Transition to Work 2016-2020
Exposure Draft
Question and Answers

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1. Transition to Work

1.1. What is Transition to Work?

The Transition to Work service will provide intensive, pre-employment support to improve the work readiness of young people aged 15–21 to help them into work or education.

The new service has a strong focus on helping young people to understand what is expected in the workplace and to develop the skills and behaviours required by employers. It will complement the Government’s mainstream jobactive employment service.

Transition to Work will help around 29,000 young people each year who face a difficult transition to work and increased risk of long-term unemployment.

Transition to Work will be delivered by community-based organisations with strong employer links and demonstrated expertise in working with young people and achieving employment and education outcomes.

1.2. How long will it take to set up?

Transition to Work services will commence from January 2016 through to April 2016 on a rolling basis. Priority areas will be identified and providers who are able to leverage existing resources will be encouraged to commence as soon as possible.

1.3. How is this service different from other services already available?

Transition to Work is designed to support a small targeted cohort of early school leavers with a high risk of long-term unemployment. The Transition to Work service will provide intensive, pre-employment support to improve the work readiness of young people aged 15–21 to help them into work or education.

1.4. How was the research on youth done (i.e. employer survey data in presentation)?

The research is based on employer responses to a question about what could be done to improve the employment prospects of young people. You can find more information on the Labour Market Information Portal at http://lmip.gov.au/PortalFile.axd?FieldID=1454144.

1.5. What is the Transition to Work activity going to be like, will it include soft skills and other activities such as Work for the Dole-like or education etc?

The Department is open to all proposals. As part of the Request for Proposal process it will be up to organisations to describe the activities and services they will provide. It should be noted that activities can be individual, group or self-directed activities.

1.6. What are the major differences between jobactive and Transition to Work?

The Transition to Work service specifically targets early school leavers who require intensive support to address the significant barriers they have to entering and maintaining employment.
1.7. Can you please elaborate on the delineation of Transition to Work with jobactive? So does that mean jobactive providers are not double counting their work or replicating Transition to Work?

Transition to Work is a very different service from jobactive. Transition to Work specifically targets early school leavers who require intensive support to address the significant barriers they have to entering and maintaining employment.

1.8. Does that mean jobactive providers are not double counting their work or replicating Transition to Work?

That is correct, they are very different services. Transition to Work specifically targets early school leavers who require much more intensive support to address the significant barriers they have to entering and maintaining employment. There will be a flow of job seekers from jobactive to Transition to Work (Group 3) but this will be capped. Transition to Work participants will not be serviced by jobactive at the same time.

1.9. Who are the peak bodies for employment services?


1.10. Changes in the labour market applies to many of the regions and it calls into question whether historical data is accurate enough to use.

We are continually refreshing our data and looking at labour market changes. We know this is particularly relevant for WA and other regions.

1.11. The Program appears to have strong links to the piloted Youth Exploring Potential Program (YEP) that was implemented for a joint Government Committee for two years in the Port Pirie, Jamestown and Port Augusta regions of South Australia. Have the results of YEP been referred to when investigating this youth initiative?

In implementing the Transition to Work service the Government has drawn on a range of resources, including employer surveys, research, previous and current youth programme initiatives.

1.12. The DHS referrals being direct to TTW will this reduce jobactive caseload?

Transition to Work is designed to meet the needs of a small targeted cohort of Early School Leavers with a high risk of long-term unemployment. Group One participants (referrals from DHS/Centrelink) are expected to make up about 70 per cent of a Transition to Work provider’s caseload. These Job Seekers will be referred to a Transition to Work provider and will not be part of the jobactive caseload. The impact on jobactive is very small at less than 3 per cent of all jobactive commencements each year.

Group Three will be referrals from a jobactive providers’ caseload and this will be capped at around 10 per cent of a Transition to Work provider’s caseload. Transition to Work is designed to meet the needs of a small targeted cohort of early school leavers with a high risk of long-term unemployment. Group One participants (referrals from DHS/Centrelink) are expected to make up about 70 per cent of a Transition to Work provider’s caseload. These Job Seekers will be referred to a Transition to Work provider and will not be part of the jobactive caseload. The impact on jobactive is very small at less than
3 per cent of all jobactive commencements each year. Group Three will be referrals from a jobactive providers’ caseload and this will be capped at around 10 per cent of a Transition to Work provider’s caseload.

1.13. The Exposure Draft references the new National Work Experience programme - is there further information available on this programme?

Information on the National Work Experience Programme is available on the Department’s website at https://employment.gov.au/national-work-experience-programme. This includes a fact sheet for employers and information for jobactive Job Seekers.

1.14. In the context of Indigenous youth, could Transition to Work be another intervention creating synergies with Vocational Training and Employment Centres (VTECs), etc?

The Department has not finalised its policy decision in regard to this question and is still considering feedback received. The final policy position will be detailed in the Request for Proposal.

1.15. There is another programme targeting Early School Leavers and long term unemployed that runs for six months. Do you imagine cross pollination with this programme?

The Department has not finalised its policy decision in regard to this question and is still considering feedback received. The final policy position will be detailed in the Request for Proposal.

1.16. I have been trying to locate the guidelines of the National Work Experience programme, but cannot find them. I understand it’s for those aged 18 years and above. Are those under 18 and in Transition to Work, excluded from participation in either programme?

Information on the National Work Experience Programme is available on the department’s website at https://employment.gov.au/national-work-experience-programme. This includes a fact sheet for employers and information for jobactive job seekers.

1.17. Considering the similarities in services, time and costs invested by Jobactive Providers to establish Jobactive services, why are the proposed TTW services being delivered as a separate service rather than being integrated with the current jobactive contract? This target group could be added as an additional stream.

Transition to Work is designed to support a small targeted cohort of early school leavers with a high risk of long-term unemployment. The Transition to Work service will provide intensive, pre-employment support to improve the work readiness of young people aged 15–21 to help them into work or education.

1.18. The introduction states that if current Jobactive Providers are offered a Deed to deliver TTW they will be required to ensure independent management of the two Deeds. What is ‘independent management’ defined as? Will Providers be able to gain efficiencies through a parallel operation of Jobactive?

Transition to Work will operate as a separate service to the Government’s mainstream employment service, jobactive. Any organisations with multiple contract types, such as jobactive, Disability Employment Services and Transition to Work, will need to have a clear delineation between the services
they are delivering. This includes maintaining effective governance and control frameworks to provide assurance of the quality of services and compliance with relevant deeds.

1.19. There is a reference to the new National Work Experience Programme with Providers being able to arrange work experience placements as part of this program. Will details of this program be available during the Exposure Draft period?

Information on the National Work Experience Programme is available on the department’s website at https://employment.gov.au/national-work-experience-programme. This includes a fact sheet for employers and information for jobactive job seekers.

2. Organisation Eligibility

2.1. How will organisations be selected?

Organisations to be selected through a competitive tender process run by the Department of Employment.

2.2. What organisations are eligible to apply?

The service will be delivered by community based organisations with a demonstrated track record of delivering high quality services to young people and achieving sustained employment and education outcomes.

2.3. Will jobactive providers be eligible to apply?

The Department will accept Transition to Work proposal submissions from jobactive providers. They will need to demonstrate how they would maintain a clear delineation between jobactive and Transition to Work services.

All organisations applying will need to demonstrate strong community networks with employers, community services and schools. They will also need to demonstrate experience in working with difficult to engage young people and have a track record of achieving employment and education outcomes.

2.4. Is the Government looking at organisations who are embedded in local communities?

All organisations applying will need to demonstrate strong community networks with employers, community services and schools in the region. They will also need to demonstrate experience in working with difficult to engage young people and have a track record of achieving employment and education outcomes.

2.5. Will this tender be open to approving autism-specific providers?

The Transition to Work service will be delivered by organisations with a demonstrated track record of delivering high quality services to young people and achieving sustained employment and education outcomes.
The Exposure Draft does not allow for organisations to specialise in delivering Transition to Work services to a sub set of eligible young people, such as young people with autism.

3. Job Seeker Eligibility

3.1. Who will participate in Transition to Work services?

The Transition to Work service is targeted to three groups of young job seekers aged 15-21 years who are considered most at risk of disengagement or disadvantage in moving into work. These are:

- **Group One**—early school leavers

  Young people who have not completed Year 12 (or equivalent), who are receiving Youth Allowance (other) and assessed as having a medium to high risk of long-term unemployment (Job Seeker Classification Instrument).

- **Group Two**—disengaged young people

  Young early school leavers who have disengaged from education, employment or training, and who are not already participating in employment services and are at risk of becoming long-term unemployed. This group includes young people who are not receiving income support or who are receiving non-activity tested income support such as Parenting Payment.

- **Group Three**—jobactive referrals

  Young people in Stream C in jobactive who have not completed Year 12 (or equivalent) and who are identified by their jobactive providers as having a capacity to benefit from Transition to Work services (e.g. a young parent, a job seeker who has addressed their unstable housing and mental health issues or a young person who has finished Year 12 but with poor results who would benefit from intensive vocational support).

3.2. Which job seekers will be referred from jobactive to Transition to Work?

Early school leavers who had complex non-vocational issues (in Stream C in jobactive) and who are subsequently assessed as having a capacity to benefit from Transition to Work services by their jobactive provider will be referred to the service.

3.3. Is the Transition to Work service demand driven or capped?

Access to Transition to Work will be demand driven for target groups one and two. A cap will apply on places available for young people in target group three.

3.4. How will job seekers be referred to Transition to Work?

- **Group One** (early school leavers) - will be referred to Transition to Work services by the Department of Human Services when they first claim income support and are expected to commence the service within two business days.
• **Group Two** (disengaged young people) - will be able to directly register with a Transition to Work provider.
• **Group Three** (**jobactive referrals**) - **jobactive** providers will be able to refer young people in this category to Transition to Work.

**3.5. Will Transition to Work have a group of job seekers to service on commencement?**

To support the commencement of Transition to Work, around 6000 early school leavers will be transitioned from **jobactive** to Transition to Work during the start-up phase. The Department will work with providers during this transition so that the approach best meets the needs of the individual job seeker. For example, by offering flexibility for those job seekers who are actively progressing towards achieving an outcome.

**3.6. What are the mechanisms to stop a job seeker entering Transition to Work and staying there?**

After 12 months in the Transition to Work service job seekers who have not transitioned into work or education will move directly into the Work for the Dole phase in **jobactive** where they will continue to build on their work readiness.

**3.7. Group 1, why aren’t they already with jobactive?**

Apart from the start-up caseload, Group 1 participants will be new claimants directly referred from the Department of Human Services (Centrelink).

**3.8. In reference to the service continuum, is there anything to stop a young person participating in **jobactive** for the first 6 months and then commencing in Transition to Work?**

This scenario only applies to Group 3 participants who are young people in Stream C in **jobactive** who have not completed Year 12 (or the Certificate III equivalent) and it is the decision of the **jobactive** provider to refer the young person to Transition to Work.

Group 1 early school leavers will be directly referred to Transition to Work from Department of Human Services (Centrelink). This group will not be currently serviced by **jobactive**.

Group 2 young people will not be engaged in **jobactive** and therefore, this scenario is not relevant.

**3.9. Are there any controls on the 70/20/10 per cent ratios for Group 1, 2 and 3 referrals?**

Group 3 referrals from **jobactive** will be capped at 10 per cent of all places. Group 1 and 2 ratios are based on modelling of previous data. The Department anticipates some flexibility between these two groups.

**3.10. Can Transition to Work participants move into programmes such as Green Army and the Skills for Education and Employment (SEE) Programme?**

Transition to Work providers can refer participants to the Skills for Education and Employment Programme.

Generally it is expected that Transition to Work participants will be able to access other Commonwealth and state/territory government funded programmes and services whilst receiving Transition to Work.
services. Further details on specific programmes and services will be provided shortly. Generally, these include (but are not limited to) access to part-time employment, part-time study or training and accredited language literacy and numeracy courses that support a young person to become work ready. Participation in these activities will count towards the 25 hours a week participation for the Transition to Work participants.

Green Army is a separate programme to Transition to Work and participation cannot be done concurrently. Young people who participate in the Green Army Programme will generally leave income support and will receive an allowance during their placement.

3.11. Is Transition to Work optional?

Participation in Transition to Work is not a mandatory requirement. If a young person does not want to participate in Transition to Work they may opt-out or not agree to transfer from jobactive.

3.12. Has there been any consideration around the transition of DES participants into Transition to Work? While the numbers in DES are low for this cohort in reference to referrals, DES is also a possible destination for more disadvantaged Transition to Work participants following participation in the programme.

The Department expects cross pollination and collaboration will occur between providers in a region, but participants can be only serviced by one employment service provider (e.g. Transition to Work, jobactive, Community Development Programme, Disability Employment Services). If a Transition to Work participant should be referred to DES, they will return to the Department of Human Services (Centrelink) for an Employment Service Assessment (ESAt).

3.13. Has there been any consideration for recognising increased servicing costs for disadvantaged youth in regional areas?

The payment model is designed to support intensive servicing matched with strong incentives for providers to achieve sustained employment outcomes.

Performance targets will be set relative to places available and outcomes being achieved in the Employment Region to give all providers opportunities to achieve bonus outcome and sustainability outcome payments.

There is no further differentiation for regional locations.

3.14. What is the referral source?

The Transition to Work service is targeted to three groups of young people aged 15-21 years who are considered most at risk of disengagement or disadvantage in moving into work. These are: Group 1–early school leavers who will be referred from the Department of Human Services (Centrelink) to Transition to Work, Group 2–disengaged young people who will be identified by Transition to Work providers through community engagement and directly register with the Transition to Work provider and Group 3–Stream C jobactive participants who will be referred by their jobactive provider to Transition to Work.
3.15. Do providers do other eligibility checks?

