

Workforce Australia – Transition to Work

Webinar Q&As

Guidelines, training and task cards

When will all of the Transition to Work guidelines be available?

The Workforce Australia - Transition to Work guidelines are now available on the Provider Portal. Supporting documents will also be published on the Provider Portal over the next few weeks.

When will the training modules and task cards be released?

Training modules are being finalised and will be released within the next two weeks in the Learning Centre
Task cards are currently being developed. All priority task cards will be released by 4 July 2022.

Eligibility and Referral

Will Workforce Australia Services Providers be able to directly refer to TtW?

Yes. Workforce Australia Services Providers will have access to refer eligible individuals to Transition to Work within Workforce Australia Online for Providers (the Department's IT System).

What is the full TtW Group Two eligibility criteria? The information in the Overview webinar seemed to be different to previously published information.

The eligibility criteria for Group Two Participants outlined in the webinar was a short form version of the criteria. The full Group Two eligibility is outlined in the Transition to Work Deed 2022-2027 at Attachment 1 - Definitions. Please refer to the Deed for full details.



For Workforce Australia transition participants coming in who are eligible for TtW should we transfer these prior to commencing in TtW?

TtW eligible jobactive Participants have already been identified and referred to TtW as part of the transition caseload, Providers should not need to take any further action.

Relocation assistance

Is Relocation Assistance in TtW the same process as RATTUAI in jobactive?

Relocation Assistance is a flexible pool of funds for TtW Providers to use to support Participants. There are no requirements for formal agreements and there are no set limits.

Relocation Assistance is not the same process as Relocation Assistance to Take Up a Job (RATTUAI) in jobactive. It is also a different process to Relocation Assistance under Workforce Australia Services. Further information is available in the Relocation Assistance Chapter in the TtW Guideline Handbook on the Provider Portal.

Outcome Payments

Will exiting and continuing Providers be able to continue to claim Outcome Payments for Outcomes achieved under the 2016-2022 Deed? How will Outcome Performance Targets apply for these Outcomes?

Yes, Providers who were contracted under the Transition to Work Deed 2016-22 will continue to be able to claim Outcome Payments until 30 June 2023. These Outcomes must be anchored while the 2016-22 Deed was in force.

Eligible Employment, Education or Hybrid Outcomes achieved and claimed on or after 1 July 2022 to 30 June 2023 will count towards Providers' Quarter 4 2022 Outcome Performance Targets (OPT). Providers may be eligible to receive a Bonus Outcome Payment where the relevant Outcome was anchored prior to 30 June 2022 and is in excess of the OPT for Quarter 4 2022 for each Employment Region.

Providers may claim the related Outcome Payment, including an eligible Bonus Outcome Payment, if the Participant:

- was on the Provider's caseload at the relevant Outcome Start Date; and
- satisfies the relevant requirements for an Outcome on or after the Completion Date

Are TtW Provider's able to claim outcomes if they place a participant into an apprenticeship/traineeship where the employer is their own entity or a related entity?

Providers may claim Outcomes where they place a participant into an apprenticeship/traineeship where the employer is their own entity or a related entity, and they meet all other relevant Outcome requirements.

The Provider needs to be aware of and understand the Deed requirements for Related Entity and double payments (clause 22.2). The Department will be monitoring Outcomes achieved associated with own or related entities.

Funded Places and caseloads

When will we be advised of final caseloads and Place allocations?

The July 2022 indicative Place allocations have been finalised. Notices and letters were to Providers by Account Managers on 17 June.

Place allocations take into account both the transition caseload and anticipated inflows over the first quarter.

If you haven't received your letter, please contact your Account Manager.

Performance Framework

Will the barrier management performance measures, in the Progress to Employment module, include all barriers recorded in the system or only those recorded by the TtW Provider?

All barriers recorded in the CMT will be included in the Barrier Management Performance Measures. For example, where a barrier is recorded from an ESAT, it will be included in the calculation of these performance measures.

How is Employer and Participant Feedback monitored and/or assessed as part of TtW's Provider Performance and Quality framework?

Employer and Participant feedback is considered in the Quality of Service Module in the TtW Provider Performance and Quality Framework.

In assessing provider Quality of Service, the Department will consider feedback received through a range of mechanisms, including complaints and feedback, survey responses, observations at site or Activity visits, etc.

The Department will raise any issues of concerns with Providers in a timely manner. While Providers will have the opportunity to address areas of concern during performance discussions, these areas of concern should not come as a surprise to the Provider.

Will the department provide checklists and templates for reporting assurance requirements?

The department will provide sufficient detail, notice and, where appropriate, resources such as checklists and templates when requesting information from providers for assurance activities. Resources will be tailored to the requirements of assurance activity.

When will module expectations for the first performance period be released?

The TtW Performance Measures Methodology supporting document will outline the performance expectations and methodology for how TtW Providers' performance will be measured under the TtW Provider Performance and Quality Framework. This supporting document will be released on the Provider Portal prior to 1 July 2022.

What reporting will be released to help providers track performance and when?

From 4 July 2022 Providers will have access to caseload reports including referrals and commencements.

Performance reporting will be available to Providers from January 2023. Providers will have access to a designated report which will enable you to track your performance against the thresholds set for the performance period.

The first interim Performance period in May 2023 based on available data from 1 July 2022 to 31 March 2023. This ensures preliminary data is available for the first performance discussion and all performance measures can be assessed

The department will not initiate any under-performance action for poor results at this first interim assessment.

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For the Employment Performance Measures will you be making the comparison rate available to Providers?

The comparison rate is a Departmental figure used to establish the Performance thresholds for the Employment Performance Measures. The comparison rate will not be made available to TtW Providers. Rather, thresholds will be updated annually, using the most up to date comparison rate, and Providers will be notified in advance of changes coming into effect.

Transition

Will TtW participants transitioning from the current TtW contract to the new contract have their Period of Service reset to zero?

Participant's Period of Service will continue regardless of transitioning to a new or existing (continuing) Provider. It will not be reset to zero for transitioned Participants who remain in TtW from 1 July 2022. Providers will have access to perform an Additional Servicing Assessment for these Participants, where they believe that the participant's circumstances warrant additional time in the TtW Service.

Will the Temporary Income Suspension apply to Participants being transitioned from the old contract to the new contract?

Yes, Temporary Income Suspension will apply to all transitioning TtW Participants who are in receipt of income support payments. Transitioning Participants will have their status reset to pending and will need to be booked into an Initial Appointment from 4 July 2022 onwards. Where they fail to attend three Initial appointments, the Temporary Income Suspension will be activated.

Branding

Will TtW specific branding be created for use by Providers?

No, there will be no TtW specific branding created for use under Workforce Australia.

In April the Workforce Australia Brand Team developed provider custom brand kits which included various logos and templates with Workforce Australia branding for providers to apply on communication products and signage. The logos and templates will display your organisation's trading name (excluding any Pty Ltd information).

To help ensure correct application of the new branding, Provider Brand Style Guide and FAQs have been published on the Provider Portal.

If you are unsure that you are correctly applying the brand, you can send mock-ups of how you propose to apply the branding on your shopfront or materials for feedback prior to production via email to workforceaustralia-brand@dese.gov.au.