



Job Network Performance Ratings September 2002

Fact Sheets

Job Network Performance Ratings

Fact sheet



Development of Performance Ratings

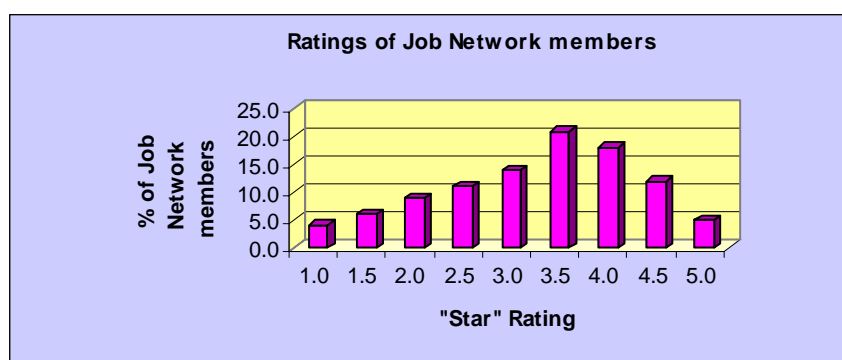
Performance ratings are sharply focused on the achievement of employment outcomes for job seekers and provide reliable comparisons between Job Network members. The method for assessing the relative performance of Job Network members was developed by the Department of Employment and Workplace Relations (DEWR) with the assistance of the Universities of Flinders and Adelaide, South Australian Centre for Economic Studies. The validity of the Star Ratings method has since been independently confirmed by Access Economics. The National Employment Services Association, the representative industry body for Job Network members, was consulted in the development of the current ratings. In developing ratings for the New Enterprise Incentive Scheme (NEIS), the National NEIS Association was also consulted.

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 rating can vary from "one Star", indicating room for improvement, to "five Stars" representing performance that is well above the average. For Job Matching, Job Search Training and Intensive Assistance, equal ratings mean equal performance for Job Network members operating in different Employment Services Areas (e.g. 4 Stars in any Sydney area is equal to 4 Stars in any area of Greater Western Australia). As shown in the chart below, on a national basis, approximately 70 per cent of Job Network members delivering these services are rated at 3 Stars or better.

NEIS ratings are for the 19 Job Network regions for which providers are contracted. Because of the relatively small size of the programme, the distribution of Star Ratings for NEIS differs from that for other services. Half star increments are not included and larger proportions of providers are rated at 4 Stars and 5 Stars. Star Ratings for NEIS providers can be directly compared between regions.



Extensive statistics on the overall performance of Job Network are published quarterly in the [Labour Market Assistance Outcomes](#) report.

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 2001, October 2001 and April 2002. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly in the [Labour Market Assistance Outcomes](#) report.

Ratings of Job Network members

These 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 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 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 current ratings.

Job Matching

Job Matching is currently delivered by over 150 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 2001, October 2001 and April 2002. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly in the [Labour Market Assistance Outcomes](#) report.

Ratings of Job Network members

These 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 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 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 91 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. Mature age job seekers and Indigenous Australians have immediate eligibility for Job Search Training.

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 2001, October 2001 and April 2002. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly in the [Labour Market Assistance Outcomes](#) report.

Ratings of Job Network members

These 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 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 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 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.

Intensive Assistance

Intensive Assistance is currently delivered by 118 Job Network members operating from more than 1,100 sites across Australia. There are 27 specialist providers, operating from 106 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. In most cases, eligible 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.

Job Network Performance Ratings

New Enterprise Incentive Scheme fact sheet



The release of current ratings for the New Enterprise Incentive Scheme (NEIS) meets the Government's commitment to publish a wide range of performance information on Job Network. In addition to these ratings, extensive statistics on the overall performance of Job Network are published quarterly in the [Labour Market Assistance Outcomes](#) report.

Ratings of Job Network members

These ratings show the relative performance of Job Network members delivering NEIS, under the current contract which commenced on 28 February 2000. Ratings are shown for each of the 19 Job Network labour market regions and reflect the range of achievement among Job Network members in each region. 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 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 objectives of NEIS, assisting individual job seekers into self employment through the start up of their own small business. Job Network members are rated according to their performance in each region where they operate. The Star Ratings released for the period ending August 2002 are calculated using a more refined method than was applied for those in the earlier release of October 2001. The National Employment Services Association, the representative industry body for Job Network members, was consulted in developing the current ratings. The National NEIS Association was also consulted.

New Enterprise Incentive Scheme

NEIS is currently delivered by 51 Job Network members operating from over 340 sites across Australia. Job Network members provide NEIS participants with training in business plan development and small business management, as well as business advice and mentoring support through the first 12 months of business operation. Where appropriate, NEIS assistance also includes income maintenance (NEIS allowance) replacing Newstart allowance or other income support payments for up to 52 weeks.

To participate in NEIS, a job seeker must: be over 18 years of age; be registered as unemployed with Centrelink and in receipt of a qualifying income support payment; not be a discharged bankrupt; and, not have received NEIS in the previous 2 years. A NEIS business must not have operated commercially before or involve the purchase or take-over of an existing business.

Choosing a New Enterprise Incentive Scheme 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 NEIS service providers or contact their local Centrelink office.