



2021 National CEO Forum

Youth Breakout Session Questions and Answers

What is the timing for the new Employability Skills Training contract?

Timing for the release of the Exposure Draft for the new Employability Skills Training contract will be the same as that for the New Employment Services Model.

What will the new performance framework be for Transition to Work?

The Transition to Work Consultation Paper provides high level detail on what elements the new performance management framework will include. Suggestions provided by stakeholders in response to the Consultation Paper will inform further development of the performance management framework.

How effective will digital servicing be in northern Australia where internet access is not reliable?

The Department is conscious of issues with internet access in some areas. We will work with other stakeholders who have influence over these matters to explore how this can be improved and how the Department can make the program work in light of these issues. Individuals having difficulty with internet access are able to opt out from digital services if need be as well.

Will stakeholders have an opportunity to view and consider the consultation paper for the new Transition to Work service ahead of the Transition to Work National Conference in June 2021?

The Transition to Work Consultation Paper was released 8 June, ahead of the Transition to Work Conference. Submissions to the Consultation Paper have now closed.

Will the postcode mapping for Transition to Work service be expanded?

TtW is currently able to cover any postcodes serviced by jobactive. Procurement documents will articulate how postcode mapping will be dealt with in the new service, the intention is for coverage to be as broad as possible.

How will Transition to Work and PaTH licensing work in the New Employment Services Model?

Enhanced Services will be using the licensing system for NESM. Procurement documents will also identify any information about specialist services.

The TtW service will not use the NESM licensing system. More information about the TtW service and contract will be provided in the procurement documentation.

What is the viability of the Employability Skills Training program going forward?

Procurement information will provide details of fees, eligibility and other financial and operational elements of EST under the new contract. Potential tenderers will need to make up their own mind about the viability of the program.

The number of providers in a given area will be a consideration. However, it is noted that it is still a decision for individual organisations to determine whether to submit a tender for the new EST contract.

Post 2022, will Employability Skills Training continue to be delivered via Face-to-Face only?

The government sees it as important to have face-to-face delivery as much as possible, and this is expected to continue. Alternative service delivery methods and the learnings from service delivery during the COVID-19 pandemic will also be duly considered.

Noting the opening of Employability Skills Training to participants of all ages, what will the new eligibility criteria be the Youth Advisory Sessions?

Eligibility criteria for Youth Advisory Sessions will remain similar to now. All 15-24 year olds in digital services will be eligible to access up to three Youth Advisory Sessions, per year, from 1 July 2022.

Is the Department anticipating or expecting an increase in providers delivering TTW services from 1 July 2021?

The number of providers who will deliver services under the new TtW Deed will be dependent on the outcomes of the TtW Tender.

If TTW will be the government's specialist employment service for young people under the new model, will there be any young people referred to providers in NESM, or will all young people be in either online employment services or TTW?

Transition to Work is a specialist service designed for a subset of young people in employment services. There are eligibility criteria that apply currently, primarily around disengaged youth, with a broader criteria to apply in the new model. While TtW is expanding, the program will still only service a targeted cohort of young people. The Transition to Work service will also remain time-limited and eligible young people will be able to exercise choice as to which service they receive.

Will there be any restrictions on a generalist provider tendering and winning a TtW contract?

Organisations will generally be able to provide other employment services in addition to TtW, as long as the organisation is successful in separately tendering for each service. More detail will be available in procurement documentation to be released later this year.

Will young people, not meeting TTW eligibility criteria, be a specialist cohort in NESM?

There will continue to be a youth cohort serviced within Enhanced Services, similar to how it currently is in jobactive.

Enhanced Services will feature both Generalist Providers, as well as cohort Specialist Providers in some locations that target support to a particular group of job seekers, including Culturally and Linguistically Diverse, Indigenous Australians, refugees and ex-offenders. There will not be youth specialist Enhance Services providers.

More information is available on the department's website (New Employment Services Model 2022 Purchasing Arrangements - Department of Education, Skills and Employment, Australian Government (dese.gov.au)).