



# Hopscotch

Pathways into paid work for parents



AnglicareWA™

SHIFT  
/LAB



Child and Parent Centre  
Dudley Park



CommunitySkills WA  
Facilitating a skilled workforce for WA



## Ngaala kaaditj Noongar moort keyen kaadak nidja boodja

We respectfully acknowledge Aboriginal peoples of Western Australia as the Traditional Custodians of the land on which Anglicare WA works.

We are privileged to work with and alongside Aboriginal families and communities and pay our respects to Aboriginal Elders, past and present.

The Hopscotch team would particularly like to acknowledge the strength and resilience of the Bindjareb Noongar people, and their continuing connection to the land and waters of Mandjoogoordap/Mandurah.

# Service Model Overview



**Program Name:** Hopscotch Pre-Employment Program for Parents

**Duration:** 10 weeks/one school term

## **Overview:**

- A **new model** is available for implementation/adaptation – successfully tested at Dudley Park Child and Parent Centre in Mandurah
- Provides non-judgmental **pre-employment support** to parents seeking to explore work in the community sector, e.g. community services, care work, youth work, early years – or to complete Cert 1 New Opportunities for Women (NOW) or other suitable qualification
- A **group-based program** of personal development, formal training and work experience delivered in partnership – and can extend to supported employment/traineeship phase
- **FTE required** for coordination, administration and facilitation of program, liaison with training and employment partners, provision of creche, transport assistance/ 'going with', and mentoring

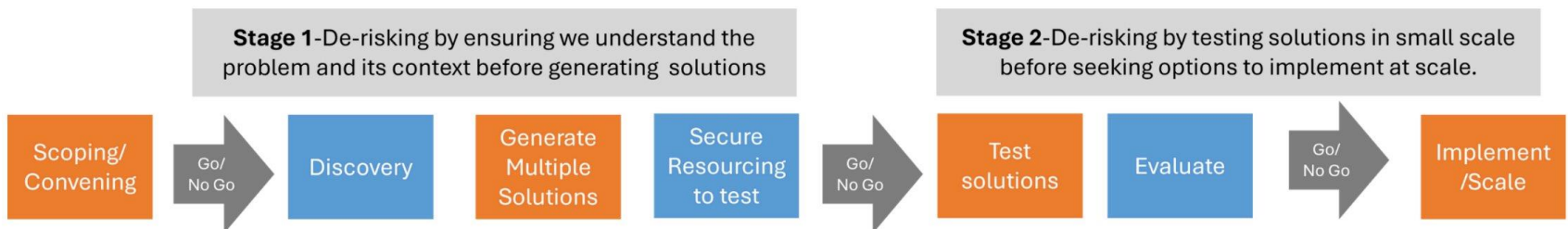
**Location:** Place-based service delivery in a trusted, welcoming and convenient community-based space

