

Provider Performance Framework

This training module will give providers an overview of the Provider Performance Framework and how it is used by the department to assess performance and determine annual licence reviews.

≡ Welcome

≡ Overview

≡ Modules and measures

≡ Module ratings

≡ Overall performance ratings

≡ Reporting and licensing

≡ Summary

Welcome



The Provider Performance Framework is used by the department to assess your organisation's performance as a provider. It determines performance ratings which feed into annual licence reviews.

Having a good understanding of the standards to which your organisation will be held, and the processes and measures that will be used to assess performance is essential for your organisation to achieve the best possible ratings.

This training module gives an overview of the Provider Performance Framework and will help your organisation to understand how performance ratings are determined and how they are used in the licence reviews.

Learning outcomes

At the end of this training you will be able to:

- identify the structural features of the Provider Performance Framework (measures, modules, overall ratings)
- name the 5 modules of the Provider Performance Framework
- describe how measure results are rated (according to thresholds)
- describe how module ratings are determined for each module
- describe how overall ratings are determined and how they feed into licensing reviews
- describe what is publicly reported for provider performance.

The training module has been designed using research-based training methods. It presents you with new information and supports you to practice using it. It gives you the opportunity to check your understanding and apply your new knowledge.

Each lesson follows a similar format and includes:

- definitions
- descriptions of your role and responsibilities
- process diagrams
- scenarios
- activities
- feedback
- quiz questions
- links to other resources.



This training module (the Module) is provided to assist Workforce Australia Employment Services Providers (Providers) realise the objectives of Workforce Australia Services in providing employment services under the Workforce Australia Employment Services

Providers Deed of Standing Offer 2022 – 2028 (the Deed). The Module is made available to Providers solely for the purpose of receiving training from the Commonwealth to assist in their performance of their obligations under the Deed. Providers may not use the Module for any other purpose than receiving training from the Commonwealth.

The Module does not in any way vary the Deed or the obligations of Providers under the Deed (including without limitation any Guidelines). Any general statements in the Module do not diminish specific obligations applicable to Providers under the Deed or the Guidelines. The Module is not incorporated into the Deed.

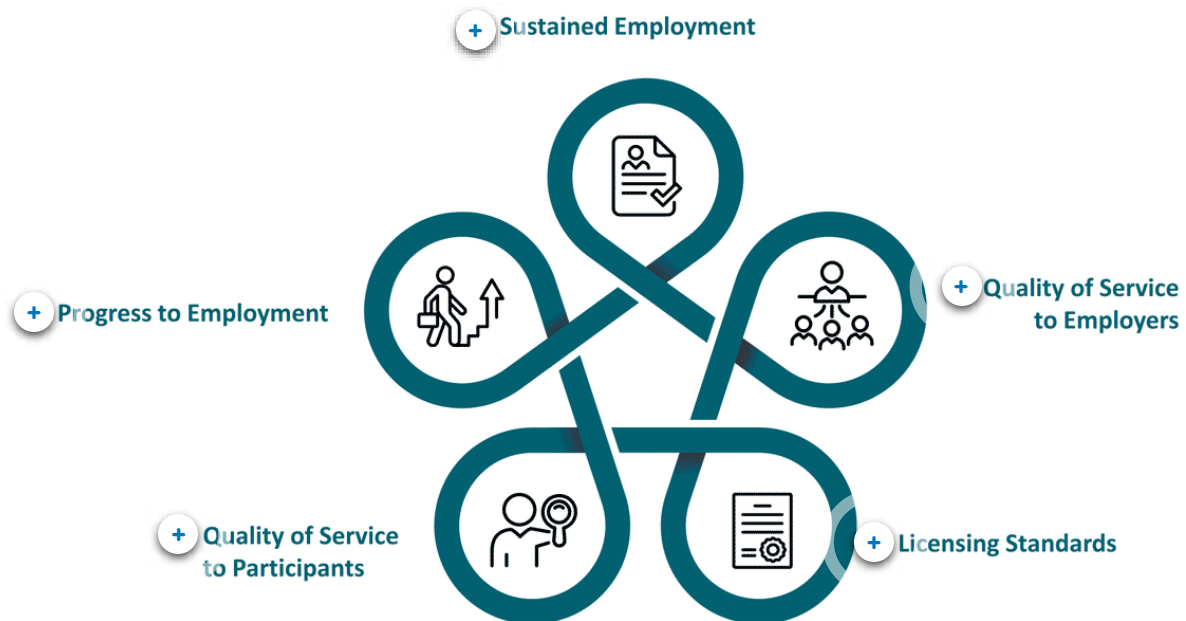
The Module may contain videos representing working environments. These videos should be taken as illustrative only and may not necessarily represent what is a safe system of work as required by the Deed or by work health and safety laws in Australian jurisdictions in which Providers operate.

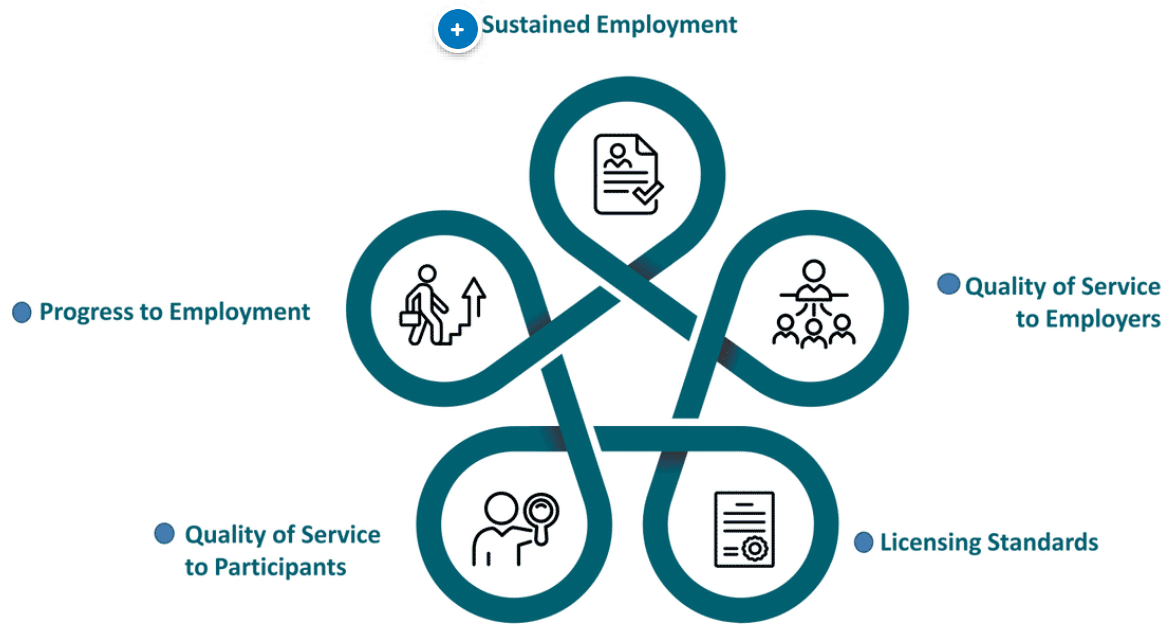
[GET STARTED](#)

