

Job Network Performance Ratings April 2002

Fact Sheets

Job Network Performance Ratings

Fact sheet



Development of Star Ratings

The Star Ratings provide reliable comparisons between Job Network members. The method for assessing Job Network members' relative performance was initially developed in 1999 by the Department of Employment and Workplace Relations (DEWR) with the assistance of the Universities of Flinders and Adelaide, South Australian Centre for Economic Studies. To ensure that the method represents current best practice, an Independent Review was commissioned in December 2001. This Independent Review of the Star Ratings Method, conducted by Access Economics and completed in February 2002, concluded that the Star Ratings are calculated using a sound, leading-edge approach to performance measurement.

In confirming that the Star Ratings Method is conceptually sound and operationally reliable, the Independent Review also identified ways in which it could be further refined. In particular, Access Economics recommended that the method be immediately improved by adding a limited set of new variables controlling for differences in urban and regional labour market conditions. New variables relating to the size of the labour market in which the Job Network member operates, the major industries in a region and the remoteness of the labour market have been incorporated on the basis of that recommendation.

The Independent Review also suggested that, because of limitations in any statistical model, in assessing overall provider performance – particularly for critical business decisions – it would be sensible to supplement the Star performance ratings with a measure relating to broader aspects of service quality that are not currently accounted for. In line with this suggestion, additional aspects of service quality will be addressed in the assessment of offers of new business for the third Employment Services Contract period.

The National Employment Services Association (NESA), the representative industry body for Job Network members, has been consulted in the development of the Star Ratings methodology. The Chair of NESA was also a member of the Steering Committee which managed the Independent Review. NESA supports the findings of the Review

No Star Performance ratings are being released at this stage for NEIS. Based on feedback received during the Independent Review of the Star Ratings and input from the industry, the Department has decided to undertake further consultations with NEIS providers, the National NEIS Association and NESA before finalising the assessment methodology and the weightings to be used to calculate NEIS Star Ratings. All NEIS providers will be contacted directly about these matters shortly.

Ratings of Job Network members

The ratings system is based on performance indicators compiled from DEWR's Integrated Employment System. These performance indicators are specified in Job Network contracts and focus on the over-riding objective of Job Network, assisting job seekers by addressing their individual needs and placing them into jobs.

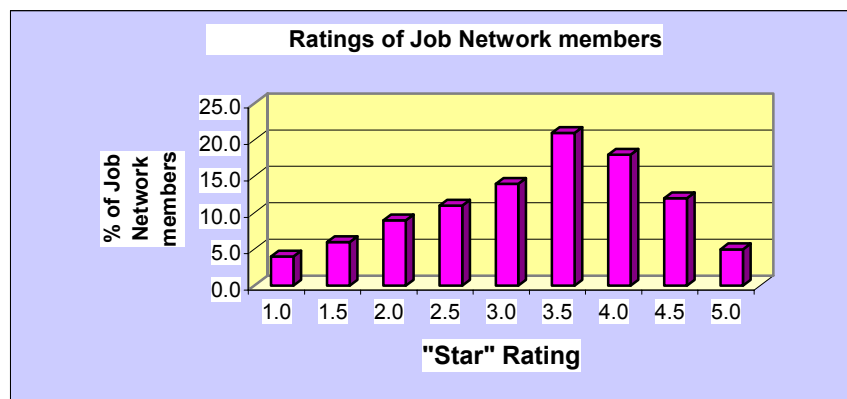
A Job Network member's Star Rating can vary from "one star", indicating room for improvement, to "five stars" representing performance that is well above the average. Equal ratings mean equal performance for Job Network members operating in different Employment Services Areas (e.g. 4

Job Network Performance Ratings Fact sheet



stars in Sydney is equal to 4 Stars in Greater Western Australia). As shown in the chart below, on a national basis, approximately 70 percent of Job Network members are rated at 3 stars or better.

Star Ratings for each of the 19 Job Network regions were released in March and October 2001. Ratings for Job Matching, Job Search Training and Intensive Assistance in each of the 137 Employment Services Areas were previously made available to Job Network members. With the support of NESAs this more detailed information is now being publicly released for the first time.



Extensive statistics on the overall performance of Job Network are published quarterly. The most recent report is *Labour Market Assistance Outcomes June Quarter 2001*.

Job Network Performance Ratings

Job Matching fact sheet



In line with the Government's commitment to publish a wide range of performance information on Job Network, ratings of Job Network members were previously released in March and October 2001. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly. The most recent report is *Labour Market Assistance Outcomes June Quarter 2001*.

Ratings of Job Network members

The Star Ratings show the relative performance of Job Network members delivering Job Matching under the current contract which commenced on 28 February 2000. Ratings are shown for each of the 137 Employment Services Areas and reflect the range of achievement among Job Network members. The ratings vary from "one star", indicating room for improvement, to "five stars" representing performance that is well above the average.

The Ratings System

The Star Ratings system is based on performance measures compiled from DEWR's Integrated Employment System. These measures reflect the performance indicators specified in Job Network contracts and focus on the objective of Job Matching, placing job seekers directly into jobs. Job Network members are rated according to their performance in each Employment Services Area where they operate. The National Employment Services Association, the representative industry body for Job Network members, was consulted in developing the Job Matching ratings.

