



Australian Government
Department of Employment

CONSULTATION PAPER

PRISON TO WORK

**EMPLOYMENT—SERVICE OFFER
2018–2021**

FREQUENTLY ASKED QUESTIONS

7 AUGUST 2017

Commonwealth of Australia 2017

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DOCUMENT HISTORY

Date	Comments
August 2017	Initial Release

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1. Questions and Feedback

1.1 What is the purpose of the Consultation Paper?

The Consultation Paper is an opportunity for interested community members and organisations to provide feedback to help inform the design of the proposed new Prison to Work—Employment Service Offer as well as the purchasing arrangements for the program.

The Department welcomes any and all comments on the Consultation Paper and the proposed design of the program.

1.2 I want to provide feedback on the Consultation Paper, how do I do this?

Feedback can be provided by email to the [Employment Services Purchasing Hotline \(espurchasing@employment.gov.au\)](mailto:espurchasing@employment.gov.au) before 5.00 pm (Canberra time) **28 August 2017**.

If you have a question or need clarification about the Consultation Paper during the feedback timeframe, you may also contact the Hotline on 1300 733 514 (Monday to Friday between 9.00 am to 5.00 pm Canberra Time) or email espurchasing@employment.gov.au. The Department will provide responses to questions or requests for clarification as soon as practicable.

1.3 What type of feedback is the Department looking for?

The Consultation Paper has a number of questions and discussion points on pages 13-14 and 18 that could be considered. However, any and all feedback is welcome.

The feedback received will help inform the final design of the new service, and the purchasing arrangements.

1.4 Where can I view responses to questions/clarification provided from other stakeholders?

Responses to questions or requests for clarification may be published on the Department's website. Any questions and responses that are published will not identify who asked the question. If you think your question or request for clarification contains confidential or commercially sensitive information, please identify this clearly so the Department can ensure the information is appropriately protected.

You should monitor the [Employment Services Procurement Information webpage \(employment.gov.au/procurement\)](http://employment.gov.au/procurement) for updated information.

2. General Questions on the Consultation Paper

2.1 What is the Prison to Work—Employment Service Offer?

The Prison to Work—Employment Service Offer will provide pre-employment services to Aboriginal and Torres Strait Islander prisoners who wish to participate to help them prepare for employment after their release from prison.

The Prison to Work—Employment Service Offer aims to improve the quality of employment services provided to Aboriginal and Torres Strait Islander prisoners. It is proposed that the new service will be delivered by organisations that have an in-depth knowledge of the issues Aboriginal and Torres Strait Islander prisoners face while in prison and after their release when looking for employment.

2.2 When was the Prison to Work—Employment Service Offer announced?

The Prison to Work—Employment Service Offer was announced as part of the 2017-18 Federal Budget, under the Closing the Gap—Employment Services package.

2.3 Who can participate in the program?

It is intended that services under the program will be offered to sentenced adult prisoners that identify as Aboriginal or Torres Strait Islander people, in adult prisons in non-remote regions. Participation is voluntary, with the service offered approximately three months prior to their scheduled release.

2.4 What are the key aims/objectives of the Prison to Work—Employment Service Offer?

By better preparing Aboriginal and Torres Strait Islander prisoners to find employment and reintegrate into the community, the Prison to Work—Employment Service Offer aims to improve the likelihood of finding a job on release and to help address the current pattern of high rates of Aboriginal and Torres Strait Islander recidivism.

The program includes better coordination between in-prison employment services and existing community and employment services.

2.5 Will it be a requirement that a female staff member must provide services in female prisons?

It is anticipated that potential providers will be required to demonstrate an understanding of the specific reintegration needs and barriers to employment faced by female Aboriginal and Torres Strait Islander prisoners where they are tendering to offer services for female Aboriginal and Torres Strait Islander prisoners. Providers should deliver services in a safe environment that is sensitive to the likely experiences of trauma experienced by female Aboriginal and Torres Strait Islander prisoners (e.g. by engaging female employment consultants).

2.6 Will Prison to Work providers have access to computers in the prisons?

Each prison will have its own procedures and requirements regarding what equipment can or cannot be brought in or accessed in the prison, including access to computer facilities. The provider will need to work with the prison authorities on how to deliver the program services and record information. Where prison procedures and requirements restrict providers from being able to take electronic items into a prison, including laptops, internet connections, tablets and portable storage devices,

providers will be required to enter relevant information into the Department's IT systems at a later time.

2.7 Will the Department provide any equipment for use by Prison to Work providers such as a computer and/or mobile phone?

No. This will be the responsibility of the Prison to Work providers.

2.8 Will Prison to Work providers be required to complete background checks for all of their staff?

Each prison and jurisdiction will have their own rules and requirements that potential providers must adhere to. These rules and requirements will apply to all staff going into a prison.