Overview

Structure of the Provider Performance Framework

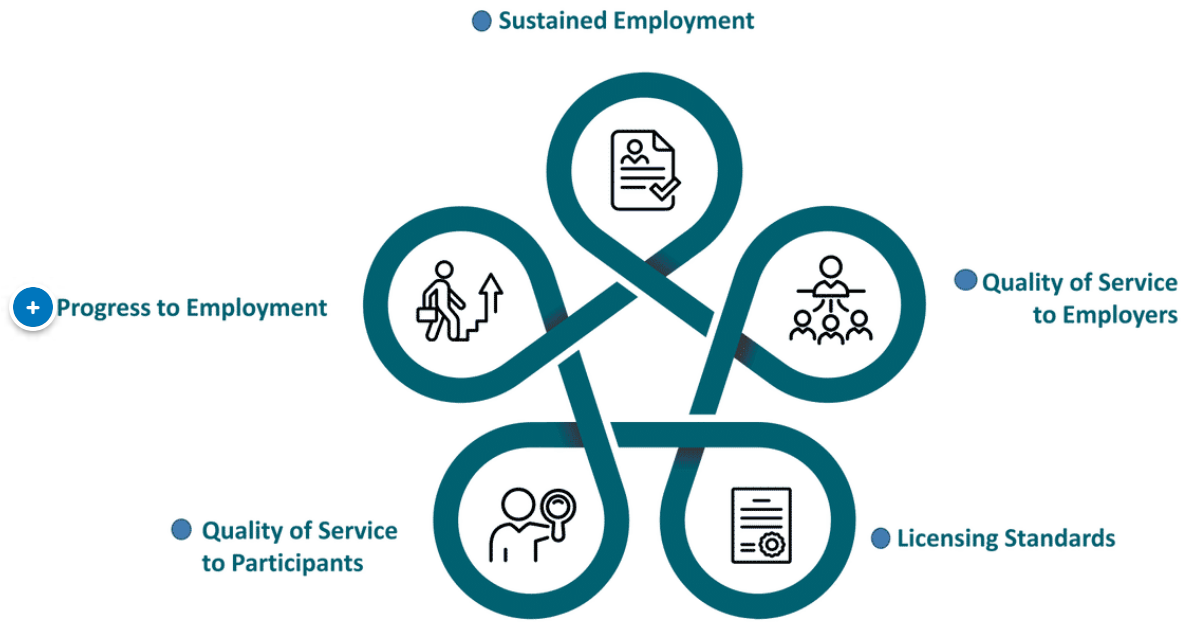
The Provider Performance Framework is used to assess your organisation's performance at the licence level. Click on the hotspots to reveal the underpinning measures for each of the 5 modules.





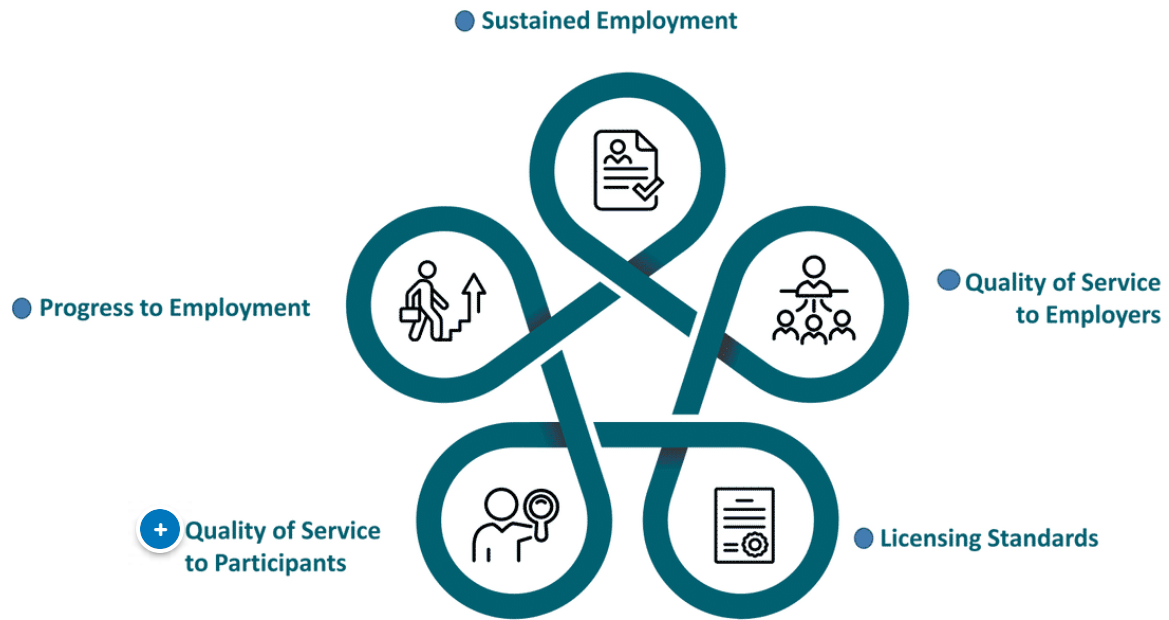
Sustained Employment

- 26 Week Outcomes – All Participants
- 12 Week Outcomes – All Participants
- 26 Week Outcomes – Indigenous Participants
- 12 Week Outcomes – Indigenous Participants



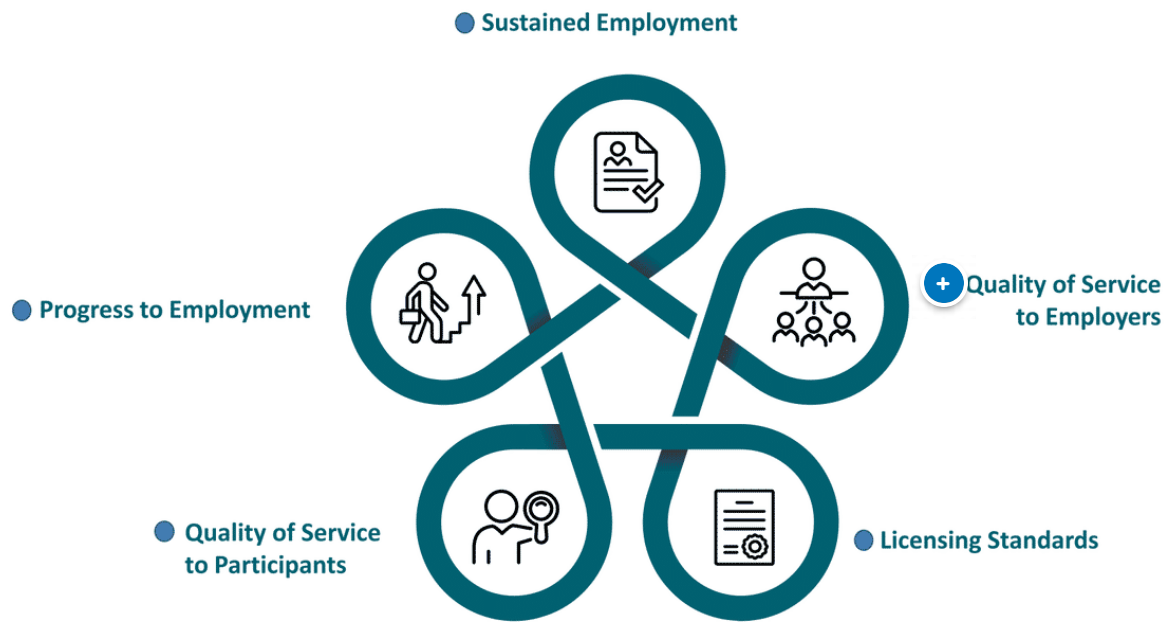
Progress to Employment

- Progress Payments
- User Views – Progress
- Servicing Rate



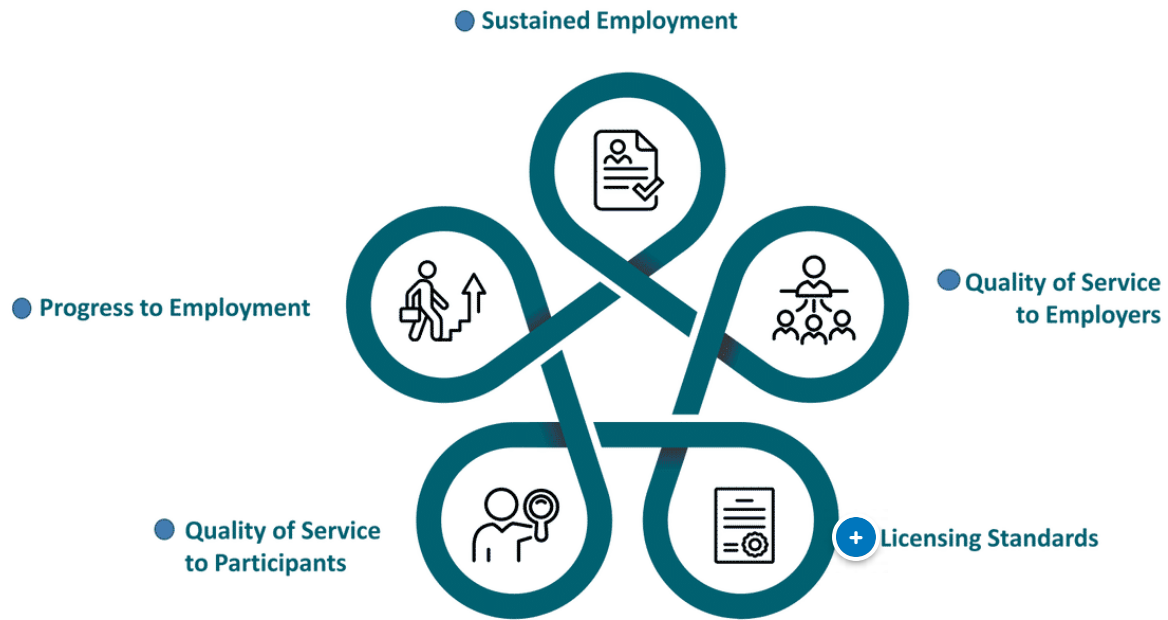
Quality of Service to Participants

- Service Delivery Assessment
- User Views – Quality
- Tailored Servicing



Quality of Service to Employers

- Service Delivery Assessment
- Job Search Quality



Licensing Standards

- Program Assurance Activities and Breaches

You'll learn more about each module and the underpinning measures in the following lessons.

