



# 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:	My Pathway		
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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.

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- I agree to the department publishing this submission including personal details (Organisation Name and Contact Name only).
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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

A focus on non-vocational issues such as mental health, homelessness or substance abuse will support young people to overcome barriers that can easily become entrenched. Enabling social and economic inclusiveness early in a person's working life would contribute to decreasing the number of long-term unemployed or under-employed participants in the jobactive system.

Other risk factors may include learning difficulties, domestic violence, no driver's license, lack of emotional wellbeing and confidence, no school certifications and no employment history.

## 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

Given that extended servicing is based on participant feedback and recommendations by leading research bodies such as the OECD, it appears a reasonable change to the current program.

Several characteristics would contribute to a decision to extend services including whether a participant is receiving support from other community organisations (e.g. headspace, homeless hubs, drug and alcohol support). Providers would need to apply discretionary factors such as general wellbeing and the relative progress of a participant from their commencement to 18 months .

An extended program for those with complex, non-vocational barriers must be viable for providers to continue servicing young people who need the most help. It should incentivise the best interests of the participants and have a neutral net impact when comparing 18 to 24 month payments.

## 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

The expected and significant increase in caseload will impact providers to varying degrees. It may be beneficial to incorporate a plan for participant overflow where a service location provider reaches capacity. Some elasticity between providers in adjacent regions may help to secure participant outcomes.

## 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

Any young person completing Transition to Work and still requiring employment services, is unlikely to be in a position to jump directly to online services. Transfer to an Enhanced Services Provider of their choice could be offered as a default position.

## 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

The current flexibility of the program appears to be a key reputational driver that positively impacts participation. A greater focus on improving reputation and awareness, rather than penalties and incentives, may assist a shift in commencement rates.

## 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

No further comments.

## 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

No further comments.



## 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

No further comments.

## 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

Participant and employer satisfaction should remain core factors to measuring the quality of provider services. Satisfaction may be weighted against engagement and vocational and non-vocational progress to ensure quality service is not representative of a lack of service.

Although mental health issues have been identified a significant barrier for many Transition to Work participants, there is no reflection of improving mental health in the current or proposed performance framework.

## 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

No further comments.

## 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

No further comments.

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

6.5 How should performance be benchmarked in the new model?

Feedback to Question 6.5

No further comments.

## 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

No further comments.

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

A meaningful indicator of performance may include enabling participants to access other community services such as medical, mental health or housing services.

## 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

Socio-economic factors, education and work availability differs by region. The ability for Transition to Work providers to partner and collaborate with local services and advisory groups will promote greater inclusiveness for young people.

## 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

The characteristics of young people are evolving. In general terms, youth prefer digital services, heavily engage with social media and may have never undertaken part-time work while completing their schooling. Interpersonal skills and career consciousness may be areas that need attention to develop a young persons' capacity for employment.

Ongoing and regular opportunities to gather feedback from Transition to Work participants and other young people would assist effective program enhancements. Feedback could include comments about the program as well as preferred behavioural characteristics.



## 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

No further comments.

## 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

In order for Transition to Work providers to assist participants with their education and employment goals, there will be mental health issues to manage in many cases. Providers will need to demonstrate appropriate escalation plans are in place including connecting with local mental health specialists. Where local services are limited, the plan may include tele-health, online or other remote mechanisms for accessing the required support.

## 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

No further comments.

## 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

No further comments.

## 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

My Pathway is a social and economic development organisation delivering services from the Torres Strait to Tasmania. We have been developing people, connecting them to opportunities and helping communities to grow since 2007.

My Pathway has delivered a range of employment services and community development programs, most recently jobactive, Disability Employment Services, ParentsNext, New Business Assistance with NEIS and the Community Development Programme. We also offer training through our Registered Training Organisation and facilitate community projects that build local skills and deliver important cultural and physical infrastructure.

Across all areas of our business we support principles of simplicity and transparency to build reputation and enable us to be more effective in helping job seekers on their pathway to sustainable work. Business viability is a key factor in our programs' success, enabling ongoing and improved investment to outcomes for job seekers, employers and their communities.

My Pathway is supportive of this consultation process and eager to continue discussions regarding the Transition to Work program. Overall, the program will effectively respond to local and young people's needs and reward provider performance that supports participants to establish the foundations for sustainable employment.