



Australian Government
Department of Education,
Skills and Employment

Transition to Work 2022–2027

Consultation Paper
Frequently Asked Questions





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The document must be attributed as the Transition to Work 2022–2027 Consultation Paper Frequently Asked Questions.

Transition to Work consultation process timeline

Date	Comments
8 June 2021	Release of Consultation Paper
8 June 2021 to 23 June 2021	Consultation process open to submissions via SmartForm
5.00 pm (Canberra time) 23 June 2021	Submissions close

Reference: Consultation Paper Section 1– Consultation process

Contact details

The Employment Services Purchasing Hotline (the Hotline) is the primary means of contact with the Department of Education, Skills and Employment (the Department) during the consultation process.


Questions and requests for clarification about this process can be provided by:

- phone: 1300 733 514, the Employment Services Purchasing Hotline (Monday to Friday, 9.00 am to 5.00 pm Canberra time, excluding ACT and national public holidays)
- email: [Employment Services Purchasing Hotline](mailto:espurchasing@dese.gov.au) (espurchasing@dese.gov.au).



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1. Consultation process

1.1 Why is the Department consulting on changes to Transition to Work?

As part of the 2021–22 budget, the Australian Government is investing an additional \$481.2 million over 4 years to improve youth employment services, including expanding Transition to Work to operate as the youth-specialist employment service for more young people. The existing Transition to Work program is due to end 30 June 2022.

The Consultation Paper provides an opportunity to express your views on the future of Transition to Work and how the government can best support Australian youth who need services from a provider to successfully transition from education into the workforce. Transition to Work also aims to support the mental health of young people in the program.

This consultation process is open to all organisations and individuals.

Reference: Consultation Paper Section 2 – Consultation process and Section 3 – Introduction

1.2 Where do I find the Consultation Paper?

Links to the Consultation Paper and an explanatory webinar are available on [AusTender](https://www.tenders.gov.au) (tenders.gov.au) and the Department of Education, Skills and Employment (the Department) [Employment Services Purchasing Information page](https://www.dese.gov.au/employment-services-purchasing-information) (dese.gov.au/employment-services-purchasing-information).

Register your interest on [AusTender](https://www.tenders.gov.au) (tenders.gov.au) to receive future information about the new Transition to Work service.

Reference: Consultation Paper Section 2 – Consultation process

1.3 How do I provide feedback on the Consultation Paper?

Submissions to the Consultation Paper can be lodged by completing the SmartForm available on the [Employment Services Purchasing Information](https://www.dese.gov.au/employment-services-purchasing-information) (dese.gov.au/employment-services-purchasing-information) website and emailing it to the Department's [Employment Services Purchasing Mailbox](mailto:espurchasing@dese.gov.au) (espurchasing@dese.gov.au) by 5.00 pm (Canberra time), 23 June 2021.


Reference: Consultation Paper Section 2 – Consultation process

1.4 Will the Department accept late submissions?

No, submissions close at 5.00 pm (Canberra time), 23 June 2021.

1.5 What type of feedback is the Department looking for?

While the government has made key high level decisions concerning the nature of the Transition to Work service post 30 June 2022, there is opportunity for external stakeholders to provide feedback



in some key areas that the Department will take into account when settling the micro-policy and detailed implementation arrangements. The Consultation Paper outlines the questions the Department is seeking feedback on. These questions are located throughout the Consultation Paper in the “Questions for stakeholders” sections.

The Department also welcomes any additional feedback on Transition to Work.

1.6 I am a current Transition to Work provider or employment services provider. Can I provide feedback?

Yes, this consultation process is open to all organisations and individuals.

Reference: Consultation Paper Section 2 – Consultation process

1.7 Can I view the submissions provided by other stakeholders?

Yes, if the author has agreed to publish the submission.

Submissions will be published on the Department’s website, after the consultation period has closed.

Reference: Consultation Paper Section 2 – Consultation process

1.8 Where can I view responses to questions/clarification provided from the Department to other stakeholders?

Any responses to questions will be published on the [Employment Services Purchasing Information page](https://dese.gov.au/employment-services-purchasing-information) on the Department’s website (dese.gov.au/employment-services-purchasing-information).

1.9 I do not want my submission to be published or personal details to be published. Is this possible?

We value your privacy. If you do not wish your personal details and submission to be published you will need to indicate this by ticking the appropriate checkbox on the SmartForm.

