



# 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:

Contact Email:

### 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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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

Although many of the following suggestions are broadly covered in the JSCI, however we believe it would be helpful to organisations, TtW providers and young people to have detailed information on eligibility.

- Young people who are at risk of leaving school - could this be identified as a suitable pathway for leaving school early?
- Young refugees
- Young people who are experiencing or at risk of homelessness - broadening out the term 'homelessness' to include, temporary housing, couch surfing, crisis accommodation, refuges, inadequate or unsafe dwelling, camping, short term or no tenure
- Young people who either on or transition from justice orders, detention or at risk of being in the criminal justice system.

## 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

It is suggested that more than just the JSCI be used to determine the length of servicing for a jobseeker in TtW. This could be a separate assessment that includes some of the above suggestions for complex barriers and including the progress young person has made whilst in the TtW program.

We would recommend that the assessment be completed by the TtW provider with the young person for joint decision on the best pathway forward for the young person.

## 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

We believe the circumstances that could impact a transfer to either digital services or enhanced services should take into account the young person's choice of what service they receive, their ability to access internet and a device (of their own), and their ability to access a suitable provider.

## 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 agree with the Department that a mechanism would assist with the initial engagement of young people into the service.

## 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

### Questions for feedback – Performance Framework

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

Feedback to Question 7.1

We feel that progression could be used to measure achievement of Education Outcomes - therefore



rewarding participation in education.

## 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

We believe sustainable outcome and education targets are measures that indicate quality of service for TtW providers. We feel that feedback from young people would also be beneficial. This could include digital surveys and/or structured feedback forms, designed by the Department, Young People and Providers. It could include questions measuring the young person's experience with their ability to make decisions within the service, vocational guidance and progression towards employment/education/goals.

### 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

We agree with the Performance Indicators outlined in the discussion paper.

### 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

We agree with an automated process to facilitate funded places, however we think transitioning to every six months

would be best suited for business needs - such as staffing, forward planning, site requirements.

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

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

Feedback to Question 7.5

[Empty response area for Question 7.6]

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

7.6 How might performance be benchmarked in the new model?

Feedback to Question 7.6

We believe the current performance model provides the flexibility and transparency to support Young People into

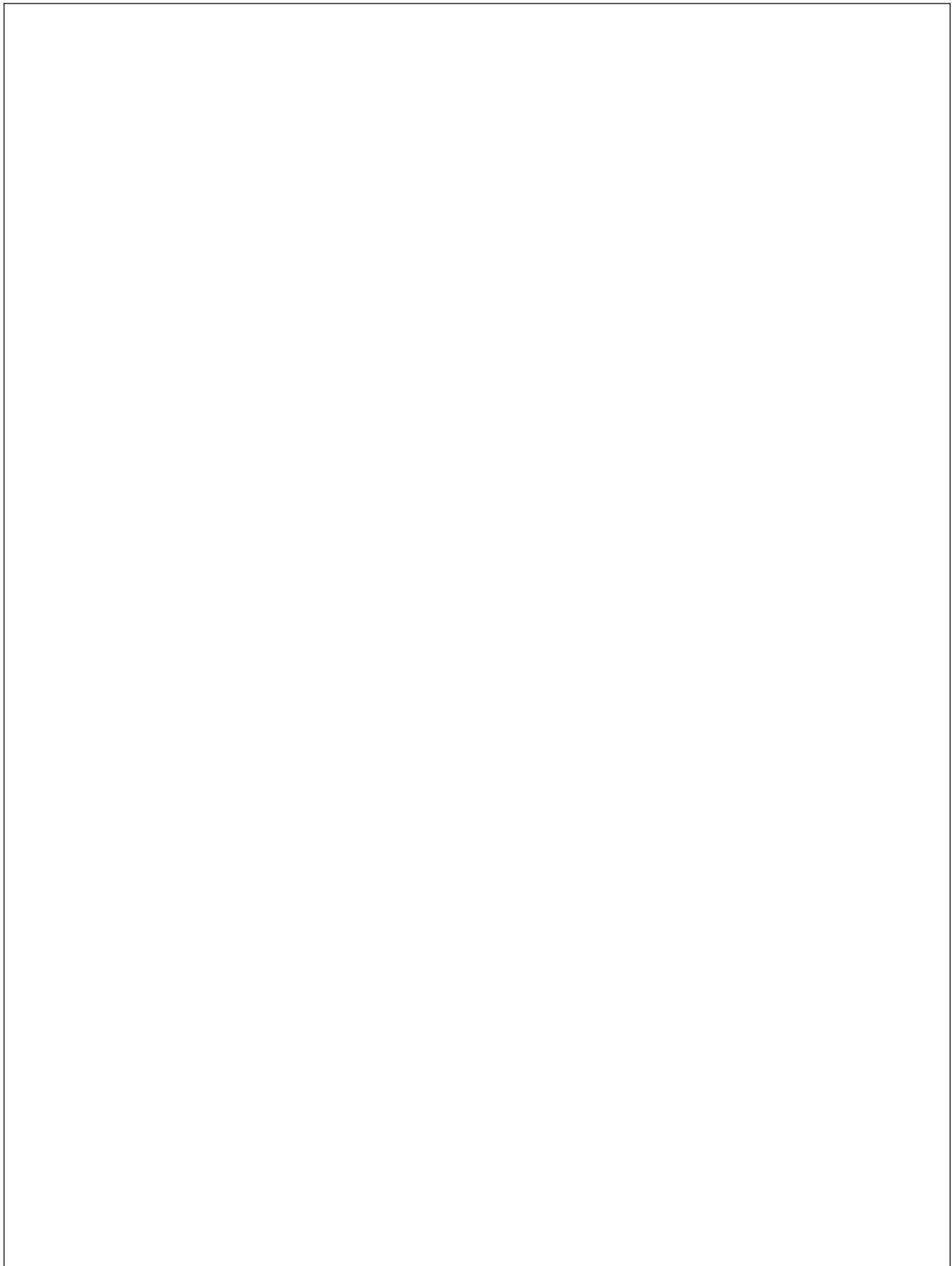
work.

