

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2017 - 2018

Outcome 1 - Employment

Department of Employment Question No. EMSQ17-004215

Senator Kakoschke-Moore provided in writing.

Question

KPIs for jobactive providers

– What KPIs does the Department set for jobactive providers?

Answer

The Department has three KPI for jobactive providers

- KPI 1: The time the provider takes to assist relevant Stream Participants into Employment, and to commence them in an Activity when they are in the Work for the Dole Phase of jobactive.
- KPI 2: The proportion of relevant Stream participants for whom Employment Outcomes are achieved, and that meet their Annual Activity Requirement while in the Work for the Dole Phase of jobactive.
- KPI 3: The Department's assessment of quality and assurance including:
 - certification against the Quality Assurance Framework;
 - Provider Compliance Indicator results; and
 - the Department's assessment of a provider's service delivery against the Service Guarantees and the Provider's Service Delivery Plan(s).

KPIs 1 and 2 form the basis of performance measures used to derive the Star Ratings. The Compliance Indicator (part of KPI 3) is applied to the Star Ratings and may result in a reduction to the rating.

The Department also reports on performance measures and associated targets for jobactive as a whole in its Annual Report and Portfolio Budget Statements. These reflect the four key objectives of jobactive: help job seekers find and keep a job, help job seekers move from welfare to work, help job seekers meet their mutual obligations, and jobactive organisations deliver quality services.