



Australian Government
Department of Education,
Skills and Employment

Transition to Work

Consultation Paper - presentation



Transition to Work 2022 and the new employment services model

- TtW is for young people aged 15-24 years old
- TtW helps disadvantaged young people to gain the skills and experience they need to transition from school to work.

The new employment services model:

- will create a better service for job seekers, employers, and providers
- is the new model that will replace the jobactive program from 2022
- will have TtW as the youth specialist service under a new Deed.

More information on the new employment services model can be found at dese.gov.au/new-employment-services-model

What's staying the same in TtW?

Non-competitive service delivery settings

Flexible service delivery settings

Demand driven funding for Providers based on Places allocated to Providers

Equal weighting to both employment and education outcomes

Disadvantaged young people not receiving income support will still be eligible for the service

Access to the Youth Bonus Wage Subsidy

Youth Advisory Sessions initiative

Consequences for non-compliance with Mutual Obligation requirements

Eligibility and referral



What primary risk factors that contribute to young people disengaging from work or education should be used to determine eligibility for TtW services?

Retained eligibility criteria


A person must be:


- aged 15-24 years on Commencement in the Service, and
- an Australian citizen, or
- the holder of a permanent visa, or
- A nominated Visa Holder (including a New Zealand Special Category Visa, Temporary Protection Visa Holder and a Safe Haven Visa Holder).


Proposed changes to eligibility criteria

- New assessment of risk factors identified within the initial assessment to better identify young people who face a heightened risk of employment barriers.

Maximum duration of service

 What characteristics should be used to determine whether a young person has complex, non-vocational barriers and requires the maximum of 24 months of servicing?

 In addition to extending the maximum duration of service, are there any other changes to service settings that are needed to support TtW effectively service an increased number of young people with complex, non-vocational barriers?

 What circumstances in a young persons' life should determine whether they are transferred to online services or to an Enhanced Services Provider at the end of their service period in Transition to Work?

Current duration of service

- TtW is a time-limited service
- maximum duration is 18 months effective from 1 July 2020.

Proposed change to duration of service

- the duration of service to be extended from 18 months to 24 months – but only for the subset of young people with complex, non-vocational barriers.

Commencement into services



Would a mechanism that helps facilitate commencement of young people in the service be desirable?



What is your preferred approach to achieving commencement and why?

Current arrangements

- No income support payment consequence apply unless subject to RapidConnect.

Proposed changes

- Use the mechanism of temporary income support payment suspension to help ensure attendance at the initial appointment.
- Once commenced in the service, no further use of the income support payment suspension is applied.

Upfront Payments and Funded Places



What improvements could be made to the current review and allocation of Funded Places process?



What factors should the department account for when determining Funded Places?

Providers will continue to receive Upfront Payments of \$5,480 (GST exclusive) per Funded Place in the new model

Upfront Payments will be paid in quarterly instalments.

A new method of calculating Places will be developed.

Delinking outcome targets from payments



How should performance be benchmarked in the new model?

Current arrangements	Proposed changes
Providers are expected to achieve a specific number of Outcomes per quarter (Outcome Performance Target (OPT)).	12 Week Outcome payments will be paid as soon as they are achieved
Providers receive a bonus payment of \$3,500 for every Outcome they achieve above their quarterly OPT.	Introduction of new performance framework

Generally, 12 Week Employment Outcomes can be achieved once Participants have been in 12 cumulative weeks of:

- employment
- unsubsidised self-employment, or
- an apprenticeship or traineeship

Generally, Education Outcomes include:

- 26 consecutive weeks full-time participation in, or attainment of:
 - a Certificate III course or higher qualification, or
 - secondary education leading to Year 12, or
- 26 consecutive weeks full-time participation in the Skills for Education and Employment program or Adult Migrant English Program.

New Performance Framework and KPIs



What elements should the department use to measure achievement of Education Outcomes?



How should the department seek to ensure job seekers and employers are receiving quality of service from TtW Providers?



Are there any other meaningful measures that could be included in the Provider Performance Management Framework?

KPI	Measurements may include
Effectiveness	<ul style="list-style-type: none">• Provider's effectiveness in achieving 12 Week Outcomes• Provider's effectiveness in achieving 26 Week Outcomes• Provider's effectiveness in achieving education outcomes, inclusive of enrolments into education.• Participant experiences on their progress to employment
Efficiency	<ul style="list-style-type: none">• Analysis of appointments scheduled, or job placements or activities undertaken by Participants.• The time lapsing between Referral and Commencement of Participants.• The proportion of all referrals that successfully commence
Quality	<ul style="list-style-type: none">• Participant Satisfaction• Employer satisfaction• Account Manager assessment of the quality of services provided on the ground

Youth Advisory Sessions



Is there anything that the department should change or improve in the way that Youth Advisory Sessions are currently running?

Provides up to 10,000 eligible young people each year in online Employment Services access to three advisory sessions delivered by TtW Providers.

Session Participants must:

- be aged 15 to 24 and
- participating in the Online Employment Service, or
- participating in the Volunteer Online Employment Services Trial, or
- be a Digital Participant in the New Employment Services Trial.

Other service settings to improve outcomes



Is there anything in the Transition to Work program that should change in order to have the right balance between ensuring national service standards are maintained, while also allowing Providers the flexibility needed to enable local collaboration and engagement in their communities?



What role can the TtW service play in ensuring that young people are engaged in the design and delivery of policy and services?



Is there anything in the current service settings that might be seen as limiting youth engagement?

Mental health and suicide prevention support



What do you think constitutes best practice with regard to supporting mental health of Participants in an employment service and how do we improve the ability of the service to deliver to this standard?



What are appropriate servicing strategies or principles in situations where there are longer waitlists for specialist services, in contrast to locations where there are readily available Specialist mental health services?



What are the features of a service that acknowledges the significant mental health challenge across the youth caseload and embeds appropriate responses into the default service offer, including by addressing particular issues such as disclosure and stigma?

Lodgement of submissions

- Lodge your response using the Consultation Paper Response Form (SmartForm).
- Email the completed form to espurchasing@dese.gov.au .
- **No** late submissions will be accepted.

Publication of submissions

Submissions will be published on the Department's website.

Please indicate in the SmartForm if you do not want:

- the submission to be published
- your personal details to be published.

Questions?

All questions regarding the Consultation Paper **must** be directed to the Employment Services Purchasing Hotline

Email: espurchasing@dese.gov.au

Phone: **1300 733 514**



Further Information

Consultation process

Refer to the Consultation Paper on:

- AusTender – tenders.gov.au
- the Department's website – dese.gov.au/employment-services-purchasing-information

Frequently Asked Questions

Department's website – dese.gov.au/employment-services-purchasing-information

Submissions to the Consultation Paper

Lodge using the SmartForm available in the Consultation Paper and the department's website dese.gov.au/employment-services-purchasing-information and emailing to: espurchasing@dese.gov.au

Future information about TtW

Register your interest on AusTender – tenders.gov.au