Job Matching

Job Matching is currently delivered by 158 Job Network Members, through over 1600 sites across Australia. Job Matching is a service that matches the job seeker with a vacancy that suits their skills and experience. Job Network members contact employers to find jobs and then match job seekers to appropriate jobs. Job Network members are paid to help:

- ◆ any unemployed job seeker receiving Newstart Allowance or Youth Allowance or another form of qualifying Government income support;
- ◆ any person aged 15 to 20 years and not in full-time education or training;
- ◆ Aboriginal or Torres Strait Island people participating in the Community Development Employment Project scheme;
- ◆ a range of other job seekers not on allowance and not already working more than 15 hours per week.

For more information

Information on the services offered by all Job Network members is available from touch screens at Centrelink offices or through the Australian Job Search facility on the Job Network internet website at www.jobnetwork.gov.au. Alternatively, job seekers can call 13 62 68 to find out about their local Job Matching service providers or contact their local Centrelink office.

Job Network Performance Ratings

Job Search Training fact sheet



In line with the Government's commitment to publish a wide range of performance information on Job Network, ratings of Job Network members were previously released in March and October 2001. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly. The most recent report is *Labour Market Assistance Outcomes June Quarter 2001*.

Ratings of Job Network members

The Star Ratings show the relative performance of Job Network members delivering Job Search Training under the current contract which commenced on 28 February 2000. Ratings are shown for each of the 137 Employment Services Areas and reflect the range of achievement among Job Network members. The ratings vary from "one star", indicating room for improvement, to "five stars" reflecting performance that is well above the average.

The Ratings System

The Star Ratings system is based on performance measures compiled from DEWR's Integrated Employment System. These measures reflect the performance indicators specified in Job Network contracts and focus on the objective of Job Search Training, helping job seekers develop the skills required to find a job. Job Network members are rated according to their performance in each Employment Services Area where they operate. The National Employment Services Association, the representative industry body for Job Network members, was consulted in developing the current ratings.

Job Search Training

Job Search Training is currently delivered by 94 organisations operating from over 600 sites across Australia. Job Search Training helps job seekers find employment by improving their job search skills. Individually tailored help for job seekers can include: helping them write better job applications; updating their resume; and training them in interview skills and techniques. Assistance includes access to telephones, computers and newspapers. Job Search Training is generally for a period of 15 working days.

To get Job Search Training help, job seekers must be registered with Centrelink and receiving Newstart Allowance or other qualifying income support. People who are re-entering the workforce after a period of at least two years and unemployed young people aged 15 to 20 years are also eligible for Job Search Training regardless of whether they are on income support. Job Search Training is generally provided to job seekers who have been unemployed for 3 to 12 months and who have current work skills.

For more information

Information on the services offered by all Job Network members is available from touch screens at Centrelink offices or through the Australian Job Search facility on the Job Network internet website at www.jobnetwork.gov.au. Alternatively, job seekers can call 13 62 68 to find out about their local Job Search Training service providers or contact their local Centrelink office.

Job Network Performance Ratings

Intensive Assistance fact sheet



In line with the Government's commitment to publish a wide range of performance information on Job Network, ratings of Job Network members were previously released in March and October 2001. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly. The most recent report is *Labour Market Assistance Outcomes June Quarter 2001*.

Ratings of Job Network members

The Star Ratings show the relative performance of Job Network members delivering Intensive Assistance, under the current contract which commenced on 28 February 2000. Ratings are shown for each of the 137 Employment Services Areas and reflect the range of achievement among Job Network members. The ratings vary from "one star", indicating room for improvement, to "five stars" reflecting performance that is well above the average.

The Ratings System

The Star Ratings system is based on performance measures compiled from DEWR's Integrated Employment System. These measures reflect the performance indicators specified in Job Network contracts and focus on the objectives of Intensive Assistance: helping the individual job seeker overcome their barriers to work and placing them into sustained employment. Job Network members are rated according to their performance in each region where they operate. The National Employment Services Association, the representative industry body for Job Network members, was consulted in developing the current ratings.

Intensive Assistance

Intensive Assistance is currently delivered by 118 Job Network members operating from more than 1,100 sites across Australia. There are 29 specialist providers, operating from 120 sites, that assist specific groups of job seekers such as people with disabilities, Aboriginal peoples and Torres Strait Islanders, and people from non-English speaking backgrounds. Intensive Assistance is individually tailored for job seekers who have been unemployed for 12 months or are at risk of becoming long term unemployed, and may include vocational or language and literacy training, relocation assistance, or other measures which address an individual's barriers to taking up job offers. Intensive Assistance providers may offer incentives to employers to take on employees, such as paying for work-place adjustments or wage subsidies.

To get Intensive Assistance job seekers must be registered with Centrelink and receiving an eligible allowance. Unemployed young people aged 15 to 20 years do not have to be on income support. Centrelink assesses job seekers to work out whether Intensive Assistance can help them. In most cases, once assessed as eligible for Intensive Assistance, job seekers can choose the Intensive Assistance Job Network member they want to work with.

Choosing an Intensive Assistance service provider

Information on the services offered by all Job Network members is available from touch screens at Centrelink offices or through the Australian Job Search facility on the Job Network internet website at www.jobnetwork.gov.au. Alternatively, job seekers can call 13 62 68 to find out about their local Intensive Assistance service providers or contact their local Centrelink office.