

EDUCATION, EMPLOYMENT AND WORKPLACE RELATIONS

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2008-09 BUDGET ESTIMATES HEARING

Outcome 7

DEEWR Question No. EW290_09

Senator Abetz provided in writing.

Question

- i) Considering providers tendered to offer a range of services under the STEP ERS contract, how are their Key Performance Indicators (KPIs) measured? For example, how do you compare the performance of a provider who is only offering mentoring services, with one who is focussed on employment placement?
- ii) Have any STEP ERS providers either voluntarily handed back their business, or had their contracts cancelled due to poor performance?
- iii) Will Indigenous Employment Programmes continue to be offered under a separate contract?

Answer

- i) STEP ERS KPIs are used to measure and evaluate a contractor's performance against the requirements of their Official Order. The method used to measure will depend on the specific KPIs, but typically includes consideration of job outcomes, number of persons assisted and the like. The Department does not comparatively measure performance of STEP ERS providers across different services.
- ii) Organisations which are appointed to the STEP ERS Panel sign a Deed of Standing Offer. If they are subsequently awarded business they sign an Official Order (a contract). Six STEP ERS Panel members have had their Official Order terminated due to reasons including voluntary exit and poor performance.
- iii) A review of the Indigenous Employment Program and Community Development Employment Projects [CDEP] is currently being undertaken. The review and associated discussion paper, *Increasing Indigenous Economic Opportunity - A Discussion Paper On The Future Of The CDEP and the Indigenous Employment Program (IEP)*, are seeking views on what works now and innovative ideas to ensure the program meets Indigenous peoples' needs into the future.