Australian Government

Department of Education, Employment and Workplace Relations

Measuring and molding: Australian employment services 2009 to 2012

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Features of JSA

- Mainstream assistance extended to the most disadvantaged job seekers

- Employment Pathway Fund

- Place-based initiatives, Pilots

Some Achievements of JSA

- 8% more job placements in first 26 months than same period for third Job Network contract.

- 25% Stream 4 Post Program Monitoring outcome rate. Much higher than the 15% rate achieved by the Personal Support Programme.

- Lower cost per employment outcome than under previous arrangements.

Managing the purchaser-provider relationship

- Communication

- Consultation

- Collaboration

- Consistency

- Feedback

- Ongoing improvement

Performance Framework - Star Ratings

- Publicly released every three months

- Key driver of performance improvement

- Independently reviewed, robust methodology

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Additional Slides

Australian Labour Market

Measure	September 2008	September 2011
Unemployment rate	4.3%	5.2%
Annual employment growth	2.4%	1.1%
Participation rate	65.5%	65.6%
Youth unemployment rate	8.8%	11.3%
Internet Vacancy Index	123.5	88.3
LTU Incidence	15.7%	17.6%

JSA Star Ratings
Performance Measures and Weightings

Performance Measure		Weighting			
		Stream 1	Stream 2	Stream 3	Stream 4
Efficiency					
1.1	Time to Paid Placement	12%			
1.2	Time to job seeker going off-benefit	6%			
1.3	Time to 13 Week Full Outcome		7%	5%	2%
Effectiveness					
2.1	Job Placements	28%	10%	10%	10%
2.2	Job seeker off-benefit – non payable placements	14%			
2.3	13 Week Full Outcome	10%	23%	25%	19%
2.4	13 Week Pathway Outcome	5%	10%	10%	9%
2.5	13 Week Bonus Outcome	10%	10%	10%	10%
2.6	26 week Full Outcome	10%	30%	30%	21%
2.7	26 week Pathway Outcome	5%	10%	10%	9%
2.8	Social Outcome – Six months additional assistance				15%
2.9	Social Outcome – Participation in Work Experience phase				5%

JSA Star Ratings
Calculation Process

- STEP1: Calculate **Actual Performance** levels for all providers (Sites and Contracts).

- STEP2: Calculate **Expected Performance** levels for all providers via a statistical regression model.

- STEP3: Calculate **Performance Ratios** by comparing actual performance with expected performance.

JSA Star Ratings
Regression Job Seeker Characteristics

Age	Flow/transition job seeker
Age of Youngest Child	Gender
Allowance Type	Indigenous
CALD (Culturally and Linguistically Diverse background)	Indigenous in Metro location
CDEP Participant	Long Term Income Support
Days Available	Mature Age Volunteer
Disability, Yes/No	Pre Release Prisoner
Drought Force Participant	Transient job seeker
Earn or Learn	Unemployment Duration
Education Level	Unstable Accommodation
Ex Offender	Work Capacity Hours

JSA Star Ratings
Regression Labour Market Characteristics

Employment Growth (65 ABS Regions)
Industry Share (ABS Regions – 17 categories)
Jobs Available
Metropolitan / Regional Location
SLA Size
Unemployment Rate (over 1,300 SLAs)

JSA Star Ratings
Relative Distribution

Provider performance scores are compared with national average performance scores and Star Ratings are distributed according to bandwidths below.

Star Rating	'Star Percentage' (Comparison with national average)
5-stars	40% or more above the average
4-stars	20% to 39% above the average
3-stars	Between 19% above and 19% below the average
2-stars	20% to 50% below the average
1-star	50% or more below the average