

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000134

Senator Siewert provided in writing.

Question

Formal feedback to JSA providers

Please provide a summary of the formal performance feedback provided to JSA providers in the 2013-14 and 2014-15 financial years, and any formal performance feedback provided since then.

Answer

Under Job Services Australia, the Department conducted performance assessments with providers every six months. The purpose of these assessments was to encourage continuous improvement of the provider's services to achieve outcomes for job seekers.

In summary, information regarding each provider's absolute and relative performance was analysed by the Department and distributed to them as soon as possible after the end of each performance period. Ensuing face-to-face discussions were targeted to any individual issues or anomalies that were identified with each provider's performance.