For young people in Group 2 there will be some requirements for Transition to Work providers to check eligibility. This may require the provider sending the young person back to the Department of Human Services (Centrelink) for further assessment.

3.16. Are Disability Employment Services-Disability Management Service providers required to separate the Transition to Work service, as would a jobactive provider?

Yes. DES-DMS providers will also have to show delineation between the services they are providing and Transition to Work, just as jobactive providers will be expected to. A Job Seeker can only be in one of these services at any point in time.

3.17. Can participants come from Disability Employment Services?

Participants can be only serviced by one employment service provider (e.g. Transition to Work, jobactive, Community Development Programme, Disability Employment Services). If a participant is exited from Disability Employment Services, they will return to the Department of Human Services (Centrelink) for an assessment and would need to meet the eligibility criteria for Group 1 early school leavers in order to be referred to Transition to Work services.

3.18. Can referrals into Transition to Work come from DES?

No. Eligible Transition to Work participants can be referred by the Department of Human Services (Centrelink), directly registered by the Transition to Work provider or referred by their jobactive provider.

3.19. Is there any additional support programmes available for young people in a Community Development Programme (formerly Remote Jobs and Communities Programme) area?

The Transition to Work service is not available in Community Development Programme remote areas. It is proposed to be available in the 51 employment regions that are supported by jobactive, which are non-remote.

3.20. Does the Department have demographic details for the young people they are looking at (other than age) for example mental health, aboriginal, second language etc, that you are able to share to show what you think the target group looks like?

A: The Transition to Work service targets three groups of young people aged 15-21 years who are considered most at risk of long-term unemployment. These are:

- **Group One – Early School Leavers**
  - Young people who have not completed Year 12 (or the Certificate III equivalent), who are receiving Youth Allowance (other), and are assessed by the Job Seeker Classification Instrument as eligible for jobactive Stream B services.

- **Group Two – disengaged young people**
  - Young people who have not completed Year 12 (or the Certificate III equivalent), and who are not already participating in employment services and are at risk of becoming long-term
unemployed. This group includes young people who are not receiving income support or who are receiving non-activity tested income support such as Parenting Payment.

- Group Three – jobactive referrals
  - Young people in Stream C in jobactive who have not completed Year 12 (or the Certificate III equivalent) and who are identified by their jobactive providers as having a capacity to benefit from Transition to Work services (e.g. a young person who has addressed their unstable housing or mental health issues).

3.21. Assuming Participants would normally be eligible for state-based training funding – for example Smart and Skilled in NSW or C3G in Queensland, will the Participants still be eligible for these programs?

Yes. Transition to Work participants would be subject to the eligibility conditions put in place by relevant State and Territories.

3.22. In regard to Group 2-Disengaged young people, does the eligibility criteria include those that may currently be engaged but have been assessed as ‘at risk of disengaging’?

No, Group Two – disengaged young people refers to a young person who has disengaged from education (i.e. has not completed Year 12 or the Certificate III equivalent), is not receiving income support or is receiving non-activity tested income support (i.e. Parenting Payment) and is not already participating in employment services.

3.23. Could you please provide further clarity on the term ‘disengaged’ as per the eligibility of Group Two participants.

Group Two – disengaged young people refers to a young person who has disengaged from education (i.e. has not completed Year 12 or the Certificate III equivalent), is not receiving income support or is receiving non-activity tested income support (i.e. Parenting Payment) and is not already participating in employment services.

3.24. Do young people on the autism spectrum meet the criteria for this service?

The Transition to Work service is targeted to three groups of young job seekers aged 15-21 years who are considered most at risk of disengagement or disadvantage in moving into work. These are:

- Group One—early school leavers who have not completed Year 12 (or equivalent), who are receiving Youth Allowance (other) and assessed as having a medium to high risk of long-term unemployment (Job Seeker Classification Instrument).
  A young person who is assessed by the Department of Human Services (Centrelink) would be placed in the service most appropriate to them, this may be Transition to Work or jobactive or Disability Employment Services.
- Group Two—disengaged young people who have disengaged from education, employment or training, and who are not already participating in employment services and are at risk of becoming long-term unemployed.
- Group Three—jobactive referrals who are young people in Stream C in jobactive who have not completed Year 12 (or equivalent) and who are identified by their jobactive providers as having a capacity to benefit from Transition to Work services.
It is possible that any of these groups may include young people with autism.

**3.25. In regards to Category Two - what is the definition of disengaged? Dis-enrolled from education, not attending or low attendance? Will Category Two participants need to have been disengaged from education for a minimum period of time prior to being eligible for Transition to Work?**

Group Two – disengaged young people refers to a young person who has disengaged from education (i.e. has not completed Year 12 or the Certificate III equivalent), is not receiving income support or is receiving non-activity tested income support (i.e. Parenting Payment), is not already participating in employment services and are at risk of becoming long-term unemployed.

In terms of the detail of whether there will be a minimum amount of time and whether participants will need to be formally dis-enrolled further details will be provided in Guidelines.

**3.26. Group 2 young people – Does this include people ineligible for benefit due to citizenship etc?**

The Department has not finalised its policy decision in regard to this question and is still considering feedback received. The final policy position will be detailed in the Request for Proposal.

**3.27. Can Indigenous participants be serviced under Vocational Training and Employment Centres (VTEC) and Transition to Work at the same time?**

The Department has not finalised its policy decision in regard to this question and is still considering feedback received. The final policy position will be detailed in the Request for Proposal.

**3.28. If a young person is assessed under the JSCL as having a disability but chooses to go to TTW rather than DEN provider under their NDIS and “user choice” options, is this possible? Where an eligible young person is receiving income support and is assessed by the Job Seeker Classification Instrument as eligible for Stream B in jobactive then they will be referred to Transition to Work.**

However, if this eligible young person has a pending Employment Services Assessment then they would not be referred to an employment service until this was completed. The referral recommendation made through an Employment Services Assessment is final. Where the young person is assessed as being eligible for Disability Employment Services they will be referred to an appropriate Disability Employment Services provider; if they are assessed as being eligible for Stream C they will be referred to an appropriate jobactive provider; and if they were assessed as being eligible for Stream B they could be referred to either Transition to Work or jobactive.

Note: Participants can only be in one employment service at a time.

**3.29. What is the definition of 'disengaged' for TTW services?**

Disengaged young people refers to a young person who has disengaged from education (i.e. has not completed Year 12 or the Certificate III equivalent), is not receiving income support or is receiving non-activity tested income support (i.e. Parenting Payment) and is not already participating in employment services. Further detail will be provided in Guidelines.
3.30. Will young people from Group 2 be eligible if still enrolled/attending school considering the TTW minimum target age range (15 years) is below most minimum school leaving age requirements for young people.

No. Young people still enrolled/attending school will not be eligible.

3.31. Will the service agreement specify a cap on places for Group One and Two job seekers, or will providers be free to work with any job seekers requiring their services?

There is an estimate of participants for each region identified in Appendix D of the Exposure Draft. This estimate is based on the expected flow of Group 1 participants with an additional 30 per cent included for Groups 2 and 3. There will be some flexibility in utilisation of places with a potential change in the mix of places over the year. There is an expectation of over 90 per cent utilisation over the year and it is expected that Group 1 has priority access and no waiting list would apply. For Group 2, providers will be expected to manage demand. For Group 3, referrals from jobactive will be capped at approximately 10 per cent of all places. Groups 1 and 2 are not capped.

3.32. Clarification is required on how Early School Leavers in Tasmania can access TTW. Tasmanian legislation requires that, with some exemptions as quoted below, all young people must be enrolled at school until the age of 17. Could the Department please clarify under what conditions TTW providers can work with this cohort (eg: less than 50 per cent school attendance)?

Where young people are enrolled in alternative education or training they would not be considered eligible for Transition to Work. However, if they disengage from this education or training they may be eligible for Transition to Work.

Generally, Transition to Work will be able to leverage programmes by Commonwealth/State governments that provide funding that supports training or education such as the training guarantee. In addition, providers may use programmes or incentives that support employers such as wage subsidies. Further details on the interaction of Commonwealth and State programmes will be provided in the Request for Proposal and Guidelines.

3.33. Education Providers have been funded to provide alternative programs for 15 - 17 year olds who previously would have dropped out. What incentive will these providers have to refer to TTW?

Is there flexibility within the contract to work with these providers, essentially dual referrals/activities been undertaken by 15 - 17 year olds?

Where young people are enrolled in alternative education or training they would not be considered eligible for Transition to Work. However, if they disengage from this education or training they may be eligible for Transition to Work.

Generally, Transition to Work will be able to leverage programmes by Commonwealth/State governments that provide funding that supports training or education such as the training guarantee. In addition, providers may use programmes or incentives that support employers such as wage subsidies. Further details on the interaction of Commonwealth and State programmes will be provided in the Request for Proposal and Guidelines.
4. Servicing

4.1. How many job seekers will an organisation service?

Providers will be contracted for an agreed number of places per annum per Employment Region. Respondents will be required to nominate the minimum and maximum number of job seekers they intend to service. Each funded place is expected to allow participation for around two job seekers on average per year.

4.2. How does Transition to Work interact with jobactive?

Transition to Work will operate as a separate service to the Government’s mainstream employment service, jobactive. Transition to Work providers and jobactive providers will be expected to cooperate in helping young job seekers move between the two services when required.

4.3. How will a job seeker be referred from Transition to Work to jobactive?

Transition to Work providers will be required to complete a handover for any job seeker that is required to participate in jobactive. This will enable the jobactive organisation to be ready to service the job seeker when they transition to jobactive. For job seekers who have not moved into work or education, the final month (month twelve) would generally involve:

- an initial joint meeting with jobactive provider
- preparation to move into Work for the Dole, including finding a suitable placement
- preparation for jobactive activity requirements
- a joint meeting and handover to jobactive provider in the final week of the month.

4.4. How will the jobactive provider be chosen when referring a job seeker from Transition to Work to jobactive?

Transition to Work providers will support job seekers to choose a jobactive provider in their local area to be referred to.

4.5. From the Exposure Draft, did I read somewhere that 20 per cent of the caseload would come from schools?

No - 20 per cent of a Transition to Work provider’s caseload will be Group 2 – disengaged young people who are not claiming a benefit. These young people can register directly with the Transition to Work provider.

4.6. How does a young person get a three year apprenticeship without experience?

A key requirement of the Transition to Work service is to provide intensive, pre-employment support to improve the work readiness of young people to help them into work or education. This includes opportunities to participate in one or more work experience placements.

4.7. Are there any areas, qualification wise, we need to focus on?

It will depend on the local labour market. The provider will be expected to know what the employers’ needs are and the capabilities of the young person.
4.8. Concern is that the ‘gap’ between those who are job ready and those who are not is getting bigger.

The intent is for the young people in Transition to Work to get 12 months of intensive service to get them ready to find employment, begin a Certificate III or commence a traineeship or apprenticeship. It is not expected that young people would be put into a Certificate III if this was not appropriate for them.

With the initial 6000 participants from jobactive, will they be discounted from the cap and will this potentially block referrals?

There will be negotiation between the Department and jobactive providers to transfer around 6000 young people for the start-up phase. These young people will not be classified as Group 3 participants and will not contribute to the providers cap. Each provider will receive a separate cap on places for any further referrals from jobactive that will be approximately 10 per cent of their total annual places allocated.

4.9. The Exposure Draft outlines expectations that there will be handover processes post-service participation where a participant is referred to the jobactive. Will the Transition to Work service also require jobactive organisations to do the same upon referral to Transition to Work?

The Department would expect this practice to occur as part of good practice. However, there will not be a formal requirement on jobactive providers to attend an appointment with a young person going to Transition to Work.

When Transition to Work providers are referring young people back to jobactive, there will be a formal requirement for Transition to Work providers to organise and attend planning and final handover meetings to ensure the young person is prepared for participation in the Work for the Dole phase.

4.10. Post Placement Support - what is it defined as? What would Post Placement Support entail? One phone call every two weeks?

Post Placement Support is the ‘Assistance provided to participants, employers or education organisations to ensure participants are able to maintain employment or participation in education.’

Providers are expected to provide regular Post Placement Support. Frequent contact would be expected during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

4.11. Can you please clarify start up caseloads – who are they?

For start-up caseloads participants will be transferred from jobactive. Generally these participants will be Early School Leavers and have a medium to high JSCI (Job Seeker Classification Instrument) score. The Department will work with jobactive providers by advising which participants are eligible and then jobactive providers will have some flexibility to determine which participants are best to move to Transition to Work, as there may be some young people already progressing towards outcomes in jobactive.
4.12. How do you envisage referrals to other services will occur? There is talk about having relationships with jobactive providers but what about referrals to additional training and support, cross pollination?

The Department expects cross pollination and collaboration will occur between providers in a region, but participants can be only serviced by one employment service provider (e.g. Transition to Work, jobactive, Community Development Programme). The key feature of Transition to Work is the intensive service by providers based on their knowledge of local services. In terms of other education and training providers, the Department expects Transition to Work providers will work with them to ensure the participant has the skills they need to move into these services.

4.13. What is the incentive for jobactive providers to refer to Transition to Work and will there be a directive from the Department to jobactive providers?

The Department does not expect there to be high numbers of referrals from jobactive providers however it is anticipated that Transition to Work will be considered as a suitable service to refer some young people to. There is no direct financial incentive for jobactive providers to refer young people to Transition to Work, however where a young person is transferred and achieves an outcome the jobactive provider will be rewarded in their STAR performance ratings. In addition, participants in Transition to Work are expected to become more job ready, so if they do return to jobactive they would be expected to be more job ready.

