

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

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

Outcome 4 - Employment & Participation Policy

DEEWR Question No.EW0161_10

Senator Cormann asked on 31/05/2010, Hansard page 16.

Question

JSA PROVIDERS KPI'S

How many Employment Service providers is the Department concerned about in relation to KPI 3 – Quality Framework?

Answer

The Job Services Australia Quality Framework was implemented in December 2009. At this early stage in the operation of the Quality framework, the department does not have any concerns regarding the results. As agreed with providers, results under KPI 3 are only made available to individual providers and have not been publicly released.

As part of ongoing contract management, the Department works collaboratively with providers to implement strategies for continuous improvement.