Purpose of the Provider Performance Framework

The framework is intended to:

- encourage innovation and drive performance improvement
- ensure that providers are fulfilling their obligations under the Deed and meeting the standards required
- inform participants and employers of each provider's performance in their local employment region.

Meeting framework standards is essential as performance results feed into the annual licence review.

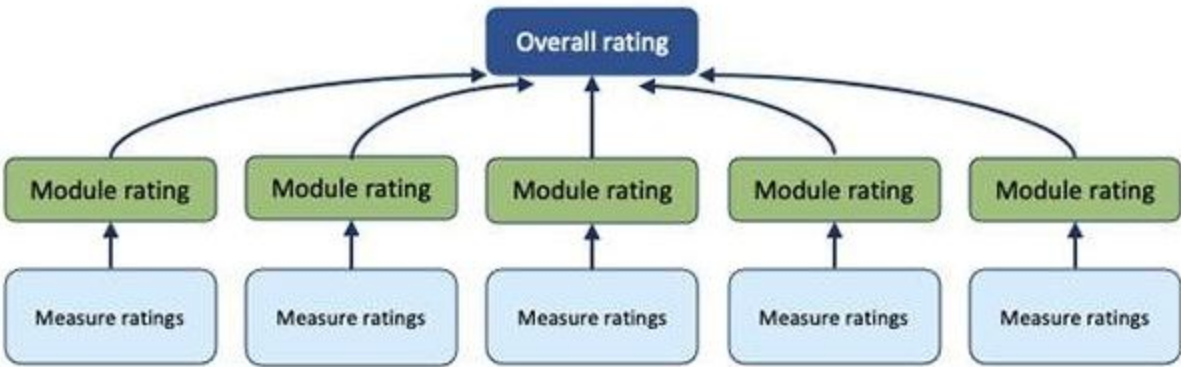
Performance ratings

Each quarter your organisation will be awarded a single overall performance rating for each licence it holds. A bottom-up process is used to determine this rating:

- Measure level ratings are determined based on provider activity
- Module level ratings are determined by the combination of measure level ratings
- Overall performance ratings are determined by the combination of module level ratings.

Each measure, each module and the overall performance will be assigned one of 3 possible ratings: high, moderate or low.

Overall performance ratings inform annual licence review decisions.



A bottom-up process is used to determine the overall performance rating

Measure ratings and thresholds

You've seen that there are three possible performance ratings – high, moderate and low. For each measure, 2 thresholds are applied that identify the bandwidths for these ratings. These thresholds are unique to each measure.

- A HIGH threshold defining the cut off between high and moderate ratings.
- A LOW threshold defining the cut off between moderate and low ratings.

The Provider Performance Framework is designed to drive improved performance by gradually changing performance thresholds over time where appropriate. Performance thresholds will be unique to each measure and will be published by the department before July each year.

The department will evaluate performance thresholds annually between April and May to identify performance thresholds that should be adjusted.

Check your understanding

Read the question and choose the correct answer.

What is the Provider Performance Framework?

A tool used by providers to self-assess their performance

A framework used by the department to assess provider performance

- A practical guide to achieving high provider performance
- A collection of measures that depict a participant's employment journey

SUBMIT

What is the purpose of the Provider Performance Framework?

- To enable the comprehensive assessment of a provider's service delivery at the licence level
- To encourage innovation and drive performance improvement
- To ensure providers are fulfilling their obligations under the deed and meeting the licensing standards required
- All of the above

SUBMIT

Why is the Provider Performance Framework important for providers?

- It is the only measure of performance providers are held against
- It requires providers to change fundamental behaviours to meet licensing requirements
- Performance results based on the framework feed into annual licence reviews
- It requires direct action from providers

SUBMIT

Decide if the statements are true or false. Click on each card and drag it to the correct pile.

True

It is the overall rating that feeds directly into the licence review

Underpinning measures are rated according to thresholds

A provider's overall performance rating is determined by a bottom-up process

For each measure there is an upper and a lower threshold

False

Each module has an equal number of underpinning measures

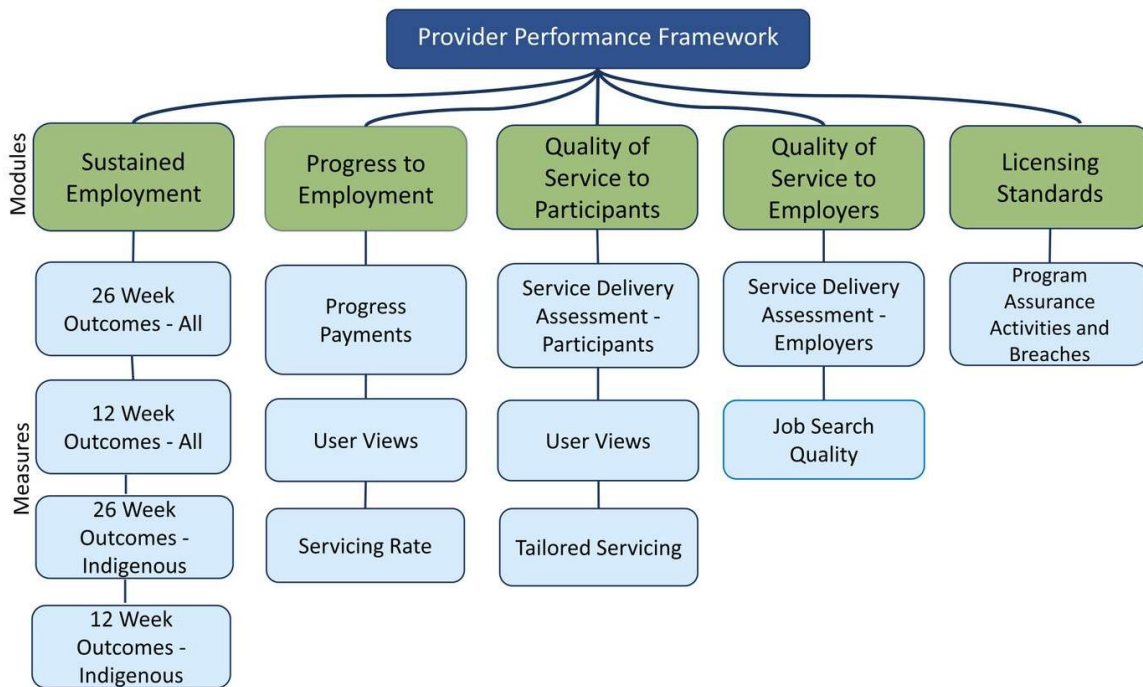
There are 6 modules in the Provider Performance Framework

Next up - Modules and measures

[CONTINUE](#)

Modules and measures

In this lesson you will learn about the 5 modules and their underpinning measures.



To ensure performance is considered holistically, the framework comprises 5 modules. Click on each to see their underpinning measures.

Sustained Employment

This module assesses the success of the provider in achieving sustained employment outcomes for all participants and Indigenous participants over 12 and 26 weeks.

26-week Outcomes for All Participants	A quantitative measure of the provider's success at achieving 26 Week Outcomes for All Participants
26 Week Outcomes for Indigenous Participants	A quantitative measure of the provider's success at achieving 26 Week Outcomes for Indigenous Participants
12 Week Outcomes for All Participants	A quantitative measure of the provider's success at achieving 12 Week Outcomes for All Participants
12 Week Outcomes for Indigenous Participants	A quantitative measure of the provider's success at achieving 12 Week Outcomes for All Participants

Note:

Licences that have assisted fewer than 20 participants in the assessment of a specific measure will not receive a rating for that measure. It is expected that:

- Indigenous specialist licences will only be awarded ratings for the two Indigenous participant measures.
- CALD and Refugee specialist licences will only be awarded ratings for the two All Participant measures.

