

Job Services Australia New Performance Management Framework Fact Sheet

Overview



Background

The Australian Government, working together with the employment services industry, an expert reference group and Access Economics, has developed stronger performance management approaches for job seekers and employment service providers.

The new Job Services Australia (JSA) performance management approach supports the government's aim of providing opportunities for disadvantaged people and communities to more actively take part in society and to remove barriers to becoming job ready. This is so all Australians have the opportunity to become financially independent and participate in public life and the community.

Current and ongoing economic challenges are leading to higher unemployment and higher demand for employment services. The new framework will support employment providers by simplifying processes and providing more regular and transparent information. It will also increase engagement, training and participation through tailored services and support for job seekers.

The new framework has been designed to support quality services and results through Job Services Australia, particularly for the most disadvantaged job seekers. The new framework also responds to clear feedback from public consultations about the need to improve past approaches to performance management.

This extensive consultation process with expert guidance has developed a framework that uses fairer and more streamlined processes. The benefits of the new framework for job seekers are outlined below.

New Performance Management Framework

Expert recommendations have developed a New Performance Management Framework that delivers:

- improved choice and flexibility for job seekers in finding a provider that suits their situation
- accountability of providers to achieve outcomes for job seekers
- clearer focus on job seeker satisfaction and feedback and
- transparency as to how providers are rated and assessed.

Continuous improvement and quality assurance

A new Code of Practice and **Service Guarantees** will ensure that job seekers get the quality, individualised help they need to gain skills and find sustainable work.

The new Code of Practice will enforce the behaviours expected from providers when dealing with job seekers. Providers will be contracted to deliver services as outlined in the Code of Practice and the Service Guarantees and to provide these to each job seeker.

New Service Guarantees will clearly show the services job seekers can expect from providers. A copy is available at www.deewr.gov.au/employment.

Enhanced performance measurement

The Employment Performance Management System will provide more relevant, timely and detailed performance information to job seekers, employers, providers, DEEWR and other interested parties. An initial report will be available from July 2010 and released every six months.

The reporting will be informed by:

- the four employment streams based on each job seeker's risk of becoming long-term unemployed, and
- provider location and local labour market conditions, to ensure fair assessment of providers whether they are in rural, remote or metropolitan locations.

Benefits for job seekers

The major benefits for job seekers are they will be able to:

- compare the performance of providers in the same area by visiting the DEEWR website or at Centrelink
- view updated performance information every six months and
- access information that more accurately represents the level of provider performance

Benefits for Job Services Australia providers

The Employment Performance Management System will provide more relevant, timely and detailed performance information to providers. The major advantages for providers are that they will be able to:

- measure their own performance rating and ranking against other providers every three months to conduct their own analysis and make continuous improvements
- receive six monthly milestone performance reports in a formal review process and
- receive regular help and advice to improve performance, based on best practice.

More information

Further details on this and Job Services Australia can be found at www.deewr.gov.au/employment.