4.14. What are the delineations required for organisations with dual contracts such as jobactive, Disability Employment Services, Transition to Work?

It will be the same as existing requirements with jobactive and Disability Employment Services. There will need to be clear delineation between services for organisations with multiple contract types.

4.15. How will transition caseloads from jobactive impact provider performance?

Approximately 6000 young people nationally will transition from jobactive to Transition to Work. This represents around 2 per cent of the total caseload and is expected to have minimal impact on jobactive. The Department will work with jobactive providers around transition arrangements by advising which young people are eligible and then jobactive providers will have some flexibility to determine which young people are best to move to Transition to Work, as there may be some young people already progressing towards outcomes in jobactive.

4.16. Transition to Work programme is not prescriptive and the provider is responsible for determining pathway to job readiness.

Providers will be expected to deliver individually tailored services to participants to build their work readiness so they move into employment or education. Services are expected to include an appropriate mix of individual, group and self-directed activities consistent with the focus on intensive servicing to help young people gain and retain sustainable work or participate in education.

The Exposure Draft outlines the minimum requirements providers will be required to provide to participants. Organisations will be required to outline any additional services for participants that they intend to deliver over and above the minimum requirements specified.
Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. This is part of a broader quality and performance framework.

4.17. For job seekers on the jobactive caseload who are referred to Transition to Work will they be removed from caseload or temporarily suspended?

Group 1 early school leavers will be referred from the Department of Human Services (Centrelink). For Group 3 young people who are with jobactive, their jobactive provider will decide if they will benefit from Transition to Work and they will be exited from jobactive and referred to Transition to Work.

4.18. How will it affect star ratings? Outcome payments?

For jobactive providers there will be no jobactive administration or outcome payments for participants in Transition to Work, however, there will be a performance rating that can be counted in the jobactive provider’s star ratings if their former jobactive job seeker achieves an outcome in Transition to Work.

4.19. What would prompt a jobactive provider to refer a young person to Transition to Work?

A jobactive provider will consider if a Stream C young person who has not completed Year 12 (or the Certificate III equivalent) has the capacity to benefit from Transition to Work.

There is no direct financial incentive for jobactive providers to refer young people to Transition to Work, however where a young person is transferred and achieves an outcome the jobactive provider will be rewarded in their STAR performance ratings.

4.20. How will Transition to Work providers communicate with schools etc to engage young people who are not connected? How does a Transition to Work provider stop it from becoming confusing with other services in the area?

Transition to Work providers will need to demonstrate strong community networks with employers, community services and schools to attract eligible young people to the service.

The Department of Human Services (Centrelink) may also direct young people who apply, but are not eligible, for income support to Transition to Work and that they may be eligible to directly register with the Transition to Work provider.

Providers will be expected to have knowledge of services in their local area and support young people in accessing appropriate services.

4.21. Work experience components (work health and safety requirements) – are we expecting the same compliance framework?

Yes, the same contractual work health and safety requirements that apply to jobactive would apply to Transition to Work.
4.22. Are you able to select the group you intend to work with or is it expected that you will address all three groups? For example, can you just work with Group 2, and if so do you have to take referrals from anywhere in the area or can you be selective?

The expectation is that a provider will be expected to service all three groups identified in the Request for Proposal. That will include: Group 1 who are those coming directly from the Department of Human Services (Centrelink); Group 2 that the provider will actively go out and find, which are those young people who are disengaged from education and employment; and Group 3 who are those who are referred from jobactive.

4.23. If jobactive is delivering services currently, can they deliver Transition to Work from the same location or office?

Yes, potentially. For example, in the same way that an organisation may currently deliver both jobactive and Disability Employment Services (DES), Transition to Work services could be delivered from a current jobactive site. However, participants cannot be serviced by jobactive and Transition to Work. The Department will include further information in the Request for Proposal on the delineation of services.

4.24. If there is the option to leverage state funding (like for training in the VET sector) will that be taken into account if Transition to Work providers are able to leverage such support?

Generally funding from the State sector that supports training or subsidies for employers would be considered as complimentary to Transition to Work services. Further details on the interaction of Commonwealth and State programmes will be provided through Guidelines at a later date.

4.25. In terms of the referral process, how do people move from school to Transition to Work to jobactive? Is it possible to show in a diagrammatic fashion?

Group 1 participants will be referred directly from the Department of Human Services (Centrelink) to Transition to Work. Young people will apply with Centrelink for benefits and, where appropriate, they will then be referred to Transition to Work.

Participants with Mutual Obligations who have not moved into work or education by 12 months will exit Transition to Work and be transferred to jobactive, commencing in the Work for the Dole phase.

4.26. Wouldn’t it be more beneficial for participants to get servicing from jobactive rather than doing Work for the Dole?

Generally, a young person receiving jobactive services will enter the Work for the Dole phase after 12 months of being in the Case Management phase. The Work for the Dole phase will support the young person to gain work-like experience.

4.27. If they are starting in jobactive after Transition to Work shouldn’t they go into the case management phase?

Generally, a young person receiving jobactive services will enter the Work for the Dole phase after 12 months of being in the Case Management phase. Transition to Work is considered to be an employment service. The Work for the Dole phase will support the young person to gain work-like experience.
4.28. This is all very much about making sure people are job ready. A number of 15 – 21 year olds have multiple barriers – is there an acknowledgement that providers can refer to specialist support services or is the onus for this left with state government?

The target group for Transition to Work is predominantly Early School Leavers who don’t have multiple and complex non-vocational barriers to employment. They will predominantly be Stream B in jobactive. Stream C is the service stream of jobactive for those with complex issues. Young people in this stream may possibly be referred to Transition to Work in Group 3 once some of their non-vocational barriers have been addressed as part of the jobactive servicing. Once barriers are stabilised (as mentioned in the example from the presentation about housing instability) Transition to Work services may be appropriate. The jobactive provider would determine if Transition to Work would be of benefit to their young person.

If Transition to Work providers consider that specialist support services would be of assistance to participants they may as part of their service refer them to other available services.

4.29. In relation to this complex group – when they get referred to Transition to Work are they still on the jobactive caseload or are they suspended or exited? Can the jobactive provider still get outcomes or can both the Transition to Work provider and jobactive provider get outcomes if they move into employment?

Participants can be only serviced by one employment service provider at a time. Participants will be exited from the jobactive caseload when they commence in Transition to Work.

For jobactive providers there will be no jobactive administration or outcome payments for participants in Transition to Work, however, there will be a performance rating that can be counted in the jobactive provider’s star ratings if their former jobactive job seeker achieves an outcome in Transition to Work.

4.30. In section 2.3.5 there is reference to literacy and numeracy. Can you tell me where the Commonwealth sees the link with the funded SEE programme?

Participants will be able to participate in the SEE programme. They will be supported to remain connected and help to create pathways to employment or further education.

4.31. How does Transition to Work interact with Disability Employment Services?

In terms of participation in a programme or a service, a person can only participate in one employment service at a point in time. That would include Transition to Work, jobactive, DES, or the Community Development Programme. If a young person was identified as needing the support of a Disability Employment service provider, they would be referred to the Department of Human Services for an Employment Services Assessment (ESAt) to test eligibility for that service.

4.32. Can a participant rejoin Transition to Work if they complete 12 months within the programme and have not met an outcome and go back to jobactive for a period of time?

This scenario only applies to Group 3 participants who are young people in Stream C in jobactive who have not completed Year 12 (or the Certificate III equivalent) and it is the decision of the jobactive provider to refer the young person to Transition to Work.
4.33. The application indicates details of two schools for Selection Criterion 4 are needed. What about regional areas that only have one high school?

The criterion requires organisations to provide at least two examples of how it engages with schools and other education organisations in a region to assist young people into work and education. If in a region there is only one school, the organisation may want to consider what other educational institutions might be acceptable in that region.

4.34. Is there a commitment from jobactive to co-operate?

There will be a requirement for jobactive and Transition to Work providers to work and collaborate together. There is no direct financial incentive for a jobactive provider to send a participant to Transition to Work, because a Job Seeker can only be participating in one service at a point in time.

If the Job Seeker is transferred from jobactive to Transition to Work and if there was an outcome, the outcome would be recognised in the jobactive provider’s Star Rating for the work they had done for that Job Seeker.

4.35. If a provider is a currently delivering the Skills for Education and Employment (SEE) program would this be favourable for them in the Transition to Work Request for Proposal because they can address language, literacy and numeracy requirements of young people?

The Department cannot comment on whether it would be seen as more favourable.

4.36. Will providers have access to the Employment Fund in Transition to Work?

No, Transition to Work providers cannot access the Employment Fund. Transition to Work is a separate service to jobactive and there will be no access to the jobactive account for covering training or equipment.

4.37. Appreciate it if you could clarify linkages to other Commonwealth and State Government funded programs and services, specifically whether there will be any restrictions on access to these services for Transition to Work program participants (outside of jobactive and DES services)? For instance State training funding such as Smart and Skilled, Skilling Queenslanders for Work, SEE, AMEP, Green Army and other specialist youth services including mental health, drug and alcohol addiction services and whether participation in these services will count towards the 25 hours a week participation for the Transition to Work Program participant.

A Transition to Work participant cannot participate in jobactive, Disability Employment Services or Community Development Programme at the same time as being in Transition to Work.

Transition to Work participants can access other Commonwealth and state/territory government funded programmes and services whilst receiving Transition to Work services. Further details on specific programmes and services will be provided shortly. Generally, these will include (but will not be limited to) access to part-time employment, part-time study or training and accredited language literacy and numeracy courses that support a young person to become work ready. There will be flexibility to adapt the services to meet the needs of the individual young person. Participation in these activities will count towards the 25 hours a week participation for the Transition to Work participants.
Green Army is a separate programme to Transition to Work and participation cannot be done concurrently with Transition to Work services. Job seekers who participate in the Green Army Programme will generally leave income support and they will receive an allowance during their placement.

4.38. Can Transition to Work providers refer participants to the Skills for Employment and Education (SEE) program?

Yes.

4.39. If a young person has left school with only Year 10, then achievement of Year 12 or Cert III is not practical or possible – this could lead to Transition to Work providers refusing referrals – how does the department view this.

Do 12 week outcomes need to be achieved within the 12 months of service? If so, a Year 12 completion is not possible.

Participation in a qualifying education course is for six months and would include secondary school or a Certificate III or above.

A young person may participate in a Certificate I or Certificate II, however, this is a pathway towards employment or participation in a higher level qualification. Outcomes are only recognised for participation or completion of Year 12 or Certificate III.

If a person has commenced in secondary school or a Certificate III prior to the 12 month period of service being completed then they will continue to be supported by the Transition to Work provider until the outcome is achieved or they leave education.

4.40. Does the Department anticipate referrals will be ongoing during a 12 month period?

Yes.

4.41. Please clarify expectations for the 25 hours per week in activities.

Transition to Work services are expected to include an appropriate mix of individual, group and self-directed activities consistent with the focus on intensive servicing to help young people gain and retain sustainable work or participate in education. Activity requirements, including participation hours, will also be captured in the Department’s IT system.

4.42. Can Transition to Work providers refer participants to the Skills for Employment and Education (SEE) program?

Yes.

4.43. Group One (early school leavers) will be referred to Transition to Work by the Department of Human Services (Centrelink) and are expected to commence the service within two business days – What is the definition of “commence the service” and is this practical for all parties?

A referred/direct registered participant is considered commenced into Transition to Work when they attend an initial interview and agree to participate in Transition to Work services with the provider. Exceptional cases may apply for example in regional areas with less frequent servicing.
4.44. The commencement timeframe is 2 days – will a completed Job plan be part of the administrative requirements to achieve a commencement?
Will the two day commencement requirement be altered for rural or remote regions?

A referred/direct registered participant is considered commenced into Transition to Work when they attend an initial interview and agree to participate in Transition to Work services with the provider. Exceptional cases may apply for example in regional areas with less frequent servicing.

4.45. How are referrals made to Transition to Work providers if there are multiple providers in an area? How is the provider selected by Department of Human Services (Centrelink)?

The Department will limit servicing of a location within an Employment Region to only one Provider. There may still be multiple Transition to Work Providers in the Employment Region.

The Department of Human Services or a jobactive provider will refer participants to the Transition to Work provider within the participant’s location. The Department of Human Services (Centrelink) will have a list of Employment Providers for each Employment Region.

Where there is no Transition to Work provider in the participant’s location and the participant is willing to travel to another location, or the participant specifically requests a Transition to Work provider outside of their location, a Department of Human Services referral, jobactive provider referral or a direct registration will be allowed.

4.46. Can a certificate III or higher be completed online or only face-to-face?

The Department has not finalised its policy decision in regard to this question and is still considering feedback received. The final policy position will be detailed in the Request for Proposal.

4.47. If a participant has to relocate, will they still be eligible for relocation assistance?

No, participants are not eligible for relocation assistance.

4.48. Providers will be required to have regular, ongoing contact with Job Seekers. Will there be a minimum requirement in regards to contact with Job Seekers?

Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. Providers are expected to provide regular Post Placement Support. Whilst there is no minimum requirement, frequent contact would be expected during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

4.49. Providers are to provide frequent contact with Job Seekers and employers to support placements. Will there be a minimum requirement in regards to contact with Job Seekers and employers to support placements?

Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. Providers are expected to provide regular Post Placement Support. Whilst there is no minimum requirement, frequent contact would be expected
during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

4.50. Providers are to regularly monitor a Job Seeker’s placement. Will there be a minimum requirement for monitoring?

Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. Providers are expected to provide regular Post Placement Support. Whilst there is no minimum requirement, frequent contact would be expected during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

4.51. There is a reference to the new National Work Experience Programme with Providers being able to arrange work experience placements as part of this program. What will be the requirements for Providers in regards to arranging work experience placements under this program?