Progress to Employment —

This module uses quantitative and qualitative measures to assess the success of the provider in progressing participants towards employment.

Progress Payments	A quantitative measure of the provider's
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	success at achieving progress payments
User Views	A survey-based measure of participant experience of progressing towards employment
Servicing Rate	A quantitative measure of the extent to which providers deliver regular service to all participants on their caseload

Quality of Service to Participants —

This module uses quantitative and qualitative measures to assess the success of the provider in delivering high quality service to participants.

Service Delivery Assessment - Participants	A qualitative assessment conducted by the department of each provider's quality of service delivered to participants.
User Views	A survey-based assessment of participant experience of the quality of service delivered by each provider.
Tailored Servicing	A quantitative assessment of the extent that participants are receiving a service tailored to their unique circumstances based on the diversity of tasks and points targets under the Points Based Activation System.

Quality of Service to Employers —

This module uses quantitative and qualitative measures to assess the success of the provider in delivering high quality service to employers.

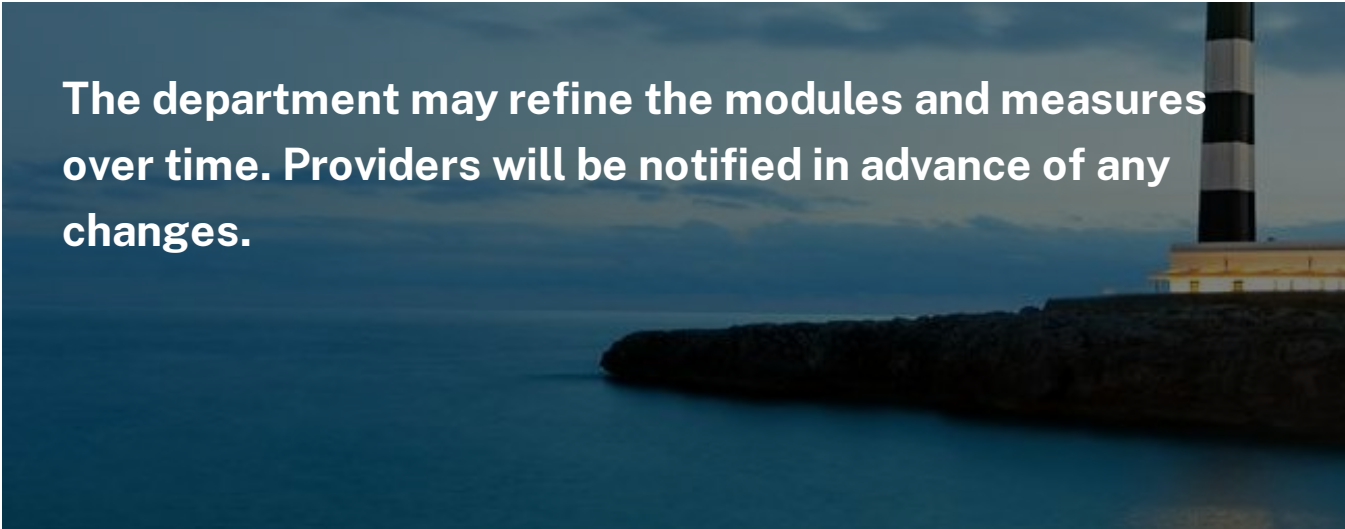
Service Delivery Assessment - Employers	A qualitative assessment conducted by the department of each provider's quality of service delivered to participants.
Job Search Quality	A quantitative assessment of the provider's success at ensuring participants on their caseload are submitting appropriate job applications.

Licensing Standards —

This module uses demerit score assessment results from Program Assurance Activities to assess the success of the provider in complying with the licensing standards required to operate.

Program Assurance Activities and Breaches	Results of Program Assurance Activities and Breaches will inform the provider's module level performance rating for Licensing Standards. The rating will be determined by the result from the demerit score assessment.
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The department may refine the modules and measures over time. Providers will be notified in advance of any changes.

Match the measure on the left with the module it relates to on the right.

SUBMIT

Next up - Module ratings

CONTINUE

Module ratings



Determining module ratings

In the previous lesson we saw how ratings are awarded for each measure. This lesson describes how the measure ratings are used to determine the module ratings.

Sustained Employment

As you know, most licences will have 4 measures in the Sustained Employment module, but some will have just 2. This requires 2 approaches to determining the rating of the Sustained Employment module.

i In this module, no ratings will be assigned for any measure with fewer than 20 participants in the denominator.

Performance rating requirements for licences with 4 measures

Click on each performance rating to view its requirements.

High —

High ratings in 2 or more measures and not low in any measure (exceptions to high performance ratings are detailed below).

Moderate —

Moderate ratings in at least 2 measures and no more than one high and one low in the remaining measures.

Low —

Low in 2 or more measures.

Exceptions to high performance ratings

There are three exceptions for which licences with exactly 2 high measure ratings are awarded a moderate module rating.

Click on each exception in diagram below to reveal the reason for its moderate rating.

		All participants		Indigenous participants		Module rating
		26 week outcomes	12 week outcomes	26 week outcomes	12 week outcomes	
<input type="checkbox"/>	Exception 1	High	High	Moderate	Moderate	Moderate
<input type="checkbox"/>	Exception 2	Moderate	Moderate	High	High	Moderate
<input type="checkbox"/>	Exception 3	Moderate	High	Moderate	High	Moderate

	All participants		Indigenous participants		Module rating
	26 week outcomes	12 week outcomes	26 week outcomes	12 week outcomes	
Exception 1	High	High	Moderate	Moderate	Moderate
Exception 2	Moderate	Moderate	High	High	Moderate
Exception 3	Moderate	High	Moderate	High	Moderate

Licence has not achieved comparably high results for their Indigenous participants.

	All participants		Indigenous participants		Module rating
	26 week outcomes	12 week outcomes	26 week outcomes	12 week outcomes	
Exception 1	High	High	Moderate	Moderate	Moderate
+ Exception 2	Moderate	Moderate	High	High	Moderate
Exception 3	Moderate	High	Moderate	High	Moderate

Licence has not achieved comparably high results for their entire caseload.

	All participants		Indigenous participants		Module rating
	26 week outcomes	12 week outcomes	26 week outcomes	12 week outcomes	
Exception 1	High	High	Moderate	Moderate	Moderate
Exception 2	Moderate	Moderate	High	High	Moderate
+ Exception 3	Moderate	High	Moderate	High	Moderate

Licence has not been highly effective at sustaining employment placements for 26 weeks.

Performance rating requirements for licences with 2 measures

Click on each performance rating to view its requirements.

High —

High in both measures.

Moderate —

At least moderate in both measures.

Low —

Low in one or both measures.

