



Consultation Paper – Transition to Work (TtW) 2022–2027

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Consultation Paper Response Form

Guidance: You are invited to provide feedback to any or all of the questions in the Consultation Paper in the relevant sections below.

Provide your organisation's name and other details as applicable, to assist the department consider your feedback.

Please use the "Consultation Paper Other Feedback" section for any additional comments.

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Important

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Question for feedback – Eligibility

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

Feedback to Question 3.1

The primary risk factors that we determine for eligibility in the Transition to Work services here at Communicare include **the current eligibility of,**

Age 15-24 years

Disengagement is 4 weeks

Disengagement of the young person including

1. Not enrolled or not attending school.
2. Not gainfully employed since leaving school.
3. Not engaged in vocational training and or further education.
4. Need to be Australian Citizen or a holder of a permanent resident Visa.
5. Or a nominated Visa Holder.

We look at flexible and inclusive service delivery of disengaged youth, to accommodate significant barriers such as mental health, self-esteem, depression and anxiety.

We operate the job plans through a co-design and support method with the focus of engagement and empowerment with ownership of the goal setting and associated activity.

We do this through providing confidential 1:1 face to face appointments in a private space.

We also have managed service plans that are customised for young people with additional needs such as initial on-line options via telephone.

We also do group settings with young people that have common skills, needs and wants, and we link them to relevant employers and information sessions, while supporting them at the attendance.

In relation to the proposed Transition to Work arrangements suggested we are supportive of

Current maximum duration of service per young person is 18 months. The proposed is 24 months maximum duration of service for those with complex non vocational barriers.

We are supportive of the expansion of the eligibility to be inclusive of other young people cohorts to include, substance abuse, homelessness and difficulties with mental health. We believe the extension to 24 months would be a helpful addition in supporting those with complex non vocational barriers.

In relation to the new assessment of Risk Factors we have the following feedback that may like to be considered.

We find that many young people that present to our initial appointments have the following issues

1. Numeracy and literacy barriers (for example fundamentals around basic budgeting, addition, subtraction, spelling, writing sentences)
2. Lack of job readiness skills (for example personal presentation, hygiene, self-awareness, communication skills, interview skills and no resume.).
3. Undiagnosed mental health issues. (for example, Autism, Anxiety, Depression).
4. Lack of family structure and support systems (for example effects confidence and goal setting).

Questions for feedback – Maximum duration of service

4.1 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?

Feedback to Question 4.1

We agree that the following characteristics should be considered.

Numeracy Literacy. (for example, fundamentals around basic budgeting, addition, subtraction, spelling, writing sentences)

Substance Abuse. (for example, Marijuana THC testing for mining sector, Alcohol misuse effecting attendance to interviews, psychotropic substance use for behaviour management causing inconsistencies)

Homelessness. (for example, poor health & hygiene, personal presentation, lack of resources, lack of self-esteem, security and a fixed address).

Mental Health. (for example, Schizophrenia, Depression, ADHD, Autism, Anxiety)

Lack of job readiness skills (for example personal presentation, hygiene, self-awareness, communication skills, interview skills and no resume.).

Undiagnosed mental health issues. (for example, Autism, Anxiety, Depression).

Lack of family structure and support systems (for example unsupportive parents, lack of transport, low confidence, no aim or goal, low self-worth).

Questions for feedback – Maximum duration of service (Continued)

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

Feedback to Question 4.2

In addition to extending the maximum duration, we believe those young people that continually fail to turn up to initial appointments, should receive a penalty like our Communicare Parents Next model as related to Mutual Obligation.

Increase prioritised direct referrals from TTW to other service providers that can support the young person holistically, such as Homelessness with the Department of Housing, Substance Misuse such as Drug and Alcohol Rehab as supportive bridging services to employment outcomes.

Accessing Job Councils, ELO'S, Local Job Facilitators and their Taskforces, Youth Advisory Sessions, Regional Jobs and Skills Centres.

Questions for feedback – Maximum duration of service (Continued)

4.3 What circumstances should determine whether a young person is transferred to online services or to an Enhanced Services Provider at the end of their service period in Transition to Work?