**Service Establishment:** Commence delivery in week one of Terms 2, 3 and/or 4

# How we work in Anglicare WA's ShiftLab

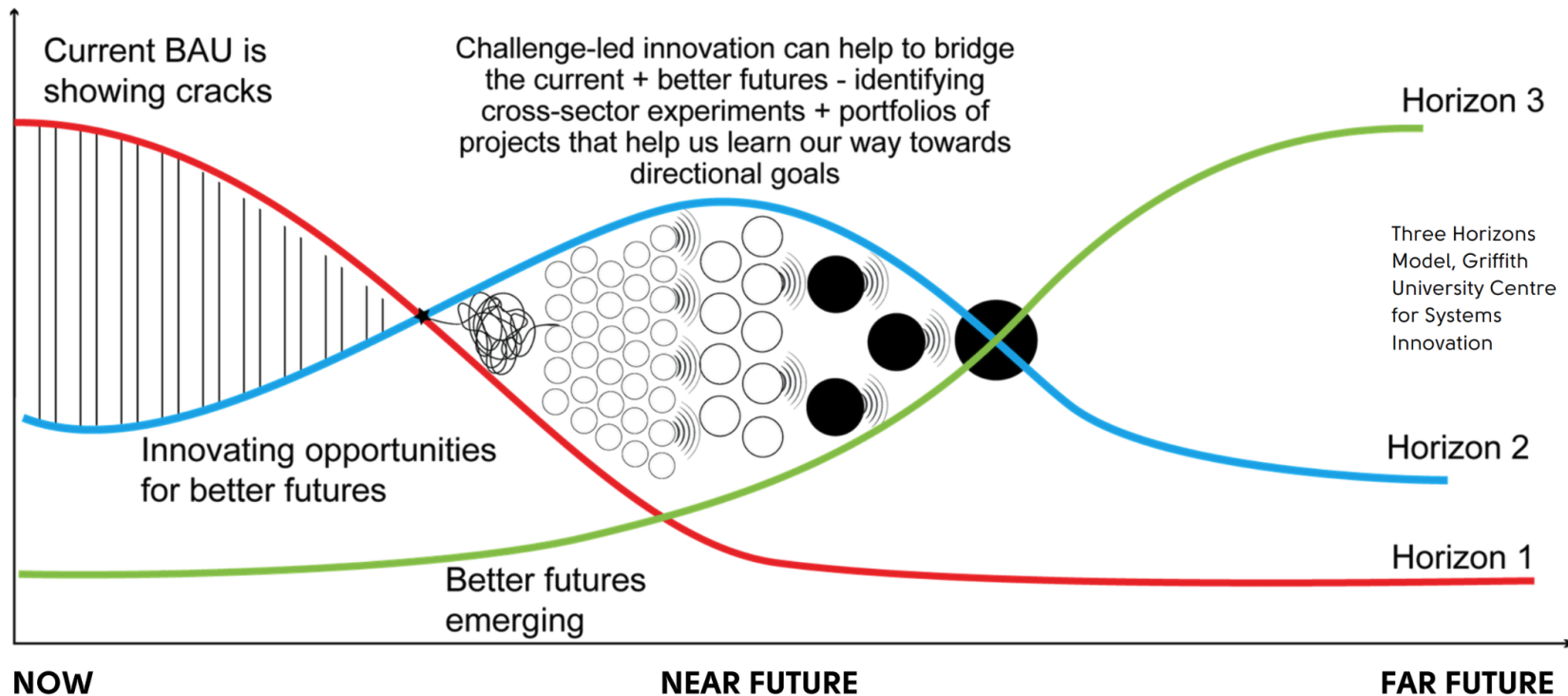


- Anglicare WA's in-house ShiftLab investigates promising ideas and transforms them into scalable solutions
- We partner with others to develop solutions to pressing social challenges
- Our team scans a range of sources to understand drivers and trends that will shape the future of WA and uses these insights to guide our projects
- We create solutions for both the immediate future and longer-term work which plants the seeds for meaningful shifts towards a fairer WA, where everyone can grow a good life





# Creating small shifts towards better futures



# The learnings that led to Hopscotch



What are the ways in which services and systems can make it hard for people seeking help to get it?



What radically different role might we all play in creating the conditions to grow the good life?



What could it look like to design a pathway into paid work for parents that places family life at the centre?



# The Challenge



Families we work with tell us that good work contributes to a good life, but parents looking for paid work opportunities often face multiple barriers to participating in the workforce.

## What we heard

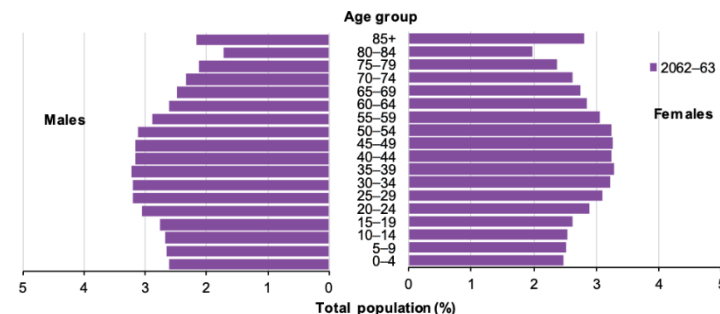
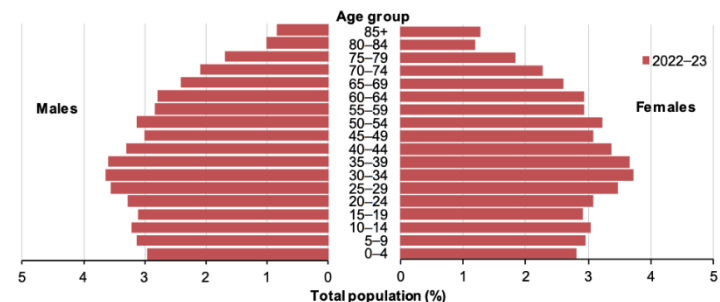
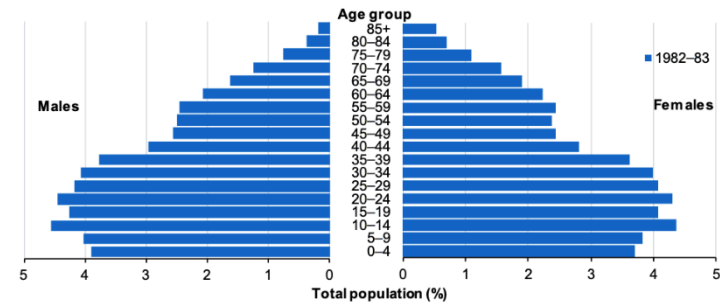
- Access to affordable childcare in the area
- Transport to access paid work
- Availability of flexible work and study
- Traditional recruitment pathways can be hard to access
- Household obligations and money mindsets
- Intergenerational unemployment
- Qualifications and level of confidence