## 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

It would be great to be able to book these appointments in as a TtW Provider.



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

NA

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

Transition to Work could play a part in capturing young people's thoughts in the design of not only employment for young people but for other programs designed for young people (or could be designed for young people).

Youth forums, advisory groups, participation in conferences could be a way of further engaging and understanding what young people are looking for and need. This could be done at a Regional, State or Federal level or Regional and Metropolitan.

Participating in leadership training, or access to resources to further their own learning and agency.

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

Feedback to Question 9.3

There is suitable flexibility in the current model to provide the level of service required to increase youth engagement.

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?

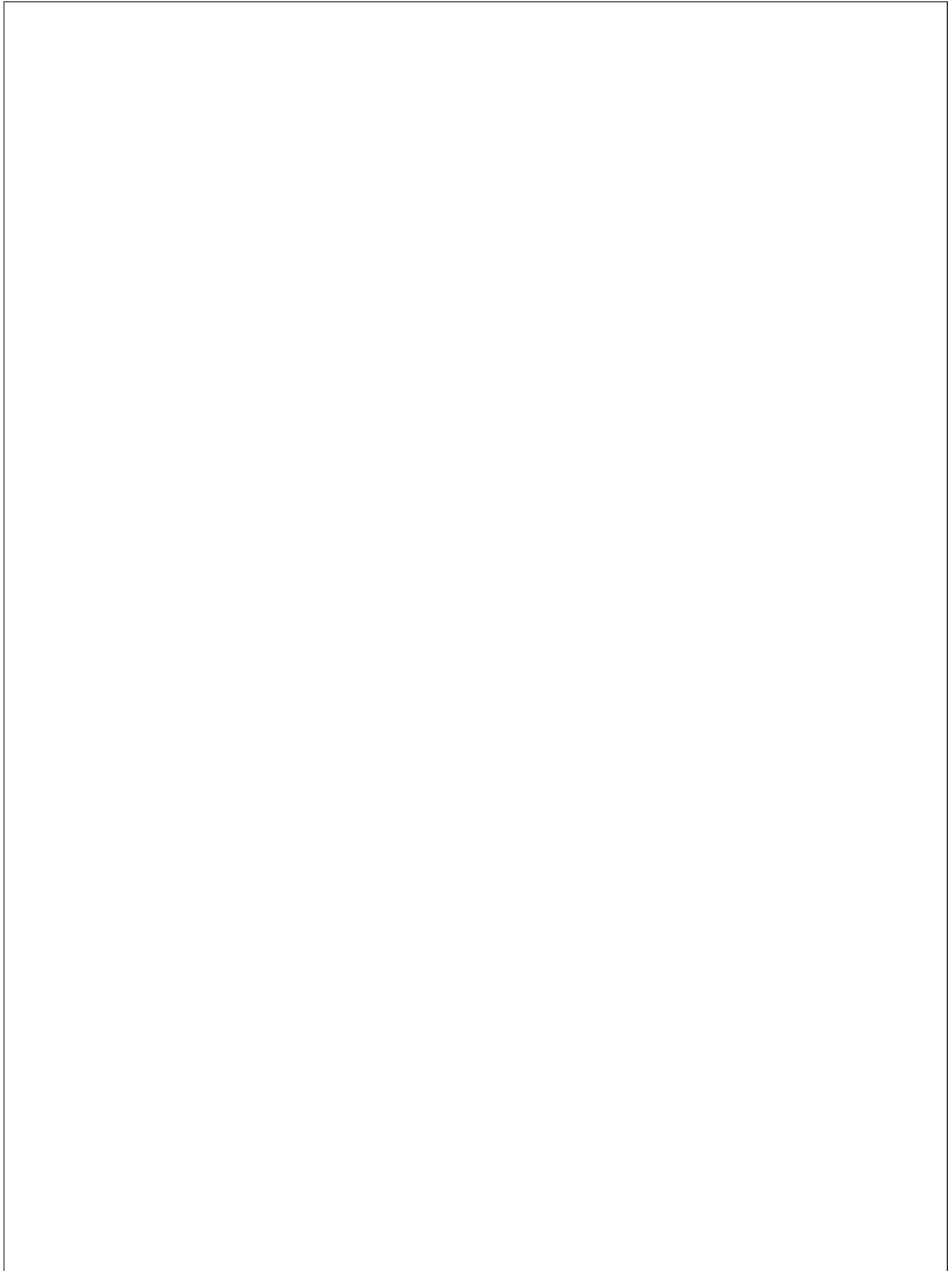
Feedback to Question 9.4

We recommend recognising health and well being activities and measures as activities in a Job Plan as this demonstrates that mental health is a significant factor to someone's ability to move back into the labour market.

We subscribe to evidence- based Advantaged Thinking practice, which includes seven tests and embedding them into the service delivery of all young people: Talk, Understand, Work, Invest, Believe, Involve and Challenge.

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



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

We recommend recognising health and well being activities and measures as activities in a Job Plan as this demonstrates that mental health is a significant factor to someone's ability to move back into the labour market.

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

Feedback to Consultation Paper - Other