Feedback to Question 4.3

The circumstances we have at present for referring out of TTW is to Job Active for all young people completing their service period (minority) and have not obtained an employment and or education outcome and have remained on the job seeker payment.

In the NESM our understanding is that clients referred to online (digital services) are in general job ready and have digital access (under 12 months unemployed) and that the enhanced services provide more support in a hybrid model of online and face to face, intensive case management (where the client is unemployed for more than 12 months). Our young people if they self-exit the TTW program and wish to remain on job seeker payment then they must attend Job Active. If our young people come to the end of their TTW service period, we then refer to Job Active (18months).

We believe in the future there will be less requirement to refer out of the TTW program as we can cover a holistic Youth specialist employment service covering off

- a) Online servicing
- b) Enhanced hybrid with online and intensive face to face appointments
- c) Intensive face to face appointments
- d) Group sessions

We believe the circumstances of referring a young person out of TTW at the end of their service period (18 or maybe 24 months) would fall on the enhanced service given this future state focus will be on clients unemployed for 12 months or more. We would also consider the future Specialist services across areas such as disabilities, CALD and Indigenous.

Questions for feedback – Improving attendance at the Initial Appointment

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

Feedback to Question 5.1

Yes, this would be very helpful as a complimentary tool such as `Rapid Connect' (Services Australia) for example (this mechanism was present in TTW in the past) and was a very good tool for encouraging attendance as it was time and payment dependant.

01. The young person is interviewed at Centrelink
02. Then an appointment is booked within two days through the open initial slots (an R appears near the appointment).
03. Once the young person attends the appointment, the Rapid connect is activated and generates the young persons payment.

A similar mechanism would be good as a complimentary way of encouraging attendance.

Questions for feedback – Improving attendance at the Initial Appointment (Continued)

5.2 What is your preferred approach to achieving commencement and why?

Feedback to Question 5.2

We would prefer that the initial appointments are attached to income support payments. Failure to attend without providing a valid reason should result in a breach and suspension of a payment. We believe this would increase commencement and set a more professional tone with the relationship.

In the world of employment across all sectors, employees are paid to attend their jobs. Failure to attend work without a valid reason results in performance management or termination (no income). By having a suspension of payment would simulate the real employment world we are aiming to place our young people in for sustainable and real employment outcomes.

Questions for feedback – Improving attendance at the Initial Appointment (Continued)

5.3 What issues, if any, do you see with making attendance at the first appointment subject to the income support payment suspension mechanism?

Feedback to Question 5.3

We would prefer to see the TTW Group 01 (on income support payments) and TTW Group 03 (on other income support payments) have their suspension notification delivered from Services Australia, as the TTW mentors are building sustainable and effective personal, professional relationships and this could be affected.

Questions for feedback – Performance Management Framework

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

Feedback to Question 6.1

We agree that the measure of Education Outcomes should include,

01. Enrolments
02. Progression
03. Completions
04. Proportion of people on the caseload who have undertaken education or training.

Questions for feedback – Performance Management Framework (Continued)

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

Feedback to Question 6.2

We support the following mechanisms and we have been doing our own client satisfaction surveys and NPS, which the below can replace or compliment,

01. New Participant Survey.

02. New Employer Survey.

03. Account Manager assessment on the ground.

04. We would also like to see videos of case study success stories being shared to validate the type and amount of work being done. Current and longer-term success stories included.

Questions for feedback – Performance Management Framework (Continued)

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

Feedback to Question 6.3

The regularity of reviewing places / caseload should be known to providers so they can resource effectively in the high and low times. Currently the caseload of funded places is allocated quarterly and then reviewed randomly across the quarter. Considerations should be given for the time to appoint and train staff with significant increases as we have experienced with Covid. In some case staff are appointed to accommodate the growth and then due to lower caseload utilisation the funded places are decreased while the staffing was being positioned.

We support a new method of calculating places which will also be developed to better reflect the demand in each employment region. These changes with ICT support are welcomed.