# Ageing population, care sector growth

Over the next 40 years, the number of Australians over 85 is set to triple, while those over 65 will double overall.

- Intergenerational Report, 2023

In this report, Treasurer Jim Chalmers commented that the needed growth in the care economy would be ***"one of the most prominent shifts in our society over the next 40 years"***.



Source: ABS, National, state and territory population, September 2022, 2023; Treasury.



# The Hopscotch Pilot



In 2023, Anglicare WA set out to test 'Hopscotch', an innovative pathway based at Dudley Park Child and Parent Centre, to create a low stress, accessible pathway into paid work in the care work sector.





# Recruitment

There are 22 Child and Parent Centres (CPCs) across WA, including 13 in the Perth metro area.

With expertise in child development, plus access to group work spaces and onsite childcare, CPCs are well positioned to support work readiness for local parents. They are trusted by families and co-located with primary schools, making them easy to access post school drop off.

Dudley Park CPC led participant recruitment, leveraging connections at the 3 schools they service, and their broader community networks. The CPC hosted information sessions, and candidates were asked to fill out an online application form.

A total of 7 applicants were recruited through the CPC for the 10 week (1 term) design prototype.



welcome to  
**hopscotch**  
exploring paid work for parents

program dates  
11 October - 14 December  
Wednesdays and Thursdays  
9.00am - 2.30pm

you'll be making time to explore your gifts and talents, try out work placements, and do some accredited care work training.

please join us at the meet & greet  
12.30pm - 2.00pm  
Wednesday 20 September  
Dudley Park CPC, Kooljack St

light catering provided.  
creche available - please let us know if you will be bringing little ones, and bring their lunchbox and water bottle.

Anglicare WA SHIFT / LAB CommunityWorks WA Child and Parent Centre Dudley Park

*Participation  
confirmation and  
recruitment poster  
artwork*



**hopscotch**  
exploring paid work for parents

are you a parent looking to get into paid work?

Do you have kids at Dudley Park Primary or Child & Parent Centre?  
Do you want to use your gifts and strengths to help others?  
Would you like to be part of a free trial to test out a fun, group approach to getting into paid work?

drop-in info sessions  
Thursday 10 August 8.30-10am  
Thursday 24 August 12-1.30pm  
Dudley Park Child & Parent Centre

what's it all about?

- **Learn onsite** at the Child & Parent Centre while your kids are in school (a creche will be provided)
- **Explore your own gifts and talents**, your family's unique situation and vision for the good life
- **Try out short work placements** - build your confidence by getting hands-on and helping in a range of community settings
- **Get your first aid certificate** and complete units towards a formal qualification
- **Be considered for flexible paid roles** in the care sector and other sectors
- **Get vouchers to help free you up** to spend this time on your own growth and development

what's happening when?

**Term 3 (July - September)**

- Information sessions
- Applications open
- Participants selected
- Meet & Greet with the team

**Term 4 (October - December)**

- Program runs for 10 weeks alongside school term, starting the week of 9 Oct
- Time commitment: 2 days a week during school hours

Interested? Get in touch!  
Text your name and email address to Annette on 0427 412 111.