2.9 Will Prison to Work providers require knowledge of employment services?

Yes. The Prison to Work—Employment Service Offer services will operate separately from other employment services. However, providers will be expected to link up to these services through a Facilitated Transfer with a participant's post-release provider. These services will include jobactive, the Government's mainstream employment service, and targeted employment services such as Transition to Work, New Enterprise Incentive Scheme, or the Disability Employment Service (DES) and the Community Development Programme (CDP).

As such, Prison to Work providers will need to know the key elements of the different employment services programs available to the prisoner in the community they plan to return to. This information will be included in a participant's Transition Plan which will reflect the different needs of job seekers depending on their post-release employment services provider. This Transition Plan will be the focus of a Facilitated Transfer with the participant's post-release employment service provider for the area where the prisoner intends to live on release.

2.10 What do you mean when you talk about Key Performance Indicators?

The Department will use a set of indicators, known as Key Performance Indicators (KPIs) to assess the effectiveness, efficiency and quality of a provider's service delivery.

It is intended that information on the KPIs will be included in Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

As part of the Consultation Paper, the Department is interested in your views on what should be considered for the KPIs.

2.11 Given the staggered commencement of the services, which states or territories will receive servicing first?

It is intended that commencement of service provision will be staggered across the states and territories, from 1 January 2018. Servicing to some regions is planned to commence from 1 January 2018. Services in other regions will roll out over the following six months. More information will be made available in coming months.

3. Procurement

3.1 What types of organisations will be eligible to tender to deliver Prison to Work—Employment Services?

Eligibility requirements will be included in the Prison to Work—Employment Service Offer 2018–2021 Request for Tender once available.

It is anticipated that, at a minimum, organisations will need to be a legal business entity able to enter into a legally binding agreement with an Australian Business Number (ABN), an Australian bank account and registered for the purposes of GST.

It is anticipated that any size organisation will be able to apply to deliver this program, providing it meets any eligibility requirements set out in the Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

It is not currently anticipated that individuals, foreign companies, or employees and agents of the Commonwealth or a State or Territory Government will be eligible to apply.

There may be other eligibility requirements which will be outlined in the final, published Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

If you have views about eligibility requirements, you may wish to provide feedback on this issue in response to the Consultation Paper.

3.2 Will current employment services providers such as jobactive, Transition to Work or DES be eligible to apply?

Providing they meet any eligibility criteria set out in the Prison to Work—Employment Service Offer 2018–2021 Request for Tender, employment services providers currently contracted to deliver existing services will be able to submit an application to the Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

3.3 If my organisation is successful, will the Department guarantee the number of participants?

No. The Department does not, and will not, guarantee a specified or minimum number of participants to any provider. The numbers provided in the Consultation Paper are indicative only. Participation in the program by Aboriginal and Torres Strait Islander prisoners is voluntary.

3.4 If I am successful in the Prison to Work Employment Services Request for Tender, can I incorporate this into my jobactive Deed?

No. It is intended that employment services providers that are successful respondents will be contracted under a separate Prison to Work—Employment Service Offer 2018–2021 Deed and will be required to separately manage all contracted Deeds.

3.5 How will Prison to Work providers be selected?

The Department intends selecting Prison to Work providers through a single competitive procurement process.

Feedback from the Consultation Paper will be used to develop the final Request for Tender. The final Request for Tender will include the requirements and will set criteria that potential respondents will need to comply with when submitting an application.

Organisations that are interested in potentially participating in this process should register with the [AusTender website](https://www.tenders.gov.au) (<https://www.tenders.gov.au>) to be notified of the release of the Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

As part of registering with AusTender, the Department recommends nominating to receive notifications for procurements from the Education and Training category.

3.6 When will the Request for Tender be released?

At this stage, the Department intends to release the Prison to Work—Employment Service Offer 2018–2021 Request for Tender in September 2017.

3.7 Will the Department run any webinars for potential respondents after the release of the Request for Tender?

The Department may conduct a webinar on the Prison to Work—Employment Service Offer 2018–2021 Request for Tender and procurement process. This will be scheduled at the time of the release of the Request for Tender.

3.8 Where will the Request for Tender be published once released?

The Prison to Work—Employment Service Offer 2018–2021 Request for Tender will be published on the AusTender and 360Pro websites.

3.9 I do not have an AusTender profile, how can I create one?

Organisations that are interested in potentially participating in this process should register with the [AusTender website](https://www.tenders.gov.au) (<https://www.tenders.gov.au>) to be notified of the release of the Prison to Work—Employment Service Offer 2018–2021 Request for Tender.

As part of registering with AusTender, the Department recommends nominating to receive notifications for procurements from the Education and Training category.

Information on Procurement and Grant processes and information related to the department's Procurement and Grant activities is advertised on the Department's [Procurement webpage](http://www.employment.gov.au/procurement). (<http://www.employment.gov.au/procurement>).

3.10 What is 360Pro?

360Pro is the online procurement system used by the Department's. It is envisaged that respondents will be required to submit their applications to the Request for Tender through this system. Information on 360Pro and specific documentation will be provided closer to the time.