Reference: Consultation Paper Section 2 – Consultation process

1.10 How will the submissions be used?

The feedback provided will be used to inform the detailed design of the new Transition to Work model.



2. General questions on the Consultation Paper

2.1 What is Transition to Work?

Transition to Work is the Australian Government's specialist youth employment service. It helps young people aged 15–24 years who are at risk of not successfully transitioning from school to work, into employment (including apprenticeships and training) or further education. More information can be found on the Department's [website](http://www.dese.gov.au/transition-work) (www.dese.gov.au/transition-work).

Reference: Consultation Paper Section 3 – Introduction

2.2 How is the new Transition to Work service different to the old Transition to Work service?

While the new model will retain a lot of the core components that has made Transition to Work successful, there are a number of features that the Department will be changing or is proposing to improve based on evidence and feedback already received from stakeholders. For information on how the new Transition to Work service will differ to the current program, please refer Section 3 – Introduction under proposed enhancements to Transition to Work and Table 2. Summary of proposed policy settings to be amended of the Consultation Paper.

Reference: Consultation Paper Section 3 – Introduction

2.3 What is the new employment services model?

The new employment services model will replace the jobactive employment services model from 1 July 2022. For more information about the new employment services model visit the Department's [website](http://dese.gov.au/new-employment-services-model) (dese.gov.au/new-employment-services-model).

2.4 How will the new employment services model and Transition to Work work together?


From 1 July 2022, Transition to Work will be the dedicated youth employment service in the new employment services model.

Reference: Consultation Paper Section 3 – Introduction

2.5 What does a Transition to Work provider do?

Transition to Work providers work with eligible young people who need help transitioning from school to employment. This may include young people with a limited work history, who have never worked before, who have left school early, are from a low socioeconomic background, or have a combination of these risk factors.

Transition to Work providers are expected to maintain strong connections and work closely with local communities and employers to help achieve community goals for young people, understand local labour markets and industries, and be aware of any local skill shortages, now and into the



future. Transition to Work providers are also expected to provide post-placement support to young people and employers to ensure that their needs are identified and acknowledged, and their employment is sustained.

Reference: Consultation Paper Section 3 – Introduction

2.6 What are the benefits of Transition to Work for youth and young people?

Transition to Work seeks to develop young people's employability skills and to empower them to engage independently and confidently in the labour market.

The services that Transition to Work providers deliver should help participants get sustainable employment and/or return to education or training, in order to help them avoid long-term unemployment.

For information on how youth and young people benefit from Transition to Work please refer to Section 3 – Introduction and Section 9 – Other service settings to improve outcomes of the Consultation Paper.

Reference: Consultation Paper Section 3 – Introduction and Consultation Paper Section 9 – Other service settings to improve outcomes

2.7 Will there be any changes to the Transition to Work employment regions or postcodes?


At this stage, the Department is not proposing any changes to current Transition to Work employment regions, however, there may be scope to change the boundaries in the future. The Department will provide more information should the Transition to Work employment regions change.

Tenderers can nominate postcodes or locations within the Transition to Work employment regions where they wish to provide Transition to Work services as part of their Request for Tender (RFT) submission. The Transition to Work RFT will be released in the second half of 2021.

2.8 What is the current eligibility criteria for Transition to Work?

To be eligible for Transition to Work a person must be:

- aged 15–24 years on commencement in the service, and
- an Australian citizen, or
- the holder of a permanent visa, or
- a nominated visa holder (including a New Zealand Special Category Visa, Temporary Protection Visa Holder and a Safe Haven Visa Holder).



Additional eligibility criteria will also continue to target early school leavers and Indigenous youth, however, the Department is proposing a new assessment of risk factors to ensure that those who have a heightened risk of long-term unemployment due to complex non-vocational barriers are eligible for Transition to Work.

Reference: Consultation Paper Section 4 – Assessment, referral and eligibility

2.9 Will the current eligibility criteria continue in the new Transition to Work?

The current high level eligibility criteria will be retained post 30 June 2022. However, the eligibility criteria for Transition to Work will also include a new assessment of risk factors identified within the initial assessment to better identify young people who face a heightened risk of poor employment outcomes.