Anglicare WA SHIFT / LAB CommunityWorks WA Child and Parent Centre Dudley Park

# The Hopscotch Approach

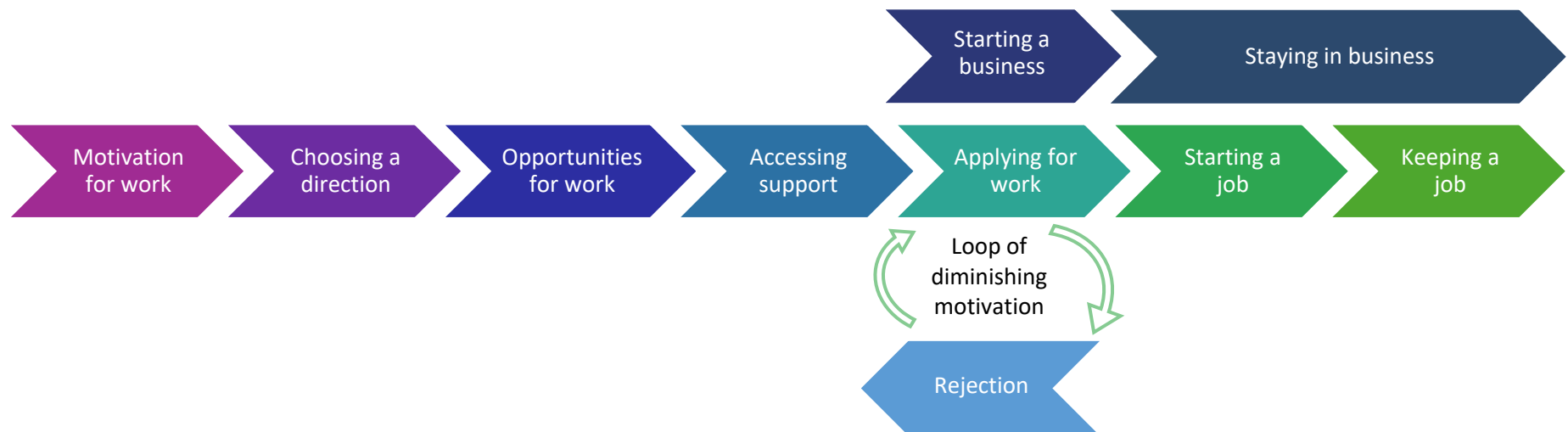


- The Hopscotch program is a model to leverage existing client relationships to provide employment pathways for parents.
- A low stress, accessible pathway into paid work - created in collaboration with over 20 cross-sector partners and parents with firsthand experience of work exclusion.
- Co-designed with parents to learn what works best for them and refine the model, with the view to scale for other cohorts.
- Developed at [Dudley Park Child and Parent Centre](#) (CPC) in Mandurah, a convenient place for families that is co-located with a primary school, with existing trusted relationships.
- A 10-week program run during school term and during school hours, with lunch provided and gift cards to free up participants' time and reduce their mental load.

# Meeting parents where they are



Where does Hopscotch meet parents on their journey into work?

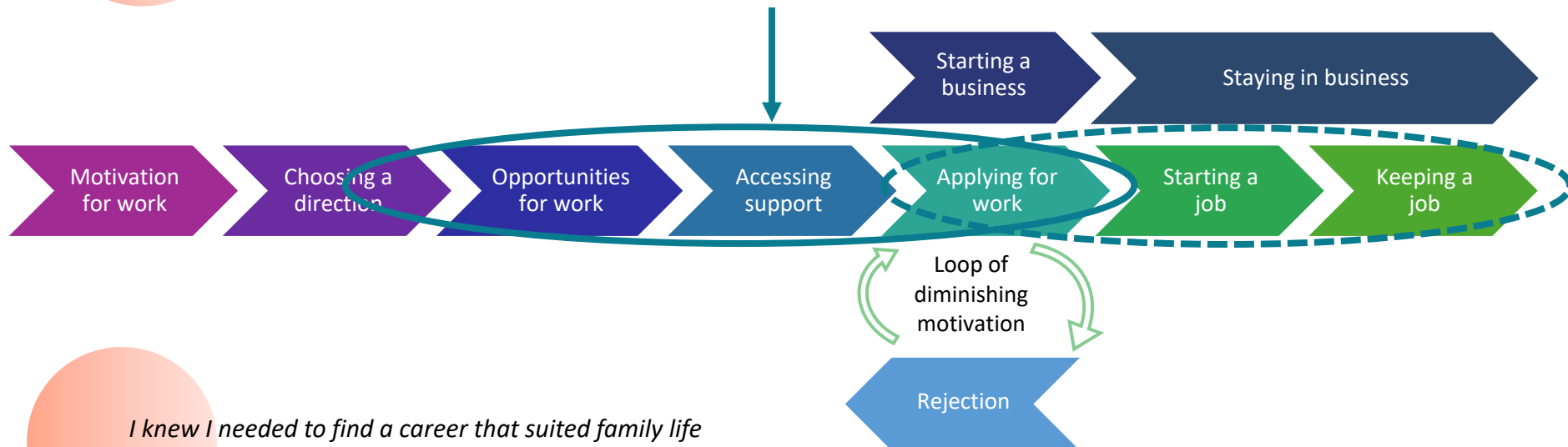




# Meeting parents where they are



Where does Hopscotch meet parents on their journey into work?



