

**Senate Standing Committee on Education Employment and Workplace  
Relations**

**QUESTIONS ON NOTICE  
Additional Estimates 2010-2011**

**Outcome 4 - Employment & Participation Policy**

**DEEWR Question No.EW0964\_11**

**Senator Abetz provided in writing.**

**Question**

**LOCAL EMPLOYMENT COORDINATORS - KPI5**

How is the Department measuring KPI5- 'Quality of service provided to DEEWR'?

**Answer**

KPI 5: *Quality of service provided to DEEWR* is measured by:

- High level of professionalism displayed;
- Meets deadlines and provides relevant responses to requests;
- Fortnightly reports submitted on time;
- Fortnightly reports provide a comprehensive outline of activities; and
- Feedback from DEEWR state/regional managers.

Under the terms and conditions of the Local Employment Coordinator (LEC) services contracts, LECs must regularly report to the Department detailing their work in their priority employment area.

The Department assesses LEC performance through the combined analysis of these reports and DEEWR State Network feedback on LEC activities. The assessment is focussed on individual performance and also takes into account the distinct complexities of each priority employment area.