Transition to Work providers are expected to deliver high quality services to employers to ensure young people meet their needs and are supported to settle into the job.

Providers will be able to arrange work experience placements for participants as part of the new National Work Experience Programme to provide up to four weeks work experience in a business to allow employers to assess the suitability of the young person.

Providers will be able to offer a wage subsidy of up to $6500 over twelve months to assist employers with the costs of hiring and training an eligible young person.

Providers are expected to provide regular Post Placement Support during the initial job or education placement to ensure the participant is settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

4.52. It is stated that Providers will be expected to provide regular Post Placement Support with frequent contact initially in the placement and regular contact throughout the placement. Will there be a minimum requirement in regards to this support/contact?

Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. Providers are expected to provide regular Post Placement Support. Whilst there is no minimum requirement, frequent contact would be expected during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.
4.53. The department notes on page 13 of the Exposure Draft - Section 2.3.4 - Provider caseload and referral information - start up caseload that 6000 Early School Leavers. What capacity will the TTW provider have to work with the transfer of clients from Job Active? Will this be an allocation and/or will the TTW provider be required to work with clients allocated and/or will they have a right of refusal due to factors assessed at the time?

To support the commencement of Transition to Work, around 6000 Stream B early school leavers will be transitioned from jobactive to Transition to Work during the start-up phase. The Department will work with jobactive providers during this transition so that the approach best meets the needs of the individual job seeker. For example, by offering flexibility for those job seekers who are actively progressing towards achieving an outcome.

4.54. The department notes on page 14 of the Exposure Draft - Section 2.3.5 - Provider Services - Services to Job Seekers - paragraph 2 refers to having 'regular contact with the Job Seekers'. Will the department be seeking from providers evidence about the regularity of contact and how this contact has taken place and will this be a feature of the new software to be developed so this can be tracked? Will/can successful providers be consulted about the large variety of ways that young people can be monitored so this can be included in any software to be developed?

Providers are expected to provide regular Post Placement Support. Frequent contact would be expected during the initial job or education placement to ensure participants are settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained. Details on the Department’s IT system for managing contacts are yet to be confirmed. This will be taken as feedback.

4.55. Are providers able to specify particular groups at increased risk of long-term unemployment that they will work with (eg. CaLD and Aboriginal and Torres Strait Islander) or are they expected to service all job seekers in their nominated service area?

Transition to Work providers are expected to service all eligible participants in their Employment Region (or the locations they have nominated in their response).

4.56. Is the Provider responsible to report on the reduction of income support by 60per cent or will this information be provided by Centrelink?

The Department’s IT Systems capture the job seeker’s earnings and hours information as declared to the Department of Human Services (Centrelink). Where the provider considers that a job seeker has met the Employment Outcome requirements and Centrelink does not correctly reflect the details, the Provider may lodge the Employment Outcome as a Pay Slip Verified Outcome Payment.

4.57. How can TTW providers be assured that referrals from Jobactive will actually arrive at the TTW provider, bearing in mind that these young people will be those who Jobactive feels would benefit from TTW?

Transition to Work will not have an Employment Fund. The upfront payment of $5300 for each place is expected to fund any services or activities that will support participants in gaining employment or participation in education.
5. Wage Subsidies

5.1. Will employers be able to access wage subsidies for Transition to Work job seekers?

Transition to Work providers will be able to offer a wage subsidy of up to $6500 over twelve months to assist employers with the costs of hiring and training an eligible young person. Young job seekers are eligible to access a wage subsidy after they have been participating in employment services for six months.

5.2. Is there a cap on the Wage Subsidy?

The Youth Wage Subsidy is demand driven.

5.3. Will the achievement of a Cert III act as a disincentive to employers as the participants will no longer attract apprenticeship/traineeship incentive payments?

Employers hiring Australian Apprentices may be eligible to receive incentive payments under the Australian Apprenticeships Incentives Programme. Incentive payments are subject to eligibility criteria, waiting periods and time limits being met.

Transition to Work providers will be able to offer a wage subsidy of up to $6500 over twelve months to assist employers with the costs of hiring and training an eligible young person.

5.4. Is there any incentive for employers or potential support for employers?

Transition to Work providers are expected to deliver high quality services to employers to ensure young people meet their needs and are supported to settle into the job.

Providers will be able to arrange work experience placements for participants as part of the new National Work Experience Programme to provide up to four weeks work experience in a business to allow employers to assess the suitability of the young person.

Providers will be able to offer a wage subsidy of up to $6500 over twelve months to assist employers with the costs of hiring and training an eligible young person.

Providers are expected to provide regular Post Placement Support during the initial job or education placement to ensure the participant is settling in and any issues are identified quickly and addressed. Once established, regular contact would be expected to continue to ensure employer’s expectations are being met and that the placement has the best chance of being sustained.

5.5. Are all Transition to Work participants eligible for the Wage Subsidy, i.e. including those not on income support?

No - eligibility remains consistent with the Youth Wage Subsidy which is for those on income support and who have been participating in employment services for six months. Transition to Work counts as an employment service.
5.6. In reference to the National Work Experience Programme and access to the Wage Subsidy - will Transition to Work participants have priority access, a separate allocation provided, or access to the existing pool of places?

Yes. All Job Seekers that are eligible will have access to the National Work Experience Programme. Even though this is not jobactive, we do have a cross over around wage subsidies, and there is a wage subsidy pool which any Job Seeker, that is eligible for wage subsidies, will be able to access wage subsidy funds from. It is a National pool of funding to support anyone who is eligible for those wage subsidies.

5.7. Do Wage Subsidies come out of a separate fund for participants?

Wage subsidies will be funded from the Youth Wage Subsidy that is part of the jobactive National Wage Subsidy pool.

A participant’s eligibility for the Youth Wage Subsidy is unchanged. It is for those on income support and who have been participating in employment services for six months. Transition to Work counts as an employment service.

5.8. If a participant has not been in jobactive or employment services and comes straight into Transition to Work can they access wage subsidy?

Young people on income support are eligible to access a wage subsidy after they have been participating in employment services for six months. Transition to Work is considered to be employment services.

5.9. Are there any double dipping clauses in this proposal, as the Department of Education and Training are running two complimentary programmes (Youth Employment Pathways and Training for Employment Scholarships), for instance employers and participants will have access to a wage subsidy?

The $6500 wage subsidy is on top of other government incentives. It is important to note that any combined incentives cannot exceed 100 per cent of the wage. Young job seekers on income support are eligible to access a wage subsidy after they have been participating in employment services for six months.

5.10. Is the $6500 in Employer wage subsidies that may be offered drawn from the funding available to providers under this program, i.e. from the provider payments as detailed on page 16 of the Exposure Draft.

No, the wage subsidy funding is not from provider payments.

The $6500 wage subsidy will be funded from the Youth Wage Subsidy that is part of the jobactive National Wage Subsidy pool.

Young job seekers on income support are eligible to access a wage subsidy after they have been participating in employment services for six months. Transition to Work counts as an employment service.

5.11. Will Transition to Work providers be eligible for related entity wage subsidies and how would this work for a group training provider – would they be entitled for wage subsidies and outcomes?
A Wage Subsidy will be available for employers to assist with the costs of hiring and training an eligible young person who has been participating in employment services for six months.

Across all wage subsidies, a wage subsidy employer:

- can be a labour hire company or group training organisation provided that the company is paying the job seeker’s wages and that any assignments meet the eligibility criteria of the wage subsidy placement and employer; and
- can be a related entity of the provider but must not be the provider’s own organisation.

Where the labour hire company or group training organisation is considered the employer of the eligible job seeker, that employer must disclose to the relevant host organisations that an Australian Government wage subsidy is potentially available for that particular placement.

Job seekers will be eligible for a Youth Wage Subsidy if they:

- are under 30 years of age with mutual obligation requirements;
- are a Fully Eligible Participant commenced with an employment services provider; and
- have been serviced in employment services for at least six continuous months.

5.12. Will the Provider be expected to administer the wage subsidy for all Job Seekers?

Providers will administer the Youth Wage Subsidy for eligible Transition to Work participants who are placed into employment with the support of a wage subsidy. Eligibility requirements are the young person must be on income support and have been participating in employment services for six months. Transition to Work counts as an employment service.

6. Delivery Area and Service Coverage

6.1. In what areas will Transition to Work be delivered?

Transition to Work services are being sought in the 51 Employment Regions around Australia (subject to levels of demand), although full coverage would not be expected across each region. These are the same Employment Regions used for jobactive.

6.2. Do organisations need to deliver services to a whole Employment Region?

In their Request for Proposal response, organisations will nominate which parts of an Employment Region they intend to service.

Services are expected to be located in areas which maximise access for as many young people as possible and are close to public transport and employment hubs.

Organisations can apply to deliver services in one or more Employment Region.

6.3. How many Transition to Work providers will operate in each Employment Region?

It is expected that one or more Transition to Work providers will operate in each Employment Region.
6.4. Does the Transition to Work provider need to have a full time site, 9.00 am to 5.00 pm?

Transition to Work providers are expected to offer appropriate facilities in each Employment Region they intend to service. This may include a mix of full-time, part-time and outreach sites in areas that maximise access for as many young people as possible and are close to public transport and employment hubs.

6.5. What happens if there’s an area which has a high level of youth unemployment but no one bids to provide services?

The Transition to Work service is expected to be available across all 51 Employment Regions (subject to levels of demand), although full coverage would not be expected across each region.

Should the Request for Proposal fail to produce suitable Transition to Work providers, the Department may consider a number of options to obtain coverage, including:

- a select purchasing process
- offering business to other Respondents, successful or otherwise, including through direct sourcing.

6.6. Will there be multiple Transition to Work services within the same Employment Region?

Yes – there may be one or more Transition to Work providers within the same Employment Region.

6.7. Will the Employment Regions in Transition to Work be the same as jobactive?

Yes.

6.8. In terms of local responses, do you have any idea if you want a number of contracts in a particular region, or one in the whole of the region?

There is no requirement for a provider to cover the whole region, although you may choose to. Maps are provided in Attachment D of the Exposure Draft. The maps give you the main locations and a guide as to the numbers of participants expected, however, these numbers are only indicative.

6.9. For partial coverage of regions, how will this be mapped (e.g. LGAs, or postcodes)?

Appendix D of the Exposure Draft includes maps of the 51 Employment Regions, with indicative estimates of job seekers and places by main locations. These regions are the same as jobactive Employment Regions. The Department is open to proposals for partial coverage of an Employment Region. It will be up to an organisation to explain in their response to the Request for Proposal what particular areas they will service and how this will work in line with the services being tendered.

6.10. But the Exposure Draft does say it is expected there will be one or more providers in a region.

Yes, as part of the Request for Proposal the Department is seeking to establish one or more Transition to Work services in each Employment Region. Organisations will be able to nominate which parts of an Employment Region they propose to service.

6.11. In reference to Transition to Work being a national service the Department stated that the service is being contracted at a regional level. Can you provide more information on how this might look at a regional level?
The Department is seeking to establish one or more Transition to Work services in each of the 51 Employment Regions around Australia. Organisations may apply to deliver services in one or more Employment Regions. While the Department is seeking to establish services in as many locations as possible, Organisations will be able to nominate which parts of an Employment Region they intend to service.

6.12. Can you clarify how places will be contracted or the number of places?

Organisations will indicate in their proposal the minimum and maximum amount of places they are willing to be contracted for in an Employment Region and the locations within a region they propose to service. They will be contracted for an agreed number of places per annum in that Employment Region.

6.13. Will the Department provide an indication of the likely number of successful applicants for each Employment Region?

As part of the Request for Proposal the Department is seeking to establish one or more Transition to Work services in each Employment Region. Organisations will be able to nominate which parts of an Employment Region they propose to service. Organisations will be required to nominate the minimum and maximum number of participants they are willing to contract for within an Employment Region and the locations within a region they propose to service.

6.14. In remote regions it will take a lot of effort to start from scratch – whereas city regions may have more than one provider which will make it easier if there are changes.

The Transition to Work service will not operate in remote regions. The Request for Proposal is seeking to establish one or more Transition to Work services in each of the 51 Employment Regions.

Eligible young people in remote regions will have access to the Community Development Programme.

6.15. The NSW Government’s Transition to Work Ageing, Disability & Home Care funded service is funded for $22,000 per annum. For the Australian Government’s Transition to Work service what is the individual funding for each person per annum? Is it $5300 per annum or per quarter? And is this for two people or one?

These two services are very different and are for different cohorts.

For the Australian Government’s Transition to Work service an upfront payment of $5300 per place per annum will be paid on a quarterly basis. A Bonus Outcome payment of $3500 will be paid for every outcome achieved above the performance target. A Sustainability Outcome payment of $3500 will be paid for every 26 week outcome which is paid as outcomes are achieved.

6.16. You mentioned you want hubs, could there be more than one provider in a region and is there an expectation for a provider to cover a whole region?

As part of the Request for Proposal the Department is seeking to establish one or more Transition to Work services in each Employment Region. Organisations will be able to nominate which parts of an Employment Region they propose to service. Organisations will be required to nominate the minimum and maximum number of participants they intend to service in a region.
The Department will limit servicing of a location within an Employment Region to only one Provider. There may still be multiple Transition to Work providers in the Employment Region.

6.17. Is there an opportunity to provide services outside of the regional locations? For example there are three locations in the South West and this does not include Manjimup, which is inside the Employment Region.

Yes, the locations provided in Appendix D are a guide for the Employment Region and indicative numbers of participants. Respondents may propose how they would service within the region, noting that locations not listed are likely to have low numbers of participants.