*I knew I needed to find a career that suited family life and have friends in the industry. I was however extremely nervous to try and get a job. I have never ever done this type of job. Would I be able? Would I be too emotional? Would I like it?*

- Participant

”

# Design Questions



1

By reducing the barriers to employment by freeing up time, and helping with transport, childcare, personal development & confidence building and low-stress introductions to employers...

**Will participants experience a greater sense of their purpose and contribution, and will they feel equipped to make the jump into paid work?**

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By working with care industry employers to understand the needs and capabilities of prospective employees, and brokering soft entry into work...

**Will organisations be willing to adapt, and will this see potential benefits for their workforce?**

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By building the social fabric between schools, child and parent centres, volunteering and the care sector in a local community...

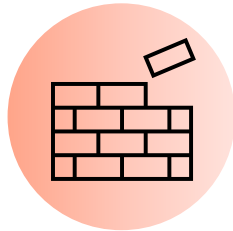
**What additional unintended consequences may come?**

”

*“I have so much confidence now. You all made me realise that I can do anything I set my mind to do.”*

- Participant

# Hopscotch Design Principles



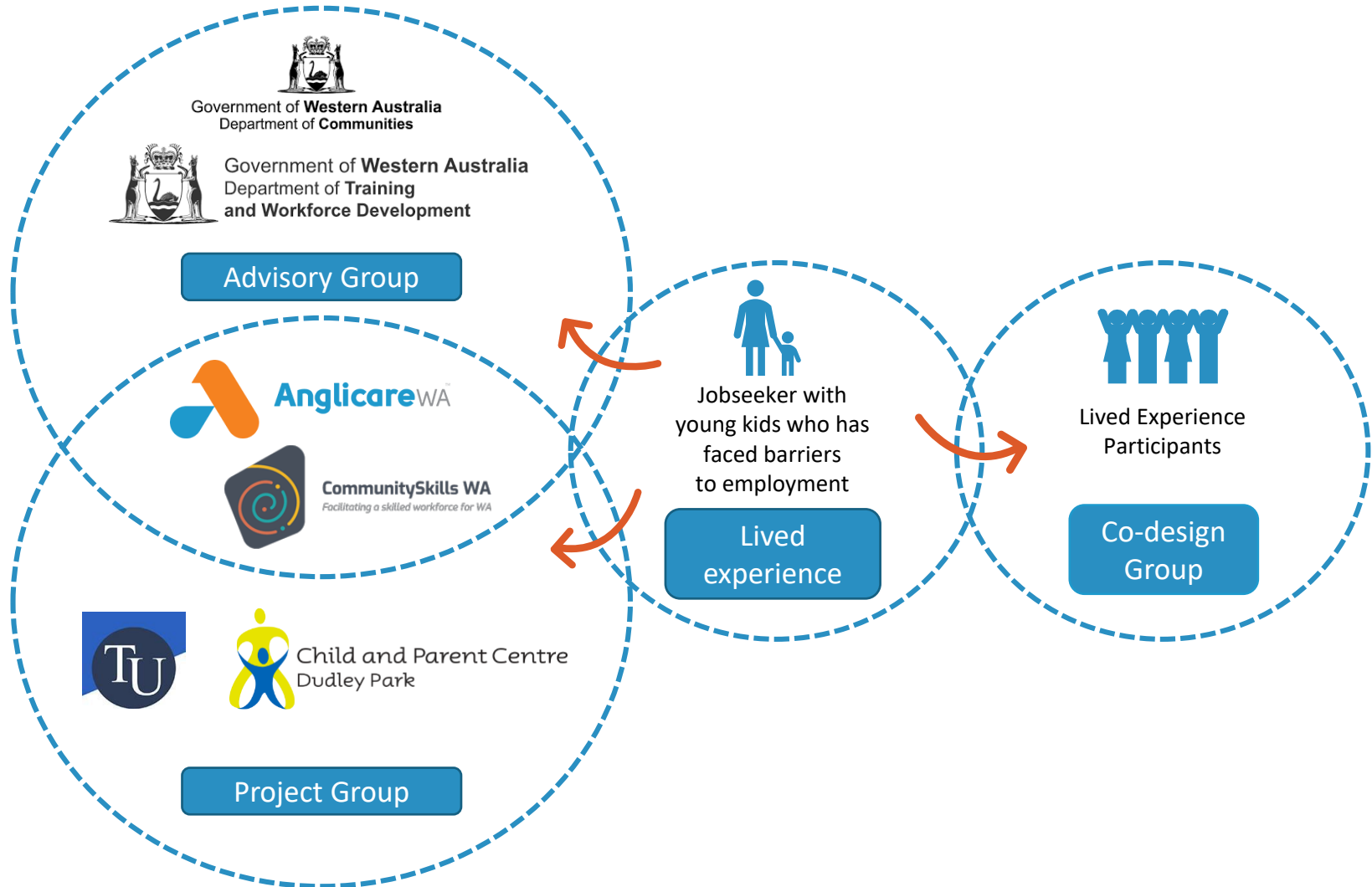
1. Familiarity
2. Good life
3. Contribution
4. Safe and delightful
5. Stabilised transition
6. Investing in growth and development