This will mean a larger proportion of more disadvantaged young people will become eligible for the service, typically those with more complex non-vocational barriers who would have previously been serviced as Stream C job seekers in jobactive services.

This cohort of young people is more likely to be Indigenous, ex-offenders or have a disability and may experience higher level of difficulty with mental health, homelessness or substance abuse.

The Department is looking for ways to improve the eligibility criteria to ensure that only those young people who have the most impactful disadvantage and are unable to participate in self-service will be eligible for Transition to Work.

Reference: Consultation Paper Section 4 – Assessment, referral and eligibility

2.10 What is the duration for participants in the current Transition to Work service?


Transition to Work is a time-limited service. The maximum duration of service for any eligible young person is currently 18 months.

Reference: Consultation Paper Section 5 – Maximum duration of service for participants

2.11 Will changes be made to the maximum duration of service in the new Transition to Work?

Yes, a change will be made to the amount of time a subset of eligible young people can spend in Transition to Work.

In recognition of changes being made to eligibility criteria and that more disadvantaged young people generally require longer periods of support than other young people to successfully build their capabilities, the maximum duration of service will be extended to 24 months for those young people with more complex non-vocational barriers.



The maximum of 18 months in the service will remain for other participants (with mainly vocational or less complex barriers).

Reference: Consultation Paper Section 5 – Maximum duration of service for participants

2.12 What measures are in place to ensure participants commence in the program?

To improve attendance at the initial appointment, a payment suspension mechanism will be introduced for young people receiving activity tested income support payments. Young people who do not attend their first appointment (without a valid reason) may have their income support payments temporarily put on hold until they have attended their appointment and engaged with the service. The Department is investigating ways to implement this change in a way that limits involvement of providers in this suspension mechanism.

This will allow providers to focus on service delivery for participants and will see more young people connect to the specialist service that is best positioned to provide the support they need.

For more information please refer to Consultation Paper Section 5 – Improving attendance at the initial appointment.

Reference: Consultation Paper Section 6 – Improving attendance at the initial appointment

2.13 Will the Targeted Compliance Framework (TCF) apply to Transition to Work participants?

No. The consequences for non-compliance with Mutual Obligation requirements will remain as they are now—that is participants who fail to meet participation requirements of 25 hours per week will be exited from Transition to Work and transferred to an Enhanced Services provider.


Enhanced Services providers will be able to use the TCF to help ensure compliance of young people who are not meeting their Mutual Obligation requirements.

Reference: Consultation Paper Section 3 – Introduction

2.14 Will Youth Advisory Sessions continue?

Yes. Youth Advisory Sessions will continue to provide up to 10,000 young people per year, in Online and Digital Services, access to three advisory sessions with a Transition to Work provider in the new Deed. Eligibility for Youth Advisory Sessions will not be changing in the new model. For more information please refer to Consultation Paper Section 8 – Youth Advisory Sessions.

Reference: Consultation Paper Section 8 – Youth Advisory Sessions



2.15 Will there be any changes to the Performance Framework and key performance indicators (KPIs) for Transition to Work providers?

Yes, there will be some improvements to the Performance Framework to help with continuous improvement for all Transition to Work providers over the course of the Deed. This will result in some changes to KPIs.

For more information please refer to Consultation Paper Section 7 – Performance Management Framework.

Reference: Consultation Paper Section 7 – Performance Framework

2.16 Are there other services available for youth and young person's?

The Australian Government invests heavily in services and programs for young people, including in services which seek to:

- support mental health and prevent suicide
- result in upskilling aligned with in-demand occupations/industries through JobTrainer and boosting apprenticeship commencements
- help them connect to work experience and workforce opportunities through initiatives such as Youth Jobs PaTH, PaTH Business Placement Partnerships and other workforce pathways, and
- improve understanding of the labour market and how to navigate career pathways through the National Skills Commission and the National Careers Institute.

2.17 What is Youth Jobs PaTH?

Youth Jobs PaTH is an Australian Government service that helps young people gain the skills and work experience needed to get and keep a job. It also supports businesses to trial young people in the workplace and offers a financial incentive when they hire. Youth Jobs PaTH has 3 elements— Prepare, Trial, Hire.

More information can be found on the Youth Jobs PaTH page on the Department's [website](https://dese.gov.au/youth-jobs-path) (dese.gov.au/youth-jobs-path).