Check your understanding

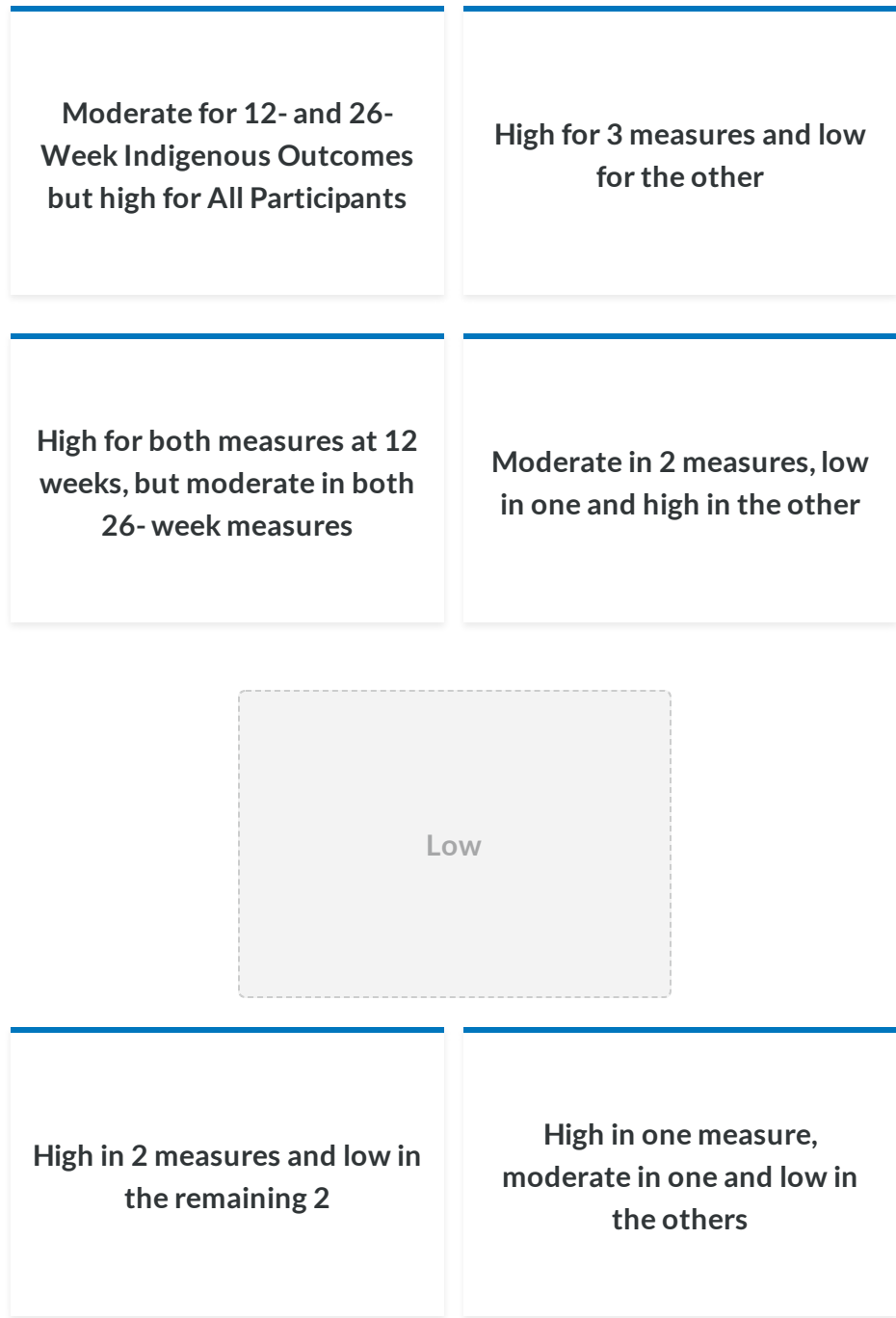
Decide what rating the Sustained Employment module would be given in the following situations.

Click on each card and drag it to the correct pile.

High

High for 3 measures and
moderate for the other

Moderate



Progress to Employment and Quality of Service

The same performance rating requirements exist for the following modules:

- Progress to Employment

- Quality of Service to Participants
- Quality of Service to Employers

Performance rating requirements

Click on each performance rating to view its requirements.

High —

High ratings in one or more measures and no low ratings.

Moderate —

Moderate ratings in all measures.

Low —

Low ratings in one or more measures.



In instances where data is insufficient to calculate a result for a measure, performance against that measure will be rated as moderate.

Check your understanding

Consider each situation and decide if Progress to Employment or Quality of Service modules should be rated high, moderate or low. Click on each card to view the correct rating.

Quality of Service to Participants - One high rating and moderate ratings for the remaining 2 measures.

High. The Provider needs one measure to be high and receive no low ratings to achieve a high rating.

Progress to Employment - 2 high ratings and one low rating.

Low. One low measure rating will result in a module rating of low, even if all other ratings are high.

Quality of Service to Employers - one moderate rating and one low rating.

Low. One low measure rating will result in a low module rating, regardless of other ratings.

Licensing Standards

The Licensing Standards module will be assessed as high, moderate or low against the single underpinning measure – Program Assurance Activities and Breaches. As with all measures in other modules, the performance results for program assurance activities and breaches are determined by thresholds.

Next up - Overall performance ratings

CONTINUE

Overall performance ratings



Determining overall performance ratings

In the previous lesson we saw how ratings are awarded for each module. This lesson describes how the module ratings are used to determine the overall performance ratings.

Performance rating requirements

Click on each performance rating to view its requirements.

High —

High rating in the Sustained Employment module and at least moderate ratings in all other modules.

Moderate —

At least moderate ratings in all modules.

Low —

Low ratings in one or more modules.

To ensure that the Provider Performance Framework drives continuous improvement, there will be a periodic review of the module performance ratings required to achieve each of the overall performance ratings (high, moderate or low). Reviews will be conducted on a module-by-module basis alongside reviews of measure thresholds.

Check your understanding

Consider the questions below and select the correct answers.

1 of 3. Take a look at the module ratings a provider has received for the quarter. What overall performance rating would they be given by the department?

Module	Module ratings
Sustained Employment	High
Progress to Employment	Moderate
Quality of Service to Participants	High
Quality of Service to Employers	Moderate
Licensing Standards	Moderate

-
- Low
 - Moderate
 - High

SUBMIT

2 of 3. Another provider has received their quarterly module ratings. What overall performance rating do you think they would receive?

Module	Module ratings
Sustained Employment	Moderate
Progress to Employment	High
Quality of Service to Participants	High
Quality of Service to Employers	Moderate
Licensing Standards	High

- Low
- Moderate
- High

SUBMIT

3 of 3. If you were assessing the module ratings below what overall performance rating would you give this provider?

Module	Module ratings
Sustained Employment	High
Progress to Employment	High
Quality of Service to Participants	High
Quality of Service to Employers	Low
Licensing Standards	Moderate

Low

Moderate



High

SUBMIT

Next up - Reporting and licensing

CONTINUE

Reporting and licensing



Release of performance ratings

The department will release performance ratings on a quarterly basis. The first release of performance ratings will occur for the quarter ending 30 June 2023.

As part of the release of quarterly performance ratings your organisation will receive its overall, module and measure ratings for each licence that it operates.

Public reporting

The overall and module ratings for all licences will be publicly released on departmental websites and distributed to Services Australia. This will make them available to participants and employers who are seeking performance information about the Workforce Australia providers in their local area. Measure ratings will not be released except for the User Views – Quality measure that indicates the level of participant satisfaction with the quality of service they have received.

 **Publication of User Views will be subject to meeting minimum sample size criteria.**

Indicative release

The department will release indicative ratings after approximately 9 months of operation. These ratings are indicative as they are based on early data for some measures, particularly 26 Week Outcomes. They will not be publicly released.

The department will provide regular activity reporting for each quantitative measure to support your organisation in managing its own performance.

The impact of overall performance ratings on licensing

As mentioned previously, the overall performance rating that your organisation achieves is one of the several considerations that feed into the annual licence review and renewal processes. Although performance ratings are not the only consideration for annual licence reviews, consistently receiving low ratings may jeopardise your organisation's ability to maintain its licence/s.

Expectations of providers

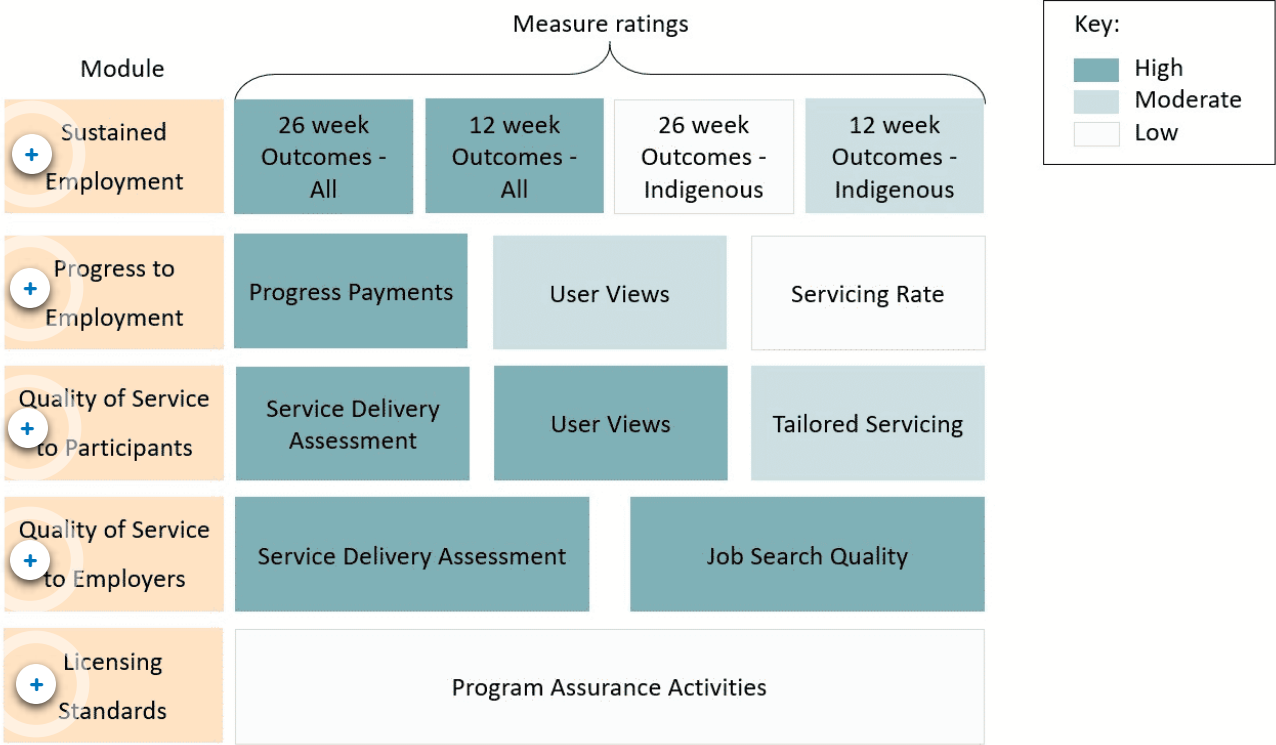
There are no additional reporting requirements associated with the Provider Performance Framework as the department will calculate results and assess performance based on information gathered through the ESS web and through regular licence management activities.