*"The space was one of non-judgement, kindness, tolerance, making people feel heard and included." - CSWA*





# Project Governance



# What is Hopscotch?



‘Hopscotch’ was chosen as an approachable name to represent the fun and social nature of the program, while positioning it within a safe environment for families. It serves as a metaphor for the different ways to navigate one’s journey into work – paving your own way forward, one step at a time.

## **HCD approach – methodology**

The Hopscotch prototype was co-designed using a human-centred design approach, and provided an opportunity to learn with and from parents what works best for them, and refine the model, with the view that it could be scaled for other cohorts.

## **Personal Development**

We offered a variety of opportunities and activities to support personal growth and surface gifts and strengths, through the exploration of self-discovery themes, such as growing the good life, new routines and supports, and helping others.

## **Units of formal training and work placements**

The participants also completed 3 units of formal training comprising the Community Support Skill Set, along with 4 days of work placement in the care sector. Possible alternative Skillsets for delivery could include Youth Work, Playgroup or Cert 1 NOW – New Opportunities for Women.

## **Freeing up time ‘to spend on me’**

Hopscotch helped to free up some of the mental load of making ends meet/travel etc through offering a \$50 voucher for each day of participation.

## **Mentoring and support**

The women each had access to 1:1 mentoring, wraparound supports and brokerage, alongside an onsite creche, and the program took place during school hours. In addition to rebuilding their sense of purpose and self-belief, participants were supported to update their personal ID and resume, gain required work clearances, and prepare for interviews.

# Walking alongside parents



Hopscotch tested ways to scaffold the employability journey by:

- ✓ Offering personal development alongside formal training
- ✓ Providing onsite childcare and work experience during school hours
- ✓ Cultivating a safe, welcoming and fun group setting
- ✓ Bringing in guest speakers and in-reach partners to support participants
- ✓ Helping with financial brokerage, personal ID, and life admin tasks

# Who was in the pilot cohort?



*"The most meaningful things for me were getting to know myself better, building my confidence and making new friends."*

- Participant

”

# Reasons for joining this voluntary program



"Why would you like to join Hopscotch?  
What inspires you to want to get into paid work?"



I really want to get  
more behind me and  
just do something  
different.

Change of  
career path.



I want to get back into work  
for financial stability and to  
get to know new people.



Everything. Love  
learning new things.



Youngest starting  
full time school  
next year.



My family.



To see what tools I  
have and to provide  
for my children.





# \*Marama's Story

## \*Marama's Story

I used to do night fill at Coles but I had some health challenges so I had to stop working. I guess my experience would help me understand others going through health stuff.

Two of my kids are now working together at the same cafe. One of the girls was really nervous when she started, but now she is the cafe manager.

Sometimes I find myself mediating between my kids. People tell me I have a calm presence.

I like aged care and childcare. I don't know if I can do that if I can't drive, but Coodanup is near me.

I'm ready to go back into the workforce. I'm ready to try.

I'm not ready for my kids to grow up yet, I'm feeling sad that they will leave one day.

I have put all my time into the kids. I just started wanting to look for work now that my kids are getting older and the cost of living is going up.



# Program Partners & Contributors



## Work placement partners



## Guest presentation and inreach partners



## Local school and service partners



Government of  
Western Australia  
Department of Transport

# The program structure

- Pilot participants gained an accredited Community Support Skillset qualification.
- Alongside 12 days of theory, training and hands-on work experience, we added eight days of self-discovery, practical in-reach supports, and imagining the future.