Questions for feedback – Performance Management Framework (Continued)

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

Feedback to Question 6.4

We agree that it is inappropriate to continue to comparing future TTW performance against historical Job Active performance. We agree with the delinking outcome targets from provider payments. We support a pay as you go system against outcomes achieved.

Questions for feedback – Performance Management Framework (Continued)

6.5 How should performance be benchmarked in the new model?

Feedback to Question 6.5

We agree that weighting education and employment outcomes equally is important. Also, the demand driven system continuing.

Benchmarking across the 83 TTW providers with a regional and demographic analysis would also be good versus Job Active comparisons.

Question for feedback – Youth Advisory Sessions

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

Feedback to Question 7.1

We believe the customisation by provider, by region by client type will continue to be the essence to success.

Questions for feedback – Other Policies

8.1 Do you think the Transition to Work program settings have the right balance to ensure national service standards, while also allowing Providers the flexibility needed to enable local collaboration and engagement in their communities?

Feedback to Question 8.1

We believe the national and local focus is balanced. This is due to the Group 01 (Services Australia), Group 02 (Direct local referrals), Group 03 (Services Australia and others) referral system, the DESE, ELO'S by industry, and the introduction of more connectedness with community engagement goals through accessing Job Councils, Local Job Facilitators and their Taskforces, Youth Advisory Sessions, Regional Jobs and Skills Centres.

Questions for feedback – Other Policies (Continued)

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

Feedback to Question 8.2

We advocate and support any co-design involving Youth through ongoing feedback and focus groups. We believe participating in Youth advisory groups, supporting Youth Ambassadors and interagency meetings and regular feedback surveys are invaluable to supporting what works better for our young people. This approach encourages employment and education outcomes through empowerment.

Questions for feedback – Other Policies (Continued)

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

Feedback to Question 8.3

There should be a formal mechanism where young people can come together and be a recognised activity that supports their development and the voice of young people locally. Currently we do not have this in the suite of education, employment recognised outcomes.

Questions for feedback – Other Policies (Continued)

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

Feedback to Question 8.4

We believe Best practice constitutes a holistic “wrap around service” for the young person where we support through education, life skills, mentoring and connecting with other social services to support well-being, confidence and overall employment outcomes that are suited to our young people needs and sustainable building blocks for a career.

Provide prioritised direct referrals from TTW to other service providers that can support the young person holistically, such as Homelessness with the Department of Housing, Substance Misuse such as Drug and Alcohol Rehab as supportive bridging services to employment outcomes.

Questions for feedback – Other Policies (Continued)

8.5 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?

Feedback to Question 8.5

Specialist services that have waitlists such as Indigenous, Disabilities, CALD, we are positioned strongly at Communicare being connected as a medium sized not for profit so we can reach out to internal and external providers to support. Our Perth South region is generally lower socio economic and has many relevant services positioned to support a busy youth unemployment area. For example, the Armadale Youth Network, AETC Aboriginal Education, Employment, Training Council (South East Metro), Engagement Forum WA others.

Questions for feedback – Other Policies (Continued)

8.6 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?

Feedback to Question 8.6

We believe features of a service that acknowledges the significant mental health challenge across the youth caseload and appropriate responses into the default service offer include

- ñ Confidentiality, Policies, Procedures, Work Instructions (access to social support, escalations)
- ñ I Alert system (incident reporting, critical incident management system and escalation)
- ñ Inviting and safe environment with consultation options (private space, invited space, public space).
- ñ Secure Building access
- ñ Well trained staff in Trauma Informed Practice, Child Safeguarding, Mental Health First Aid.
- ñ Sufficient supervision and support of staff and young people with manageable and specialised caseloads.
- ñ Client centric and Customer service training.

Consultation Paper Other Feedback

If there are any comments you wish to provide that are not already captured, please provide them below.

Feedback to Consultation Paper - Other

We have found this comprehensive process very worthwhile and rewarding. The reflection, participation, and opportunity to provide feedback has been both positive and rewarding. TTW National Conference from the speakers, panels, Q&A, break out groups, networking with like for like minded providers and DESE personnel, the Consultation Paper (current and future state) and Response form (for our input and feedback).