

Transition to Work Consultation Paper - Additional Feedback – MAX Solutions

Question:

Are there any other meaningful measures that could be included in the Provider Performance Framework.

Response:

The TTW Provider Performance Framework should include measurement of progress towards employment.

We suggest at a minimum that providers performance is reviewed every six months, rather than annually.

We believe that Sustainability Outcomes should be also incorporated into the framework to measure long term effectiveness. The Department may also wish to consider a more comprehensive qualitative data on participant experience, in particular the quality of service received. We would recommend this is done through regular surveys of participants during and after receiving TTW support.

Question:

What issues, if any, do you see with making attendance at the first appointment subject to the income support payment suspension mechanism?

Response:

Customers need to be informed that they will not receive payment until they engage and they are given an immediate opportunity to do so.