- |  |  |   |   |
|--|--|---|---|
| <ul style="list-style-type: none"><li>• Building rapport and confidence</li><li>• Exploring gifts and strengths</li><li>• Life administration and brokerage starts</li></ul> | <ul style="list-style-type: none"><li>• Follow safe work practices for direct client care</li><li>• Provide First Aid</li><li>• Communicate and work in community services</li></ul> | <ul style="list-style-type: none"><li>• 24 hours (instead of the 70 hours required by Job Ready programs)</li><li>• Supported to attend</li></ul> | <ul style="list-style-type: none"><li>• Coming back together</li><li>• Updating CV and preparing for job interviews</li><li>• Celebrating achievements</li><li>• Imagining the future</li></ul> |
|--|--|---|---|

# Scaffolding the training and work placements



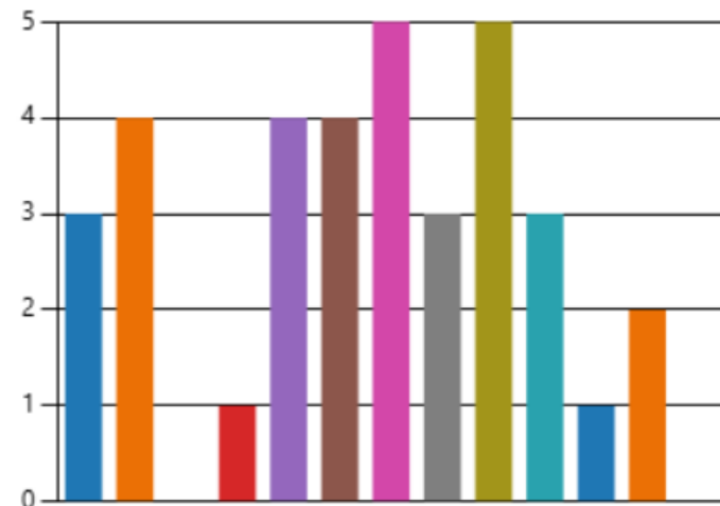


# What did participants find most valuable?



What aspects of Hopscotch have been most valuable to you? Choose your top 5.

● My good life vision	3
● Connecting with other services t...	4
● Participating in the co-design pr...	0
● Emergency relief	1
● Help with life admin: forms, ID etc	4
● Getting workplace experience	4
● Getting a qualification	5
● Freeing up time to spend on my...	3
● Being in a fun, social group envi...	5
● Mentoring and career pathway ...	3
● Help with interview and resume ...	1
● Getting to know myself better	2
● Other	0



# What did we notice?



Constant overwhelm

Motivational capital

Family challenges

A sense of possibility

Financial pressures

Relationships first

Digital access and literacy

Strengths of parents

Health and mental health

A 'feelgood' space

Job Design ("Job Carving")

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**What additional unintended consequences may come?**






















”

*“I have so much confidence now. You all made me realise that I can do anything I set my mind to do.”*

- Participant

# The Outcomes



Participant	Distilled intent	Confidence (pre, 1-5)	Confidence (post, 1-5)	Steps taken/barriers/development	Results so far
	Get a new job			Units of competency complete, NDIS clearance, Working with children check, new glasses	Now working at a local council; kids both in daycare
	Get into a traineeship			Units of competency complete, NDIS clearance, Working with children check	Now 12 months into a traineeship with Anglicare WA
	Study Cert III			Units of competency complete, chose a new direction, attained learner's permit	Completed Cert 3 and Cert 4; youngest in kindy; creche worker
	Get a promotion			Units of competency complete, prescription glasses, Working with children check	Attained a promotion; considering further study at some point
	Start own Family Daycare business			Units of competency complete, NDIS clearance	Exploring study through Jobs & Skills Centre, working casually
	Get into a traineeship, learn to drive			Units of competency complete, learner's permit, prescription glasses, Working with children check	Exploring possible job and traineeship opportunities; chronic health issues
	Get a new job			Units of competency complete, Working with children check, prescription glasses, learner's permit	Seeking stable housing; then will be exploring job opportunities

# What participants said



Hopscotch gives a great opportunity to women to gain skills and confidence to get back into the workforce. After you have children, you can lose a bit of yourself. You give so much to your kids that you yourself can fall by the wayside. This is such an important course to allow women to get that confidence back in relation to work and financial freedom.

Hopscotch is really good for mothers: the hours, learning about themselves, gaining skills, giving them a dash of the workforce. But most of all letting all mothers know that they're not alone.

Hopscotch has helped me change my future planning for the better. I never would have taken the leap of faith without the well planned and thought out program. Being with peers in a safe place also made that achievable.

It is not easy to return to work. It's emotional and liberating and frowned upon and lots more. Need to make it easier for ladies, and this course definitely does that.

The advice I would give to future Hopscotchers is: Push through! You can make it to the end, you are in safe hands.