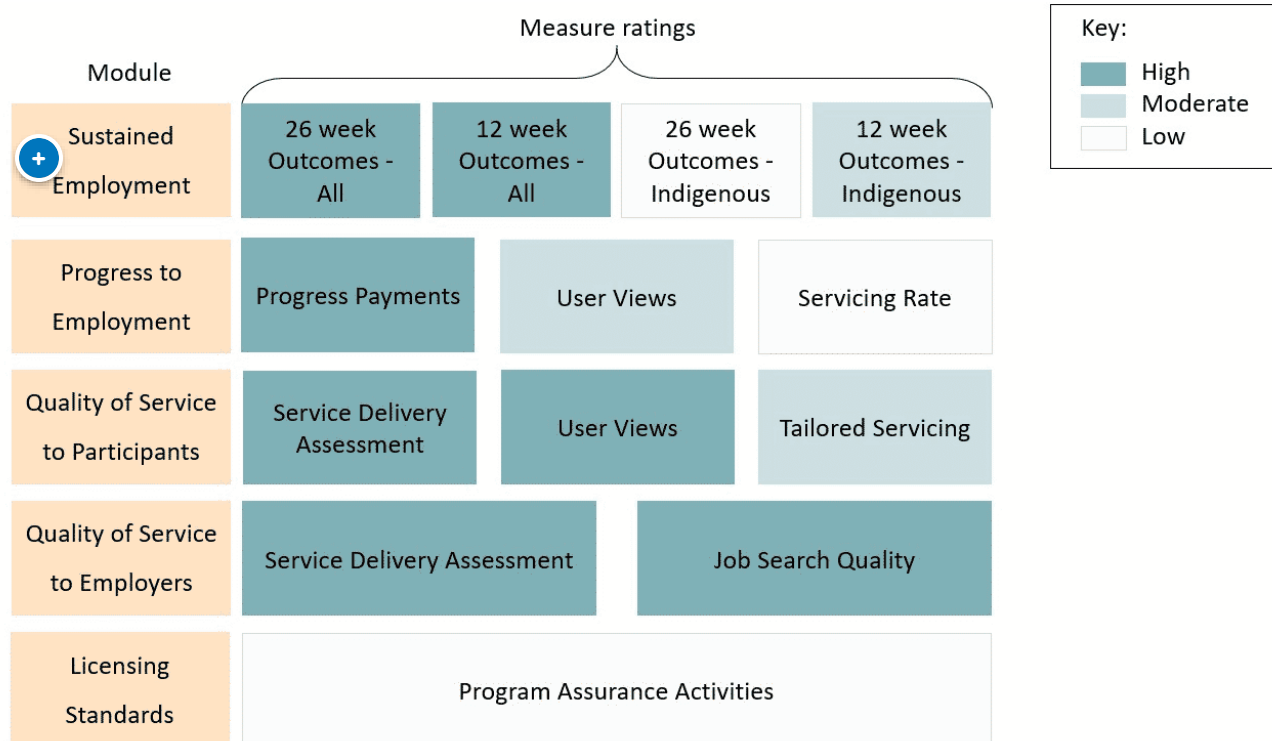
The purpose of this training module is to inform you of the processes and measures used to assess your organisation's performance and the standards to which it will be held.

While there is no explicit action needed, you are highly encouraged to gain a clear and thorough understanding of the Provider Performance Framework so you can use it to strategically plan and improve your organisation's performance ratings.

Performance rating scenario

Let's revisit the requirements for the module ratings of low, moderate, and high. Imagine that this diagram below is your organisation's scorecard for the quarter. Click on the hotspots to find out the rating it would be given for each module and why.





Sustained Employment

Your organisation has achieved a moderate rating for this module. Although 2 measures are rated high, to achieve a high module rating an organisation cannot have any measure rated low. You also have to consider exceptions to a high rating for this module. This means even if the 26 Week Outcomes for Indigenous Participants was rated moderate, your organisation would still only receive a moderate rating for the module. This is because it has not delivered comparable outcomes to Indigenous participants.

Module	Measure ratings			
Sustained Employment	26 week Outcomes - All	12 week Outcomes - All	26 week Outcomes - Indigenous	12 week Outcomes - Indigenous
Progress to Employment	Progress Payments	User Views	Servicing Rate	
Quality of Service to Participants	Service Delivery Assessment	User Views	Tailored Servicing	
Quality of Service to Employers	Service Delivery Assessment		Job Search Quality	
Licensing Standards	Program Assurance Activities			

Key:

- High
- Moderate
- Low

Progress to Employment

Your organisation has achieved a low rating for this module. It cannot achieve a moderate or high rating for this module if it has one or more low measure ratings.


Module	Measure ratings			
Sustained Employment	26 week Outcomes - All	12 week Outcomes - All	26 week Outcomes - Indigenous	12 week Outcomes - Indigenous
Progress to Employment	Progress Payments	User Views	Servicing Rate	
Quality of Service to Participants	Service Delivery Assessment	User Views	Tailored Servicing	
Quality of Service to Employers	Service Delivery Assessment		Job Search Quality	
Licensing Standards	Program Assurance Activities			

Key:

- High
- Moderate
- Low

Quality of Service to Participants

Your organisation has achieved a high rating for this module. To achieve a high rating for this module, it must have one or more measures rated high and no measures rated low.

Module	Measure ratings			
	26 week Outcomes - All	12 week Outcomes - All	26 week Outcomes - Indigenous	12 week Outcomes - Indigenous
Sustained Employment	High	High	Low	Moderate
Progress to Employment	High	Moderate	Moderate	Low
Quality of Service to Participants	High	High	Moderate	Moderate
Quality of Service to Employers 	High		High	
Licensing Standards	Low			

Quality of Service to Employers

Your organisation has achieved a high rating for this module. Both measures are rated high.

Module	Measure ratings			
	26 week Outcomes - All	12 week Outcomes - All	26 week Outcomes - Indigenous	12 week Outcomes - Indigenous
Sustained Employment	High	High	Moderate	Moderate
Progress to Employment	High	Moderate	Moderate	Low
Quality of Service to Participants	High	High	Moderate	Moderate
Quality of Service to Employers	High		High	
Licensing Standards	Low			

Licensing Standards

Your organisation has achieved a low rating for this module. The only measure is rated low.

What would the overall performance rating be for this provider?

- High
- Moderate
- Low

SUBMIT

i If you want a summary of how module ratings and overall ratings are determined, check out the cheat sheet below.

