

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Supplementary Budget Estimates 2010-2011**

Outcome 4 - Employment & Participation Policy

DEEWR Question No. EW0546_11

Senator Xenophon provided in writing.

Question

JOB SERVICES AUSTRALIA PROVIDERS

Can the Department outline what checks and balances are in place to ensure providers contracted by Job Services Australia are complying with the terms of their contracts?

Answer

The department has a range of long-standing contract management measures and processes which it uses to assess performance of Job Services Australia providers against contractual requirements.

The department measures Job Services Australia providers through an employment services performance framework. The performance framework was developed by an expert reference group chaired by Professor Steve Sedgwick and comprises of three Key Performance Indicators (KPIs). JSA provider performance is published every six months when Star Ratings are publicly released. Star Rating information is also available to job seekers to help inform their decision when selecting a provider.

The department, through its network of contract managers based in DEEWR State and Regional offices, undertakes ongoing contract monitoring activities. Monitoring of contracts considers information at a site level and includes: regular review of performance information and other data available to providers; formal performance feedback discussions as well as a range of other information gathered through day to day contact with providers, program assurance activity and customer service line..

The approach to contract management and performance framework are supported by a Charter of Contract Management, which provides a principles-based approach to fostering cooperative and effective relationships between the department and employment service providers. The Charter sits alongside the formal legal contract.

Providers are required to provide their financial statements to the department on an annual basis or more regularly as the department may consider necessary.