

# Job Services Australia New Performance Management Framework Fact Sheet



## *Looking for work*

### 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 you when you're looking for work.

The new Framework has been designed to support quality services and results through Job Services Australia, particularly when you've been out of work for an extended period of time. 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 you are outlined below.

### New Performance Management Framework

Expert recommendations have informed the development of a New Performance Management Framework that delivers:

- improved choice and flexibility for you in finding a provider that suits your situation
- accountability of providers to achieve your employment outcomes,
- clearer focus on your satisfaction and feedback and
- transparency for you as to how providers are rated and assessed.

### Continuous improvement and quality assurance

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

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

New Service Guarantees will clearly show the services you can expect from providers and a copy is available at [www.deewr.gov.au/employment](http://www.deewr.gov.au/employment).

## Enhanced performance measurement

The Employment Performance Management Framework will provide more relevant, timely and detailed performance information to you, employers, providers, DEEWR and other interested parties. The 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 your 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.

The major benefits are that you can:

- **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.

## More information

Further details on this and Job Services Australia can be found at [www.deewr.gov.au/employment](http://www.deewr.gov.au/employment).