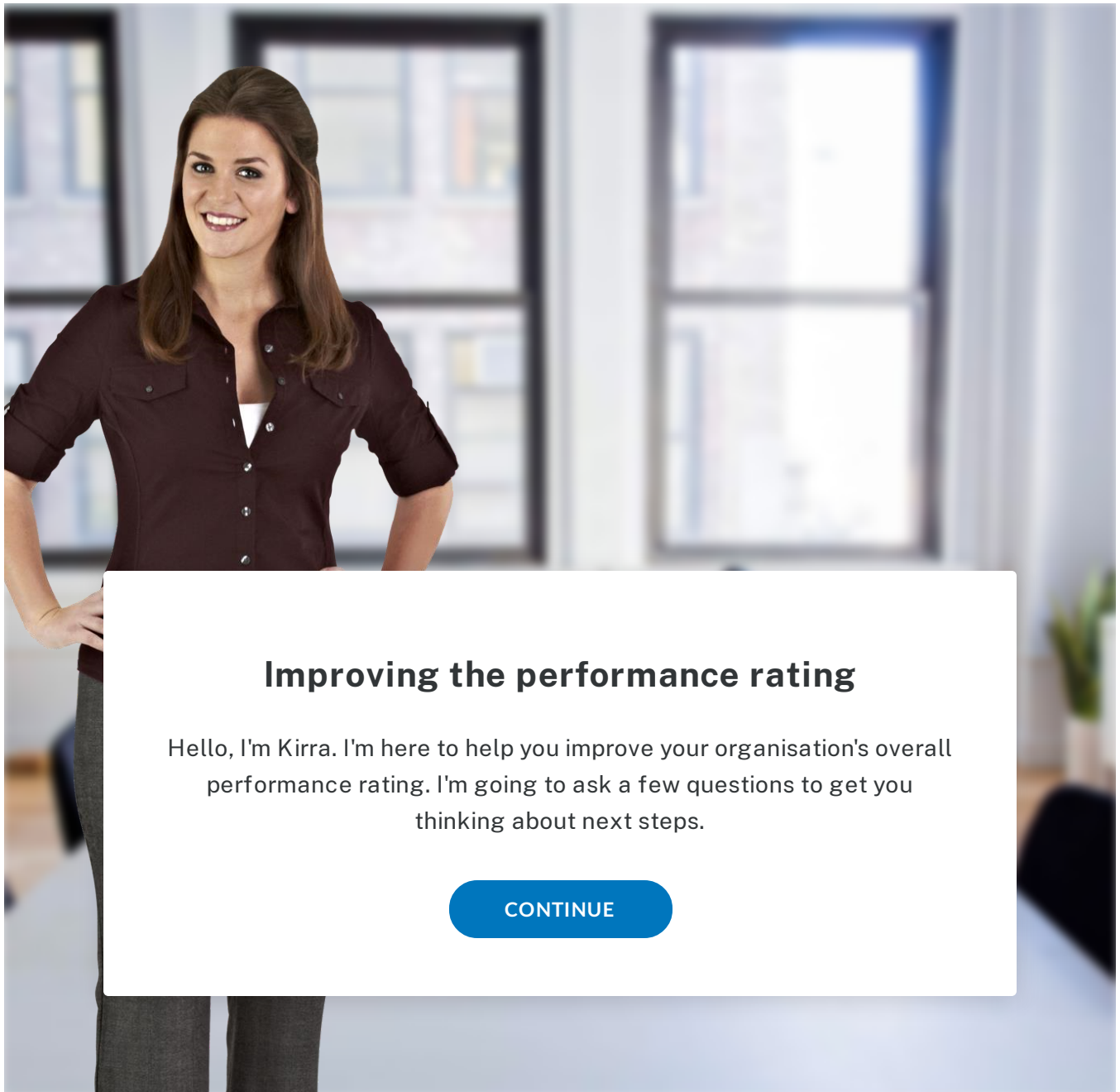
Try this performance rating scenario on your own ...

Now that you've learned about ratings and how they work, it's time to practice analysing the data, and deciding on a strategy. This will inform the steps you should take to improve your performance ratings.

Module	Measure ratings			
	26 week Outcomes - All	12 week Outcomes - All	26 week Outcomes - Indigenous	12 week Outcomes - Indigenous
Sustained Employment (Moderate)	High	High	Low	Moderate
Progress to Employment (Low)	High	Moderate	Moderate	Low
Quality of Service to Participants (High)	High	High	Moderate	Moderate
Quality of Service to Employers (High)	High	High	High	High
Licensing Standards (Low)	Low			

Key:

- High
- Moderate
- Low



Improving the performance rating

Hello, I'm Kirra. I'm here to help you improve your organisation's overall performance rating. I'm going to ask a few questions to get you thinking about next steps.

[CONTINUE](#)

Scene 1 Slide 1

[Continue](#) → [Scene 1 Slide 2](#)



If you wanted to improve its overall rating to moderate, what measure would you focus on first?

1 Servicing Rate

2 Program Assurance Activities

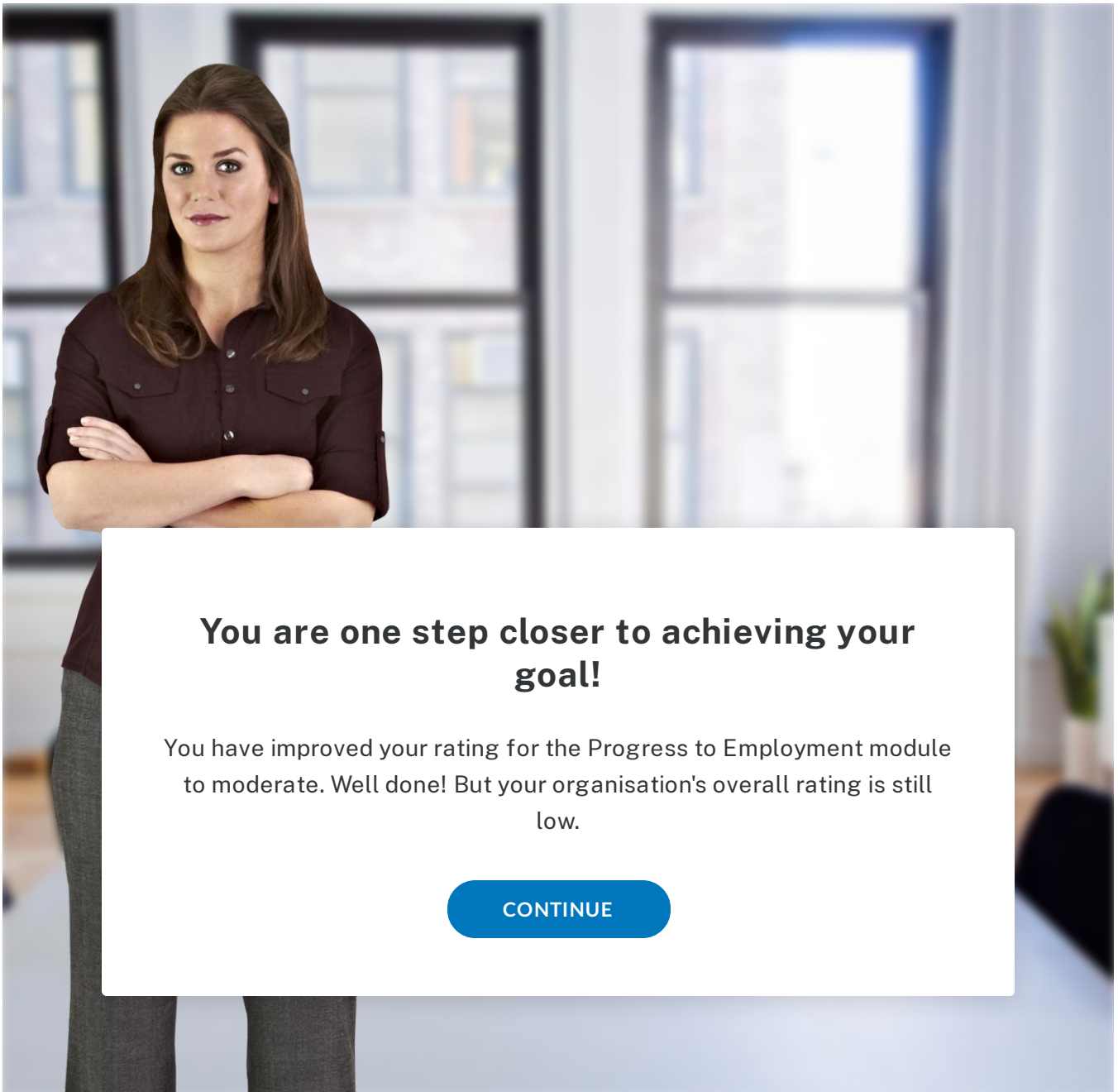
3 26 Week Outcomes for Indigenous Participants