Manjimup is not included as a location listed in the South West Employment Region. Any location where the number of places is expected to be less than 10 is not shown. Manjimup was in this situation.

6.18. There is no mention of Peterborough in the Mid North SA ESA. One would assume that this is included in Port Pirie, however without knowing where referrals could come from for that specific location it is difficult to logistically discuss implementation and service delivery. Can Peterborough be clarified regarding its status in this ESA?

The data for Peterborough is not included in any of the locations listed in the Mid North SA Employment Region. Any location where the number of places is expected to be less than 10 is not shown. Peterborough was in this situation.

6.19. We notice that the whole Pilbara region is missing from the attached Appendix D – Maps and Caseload Data.

Is there a particular reason for that and does it mean that the Pilbara region will not be serviced once the tender finalised? I note that the Department of Employment has recently released some labour market and employer survey data for the Pilbara and Kimberley regions.

As stated in 2.3.1 of the Exposure Draft, ‘The Department is seeking to establish one or more Transition to Work services in each of the 51 Employment Regions around Australia.’

The Pilbara and Kimberly regions are serviced through the Community Development Programme (formerly known as Remote Jobs and Community Programme) and therefore is not available under this Request for Proposal.

6.20. All providers were made aware your coverage of a region was an important part of the application for the jobactive tender - is this the case for TTW? For example, if we elect to only service a section of a region will that rate against us if another provider has excellent coverage across the entire region.

There is no requirement within the Transition to Work service to cover the entire region. The assessment of the Request for Proposal will be based around the quality of the services and accessibility for Job Seekers to the various services, not necessarily full coverage of an employment region.
6.21. Will each region automatically have multiple providers? For example, in the rural areas it may not be commercially viable for an organisation to only deliver a fraction of the available places.

The Department is seeking to establish one or more Transition to Work organisations in each of the 51 Employment Regions. As per addendum 3, the Department reserves the right to limit the number of Transition to Work providers in any given location within each Employment Region to one.

6.22. Will Transition to Work programme allow for the transfer of places across regions where a contractor holds Transition to Work contracts in neighbouring Employment Regions?

No. There is already a high degree of flexibility in the utilisation of places by providers. The Department will have the right to vary places (clause 20.1 and 103.4) where it considers this is necessary.

6.23. Could you please clarify how the Department proposes to manage market share/tolerance levels?

The Department will limit servicing of a location within an Employment Region to only one Provider. There may still be multiple Transition to Work Providers in the Employment Region.

6.24. Young people can be itinerant, do they have to live in boundaries of a region or can they be serviced when they move outside the boundary?

The Department of Human Services or a jobactive provider will refer participants to the Transition to Work provider within the participant’s location. The Department of Human Services (Centrelink) will have a list of Employment Providers for each Employment Region.

A participant will have some flexibility to choose. However, there is a requirement to advise the Department of Human Services of a change of circumstances when they move location and this may remove eligibility if young person moves to Community Development Programme region.

Where there is no Transition to Work provider in the participant’s location and the participant is willing to travel to another location, or the participant specifically requests a Transition to Work provider outside of their location, a Department of Human Services referral, jobactive provider referral or a direct registration will be allowed.

6.25. Is it the department’s preference to achieve the maximum coverage of each region by the minimum number of providers? Or to put it another way, is the department aiming to create maximum coverage by appointing the lowest possible number of providers required to achieve that?

The Department is seeking to establish one or more Transition to Work services in each of the 51 Employment Regions. The Department is open to proposals for partial coverage of an Employment Region. It will be up to an organisation to explain in their response to the Request for Proposal what particular areas they will service and how this will work in line with the services being tendered. The Department is seeking to maximise coverage.
6.26. Does the department intend to appoint more than one provider in order to provide choice to job seekers? Or to appoint more than one provider in particular localities where demand is expected to be very high?

The Department will limit servicing of a location within an Employment Region to only one Provider. There may still be multiple Transition to Work providers in the Employment Region.

6.27. It is stated that Providers will provide assistance to purchase training, equipment or other work related items to improve a Job Seeker’s work readiness or ability to find and keep a job. Will this assistance be purchased out of the stated fees or from an additional employment fund?

The upfront payment for each place is expected to fund any services or activities that will support a participant in gaining employment or participation in education. Transition to Work providers will not have an Employment Fund.

7. Payments

7.1. What are the different payment types?

There are three elements to the payments providers can receive:

• An upfront payment of $5300 per place per annum paid on a quarterly basis with the requirement that a performance target (as outlined below) will be achieved
• A Bonus Outcome Payment of $3500 for every outcome achieved above the performance target which is paid as outcomes are achieved
• A Sustainability Outcome Payment of $3500 for every 26 week outcome which is paid as outcomes are achieved.

7.2. When do I get paid?

The upfront payment will be paid on a quarterly basis each year. Bonus and Sustainability Outcomes will be paid as outcomes are achieved.

7.3. Does the $5300 apply to the place, or is it applied to each participant placed?

Each funded place is paid $5300 per year. It does not refer to a participant being placed into education or employment over the year. It is estimated that a place will support two participants on average. For example, in one place a participant may stay for three months and another for nine months.

7.4. Given that education outcomes are only paid for achievement of a Cert III what is the benefit to the Transition to Work provider to get the participant into an apprenticeship or Cert II or less?

The $5300 service fee is the funding for the Transition to Work provider to support the participant with pathway training such as a Certificate I or Certificate II that will help progress towards achieving a Certificate III or employment. An apprenticeship/traineeship would be considered employment.
7.5. Have the Department had any thoughts on an Employment Fund for training, tools and work clothing?

The upfront payment for each place is expected to fund any services or activities that will support a participant in gaining employment or participation in education.

7.6. Young people who have not completed Year 11 frequently have difficulty in learning environments and often struggle with Certificate III qualifications. Why have the Department decided to reward attainment of Certificate III qualifications which are beyond the capabilities of a proportion of the Transition to Work cohort?

The Department notes that a participant may undertake Certificate I and Certificate II level courses, however these are considered as pathways to achieving employment or participation in a higher level education qualification.

7.7. Payment structure – is the sustainability outcome dependent on achieving performance benchmarks?

No. The sustainability outcome is paid for participants who reach a 26 week employment outcome.

7.8. Can you please clarify the upfront payment, in particular the reference to two Job Seekers going through a place. Can you please clarify?

Each funded place attracts an upfront payment of $5300 per year (quarterly). It is estimated that a place will support two participants on average as participants will be coming and going at different points. For example, in one place a participant may stay for three months and another for nine months.

Only one participant can be in a place at any one time.

The two participants per place is based on historical evidence on what happened with Job Seekers in Job Services Australia.

7.9. Is there funding for training young people, e.g. Cert II in Business etc?

The upfront payment of $5300 per place is expected to fund any participation in any activities and support services, which includes training, that will support a participant in gaining employment or participation in education.

7.10. Transition to Work providers can provide assistance with other training; does this come out of the $5300 per place?

The upfront payment of $5300 per place per annum (paid on a quarterly basis) is the funding to support individually tailored services, including training for participants that will help them progress towards achieving a Certificate III or employment.

7.11. Will the $6500 be on top of the $4000 employers receive for taking on an Apprentice?

The $6500 is a wage subsidy which is on top of other government incentives. It is important to note that any combined incentives cannot exceed 100 per cent of the wage. Young job seekers on income
support are eligible to access a wage subsidy after they have been participating in employment services for six months.

7.12. In relation to clause 2.3.6, what is the mechanism for upfront payments (paid quarterly) if performance targets are not met in the relevant quarter? Does the Provider reimburse the Department?

No. If you do not meet your performance targets this will be considered as part of regular performance monitoring and a number of actions may result including a provider’s number of places being reduced.

7.13. I would appreciate some clarification around the funding for this program. Section 2.3.6 outlines the upfront payment would be $5300 per annum per place, paid quarterly.

This amount is not in keeping with the NSW State funded Transition to Work which is $22,000 per annum for 18 hours of support.

Is this amount received for the support $5300 per quarter? If it is this amount then this needs to be written more clearly, if it is in fact only $5300 per annum, it’s definitely not viable.

An upfront payment of $5300 per place per annum will be paid on a quarterly basis.

A job seeker is expected to be engaged in activity for 25 hours per week. These activities may be a mix of individual, group and self-directed activities and consistent with the focus on intensive servicing to help young people gain and retain sustainable work or participation in education. Examples may include but are not limited to participating in education, training, work experience and job search.

7.14. Does the upfront payment of $5300 need to cover 26 weeks education outcome as opposed to 12 weeks employment outcome?

The upfront payment of $5300 per place per annum is to support providers in achieving employment, education and improved work-readiness. As a condition of the upfront payment, providers will be expected to achieve an agreed number of 12 week employment or education outcomes. The agreed number of outcomes will be based on the outcome performance target for the Employment Region. Details are provided in Appendix D of the Exposure Draft.

7.15. Would that mean the final outcome payment would happen at 52 weeks instead of 26 weeks?

The Sustainability Outcome Payment of $3500 for every 26 week employment outcome is paid as 26 week employment outcomes are achieved. Education outcomes only contribute to Bonus Outcome payments. Payment details are provided at 2.3.6 of the Exposure Draft.

7.16. The current Employment Fund guidelines anticipate that where a job seeker is transferred to another provider, that the transfer of any funding credits would be a matter for that first provider.

Given the broad range of support being considered as part of the Transition to Work model, ranging from pre-employment support (both accredited and non-accredited) through to professional services, tools and work related items, etc. Jobactive providers are able to meet these costs from the Employment Fund.
Will Transition to Work providers have access to an amount credited per participant, to the Employment Fund or are Transition to Work providers expected to meet these costs from the payments structure outlined in the Exposure Draft?

Obviously, this would have a significant impact on the viability of the model given the significant performance targets.

The upfront payment for each place is expected to fund any services or activities that will support a participant in gaining employment or participation in education.

7.17. Can you please advise if Transition to Work participants will be eligible for the Job Commitment Bonus upon securing sustained employment and meeting other eligibility requirements?

Transition to Work participants may be eligible for the Job Commitment Bonus if they meet the eligibility requirements. Eligibility is young Australians aged 18 to 30 who have been on Newstart Allowance or Youth Allowance (as a job seeker) for 12 months or more, if they find and keep a job and remain completely off welfare for a continuous period of 12 months. Eligible young people will receive a further payment of $4000 if they remain in a job and off welfare for a continuous 24 month period. The Department of Human Services will pay the Job Commitment Bonus directly to the individual at the end of the 12 and 24 month qualifying periods upon suitable confirmation that their work has been ongoing and they have not returned to income support.

7.18. Will the Bonus payment be based on monthly, quarterly or yearly performance targets?

In the Exposure Draft at Attachment D there is a description of how the performance target is calculated and it shows for each employment region the main locations, the number of Job Seekers expected and the performance outcomes targets that would apply to that number of places.

In terms of how payments will align to targets, the proposal is to split the yearly performance target into a total for each quarter. Once the provider exceeds the quarterly target in a quarter, they would then receive their performance bonus payment as each outcome above the target is achieved. For example, take a scenario where 100 outcomes are required annually for the 12 week employment and education outcomes. This equates to 25 outcomes per quarter. If a provider achieves 26 outcomes in that quarter they will receive a Bonus Outcome payment of $3500 for the 26th placement.
7.19. Could you please clarify the upfront payment and outcome structure based on slide 20 of the presentation?

**Transition to Work Targets**

<table>
<thead>
<tr>
<th>Employment Region</th>
<th>Employment Region X (Target Outcome = 30 per cent)</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location 1</td>
<td>228</td>
<td>120</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>Location 2</td>
<td>114</td>
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<tr>
<td>Location 3</td>
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</tr>
<tr>
<td>Region Total</td>
<td>760</td>
<td>400</td>
<td>228</td>
<td></td>
</tr>
</tbody>
</table>

As set out in Section 2.3.6 of the Exposure Draft there are three payments outlined:

1. **Upfront payment**: $5300 per place per annum, paid quarterly (= $1325 per place), with providers required to achieve an agreed number of employment or education outcomes.
2. **Bonus Outcome payment**: $3500 for every outcome achieved above the performance target paid as outcomes are achieved.
3. **Sustainability Outcome payment**: $3500 for every 26 week outcome, paid as outcomes are achieved.

As per the example, Location 1 is funded for 120 places over the year, so each quarter they will be paid an upfront payment of ($1325 x 120) $159,000. In the first three months of the first year of contract operation for each provider, the upfront payment will be structured a little differently. To recognise start-up flows of participants into the service, a provider will be funded for 75 per cent of the number of funded places. For Location 1, this is 75 per cent of ($1325 x 120) which is equal to $119,250 paid over the first three months. Providers will receive a pro-rata payment for the quarter in which their funded places increase from 75 per cent to 100 per cent.

7.20. Can the department clarify in the Tender to be released if CPI will be allocated to increase payment on the Upfront, Bonus Outcome & Sustainability payments annually?

There won’t be an annual CPI increase to payments. There will be a mid-term fee increase. Please refer to clause 107 of the draft Deed.

7.21. Employment Fund (previously known as Employment Pathway Fund) used to purchase work related uniforms, professional services and training has been managed by jobactive providers to support and enhance participants work readiness. Will this continue with Jobactive or will it be the responsibility of the TTW provider? Is this in addition to the $5300 per place per annum?

Transition to Work will not have an Employment Fund. The upfront payment of $5300 for each place is expected to fund any services or activities that will support participants in gaining employment or participation in education.
8. Utilisation of Places

8.1. What is the difference between ‘people’ and ‘places’?

Transition to Work providers will be contracted for an agreed number of places per annum per Employment Region (refer to Appendix D for indicative caseload information). Each funded Transition to Work place is expected to allow participation for around two job seekers on average per year, as detailed in Section 2.3.4 of the Exposure Draft.

