



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

NOTE: This form is a SmartForm designed to be used in Adobe Acrobat Reader. Adobe Acrobat Reader software must be set as the default program for .pdf documents. If you do not do this you may experience difficulties using this form. If you do not currently have the Adobe Acrobat Reader software program, it is available as a free download from the Adobe website - get.Adobe.com/reader/

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:	Life Without Barriers		
Contact Name:	Gillian Gardner	Contact Phone:	[REDACTED]
Contact Email:	[REDACTED]		

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)

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).
- I agree to the department publishing this submission without personal details.
- I do not want the department to publish this submission.

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

In addition to the identified risk factors of:

- ñ Mental health challenges
- ñ Housing instability
- ñ Drug and alcohol issues
- ñ Disability

Life Without Barriers believes the following factors should be considered:

- ñ Family relationships
- ñ Exposure to domestic and family violence
- ñ Lack of support from family/community
- ñ Lack of access to transport (eg: licence and/or access to public transport - especially in regional areas)

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

Participants identified as being in multiple risk categories as listed in 4.1 where:

- ñ Progress is being made to address the underlying causes of these risks, but;
- ñ Progress is ongoing and unlikely to be complete within the 18 month period

Examples of particularly acute and difficult to resolve risk factors may include:

- ñ Housing instability
- ñ Domestic and Family Violence
- ñ LLN issues
- ñ Drug and Alcohol issues
- ñ Trauma

Evidence of ongoing progress could be provided by the JCSI and/or a GP or other specialist in support of the time extension.

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

For participants experiencing complex barriers, greater flexibility in how they are engaged would be useful. This could include flexibility in the venue and frequency of face-to-face meetings, use of video chat, phone etc.

In some cases, these participants may benefit from provider discretion with regard to the enforcement of compliance rules, acknowledging that those with highly complex barriers are often unable to meet all compliance requirements.

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

Whether progress has been made against agreed goals and the level of support required, as determined by the individual and TtW provider. The Job Seeker Assessment Framework should be used to endorse the recommendation made by the provider.

Core elements included in determining their transfer include:

- ñ LLN
- ñ Digital literacy
- ñ Resilience and motivation
- ñ Proven engagement in the program

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

We support the RapidConnect process and TCF being used at the first appointment. The sooner a participant is engaged in the service, the more likely they are to succeed in it, and the TCF provides clear incentive for them to engage.

Any mechanisms that can be utilised to facilitate commencement will prove valuable.

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

No response.

Questions for feedback – Performance Framework

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

Feedback to Question 7.1

ñ Certificate II level education should be included as an assessed outcome; it is a meaningful and

real pathway into employment for those who have been assessed with low levels of literacy and numeracy.

ñ If a participant completes a short course that is relevant to their desired career path and then further training such as a Certificate III, all of the training should contribute towards an outcome.

ñ If a participant does not complete the training due to the fact they have found work and are moving into employment, then neither the participant or provider should be penalised in any way.

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

ñ Targeted surveys

ñ Exit surveys

ñ Independent reviews conducted with both participants and employers.

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

- ñ Measuring the progression of participants through stages of the program and their improvement in work readiness.
- ñ Measurement should consider transformative change, not short-term indicators. This means that the strategy must look at long term changes and consider employment retention, career opportunities and not only job placement numbers. These issues are acknowledged as current matters for improvement in existing DES and other systems.
- ñ Qualitative measures such as self-reported outcomes and satisfaction of participants should also be considered.

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

To support the focus on optimising commencement rates, pending caseload numbers should be included in the funded places calculation. The use of the compliance framework at the first appointment supports this approach.

Questions for feedback – Performance Framework (Continued)

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

Feedback to Question 7.5

The number of participants that have stopped receiving income support but are still tracking towards an outcome and being supported by the provider.

Questions for feedback – Performance Framework (Continued)

7.6 How might performance be benchmarked in the new model?

Feedback to Question 7.6

Benchmarks should be set around core qualitative elements of the program:

- ñ The time from referral to commencement.
- ñ The level of engagement and participant progression.
- ñ Participant and employer satisfaction levels.

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

Increasing awareness of this initiative.

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

No response.

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

No response.

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

Feedback to Question 9.3

No response.

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

No response.

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

No response.

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

No response.

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

Feedback to Consultation Paper - Other

Life Without Barriers strongly supports the objective of ensuring young people successfully transition to work.

We note that the discussion paper specifies that the consultation with stakeholders is to inform the content for the RFT for the new Transition to Work service to commence on 1 July 2022 and is limited to several elements such as program implementation but that the Transition to Work policy is settled and is not subject to change.

Life Without Barriers supports the retention of the Core Components of Success set out in table and the summary of proposed policy settings to be amended, table 2.