



Our ref: Itrparentsnext030821

3 August, 2021

ParentsNext Operations Team

Attention:

Ms Samantha Robertson, Assistant Secretary, Provider Operations and Pre-employment Services Branch
Ms Karen Reedy, Director, ParentsNext Operations Team

Dear Samantha and Karen,

RE: FINDINGS FROM OUR RECENT JOBS AUSTRALIA CLARION CALL WITH PARENTSNEXT PROVIDERS

Thank you for providing the opportunity to submit this proactive response to recent changes to the ParentsNext Employment Service Program.

Jobs Australia is a national organisation supporting the largest network of Not for Profit Members who provide diverse employment services and pathways, education, training and skills development and community and social services.

We are also the Peak Body for Not for Profit Employment Service Providers including those organisations delivering employment pathways programs like ParentsNext.

Our Member Services and Advocacy programs keeps us in regular contact with all Providers and in this case, ParentsNext.

Our Member-endorsed observations are provided in summary below:

Issue:	Observations:
Communication	Members feel the communication on this matter missed important opportunity to explain the fiscal significance of the changes to case load. The change to case load has impacted Provider capacity to retain ParentsNext staff against (pre-change) position description.
Contracts Management Advice	Members expressed a range of sentiment towards information from Contract Management. Some were favourable and some felt information flow and accuracy/detail could be improved.



Issue:	Observations:
Case Load Reduction	The reduction of case loads, in percentage terms extends to more than 50% in some cases, dramatically changing the participant service environment. The economic models and budgets used to employ experienced staff and provide exemplary services has been drastically altered. This has led to staff being deployed elsewhere within organisations and in some cases, redundancies.
Recovery of Case Load	Members do not easily 'see' how case loads will return to a number similar to pre-adjustment/rebalance numbers.
Impacts on participants	Impacts to participants no longer being connected with the program are advised by Providers as including: <ul style="list-style-type: none">• End to Wages subsidies for those employed• End to Course/training fees• A sense of loss• Confusion (am I 'in/out/what's going on?')
Approved Local/Direct Marketing	Members advise a level of confusion over their activities to contact former, recently exited participants and to invite them back into the ParentsNext program. "Why are you contacting me? - I do not have to be in any program now".
Process for Returning Recently Exited Participants back into the Program	Members are concerned that the process for re-commencement could be improved, in terms of streamlining/simplification.
Motion to Disallow Instrument	Not a great deal is known, further information is being sought and will be provided.

Should you wish to participate in a Clarion Call with Jobs Australia ParentsNext Provider Members, please advise and I can engage that process.

Yours sincerely,

Richard Butler
Policy Advisor
Jobs Australia Limited

Cc: Debra Cerasa,
Chief Executive Officer
Jobs Australia Limited