2.18 What are PaTH Business Placement Partnerships?

PaTH Business Placement Partnerships trial co-design between industry and government of pre-employment pathways to help young job seekers into identified jobs. The pathways use elements of the Youth Jobs PaTH, existing employment and training services, combined with other supports to develop tailored recruitment solutions.

More information can be found on the PaTH Business Placement Partnership page on the Department's [website](https://dese.gov.au/youth-jobs-path/youth-jobs-path-business-placement-partnerships) (dese.gov.au/youth-jobs-path/youth-jobs-path-business-placement-partnerships).



2.19 What is the Local Jobs Program?

The Local Jobs Program supports tailored approaches to accelerate reskilling, upskilling and employment in 25 employment regions across Australia, which will be expanded to cover all 51 employment regions from 1 July 2021. Recognising that regions have been impacted by COVID-19 in varying ways, the program includes:

- 51 Employment Facilitators across 51 employment regions
- a Local Jobs and Skills Taskforce in each of these regions
- a Local Jobs Plan developed for each of these regions
- projects funded through a Local Recovery Fund in each of these regions
- a national priority funding pool.

More information can be found on the Local Jobs Program page on the Department's [website](https://dese.gov.au/local-jobs-program) (dese.gov.au/local-jobs-program).

2.20 What does the National Skills Commission do?

The National Skills Commission works with policy makers, influencers, educators and students in the vocational education and training sector to provide clear advice on pricing and emerging skills needs. The National Skills Commission also monitors and analyses employment dynamics across different demographic groups, industries, occupations and regions and considers how changes in the labour market will impact the economy's education, skills needs and jobs today and in the future.


More information can be found on the National Skills Commission's [website](https://nationalskillscommission.gov.au) (nationalskillscommission.gov.au).

2.21 What does the National Careers Institute do?

The National Careers Institute was established to ensure Australians have access to high quality career information and support regardless of their age and career stage.

Since commencing on 1 July 2019, the National Careers Institute has:

- delivered [YourCareer.gov.au](https://yourcareer.gov.au) to give people access to authoritative careers information and support
- delivered the [School Leavers Information Kit and School Leavers Information Service](#) to provide 2020 school leavers with tailored careers support and guidance
- administered the [Partnerships Grants](#) program to develop better career services for people at all stages of their careers
- administered the [Training.gov.au](https://training.gov.au) website and the [My Skills](#) website.



More information can be found on the National Careers Institute's [website](http://nci.dese.gov.au) (nci.dese.gov.au).

2.22 What is RapidConnect?

Job seekers claiming Job Seeker Payment or Youth Allowance may be subject to RapidConnect, which connects them to an employment services provider after they contact Services Australia about claiming the income support payment. For job seekers subject to RapidConnect, an initial appointment with an employment services provider is normally scheduled to take place within two business days of a Participant's Participation Interview with Services Australia. Their income support will be paid from the date of attendance, and if a job seeker does not attend that appointment, they will not commence income support.

A job seeker may be exempt from RapidConnect provisions, including where the young person moves from Youth Allowance (student) to Youth Allowance (other). More information on RapidConnect can be found on the Department of Social Services Guides to Social Policy Law [website](http://guides.dss.gov.au) (guides.dss.gov.au).

Reference: Consultation Paper Section 6 – Improving attendance at the initial appointment

2.23 Can an organisation provide other employment services (e.g. Enhanced Services (including Specialist), Employability Skills Training, or ParentsNext) as well as Transition to Work?

Yes, so long as the organisation is successful in separately tendering for each of the services.

3. Procurement

3.1 When will the Transition to Work RFT be released?

The RFT is expected to be released in August 2021.

Please register your interest on [AusTender](http://AusTender.tenders.gov.au) (tenders.gov.au) to receive future information about the RFT.

3.2 What is AusTender?

AusTender is the Australian Government's procurement information system. Employment Services procurement activities for the Department are advertised in AusTender.

3.3 I don't have an AusTender profile, how can I create one?

You can create a new AusTender profile by completing a new user registration on [AusTender](http://AusTender.tenders.gov.au) (tenders.gov.au).



3.4 Where will the Transition to Work RFT be published once released?

The RFT will be published on [AusTender](https://tenders.gov.au) (tenders.gov.au).