8.2. If places in effect are two people per place, will the amount of participants be capped (i.e. if young people find jobs quickly)?

Each funded place is expected to allow participation for two participants on average per annum. A place may have more than two participants in a year—this is not capped.

However, there is a cap on the amount of places that are available for referrals from jobactive providers (Group 3).

8.3. Can you clarify the funded places? The Exposure Draft states each funded place is expected to allow for participation for two participants. Assuming there are 100 places, how will that work?

The funding is per place. Upfront payments are per place, and the outcome payments are per achievement. Allowing more than one participant per funded place is to allow for flow of participants in and out of the service. For example, participants will be referred from the Department of Human Services (Centrelink) to Transition to Work and participants will exit from Transition to Work overtime due to the achievement of outcomes and other factors.

8.4. To clarify, one place can be taken up by two individuals?

Yes, but usually only one person at a time. Over a year, we expect on average around two people in each place. However, there may be more or less, depending on how fast outcomes are reached.

8.5. We anticipate that there will be high demand for the programme from Group 1 and Group 3 referrals which will possibly impact on reduced availability of places for Group 2 participants. Will there be wait lists and have the Department considered availability of places for the 20per cent of referrals from Group 2 – disengaged youth.

There is an estimate of participants for each region identified in Appendix D of the Exposure Draft. This estimate is based on the expected flow of Group 1 participants with an additional 30 per cent included for Groups 2 and 3. There will be some flexibility in utilisation of places with a potential change in the mix of places over the year. There is an expectation of over 90 per cent utilisation over the year and it is expected that Group 1 has priority access and no waiting list would apply. For Group 2, providers will be expected to manage demand. For Group 3, places will be capped and further information will be provided.
8.6. Each funded place is expected to allow participation for two participants. Does this mean the upfront payment for one place needs to cover two participants? Will outcome fees be paid for both participants in the one funded place?

Transition to Work funding per place is done on an upfront basis and we are expecting across the year that on average two participants would use that place. The fee of $5300 will only be paid once for that annual place.

Outcomes will be counted for each participant who achieves an outcome. In terms of the 12 week outcomes, the achievement of outcomes up to the performance benchmark is part of the funding that is supported through the $5300 funding per place. However once you go over your performance benchmark you will then be paid an addition $3500 for every participant who achieves an outcome above that performance benchmark. The sustainability outcome will be paid for every participant who sustains employment for 26 weeks.

8.7. In relation to clause 2.3.4 where there are approximately two Participants for every one funded place, will the Participants be serviced concurrently? If so, how does this affect Question 1 above?

Participants in Transition to Work Services are expected to enter and exit from the Services on an ongoing basis and the length of their participation will vary. In addition, the demand for services is expected to vary across the course of the year. The flows in and out of Transition to Work Services are expected to result in two persons (on average) occupying an individual place over each year. Upfront payments for providers will be paid to providers based on their number of funded places, not on the number of participants they are servicing at any one time.

8.8. In specifying the minimum and maximum caseload, as per clause 2.3.4, is this for funded places or total places? For example if we request a maximum caseload of 100 Participants, does that mean 50 funded places (and therefore 100 total places), or 100 funded places (and a total of 200 places)?

The minimum and maximum caseload represents the number of funded places that the Provider is willing to contract for on an annual basis in an Employment Region. For example, if a provider indicates willingness to contract 80-120 places in a location this would indicate around 160-240 young people would be serviced each year. There may be periods of high demand where a service has more than 100 per cent utilisation of places (i.e. more participants than funded places). The expectation on Providers is that they will service, at a minimum, 90 per cent of their funded places across each year.

8.9. If contracts are removed from a Provider due to poor performance, this may make service flow difficult as it will take time for another Provider to take over this market share. This will be more of a problem in rural regions where they may only be one provider due to a lower number of participants. Has Government considered this challenge?

As stated in section 2.3.8 of the Exposure Draft, if the Department is not satisfied with the performance of a Provider, it will work with the Provider to improve their performance and meet Service Delivery Plan commitments. If performance is not improved to the Department’s satisfaction, the Department has the right to reduce or terminate business and allocate it to another Provider.
The Department in its absolute discretion, in regard to value for money and public interest may consider a number of options to obtain suitable coverage and servicing including through direct sourcing or a select procurement process. The Department will consider its position if the situation arises.

8.10. Would a 20 per cent case load come from disengaged youth- will this be capped? If you don't get 20 per cent can services fill the caseload with clients from the other groups?

There will be no cap on Group 1 or Group 2 participants. There will be flexibility between the numbers of job seekers from these two groups. There is a cap on Group 3 referrals from jobactive.

8.11. Has there been any consideration of how the 1.9 participants per place may differ in different regions, such as where some regions may have a more transient youth population than others?

The Department acknowledges that there is likely to be some variability of the 1.9 participants per place for Transition to Work services across Employment Regions, particularly where the labour market is stronger or weaker than the national average. The place model is highly flexible and allows for changes in demand.

The Performance Management Framework will monitor under or over utilisation of places experienced by Transition to Work providers and consider whether this is impacted by the strength of the labour markets across Employment Regions.

8.12. Will the Transition to Work service allow for the transfer of places across regions where a contractor holds Transition to Work contracts in neighbouring Employment Regions?

No. There is already a high degree of flexibility in the utilisation of places by providers. The Department will have the right to vary places (clause 20.1 and 103.4) where it considers this is necessary.

8.13. Will there be a process to ‘carry over’ places from one year to the next in circumstances where the 2 job seekers being serviced under the one place require a period of service longer than 6mths but less than 12 months?

Providers will have a set number of annual Transition to Work places that they are contracted to fill annually. This is regardless of when the participant commences in the place. An upfront payment of $5300 per place per annum is paid on a quarterly basis. There will be flexibility in how these places are utilised to allow for changes in demand across the year and different requirements of individual job seekers. It is possible that more than 100 per cent of places may be used at a point in time.

9. Outcome Performance Targets

9.1. What if the performance targets are not achieved?

Failure to achieve the performance target may result in a reduction of funded places or termination of contract.
9.2. Will Transition to Work providers have star ratings?

No. Transition to Work providers will not have star ratings like jobactive providers. However, each Transition to Work provider in each Employment Region will have their performance assessed every year against three Key Performance Indicators – efficiency, effectiveness and quality of services delivered, as detailed in Section 2.3.7 of the Exposure Draft.

Transition to Work provider’s performance against the three Key Performance Indicators will also inform the Department’s assessment of performance for the purpose of determining whether a provider’s contract should cease.

9.3. Is an Outcome Payment affected by ‘Found Own Employment’ versus provider generated?

No. Support from Transition to Work providers to improve work-readiness, to build confidence and positive proactive behaviour would contribute to some job seekers finding their own employment and this would therefore be rewarded.

9.4. If a job seeker is suspended from participating in Transition to Work (e.g. due to a medical certificate) will they recommence where they left?

Yes. For example, if a job seeker is suspended after six months in Transition to Work services and is unable to participate for two months they will return to Transition to Work services and complete the remaining six months.

9.5. What is a 12 week employment or education outcome?

A 12 week employment outcome is defined as 12 weeks of employment that reduces income support by 60 per cent. It may include shorter periods of employment of four weeks or more that can be accumulated to achieve 12 weeks employment. There are a range of other circumstances which may apply, these include:

- For participants not on income support, an average of 15 or more hours per week of work will be required.
- For participants with Mutual Obligation requirements of 30 hours or more each fortnight, an average of 10 or more hours per week will be required.
- For participants with a Partial Capacity to Work, the requirements for an outcome are at least 70 per cent of the minimum number of hours per week in their Partial Work Capacity assessment; but is not less than an average of 8 hours of work per week.

An education outcome is the completion of Year 12, a Certificate III or six months participation in a qualifying education course. Based on historic achievement this is expected to be around 10 per cent of all 12 week outcomes.

9.6. What is a 26 week outcome?

A 26 week outcome is where a job seeker achieves a 12 week employment outcome that is then followed by a further 14 consecutive weeks of employment.
9.7. The pathway to getting a Cert III for some participants is essential, in terms of preparing them through Cert I and Cert II etc. Is the attainment of these pathway skills/qualifications considered eligible for an Outcome?

No – this is considered as a pathway to achieving a Certificate III or employment.

Please note that this question has been updated:

No – this is considered as a pathway to achieving a Certificate III or employment and is not paid an outcome payment. An outcome payment is paid when an outcome is achieved which is six months participation or completion of Year 12 or a Certificate III.

9.8. Is re-engagement in year 12 an appropriate response?

Yes it is an education outcome, if year 12 is achieved or the student completes six months.

9.9. How have the outcome targets been established?

The outcome performance target will be set at 25 per cent above the average employment and education outcome rates achieved through Job Services Australia and over time jobactive. To account for variations in labour market conditions the performance target will be calculated separately for each of the 51 Employment Regions (refer to Appendix D of the Exposure Draft for indicative caseload and performance target information by Employment Region).

In the first year, the performance targets will be set using three year average outcome rates from Job Services Australia and, when available, jobactive comparable data. The first year performance targets will be lower than subsequent years, reflecting the shorter period of operation.

9.10. What is the impact on ‘time in service’ where a participant is tracking towards an outcome, such as where a participant is placed in employment at the eleventh month in Transition to Work service?

Where a participant starts employment or education and has started tracking to achieve an outcome they will remain connected to Transition to Work service.

9.11. The Exposure Draft states that in regards to education outcomes, based on historic achievement this is expected to be around 10 per cent of all 12 week outcomes. Is that the maximum? What if we reach 30 per cent?

10 per cent refers to historical Job Services Australia data for the duration of that contract, which was five and a half years. We do not expect that these trends will change dramatically with Transition to Work. There are no restrictions on achievement of outcomes, providers are to do what is best for the participants. To clarify, the Bonus Outcome payment is for either employment or education outcomes. The Sustainability Outcome Payment is for employment outcomes only.

9.12. Transition to Work outcome targets will be established based on JSA/jobactive outcomes, however outcomes in JSA/jobactive are spread across cohorts and barriers will be more concentrated in Transition to Work.
The performance targets will be set using three year average outcome rates from Job Services Australia and, when available, jobactive data. The first year performance targets will be lower than subsequent years, reflecting the shorter period of operation. When determining Transition to Work performance targets the Department used job seekers in comparable Stream of assistance.

9.13. When determining outcome targets will the Department use percentages or actual numbers?

Percentage outcomes will be used for the Employment Region. This will then be used to calculate a target number of outcomes for a provider based on the expected number of participants. Attachment D to the Exposure Draft provides details.

9.14. Seeking clarification on how the targets are set in different regions and why indicative performance targets differ significantly in regions.

The example given: Inner Metro Melbourne Employment Region has an Indicative Performance Target of 24.8 per cent with 5.5 per cent unemployment rate; whereas North Coast Employment Region has an Indicative Performance Target of 37.9 per cent with 9.8 per cent unemployment rate.

Historical data has been used in each region for outcome rates, not unemployment rates. Outcome rates in a region may be influenced by multiple factors for example a higher number of entirely level employment opportunities.

9.15. Why is there a much higher target rate in North Coast Employment Region rather than a lower target?

Historical data has been used in each region for outcome rates, not unemployment rates. Outcome rates in a region may be influenced by multiple factors for example a higher number of entry level employment opportunities.

9.16. The Exposure Draft outlines that education outcomes expect to be around 10 per cent of total outcomes; will there be flexibility on this?

The Department anticipates 10 per cent based on modelling undertaken on Job Services Australia outcomes – this is a guide for the new service. The Department will monitor closely the effectiveness of training leading to employment.

9.17. Who is responsible for appropriate insurances for Transition to Work services such as work experience places?

It will be a provider responsibility to ensure the appropriate insurances are in place in accordance with Deed requirements.

9.18. How are the performance targets for a region set for Transition to Work?

The outcome performance target will be set at 25 per cent above the average employment and education outcome rates achieved through jobactive. To account for variations in labour market conditions the performance target will be calculated separately for each of the 51 Employment Regions (refer to Appendix D of the Exposure Draft for indicative caseload and performance target information by Employment Region).
The performance targets will be set using three year average outcome rates from Job Services Australia and, when available, jobactive data. The first year performance targets will be lower than subsequent years, reflecting the shorter period of operation.

9.19. Will those figures be released for specific Employment Regions?

There is indicative caseload and performance target information for each Employment Region included in Appendix D of the Exposure Draft.

9.20. How will providers know how many places are required?

Please refer to the Exposure Draft and Appendix D for indicative caseload and performance target information for each Employment Region.

9.21. Please confirm places and outcomes - how does this work?

An up-front payment of $5300 per place per annum will be paid on a quarterly basis with the requirement that a performance target will be achieved with the expectation of reaching targets.

A Bonus Outcome Payment of $3500 will be paid for every 12 week employment outcome or education outcome achieved above the performance target.

A Sustainability Outcome Payment of $3500 will be paid for every 26 week employment outcome achieved.

To account for variations in labour market conditions the 12 week outcomes performance target will be calculated separately for each of the 51 Employment Regions (refer to Appendix D for indicative caseload and performance target information by Employment Region).

9.22. Targets - How is the percentage calculated?

The outcome performance target will be set at 25 per cent above the average employment and education outcome rates achieved through jobactive. To account for variations in labour market conditions the performance target will be calculated separately for each of the 51 Employment Regions (refer to Appendix D of the Exposure Draft for indicative caseload and performance target information by Employment Region).

