



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:

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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

Preliminary comment: we are aware that the Department will likely receive considerable feedback from a range of stakeholders. To assist in the processing of this feedback, we have intentionally limited the length of our responses and not answered every question.

This question: in our experience risk factors include mental ill-health, substance use, unstable or unsafe home life, time disengaged from work or education, familial intergenerational unemployment and local employment opportunities. These risk factors are interrelated, will vary in severity between participants and over time and can be difficult to measure reliably.

We therefore propose that eligibility for the service also includes young people with a letter of recommendation (“referral recommendation”) from someone with a good knowledge of the young person such as a teacher or other professional who, in their judgement, believes that the additional support offered by Transition to Work would be a timely and helpful intervention. In this way, a referral recommendation would enable servicing to commence prior to a young person's risk factors worsening, and therefore minimise harm from barriers and maximise the educational and employment accomplishments of the young person.

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

If, a young person has been engaging constructively in the program for 18 months and is making identifiable progress in overcoming barriers (yet has not yet achieved an educational qualification equivalent to year 12 nor found stable employment), this would be prima facie evidence that the young person should continue in the service. By assessing eligibility from this perspective, the considerable difficulties in measuring the significance of barriers (individually and in combination) can be avoided.

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

[no response]

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

Leaving this decision to the young person (under guidance of their Transition to Work provider) promotes individual agency and should strengthen the young person's engagement in that future service.

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

The primary method for encouraging initial engagement in the service should be the promotion of the many benefits of the Transition to Work program. In implementing a new payment suspension mechanism, care should be taken to: (i) highlighting the expectation at referral that the service depends on the active and timely participation by each participant; (ii) ensuring that this mechanism does not create an impression for the young person that the program is primarily about compliance; and (iii) that the relationship of trust between provider and participant is not diminished.

In our experience, some Services Australia staff could have a better knowledge of Transition to Work. We believe additional training for these staff would assist improving attendance at initial appointments.

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 is to phone the young person ahead of their first appointment to establish the beginnings of rapport, allay any concerns / answer questions that the young person may have, ensure that the young person is aware of the appointment time and location (as well as transport options), etc.

We don't always have access to the young person's contact details. If Services Australia could more consistently capture and pass on this information, we would be able to contact more young people in advance of their first appointment.

Questions for feedback – Performance Framework

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

Feedback to Question 7.1

In addition to existing measures, the Department could consider one or a combination of the following:

- Include the achievement of Cert I & Cert II courses (such as pre-apprenticeships and pathway courses) within the performance framework for purposes of evaluating provider performance, even if these do not attract a fee;
- Consider paying Cert I & Cert II courses at reduced rate e.g. same as PaTH internship rates; and/or
- Consider including Cert I & Cert II courses within Hybrid claims where there is a nexus between the course and relevant employment.

The above could apply to all such courses or just those which are in identified skill shortage areas.

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

[no response]

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

[no response]

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

[no response]

Questions for feedback – Performance Framework (Continued)

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

Feedback to Question 7.5

[no response]

Questions for feedback – Performance Framework (Continued)

7.6 How might performance be benchmarked in the new model?

Feedback to Question 7.6

[no response]

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

Consider extending service periods to beyond three individual sessions and/or enable a young person who might otherwise be ineligible for the program to apply to transfer to the provider as a Group 2 referral, based on exceptional approval process. In that application the young person would set out the areas of support they believe that they need as well as their aspirations in relation to work. Such commencements could be restricted per provider such as creating a new Group 4 category.

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

[no response]

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

Current and past Transition to Work participants should continue to be engaged in feedback on the service design and implementation, via various channels including short surveys and more intensive workshops.

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

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

Feedback to Question 9.3

[no response]

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

There are many aspects to achieving best practice including in relation to staffing, the physical environment of the service setting and effective community partnerships to maximise supports to young people.

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

Servicing strategies include: (i) maintaining strong connections with community service providers; (ii) based on a relationship of trust, seek to achieve a sound understanding of the young person's barriers, capabilities and interests; (iii) informing participants of the benefits of on-line and other broadly accessible mental health supports; and (iv) engaging young people in activities and opportunities for social connection which are supportive of mental health.

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

The service should prioritise the provision of a safe environment for participants and be intentional in strategies to build relationships and social connectedness in support of social and emotional resiliency in educational, employment and other settings.

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

Feedback to Consultation Paper - Other