



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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Important

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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

As a community youth focused organization, we feel very positive toward the proposed expansion of TtW eligibility to include young people with the complex non-vocational barriers.

There are a number of risk factors that will contribute including we believe are not limited to the following:

Young people experiencing mental health, domestic and family violence, homelessness, AOD, gender identity and physical health challenges.

Young people who have experienced early school disengagement and poor experiences in learning environments and have low literacy and numeracy

Young people linked to youth justice orders, transitioning from care.

Young people who identify as cultural /refugee and ESL challenges

First Nations young people

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

As a community youth focused organization, we feel very positive toward the proposed expansion of TtW eligibility to include young people with the complex non-vocational barriers.

There are a number of risk factors that will contribute including we believe are not limited to the following:

Young people experiencing mental health, domestic and family violence, homelessness, AOD, gender identity and physical health challenges.

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First Nations young people

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

Providers should be required to demonstrate established clear and direct referral pathways requiring providers to be very well connected to their local community - e.g. Headspace , education, employers and youth services.

Providers with specialized staffing with experience in mental health, career development and youth specialists - a Care team approach

The recognition that a young person in TtW will have the 25 hours of participation but this will also need to reflect a measure of health and well-being that will support/enable a progression to work readiness.

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

A young person who has experienced success in employment or education during their time in TtW could be deemed suitable for a transfer to on-line services and it would be their choice.

Demonstrated enhanced personal capabilities and successful well-being indicators.

Young people with particular ongoing challenges should have the option of staying with the TtW provider or be referred through to a suitable Enhanced Service provider if available, specialised services.

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

Experience has shown us that once a young person understands the type of support in TtW they readily engage. The development of a safe and young person friendly JSCI at commencement would also assist in facilitating commencement.

A thorough understanding of what TtW is offering at referral/commencement time.

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

The initial marketing to young people to understand the benefits and supports for them to enter into TtW. We agree with the preferred approach for achieving commencement but we would also need to know that it is temporary and easily lifted. That there are exemptions for young people due to reasonable circumstances are unable to make contact and they will have adequate warning.

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

The issue we would see is if it appears like the TtW provider is suspending income support as this is not intrinsic to the design of the service.

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

Relevance of education in relation to career goals i.e. does employment outcome match education undertaken.
Consider a Cert II in Skills for Workplace and Vocational Practices for those young people who have not completed Yr 10
For Early school leavers consideration of lower level Certificates as a measure of education outcome e.g. Cert I & II, skill sets that leads to employment. Recognition of bridging courses with an entry into Tertiary studies.
The percentage of young people that commence and complete education as a total of the total case load may fail to consider a young person's nonlinear development pathways.
Young people must be provided with opportunities to try and determine what fits best for them and this could be a consideration in measurements of education outcomes and so providers should not be penalised through an efficiency measure that supports them to make decisions through experiences and labour markets.
Achievement of education outcomes should be taken in context of not encouraging providers to push young people into and through courses deemed a level of achievement but what may be deemed the best course depending on circumstances that lead to employment.

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

Achieving outcomes targets and importantly sustainability are what we currently indicate a quality service. Some addition suggestions are:-

Surveys and focus groups for young people on their capability development, input into decision making, career and vocational guidance and their input into service design and delivery.

For employersi similar approach with survey/focus groups on the level and quality of engagement of employers with TtW and how work ready and prepared are the young people.

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

Measuring engagement in vocational/career activities such as NWEF, PaTH, skills sets and work tasters

Collaboration and their mechanisms within the key stakeholders in the community that opens up opportunities and pathways for young people.

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

AFP reviews half yearly not quarterly to enable Providers to better resource the service and manage budgets. AFP reviews in context of Provider regions - under employment particularly in regions dominated by industries like retail, hospitality and tourism where young people may be deemed working but it is very borderline. Collaborating with providers and consultation around their total caseload on ESS as those in PPS will not be counted in our active caseload and impacts utilization

Questions for feedback – Performance Management Framework (Continued)

6.5 How should performance be benchmarked in the new model?

Feedback to Question 6.5

On a principles basis we support a flexible funding model that enables upfront investments in the capabilities of the young person and agree that a funding model which is weighted more to service fees than Outcome Payments and gives equal value to Employment and Education Outcomes is critical to supporting young people experiencing disadvantage. We support combination of Up front, bonus and outcomes payments that allow initial investment for providers to service disadvantaged cohorts with smaller caseloads that allow providers to work intensively with young people to identify training and education opportunities which will help young people develop the skills and attributes employers are looking for. Performance should also take into consideration local labour market data and access to relevant and related education and training opportunities.

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

Promotion to young people and streamlining the whole booking process - participants to call and make their own appointments?
Experience with YAS has certainly proven successful for the young people taking up their sessions.

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

We would agree it currently does have the right program settings for flexibility to enable local collaboration and engagement in our community. This would include enabling local collaboration and community engagement as critical to the success of young people.

Community Investment committees should be integral to the TtW service bringing together employers, all levels of government, industry bodies, training and education

TtW providers should also with their CIC connect with the Local Jobs Taskforce in each region if not actively involved

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

Establish a Youth Alliance for the region or similar
Providers to provide a space for open discussion and a mechanism for feedback
Ensure the provider is ensuring young people feel safe and comfortable for feedback and ideas on design and delivery.
Include young people in real and tangible projects that look at design and policy delivery e.g. members of the Community Investment Committees, opportunities to meet and talk to local Members.
Use of The Deal (something for something) when providing opportunities for young people to get involved.
Continue to conduct the National Community of Practice TtW Advantaged Thinking surveys with young people across our regions.
Celebrate and recognise achievements

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

need to consider where the service is located and environment of the service-
geographical isolation

ensuring that service provides an engaging space and place for young people

Is there access to digital – flexibility to enable connectedness

Access to transport is a key barrier for young people's engagement in training and work opportunities, especially in outer urban and regional/rural areas. Limitations include:

Public transport cost, availability, or schedules that are not aligned to the timing or location of education opportunities that may be several towns away, or to take up work, especially shift work of casual jobs.

No access to finance, a car or licensed individual to gain the hours of experience needed to gain a driver's license which excludes jobs that ask for, or internally lock out young people without, a license and/or car.

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

As a Provider we welcome the acknowledgment of the impact of mental health and its link to a young person's success into employment. There are elements of practice we believe that will best support TtW practice regarding mental health challenges

Space and place is appropriate and safe

Best practice includes adoption of capabilities informed practice such as Advantaged Thinking and coaching which holds high aspirations for young people and provides young people with agency and choice over decision making

Enabling flexibility in engagement and participation requirements for young people

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

Collaborate with services - requirement to have linkages to services within local community

Knowledge of e Help Services

Wellness built into service delivery

Investment in training and resources that are co-designed with mental health providers, young people and TTW services

Providers have specialised staff with appropriate qualifications

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

Job plans that include a focus on well-being as part of the goals to employment and education

Features would have space and place appropriate for all young people

Providers would have the right mix of staff, skills and resources.

Promote goods news stories highlighting diversity

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

The discussion paper does really reflect a service that promotes a capabilities approach to young people and their journey into employment or education.
It is important to read the expansion to those young people facing more complex non-vocational barriers
We feel the service within our region is embedded and reflected by the strong local connections to the wider community and employers which are critical to our success for young people.