



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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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

We believe that there are a number of complex and often interrelated risk factors that contribute to young people disengaging from work and education and that the following should be included when determining eligible for Transition to Work services:

Intergenerational unemployment,
no fixed or inadequate accommodation,
poor mental health (diagnosed AND undiagnosed concerns),
history of/current alcohol and other drugs misuse,
family violence,
no history of employment after a period of incarceration,
lack of motivation/career or study aspirations

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

The consultation paper already identifies many of the contributing characteristics ie homelessness, mental health barriers, inter-generational unemployment however to further enhance the assessment of the length of servicing required, there is potential for milestones (checkpoints) to identified in the initial phase of engagement, failure to move beyond these milestones would be an indicator, provided adequate engagement requirements had been met.

Also- if the young person had engaged well, then experienced an altering event (such as family violence, acute mental health decline, onset of alcohol or other drug misuse, loss of accommodation).

The potential impact to the young person of being exited from the service should also be taken into consideration .

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

The potential to fund mental health and/or safe emergency and permanent accommodation support who make a significant impact on a number of participants accessing Transition to Work Services. These are two of the more complex barriers most frequently experienced by young people accessing this service and would prove effective in improving services being provided to participants.

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

There are a number of circumstances in a young persons' life that 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 not limited to;

The young person has developed appropriate support networks along with employability skills and have a demonstrated increase in confidence.

Ideally they will have access to stable accommodation

They will have obtained access to technology (devices and internet)

Be able to demonstrate technological literacy and

They will have met their milestones (goals) during servicing period.

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

Yes, we believe that a mechanism to help facilitate commencement in the service is desirable. History shows that rapid commencement can be effective in positive engagement with participants which in turn translates into more targeted and effective service ongoing.

We welcome the change and implementation of mechanism to facilitate commencement as discussed in the consultation paper where the proposed mechanism is a temporary income support payment suspension in order to engage young people into the TtW service (as a response to the 22% who had failed to connect with the service most likely to meet their needs).

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

Our preferred approach to achieving commencement of participants can vary depending on the needs of the individual young person however overall we appreciate a structure of strong guidelines and a robust reporting system to support income support payment suspension, which may be after a minimum of 2 non-attendances to the initial appointment.

We appreciate support from stakeholders include the Department of Human Services to effectively market the service to eligible young people where the benefits and support are used to encourage participants to engage.

Questions for feedback – Performance Framework

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

Feedback to Question 7.1

There are a number of elements that the Department could use to measure achievement of Education Outcomes

including:

An increase in education level which could include achieving a higher level nationally recognised qualification or an approved Skill Set, particularly in a skills shortage area.

There is potential for the Department to consider a higher weighting to outcomes achieved in skills shortage areas – or for those who continue on to an employment outcome as a direct result of completing training.

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

The Department already uses a number of effective tools for ensuring quality of service including surveys, employment outcomes, education outcomes and surveys. There is potential for this service to consider a youth friendly workstar type feedback mechanism to gather additional feedback from stakeholders.

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

Potentially feedback mechanisms such as net promoter score could be used as another meaningful measure of Provider performance.

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

An increase in the number of funded places, as proposed in the consultation paper, would allow providers to develop relationships with larger employers.

We believe that young people who meet the criteria for the service should be offered face to face servicing before online or enhanced services.

We agree with the allocation of one provider per employment services region which assists with collaboration between providers across regions.

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 Departments current process for determining funded places is effective and should continue in the new contract.

Questions for feedback – Performance Framework (Continued)

7.6 How might performance be benchmarked in the new model?

Feedback to Question 7.6

There are a number of ways that performance could be benchmarked in the new model, ideally performance wouldn't be linked to the historical performance of other generalist, enhanced or specialists employment services.

It would be more accurate to compare provider performance with historical data for the same service in the same employment services region. Performance could also be compared across regions, taking into account the specifics for the labour market in each region.

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

Although the uptake of participants into online Youth Advisory Sessions has been slow, extremely positive feedback has been received from participants who have taken part. We appreciate that these have been retained in the new contract. Potential changes that the Department could consider in relation to Youth Advisory Sessions include asking the young person complete a short online survey that provides the Advisor with some information prior to their session, as well as more by the Department and potentially a QR code to access the service information.

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

The Transition to Work program in its current and proposed iteration strikes an excellent balance between ensuring service standards are maintained at the same time allowing provider flexibility to collaborate locally and engage with their communities. By having one provider per region Providers are able to embed themselves and the service in their local community providing place-based employment solutions whilst working with other providers across regions to offer solutions to larger employers.

The program allows providers to work with services including other generalist and specialist employment service providers and related stakeholders.

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

Young people play an incredibly important role in ensuring that Transition to Work services are designed and delivered in a way that takes into account what young people want and need.

In order to truly have real consultation and design advice from youth, the provider should be required to actively seek to discuss the design with external groups of young people. This would also mean that there should be room for the service to be modified if there is found to be shortcomings during the service period.

As Transition to Work is a National program informing policy would need to be on a larger scale; facilitation of a virtual national forum where each region could host an event for young people simultaneously and link in to engage and respond in real time.

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

Feedback to Question 9.3

The current service settings are very conducive to youth engagement. A potential improvement to the current service would be to provide service providers with greater flexibility as to when a job plan is to be produced whilst capping the duration of this flexibility, eg within the first month with documented evidence.

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

Mental health and mental health support is such a complex issue for young people and providers of services to young people.

Charlotte Keating (Psych speaker at Transition to Work National conference) stated that TtW participants fall into the mental health vulnerability/sensitive window (up to age 25). This may impact the type of industries & jobs they would be confident in. She also mentioned was taking a whole-person approach to building resilience. "Finding their spark" is critical and then developing it.

The learning modules in ESS provide great support for staff working in the Service and there is potential to increase the number of mental health specific modules and focusing on how providers assist their participants to 'find their spark'.

It is critical for providers of this service to have strong links with, or employ, allied health staff to provide mental health support.

We also think there is potential for mandatory qualifications or skill sets such as mental health first aid, required for staff working in this service.

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

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

Access to specialist services is an issue in nearly every employment services region in Australia and as such, providers have had to develop strategies to support participants who require immediate or critical care and support. This includes the provision of Safety Cards and support services that can be accessed by phone or online (suicide call back line for example) as well as ensuring the participant has access to a mobile phone, credit and/or internet.

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

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

There are a number of features of a service that acknowledges that young people have significant mental health challenges and provides a supportive and welcoming environment these include employing staff that match the demographics of the service and the area providing positive examples and the benefits of employment, it also includes having spaces that are welcoming to young people and acknowledging and celebrating other cultures, different sexualities and gender diversity.

It includes appropriate and ongoing training for staff working in the service and more formally it can include access to appropriate support services and allied health staff.

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

Feedback to Consultation Paper - Other