

## **Senate Standing Committee on Education and Employment**

### **QUESTIONS ON NOTICE Budget Estimates 2017 - 2018**

#### **Outcome 1 - Employment**

**Department of Employment Question No. EMSQ17-004211**

**Senator Kakoschke-Moore provided in writing.**

#### **Question**

##### **Provider ratings**

- Are jobactive provider ratings made public?
- Does a reduction in a jobactive star rating have any consequences in terms of other payments?

#### **Answer**

Star Ratings for jobactive sites are published on the Department of Employment's website and the jobactive website <https://jobactive.gov.au/>. Star Ratings are updated quarterly.

Providers whose Star Rating is one or two stars, at a site or Employment Region level, may lose business share through business reallocation. This impacts providers as they will service fewer jobseekers, thereby reducing their capacity to earn outcome payments for 12 and 26 week job placements. The first scheduled business reallocation has taken place, based on performance over the first 18 months of jobactive. A second reallocation will occur after the program has run for 36 months, based on the results of the June 2018 Star Ratings.