The performance targets will be set using three year average outcome rates from Job Services Australia and, when available, jobactive data. The first year performance targets will be lower than subsequent years, reflecting the shorter period of operation.

9.23. Break up of outcomes - is there an expectation of a similar ratio of 70 per cent from Group 1, 20 per cent from Group 2 and 10 per cent from Group 3?

No.

9.24. What is the education outcomes percentage that is acceptable?

There is no specific requirement or target. The Department has indicated that education outcomes have historically been 10 per cent of total outcomes. This is based on modelling undertaken on Job Services Australia outcomes and is a guide for the new service.
9.25. Are there any guidelines for outcomes evidence?

The Department is currently developing guidelines, which will include documentary evidence requirements. It is expected there will be similar evidence requirements like jobactive e.g. the Department of Human Services (Centrelink) data or payslips/payroll summaries.

9.26. Can you explain why Transition to Work outcomes will be 25 per cent higher than jobactive?

The Government is making a large investment to support intensive servicing upfront through the $5300 up front payment which is expected to deliver a higher level of outcomes for the young participants who are supported through it, which is why there is a 25 per cent higher performance benchmark.

9.27. Why are educational outcomes only expected to be around 10 per cent of completed outcomes considering the target group is early school leavers?

This figure is based on the historical achievements of education outcomes as a proportion of all outcomes over the last five years of the Job Services Australia contract. It is provided as a guide that many of these young people choose employment pathways. The 10 per cent is not a set limit.

9.28. The focus seems to be very much on employment – not much of a mention of education outcomes in the presentation.

Transition to Work services are focussed on intensive servicing to help participants gain and retain sustainable work or participate in education.

12 week education outcomes are recognised with a payment of $3500 for every employment or education outcome achieved above the set performance target.

9.29. What outcomes would be expected after 12 months for 15–16 year olds?

It is expected that these young people would be achieving some employment outcomes or education outcomes or become more work ready. The Transition to Work service will help young people understand what is expected in the workplace and to develop the skills, attitudes and behaviours expected by employers.

9.30. 15 and 16 year olds won’t be able to do year 12 or Certificate II – what benefit would there be for a provider in taking on that group?

It is expected that 15–16 year old participants would achieve some outcomes, including education outcomes where participants re-engage in secondary school (to work towards Year 12) for six months.

9.31. Regarding the Transition to Work Targets Table, if I multiply Column B x 30 per cent, there is a discrepancy for the total targets in Column C?

Yes, correct this is an error in the slide that has been corrected in the presentation.

Column C totals are calculated using Column A (the indicative number of job seekers) x 30 per cent, not Column B (indicative number of places).
9.32. Do qualifying education courses need to be semester based and will rolling courses be counted?

The Department request that examples be sent through to the ES Purchasing Hotline particularly the details on the length of time that these courses run. For example open ended acquisition courses sometimes struggle and it is difficult to come up with definition for each state and territory.

9.33. Do qualifying education courses have to be at a certain level or could it be Certificate 1?

In order to qualify for an education outcome participants will need to:

- complete Year 12
- complete a Certificate III, or
- participate for 26 weeks in a course, either secondary education leading to Year 12, a certificate III, or other courses as determined by the department.

This does not preclude a participant doing a Certificate I or II as a pathway to achieving employment or participation in higher level education.

This is also an opportunity to comment on the Exposure Draft and alternative training outcomes that could be considered.

9.34. Based on the percentile outcomes is this going to Indigenous outcomes as well?

No, given the small numbers of participants outcomes are measured for all. Indigenous specific outcomes remain a priority and the Department will continue to monitor achievement.

9.35. What is meant by a qualifying education outcome?

An education outcome will be:

- the completion of Year 12
- completion of a Certificate III, or
- 26 weeks participation in a course, either secondary education leading to Year 12, a certificate III, or other courses are determined by the department.

9.36. Do you have any apprenticeship completion targets?

No.

9.37. What is the definition of a “qualifying educational course” if it is not Year 12, Cert III (p16 Exposure Draft) or Cert 1 or Cert II (9.7 Q&A). Could you please give some examples.

Generally a qualifying education course would be 26 weeks participation in either secondary education leading to Year 12 or a Certificate III. Further Guidelines will be provided at a later date.
9.38. There is no mention of how often the performance targets are recalculated. They are based on jobactive performance but this will always be changing. Based on national averages or ESA performance?

Performance targets will be regularly reviewed and will be relative to the performance of jobactive in the Employment Region.

9.39. Could you please clarify the statement “An education outcome is the completion of Year 12, a Certificate III or six months participation in a qualifying course....”

- Participation in a qualifying education course is participation for six months or more and would include secondary school or a Certificate III or above.
- A young person may participate in a Certificate I or Certificate II, however, this is a pathway towards employment or participation in a higher level qualification. Outcomes are only recognised for participation or completion of Year 12 or Certificate III.

9.40. If a young person has left school with only Year 10, the current Education outcomes of Year 12 or Cert 3 are not practical – how will the department view the development of pathways to these?

A young person may participate in a Certificate I or Certificate II, however, this is a pathway towards employment or participation in a higher level qualification. Outcomes are only recognised for participation in (minimum six months), or completion of Year 12 or Certificate III. The service provides an upfront payment per place to support young people with their pathway to employment.

9.41. If a young person has commenced Year 12 or Cert 3 within the 12 month servicing period but has not completed it, will this be regarded as an outcome?

If a person has commenced in secondary school or a Certificate III prior to the 12 month period of service being completed then they will continue to be supported by the Transition to Work provider until the outcome is achieved, which is after six month participation in a Certificate III or Year 12 course.

9.42. Given there are performance targets for education outcomes, what’s the definition of year 12?

Information on Outcomes and Payments is included in Annexure B1 of the draft Deed.

9.43. This Cert III decision (see above) How did this happen?

The Government announced in the 2015–16 Budget it will provide $13.5 million over four years from 2015–16 to strengthen activity requirements for early school leavers aged 15 to 21 years to improve their employment and education outcomes.

From 1 January 2016, all early school leavers will be required to actively look for work if they are not in full-time education or a combination of education and part time work of 25 hours per week. Early school leavers will also be required to meet their activity requirements of 25 hours per week until they turn 22 or have achieved a Year 12 or Certificate III qualification.

Education outcome payments will now require achievement of Year 12 or a Certificate III rather than a Certificate II. Jobactive providers will be able to claim education outcomes for all early school leavers under 22 years of age.
9.44. Historically young people have a tendency to fall out of employment, what happens if they fall out, and do we have a grace period to get them back into work and take to 26 weeks?

A 12 week employment outcome may include shorter periods of employment of four weeks or more that can be accumulated to achieve 12 weeks employment. A 12 week employment outcome reduces income support by 60 per cent which allows flexibility for short periods of full-time employment.

9.45. Will it be considered for a 12 week outcome when they move to Green Army?

No.

9.46. If a participant moves to another region, will you be able to share the outcomes?

Where a participant moves to another location before an outcome has commenced then the new Transition to Work provider would be eligible for the outcome.

9.47. A 12 week employment outcome is defined as 12 weeks of employment that reduces income support by 60 per cent (or reaches a specified number of hours for Job Seekers not receiving income support). The minimum number of hours of work required to achieve 60 per cent reduction of income support will vary due to individual circumstances of the young person (e.g. age, benefit type, living arrangements) and the type of work (rates of pay, part time, casual, apprenticeship, traineeship) they engage with. Our calculations indicate that a minimum of 18-25hrs/wk will be required before a young person can reduce their income support by 60 per cent.

Is the measure of a 60 per cent reduction in income support a reasonable measure considering the work opportunities often available to young people without a Year 12 or Certificate III qualifications e.g. Employment opportunities for young people tend to be part-time or casual in nature with limited shift hours available across a week?

A 12 week employment outcome is defined as 12 weeks of employment that reduces income support by 60 per cent. It may include shorter periods of employment of four weeks or more that can be accumulated to achieve 12 weeks employment. There are a range of other circumstances which may apply, these include:

- For participants not on income support, an average of 15 or more hours per week of work will be required.

- For participants with Mutual Obligation requirements of 30 hours or more each fortnight, an average of 10 or more hours per week will be required.

- For participants with a Partial Capacity to Work, the requirements for an outcome are at least 70 per cent of the minimum number of hours per week in their Partial Work Capacity assessment; but is not less than an average of 8 hours of work per week.

An education outcome is the completion of Year 12, a Certificate III or six months participation in a qualifying education course. Based on historic achievement this is expected to be around 10 per cent of all 12 week outcomes.

Comments on appropriateness of 60 per cent reduction of income support will be taken as feedback.
9.48. What are the expectations for a ‘specified number of hours’ for Job Seekers not on income support and what will be the evidence requirements for meeting a 12 week outcome that reduces income support by 60 per cent?

A 12 week employment outcome is defined as 12 weeks of employment that reduces income support by 60 per cent. It may include shorter periods of employment of four weeks or more that can be accumulated to achieve 12 weeks employment. There are a range of other circumstances which may apply, these include:

- For participants not on income support, an average of 15 or more hours per week of work will be required.
- For participants with Mutual Obligation requirements of 30 hours or more each fortnight, an average of 10 or more hours per week will be required.
- For participants with a Partial Capacity to Work, the requirements for an outcome are at least 70 per cent of the minimum number of hours per week in their Partial Work Capacity assessment; but is not less than an average of 8 hours of work per week.

An education outcome is the completion of Year 12, a Certificate III or six months participation in a qualifying education course. Based on historic achievement this is expected to be around 10 per cent of all 12 week outcomes.

Comments on appropriateness of 60 per cent reduction of income support will be taken as feedback.

9.49. The key eligibility criteria for all three groups under TTW is: no achievement of a year 12 or Certificate III level of education. Having a year 12 or Certificate III equivalent is often the minimum requirement for many employment positions and therefore this cohort will be significantly disadvantaged when looking for work without this formal qualification. It is stated that it is expected education outcomes will only be around 10 per cent of all 12 week outcomes.

Will there be a limit to the number of education outcomes that can be achieved by a Provider?

No, the 10 per cent is not a set limit. This figure is based on the historical achievements of education outcomes as a proportion of all outcomes over the last five years of the Job Services Australia contract. It is provided as a guide that many of these young people choose employment pathways.

9.50. Will there be an agreement KPI that reflects Indigenous employment targets?

No, given the small numbers of participants outcomes are measured for all. Indigenous specific outcomes remain a priority and the Department will continue to monitor achievement.
10. Quality and Performance

10.1. How will service providers be monitored?

The Department is committed to ensuring Providers deliver effective, high quality and professional services to job seekers and employers in a timely manner. To support this, there will be an overarching Transition to Work quality and performance framework with four components:

- a Service Guarantee setting out the standard of service delivery that job seekers and employers can expect from a Provider
- Service Delivery Plans outlining the agreed suite of services to be delivered by Transition to Work Providers to young people, employers and other stakeholders
- key performance indicators will be used by the Department to assess the effectiveness, efficiency and quality of a provider’s service delivery
- a Joint Charter of Contract Management setting out the expectations, roles and accountabilities of both the Department and providers with regard to contract and performance management.

The performance of individual providers will be regularly assessed by the Department and may be used to determine Deed extensions and/or sanctions, including termination of contract.

10.2. Will the service be underpinned with a robust performance framework?

The performance framework will include four components:

- a Service Guarantee setting out the standard of service delivery that participants and employers can expect from a Provider
- Service Delivery Plans outlining the agreed suite of services to be delivered by Transition to Work providers to young people, employers and other stakeholders
- key performance indicators will be used by the Department to assess the effectiveness, efficiency and quality of a Provider’s service delivery
- a Joint Charter of Contract Management setting out the expectations, roles and accountabilities of both the Department and Providers with regard to contract and performance management.

10.3. Will the Department be conducting/commissioning an evaluation of the Transition to Work service to ensure objectives are met after four years, and if so when will the evaluation framework be released?

Yes, there will be an evaluation.

10.4. Will there be Star Ratings for providers?

Transition to Work will not have Star ratings. There will be a separate performance framework which will include four components:

- a Service Guarantee setting out the standard of service delivery that participants and employers can expect from a Provider
• Service Delivery Plans outlining the agreed suite of services to be delivered by Transition to Work providers to young people, employers and other stakeholders
• key performance indicators will be used by the Department to assess the effectiveness, efficiency and quality of a Provider’s service delivery
• a Joint Charter of Contract Management setting out the expectations, roles and accountabilities of both the Department and Providers with regard to contract and performance management.

11. Contracting

11.1. What is the duration of the contract?

Contracts will be from January 2016 to 30 June 2020, subject to an organisation’s satisfactory performance as assessed in an annual review. The review will consider a number of factors, including a Transition to Work provider’s performance against three Key Performance Indicators (efficiency, effectiveness and quality of services delivered) as well as their utilisation of allocated Transition to Work places. There is the potential roll over of contracts for a further two years for the period 1 July 2020 to 30 June 2022.

11.2. Will partnerships/consortia arrangements be considered?

Local partnerships and/or consortia arrangements are strongly encouraged to maximise the availability of services for young people and to support quality service delivery.

11.3. What is the Service Delivery Plan?

The Service Delivery Plan is unique to each Transition to Work provider and it must outline their servicing strategies and approach in a format that is able to be understood by young job seekers and employers. Each Respondent will be required to submit a draft Service Delivery Plan within four weeks of being notified of the provisional acceptance of their Request for Proposal.

The Department will work with successful Respondents to finalise the Service Delivery Plan to ensure it is consistent with the undertakings made in the Request for Proposal. Once agreed, the Service Delivery Plan becomes a schedule to the Deed and is subject to Deed provisions.

