



# 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.

Organisation Name:

Contact Name:  Contact Phone:

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### Important

Please note that your submission will be published on the Department of Education, Skills and Employment (the department) website unless you do not agree to its publication and indicate your preference below.

Your personal information is protected by law, including the *Privacy Act* 1988 (Cth). The department's privacy statement and policy can be found on the departments website ([dese.gov.au/privacy](http://dese.gov.au/privacy))

The collection of your personal information is to allow the department to contact you, if necessary, to clarify your feedback.

We value your privacy, and will adhere to the selection you make to one of the options below:

- I agree to the department publishing this submission including personal details (Organisation Name and Contact Name only).
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## Question for feedback – Assessment, referral and eligibility

4.1 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 4.1

There are a range of complex barriers which can result in young people disengaged from work or education. Joblife's stakeholder group confirmed the following areas contribute to the primary risk factors associated with disengagement from work and education:

- Homelessness
- License and access to transfers
- Lack of family, or family support
- Mental illness or mental health challenges
- Regional disadvantage
- Social networks and positive guidance
- Intergenerational welfare dependence

## Questions for feedback – Maximum duration of service for participants

5.1 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 5.1

Access to the program should take into consideration a broad range of measures and should balance targeting the program at the most disadvantaged youth, but should not be overly restrictive, noting young people may not disclose certain barriers prior to a referral. As with all referrals to TTW, the option to continue up to 24 months should include:

- Willingness and motivation to connect with a service
- Time taken to connect with the service
- Likelihood of outcome being achieved
- Family employment history
- Family educational history
- Early disengagement from school
- Medical information relating to a young person's barriers mentally and physically
- Access to transport and access to vehicles
- Stability of accommodation
- Level of education

## Questions for feedback – Maximum duration of service for participants (Continued)

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

Feedback to Question 5.2

## Questions for feedback – Maximum duration of service for participants (Continued)

5.3 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?

Feedback to Question 5.3

TTW will provide a high level of intensive case management support to young people, with a critical component of that being face to face support. Joblife's view is that all TTW participants should be transitioned back to Enhanced Services to ensure they maintain access to a face-to-face services which can continue this level of intensive support. Transition to an online service would be more likely to jeopardise the progress of young people undermining any good work already done.

## Questions for feedback – Improving attendance at the initial appointment

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

Feedback to Question 6.1

Joblife believe that service providers should be given a range of methods to facilitate engagement and commencement in the program. Access to a compliance measure which results in a temporary suspension of payment to assist to commence job seekers in the program would be welcomed.

## Questions for feedback – Improving attendance at the initial appointment (Continued)

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

Feedback to Question 6.2

While not currently delivering TTW, Joblife's experience in delivering other Commonwealth Government services means we have experience in seeking and managing referrals both directly and via Services Australia systems referrals. These mechanisms currently allow for a relatively smooth process and would be suitable for TTW.

In terms of engaging a young person in the program, Joblife would use a range of methods and contacts to connect and promote our service and encourage them to commence. As a last resort however, access to limited compliance actions (such as those noted in the discussion paper) would add value to the provider toolkit. To minimise any concern that a Provider may unnecessarily use compliance/payment suspension as a first option for engagement, guidelines could be developed to require services to try multiple other contacts in the first instance.

## Questions for feedback – Performance Framework

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

Feedback to Question 7.1

Education outcomes should connect clients with training where it contributes to their growth and



progress. Certificate II level support, as well as engagement in short courses should also be considered. Short skillsets connected to work experience should also be considered. Measuring completion rates against enrollments would be a reasonable measure.

## Questions for feedback – Performance Framework (Continued)

7.2 How should the Department seek to ensure job seekers and employers are receiving quality of service from Transition to Work providers?

Feedback to Question 7.2

Joblife would encourage the Department to seek feedback directly from employers and job seekers via surveys and feedback engagement processes. Given the high contact, high engagement expectations of the program, regular mechanisms would be supported. The Department should consider the use of technology to access regular feedback. This information would supplement the information provided from service providers and the community.

### Questions for feedback – Performance Framework (Continued)

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

Feedback to Question 7.3

TTW presents an opportunity to look at the pathway progress of young people. While recognising

the importance of education and employment outcomes, maintaining the proposed focus on social wellbeing and progress toward social outcomes would also constitute meaningful measures in the Provider Performance Framework.

## Questions for feedback – Performance Framework (Continued)

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

Feedback to Question 7.4

Based on our knowledge of the needs of job seekers in our community, Joblife anticipate that in

most regions, the number of job seekers who would benefit from TTW will exceed the places available. As such, Joblife support a process whereby places are allocated to regions based on the need of the job seekers in that community. Providers should be encouraged and supported to maximise participation.

Where places are not utilised, and there is a strong demand in other regions, we support a structured process to re-allocate them to areas of additional need. This should only occur however as a last resort.

## Questions for feedback – Performance Framework (Continued)

7.5 What factors should the Department account for when determining Funded Places?

Feedback to Question 7.5

As noted, demonstrated need against agreed demographics in a region should be the primary

driver of the number of funded places in an area.

## Questions for feedback – Performance Framework (Continued)

7.6 How might performance be benchmarked in the new model?

Feedback to Question 7.6

**Regional considerations or comparing supports in like-labour markets must be considered when**

benchmarking performance as there are varying factors in each State and region that will affect Provider performance and participant engagement.

### Question for feedback – Youth Advisory Sessions

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

Feedback to Question 8.1

To ensure that young people in online services take up the opportunity provided by Youth

Advisory Sessions, adequate promotion and education on the support is necessary. In Joblife's experience there is a low level of information in the community on this support. Further, the name 'Youth Advisory Sessions' when tested with young people in our region was misleading, with the young people reporting it communicated to them more a consultative form of sorts, rather than an employment support. There may be benefit in looking at ways to better communicate this opportunity.

Questions for feedback – Other Service Settings to improve outcomes

9.1 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?

Feedback to Question 9.1

While Joblife cannot comment on the current delivery of TTW, we support a framework that allows for local flexibility in service delivery. To guide national consistency, the Department could consider developing a set of minimum service standards or requirements, with providers then able to supplement this with localised support based on their local circumstance.

Questions for feedback – Other Service Settings to improve outcomes (Continued)



9.2 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 9.2

Joblife currently operates with an internal communities of practice model where our clients and stakeholders are involved in service delivery model enhancements and feedback on current policies and practices. Subject to the Department's views, approaches such as this could be mandated within contracted service requirements.

Questions for feedback – Other Service Settings to improve outcomes (Continued)

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

Feedback to Question 9.3

A lack of knowledge and trust of the program and supports available may limit engagement. Marketing of the program more widely would assist in ensuring that the program is taken up to its fullest advantage.

Questions for feedback – Other Service Settings to improve outcomes (Continued)

9.4 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 9.4

**Having access to a range of tools to monitor and support mental health and wellbeing for young people in an employment service. Digital, virtual and face to face access to tools and supports must be available.**

9.5 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 9.5

As noted above, access to digital and virtual support services should be supported. There may be benefit in also considering regional loadings to funding in areas where it is likely services will need to `buy in' supports to a region.

9.6 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 9.6

Features of a service that acknowledges the significant mental health challenge across the youth caseload include those that build mental health and wellbeing into the core focus of the service. Services which focus on motivational engagement and strategies, that celebrate success and are youth led will encourage disclosure and reduce stigma.

Joblife also believe that frontline staff servicing young people should have experience or accreditation in working with young people who experiencing mental health issues.

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

Feedback to Consultation Paper - Other