sign and check contents of envelope)