# Affirmation messages





# Kind words - Partner feedback



## Kind words from our program partners

We loved the opportunity to support your clients and the photos looked great, especially with the clients in their new outfits. I'm so glad the women felt more confident. We look forward to working with you again.

**-Dress for Success**

This is marvellous.  
**-Anglicare WA  
Advocacy Lead**

What **wonderful outcomes**, I'm so pleased for all the participants in the program. I would like to acknowledge the team for taking such a **collaborative approach** and your **strong commitment to achieve outcomes** for the women involved. We look forward to future collaborations that will hopefully **continue to make a real difference** in the lives of individuals and communities.

**-Community Skills WA**

Having heard firsthand from some of the Hopscotch participants, this project has had a **significant impact** on their lives and **provided hope and a feeling of achievement** for many. Our Department of Education contract managers also loved this project and it is being **held up as what is possible** when CPCs think outside of the box and are driven by the desire to increase social impact.

**-Anglicare WA GM Perth Metro Services**

We deeply appreciated your **generous, insightful and discerning** feedback and learnt so much from the whole experience. It was particularly valuable to have this opportunity to debrief and share after the workshop, with **many gifts to carry forward** into how you and we might deliver this work in future.

**-Befriend**

Thank you for including us in the reunion. We are very excited to meet up with the Hopscotch group again.

**-Money Mentors**

It was our pleasure to partner up with Anglicare WA for the Hopscotch program. Congratulations on providing such a **wonderful program and opportunity for the cohort of Mums**. Cara thoroughly enjoyed the program, and we would be more than happy to partner with your organisation again in the future.

**-Training Unlimited**

I think this is such a **wonderful opportunity** for mums returning to the workforce. I know so many women struggling in this area and think **this is so fantastic!** I really **hope this gets rolled out** to government and the wider community. Well done to the team!

**-Anglicare WA  
Service Access Officer**

What fantastic outcomes.  
**-Jobs and Skills Centre**

# Kind words - Sector feedback



Interest in the  
model from the  
sector and  
government

Your Hopscotch project **sounds incredible**. I think that there may be an **opportunity for a very productive partnership** between you and Reach Her.  
-Town of Victoria Park

Hopscotch interests me. Very **keen to know more** about how you see it working.  
-Sudbury Community House

The Hopscotch program was **very inspiring** in the development of our Opening Doors program. We have decided to widen the scope to a Cert I New Opportunities for Women with added community collaborations. This program will run over 16 weeks, and upon conclusion, we hope to offer pathways as well as skill sets for future opportunities. I am still **interested in exploring future funding opportunities** to support this Hopscotch initiative.  
-Workforce Australia Employment Facilitator, Esperance

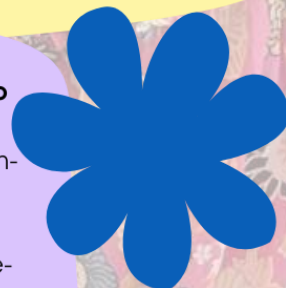
Thanks so much for that awesome presentation. I am really **keen to know more** about Hopscotch and how it could possibly be incorporated to meet Belmont's community needs.  
-City of Belmont

What a great and successful initiative  
- **well done.**  
-Reach Her

Hopscotch **sounds like a wonderful opportunity** and we would **love to support it**.  
-Amana Living Training Institute

Congratulations on all you achieved through the Hopscotch program. Amazing! **No doubt the parents are feeling super proud** of their achievements. Please keep us in mind, always **keen to explore new opportunities** for our families.  
-Child & Parent Centre Arbor Grove

My team is looking for **new ways to help people who are far from the labour market into work**. We recognise these people often face complex and non-vocational barriers to employment, such as mental health conditions, homelessness, or suffering from domestic violence. Hence, they may need extra pre-employment services, wrap-around support and more tailored pathways to work. My Department has **identified your organisation as leading practice** in this space. We would be grateful to learn more about how you support these individuals, particularly about the Hopscotch program.  
-Department of Employment and Workplace Relations Employment Policy Team



# How might Hopscotch add value for your clients?

## Resourcing to run Hopscotch

Partnerships & community coordination FTE

Program facilitation & mentoring FTE

Line management and supervision

RTO costs (in-kind via Job Ready program)

Gift cards, in-reach and brokerage

Creche and catering

Guest speaker fees and materials

Venue and laptop hire

Optional staff coaching (Anglicare WA)



This was an excellent program , thank you to those who organised it. I feel very lucky have been part of it and am now employed again and loving my new role. ❤️



View the Hopscotch insights report



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