11.4. Is a Service Delivery Plan required for each region?

It is not required that a Provider have a Service Delivery Plan for each regional. However, a Provider may include region specific servicing strategies in its Service Delivery Plan.

11.5. What is the period for Transition to Work programme budget allocation?

Transition to Work service providers will be contracted from January–April 2016 until 30 June 2020, with an option to extend for a further two years from 1 July 2020 to 30 June 2022.
12. Participation

12.1. How many hours a week does a job seeker need to participate in Transition to Work?

Job seekers are expected to participate in Transition to Work services for 25 hours per week and up to a maximum of 12 months. This may be met by a mix of individual, group and self-directed activities.

12.2. Do activity tested job seekers participating in Transition to Work need to undertake additional activities to meet their mutual obligation requirements?

Job seekers will fully meet their mutual obligation requirements by participating in Transition to Work.

12.3. Is the Transition to Work service voluntary and what are the incentives to participate in the service?

Yes, Transition to Work is a voluntary service. The benefits of the service are that it will be targeted to the youth cohort and offers advantages of more specialised assistance.

12.4. Can you elaborate on the 25 hour participation requirement and if there are restrictions? Are we tapping into models to be responsive to participants needs? For example can a person participate in a mix of work experience and jobs clubs, etc?

The Exposure Draft states there should be a tailored mix of services, be it a mix of individual, group based or self-directed activities. We will be looking for proposals to describe how potential providers will flexibly and innovatively use a mix of activities to help young people become more work ready and achieve employment or education.

12.5. Will Referrals come through Centrelink?

Yes, referrals from Centrelink (Department of Human Services) are Group 1 referrals.

12.6. What are the requirements for participants in Transition to Work in relation to 25 hours per week?

Unlike jobactive, there is no mandatory compliance regime if participants do not meet their requirements of 25 hours per week. If a Transition to Work provider determines their participant is not meeting their requirements, they make the decision to exit them from services. The participant would return to jobactive services, or if they previously were not connected with a service, they will be disengaged.

12.7. We are seeking more clarity around the participant’s 25 hour participation requirement and what the Department’s monitoring expectations will be and the level of supervision required.

The Transition to Work service is designed to be flexible to meet the needs of individual participants. It is expected participants will do a mix of individual, group and self-directed activities that best meet the needs of the young person.

The Transition to Work participant compliance framework will be different to the framework used in the jobactive programme and will not include penalties for non-participation. Participation will centre on being either involved in the Transition to Work service or being exited.
Each Provider will develop a Service Delivery Plan that details the suite of services and the support being provided to Transition to Work participants and employers. This is part of a broader quality and performance framework.

12.8. It is stated that Job Seekers in receipt of income support will be expected to participate in TTW services for 25 hrs/week and up to a maximum of 12 months. What are the participation expectations for eligible young people who are not in receipt of income support e.g. Group 2 young people?

All participants are expected to participate in Transition to Work services for 25 hours per week and up to a maximum of 12 months. These activities may be a mix of individual, group and self-directed activities and consistent with the focus on intensive servicing to help young people gain and retain sustainable work or participation in education. Examples may include but are not limited to participating in education, training, work experience and job search.

13. Compliance

13.1. What happens if the job seeker does not participate or fails to meet their requirements in Transition to Work?

Job seekers who fail to meet their Transition to Work requirements will be exited from the service and commence early school leaver activity requirements of 25 hours per week in jobactive, noting this may include Work for the Dole at 6 months of service for some.

13.2. Who determines if a job seeker is failing to meet their requirements?

Transition to Work providers will have discretion to determine appropriate participation.

13.3. What will stop Transition to Work provider just exiting hard-to-help job seekers?

Providers will be subject to a performance review which will consider a number of factors, including performance against three Key Performance Indicators (efficiency, effectiveness and quality of services delivered). The KPIs include occupancy of allocated places and the extent of engagement and minimisation of drop-outs in the service.

13.4. What will stop Transition to Work provider ‘parking’ job seekers?

Providers will be subject to a performance review against three Key Performance Indicators (efficiency, effectiveness and quality of services delivered). Any ‘parked’ job seekers will impact on a provider’s opportunity to meet the outcomes performance targets. The Department may also gather information on a Provider’s performance from a variety of sources, including through client satisfaction surveys and post-programme monitoring surveys.

13.5. Can a job seeker’s payment be suspended while participating in Transition to Work?

Payment suspension and financial penalties under the Job Seeker Compliance Framework will not be applied while the young person is participating in Transition to Work.

13.6. Will participants be subject to the same jobactive compliance framework?
Transition to Work participants won’t be subject to the same Compliance Framework as jobactive jobseekers, e.g. no Non Attendance Reports etc, but if they don’t participate it will be up to the Transition to Work provider to exit the participant. Those participants on income support will go back to a jobactive provider and have Early School Leaver participation requirements.

13.7. Can you elaborate on compliance for Transition to Work?

Unlike jobactive, there is no mandatory compliance regime if participants do not meet their requirements of 25 hours per week. If a Transition to Work provider thinks their participant is not meeting their requirements, they make the decision to exit them from services. The participant would return to jobactive services, or if they previously were not connected with a service, they will be disengaged.

13.8. What is the relationship between TTW and Centrelink for a young persons payment?

In terms of interactions with Centrelink, young people who are applying for income support would go to Centrelink first and where they are identified as eligible for participating in Transition to Work, and meet the criteria, they will be referred to a Transition to Work service. They will still be required to report to Centrelink for income support purposes.

Payment suspension and financial penalties under the Job Seeker Compliance Framework will not be applied while the young person is participating in Transition to Work.

Participants who fail to meet their Transition to Work requirements will be exited from the service and commence early school leaver activity requirements of 25 hours per week in jobactive, noting this may include Work for the Dole at six months of service for some.

14. Department’s IT Systems

14.1. Will the Department’s IT system support the Transition to Work service?

Yes. Work is underway to develop the specific IT needs for the Transition to Work service.

14.2. When will the Transition to Work IT functionality be available?

Some IT functionality will be available from January 2016 with further functionality being released in April and June 2016.

14.3. Will there be an IT System?

Yes, it will be tailored to the Transition to Work service. It won’t have the same complexities as the jobactive IT system (ESS Web). Some IT functionality will be available from January 2016 with further functionality being released in April and June 2016.

14.4. If participating, will our system communicate with Centrelink and/or ESS Web?

Our IT system and Centrelink’s system will interface with each other. The Transition to Work functionality will be developed over time and will include (but is not limited to) the ability:
• to directly register a participant
• to enable participants to be referred to the service from Department of Human Services (Centrelink) and jobactive providers
• for Transition to Work providers to view their caseload
• to refer participants to employment and education activities
• to place participants in to vacancies
• to upload Service Delivery Plans
• for participants to search for Transition to Work providers on Australian JobSearch.

14.5. For new providers, will they use the same IT system as jobactive?

There will be an IT system for Transition to Work and it will be tailored to the Transition to Work service. The IT system will not be the same as the jobactive IT system (ESS Web), as that system has quite specific information that is required to be captured, such as compliance. The Transition to Work IT system will be used to support referrals, manage participants in the service and to monitor outcomes and make payments.

14.6. What will the IT system look like and will it be as complex as the jobactive IT system?

The IT system for Transition to Work will be tailored to the Transition to Work service. It won’t have the same complexities as the jobactive IT system (ESS Web). Some IT functionality will be available from January 2016 with further functionality being released in April and June 2016. The Transition to Work IT system will be used to support referrals, manage participants in the service and to monitor outcomes and make payments.

14.7. Will there be an IT system? Will it be the same as jobactive?

Yes, it will be tailored to the Transition to Work service. It won’t have the same complexities as the jobactive IT system (ESS Web). Some IT functionality will be available from January 2016 with further functionality being released in April and June 2016.

14.8. Will there be a national data reporting and monitoring system?

The Department will have an IT system for Transition to Work to allow providers to: view details of their caseloads such as who was referred to them; participant activities; and refer participants back to jobactive if needed.

15. Procurement

15.1. When will the Draft Deed be available? What type of software form will be used for responses to the Request for Proposal? What is the date for the release of the Request for Proposal?

The Draft Deed will be published before the Exposure Draft response period closes. Smart Forms will be used for responses. It is expected that the Request for Proposal will be released in November 2015.

15.2. Will it be possible to have the capacity to include attachments to submissions to the Request for Proposal and see that they are attached?
The Department will not accept any attachments submitted with a submission to the Request for Response on AusTender with the exception of those requested as part of the Respondent’s submission.

15.3. If my organisation is part of a group response for a selection of Employment Regions, is my organisation also permitted to submit a separate response for Employment Regions that are not part of the group response bid?

If your organisation is part of a group response, it may submit a separate response for Employment Regions that are not part of the group response bid.

15.4. Can an organisation respond as part of a consortium and also in its own right in the same Employment Region?

No. A Respondent must not compete against itself within an Employment Region by submitting alternative responses.

15.5. What is a consortium?

A consortium is a group of individual legal entities that lodge a submission to the Request for Proposal collectively. A consortium must appoint a lead member to act as agent for the other member entities.

15.6. Given the rolling procurement, will Employment Regions with the highest unemployment be the earliest?

More information will be made available over time and published on the Department’s website. As mentioned in the presentation, there will be a rolling announcement of services, rather than commencing in all regions on 1 January 2016.

15.7. So it’s an open tender rather than a select process?

Yes.

15.8. If we say we want 80 per cent business and the Department wants two providers in that region will there be negotiation with the provider?

In responding to the Request for Proposal, organisations will need to indicate the minimum and maximum amount of places they are willing to contract for in an Employment Region and the locations within a region they propose to service.

15.9. What capability will tenderers have to add attachments at the time of lodging their tender?

It is anticipated that the Request for Proposal for Transition to Work will state that the Department will not accept any attachments submitted with a response on AusTender with the exception of those documents requested by the Department.

15.10. Can a Provider be noted as a Subcontractor under a Consortium tender bid and still tender separately in their own right?

It is anticipated that the Request for Proposal for Transition to Work will state that a Respondent cannot compete against itself within an Employment Region. The exception will be in the case of subcontractors. A subcontractor may be nominated as part of a Proposal by one or more Respondents.
for the same Employment Region. A nominated subcontractor may also submit a Proposal in its own right in that Employment Region.

15.11. Are you able to provide me with a copy of the webinar PowerPoint presentation, and (if available) a Fact Sheet?


Applicants are also advised to regularly view the website for any new questions and answers.

15.12. It mentioned in the Information Session that rollout of Transition to Work will be from January to April – do you expect providers to be ready to start at the beginning of January?

The range of dates exists because the formal Request for Proposal is not published yet. The expectation is that successful providers will commence at some point within that time frame but this depends on when offers are made/accepted.

15.13. I have missed the start of this webinar, where would I access the draft exposure?


15.14. What is the weighting for the selection criteria?

The Selection Criteria is weighted as follows Criterion 1 is 10 per cent, Criterion 2 is 20 per cent, Criterion 3 is 35 per cent, and Criterion 4 is 35 per cent.

15.15. Are you going to be speaking to the collaborative alliance consortium opportunities outlined in the proposal?

No, the Exposure Draft outlines the possible types of respondents. The Department encourages people to maximise consortium opportunities.

15.16. Will the details made verbally around the four selection criteria for organisations be provided?

The details for the four selection criteria can be found at section 3 of the Exposure Draft.

15.17. What are you looking for in the Feedback for the Exposure Draft?

The Department released the Exposure Draft to invite feedback that will inform the final design and purchasing arrangements outlined in the Request for Proposal. If there is something that you think could be improved upon, an issue missed, or a positive feature, this gives your organisation an opportunity to comment. The Department require all comments to the Employment Services Purchasing Hotline (espurchasing@employment.gov.au) by 5.00 pm (Canberra Time) 6 October 2015. A Feedback Form is provided on tenders.gov.au.
15.18. Can you bid in an area where you are not currently delivering services - will it be viewed as a weaker bid?

We can’t give you direct advice on how to construct a bid. Each organisation needs to read the selection criteria and make their own assessment. The Department believes that having strong connections with local employers, local youth services and the local community is fundamental to achieving successful employment outcomes for the unemployed youth that Transition to Work is designed to service. There is no preclusion on tender respondents bidding in regions where they are not currently delivering services, however they will need to demonstrate how they intend to leverage local connections to achieve employment outcomes. You need to make your own assessment on how to structure your response.

15.19. Is there an open list of organisations seeking or interested in creating partnerships?

No, it is up to organisations to create their own relationships.

15.20. We’re interested in partnering with a national provider - how might we determine who might be interested in a partnering arrangement?

The Department does not have a position or offer advice around partnering. It is up your organisation to identify and establish those relationships in relation to your response.

15.21. When is the closing date for the Request for Proposal and is it 25 business days?

This is the Exposure Draft. The Request for Proposal has not yet been released. It is expected that the Request for Proposal will be released on AusTender in late October. Commonwealth Procurement Rules timeframes will apply.

15.22. Are there going to be subcontracting opportunities?

Yes, subcontracting arrangements are allowed and is encouraged if your organisation has connections with specialised organisations. If your organisation is going to have a subcontracting arrangement, this needs to be outlined in your response to the Request for Proposal.

15.23. Is there any difference between a ‘Request for Proposal’ and a ‘Request for Tender’?

A Request for Proposal is used when the Department is seeking solution based responses to meet our needs however a Request for Tender is used by the Department when there are clearly defined criteria or specifications.

15.24. Are there any limitations on the number of partnerships and/or consortia a Respondent can be involved for the Transition to Work Request for Proposal?

No, Respondents can enter into multiple partnerships or consortia arrangements across different Employment Regions.