



# Transition to Work Interim Evaluation Report

## Departmental response to findings

The Department of Employment, Skills, Small and Family Business will use the findings from the Transition to Work (TtW) Interim Evaluation Report to inform ongoing policy and program development.

Finding	Response
<b>Implementation issues that affected uptake and the efficiency of initial service delivery have largely been resolved.</b>	The department has worked with stakeholders to address several implementation issues identified in this report. This included system, referral and participant identification issues. The department continues to work with stakeholders to monitor and respond to program management issues, including promoting awareness of the TtW service to key stakeholders.
<b>Utilisation of Annual Funded Places, on average, exceeded 100 per cent by the conclusion of the evaluation period.</b>	This finding reflected higher than expected demand for the service. As announced in the 2018–19 Budget, from 1 July 2018 funding for the TtW service changed from a capped funding model to a demand driven model. This change will enable the service to respond to demand.
<b>The TtW service is achieving positive outcomes for young people.</b>	Early results suggest that the TtW service is delivering strong outcomes, successfully helping young people move into employment or education. Young people are highly engaged in the service and this is leading to strong labour market attachment rates for participants. The department continues to ensure that program parameters and contract management support providers to provide intensive support for young people to improve their work readiness and help them into work or education.

## Finding

## Response

**Providers and participants suggested a number of changes to expand the eligibility for and participation in the TtW service, including:**

- **extending the service delivery time beyond 12 months**
- **increasing compliance requirements for participants during the early weeks of engagement.**

The department continues to consider policy and program responses that will have the greatest benefit for the most young people. This includes suggested changes to TtW, and how best to provide services to young people more generally, such as through eligibility and participation.

Regarding some of the specific suggestions detailed in the report:

- Current program settings allow, in exceptional circumstances, for an extension to a TtW participant's 12-month service period where the participant is engaged on a pathway towards employment and ceasing TtW may be a disadvantage to the participant.
- The department believes compliance settings for TtW are suitable, evidenced by high levels of participant engagement and positive outcomes being achieved.
- TtW providers monitor participation to ensure all young people in TtW meet their mutual obligations. Any participant who fails to meet requirements must be exited and, if on income support, be referred to jobactive.
- Under the new Targeted Compliance Framework implemented in July 2018, providers must also identify Work Refusal Failures or Unemployment Failures.

**Providers also recommended that the department could improve the delivery of TtW by:**

- **offering providers more ESS Web training**
- **providing more regular feedback to providers on their performance, and**
- **encouraging greater interaction between the department, providers and DHS (now Services Australia).**

During the initial rollout of TtW, the department offered training on how to use ESS Web to new providers. The Learning Centre continues to provide a range of courses, webinars and resources to assist providers in addressing their training needs.

The department provides regular feedback to providers on their performance via Qlik Reports and ES Reporting. These reports monitor and analyse individual provider performance and compare performance against national-level data. Providers also receive individualised Annual Performance Reports outlining their performance against Key Performance Indicators.

In addition, following any program assurance activities, providers receive feedback in

For more information visit:

[www.employment.gov.au](http://www.employment.gov.au)

## Finding

## Response

relation to provider performance and compliance with service requirements.

The department continues to emphasise the importance of providers maintaining strong connections with their DHS (now Services Australia) contacts at a local level. The department liaises regularly between providers and DHS (now Services Australia) National Office to convey and address provider issues and concerns. As required, the department also uses the Employment Service Provider Liaison Meetings as a mechanism to support ongoing communication between DHS and TtW providers.

For more information visit:

[www.employment.gov.au](http://www.employment.gov.au)