Scene 1 Slide 2

0 → Scene 1 Slide 3

1 → Scene 1 Slide 4

2 → Scene 1 Slide 5



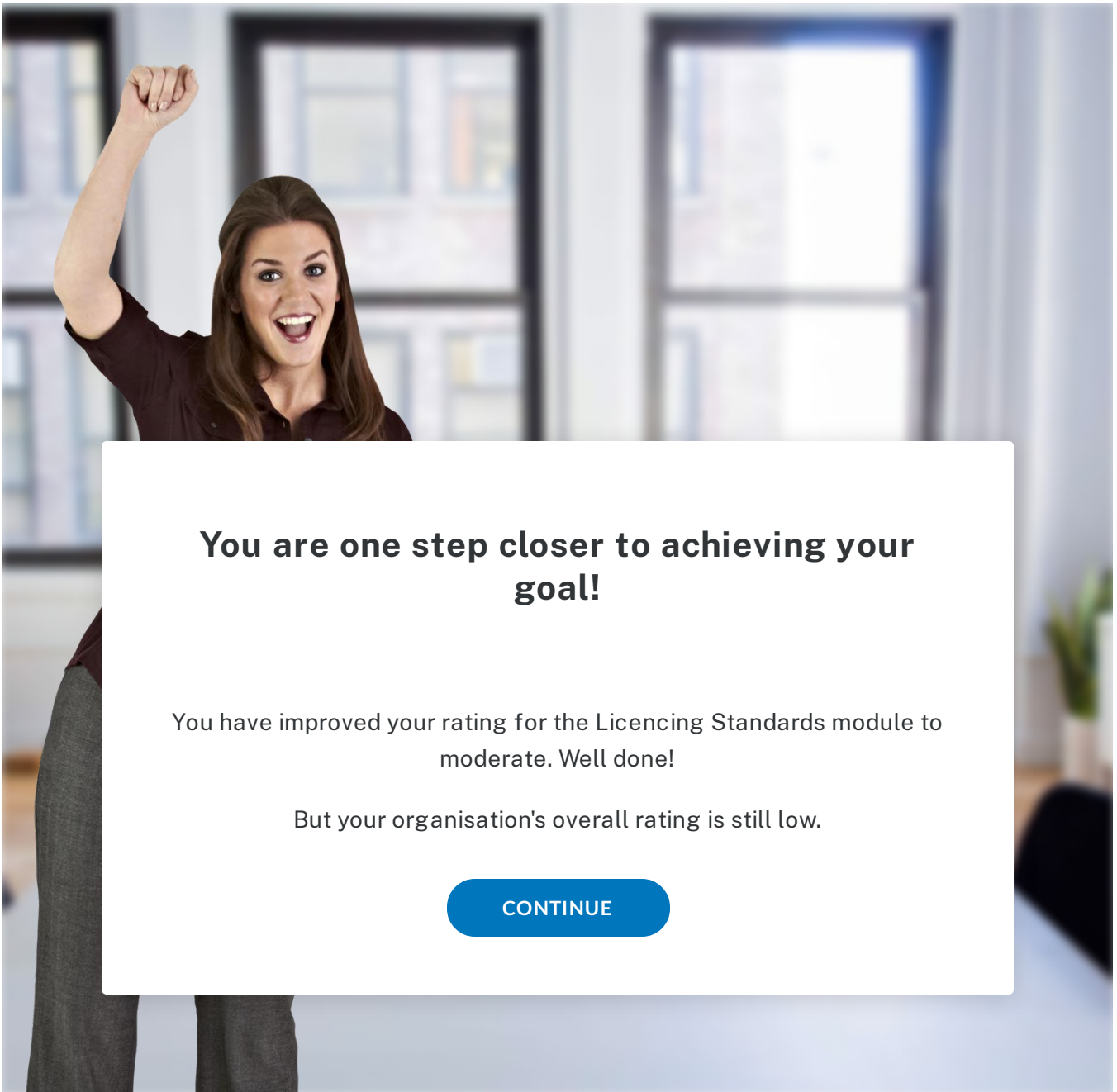
You are one step closer to achieving your goal!

You have improved your rating for the Progress to Employment module to moderate. Well done! But your organisation's overall rating is still low.

CONTINUE

Scene 1 Slide 3

Continue → Scene 1 Slide 6



You are one step closer to achieving your goal!

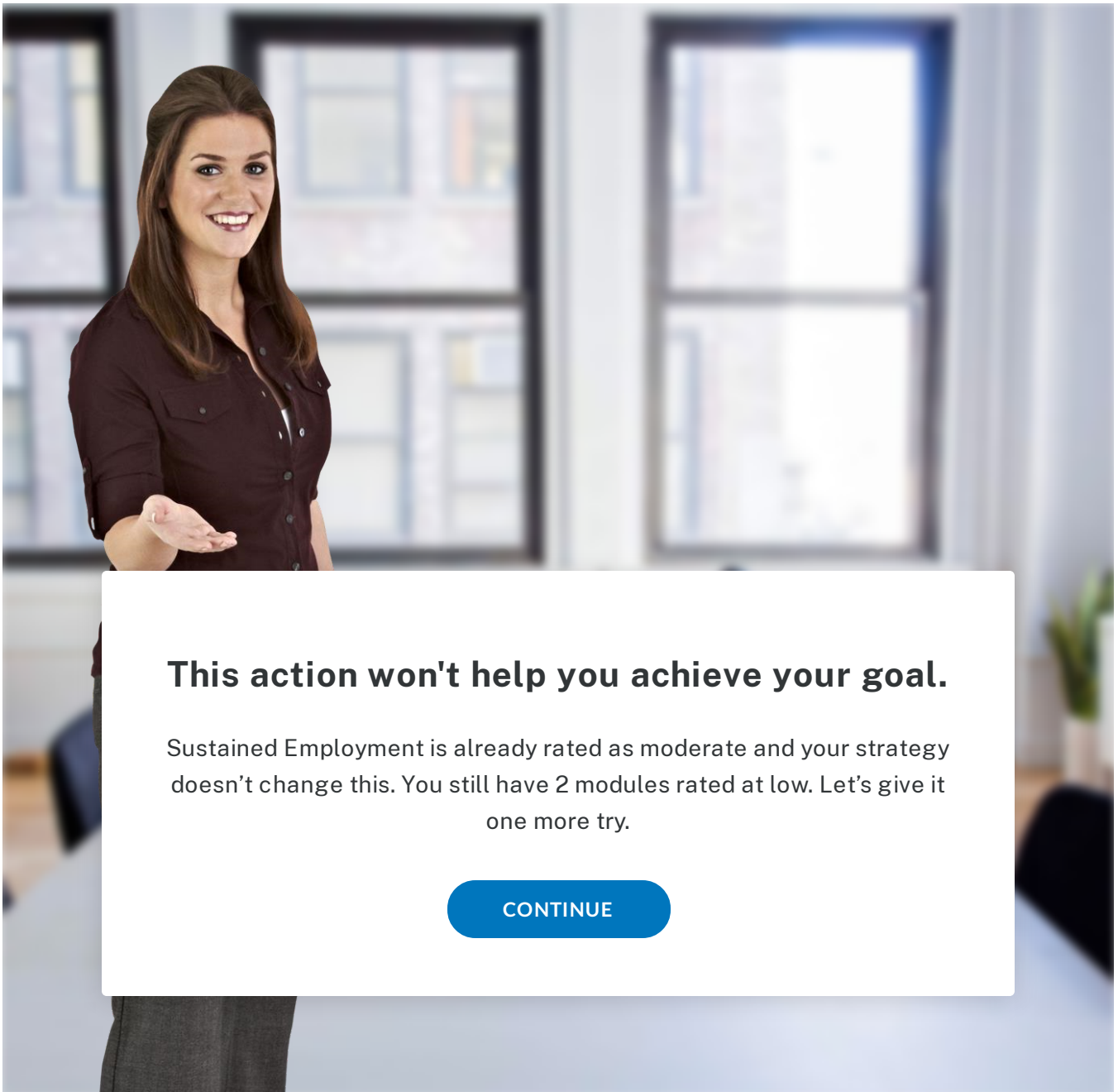
You have improved your rating for the Licencing Standards module to moderate. Well done!

But your organisation's overall rating is still low.

[CONTINUE](#)

Scene 1 Slide 4

[Continue](#) → [Scene 1 Slide 9](#)



This action won't help you achieve your goal.

Sustained Employment is already rated as moderate and your strategy doesn't change this. You still have 2 modules rated at low. Let's give it one more try.

CONTINUE

Scene 1 Slide 5

Continue → Scene 1 Slide 2



Which of the 2 remaining measures should you prioritise if your organisation's immediate goal is to achieve an overall rating of moderate?

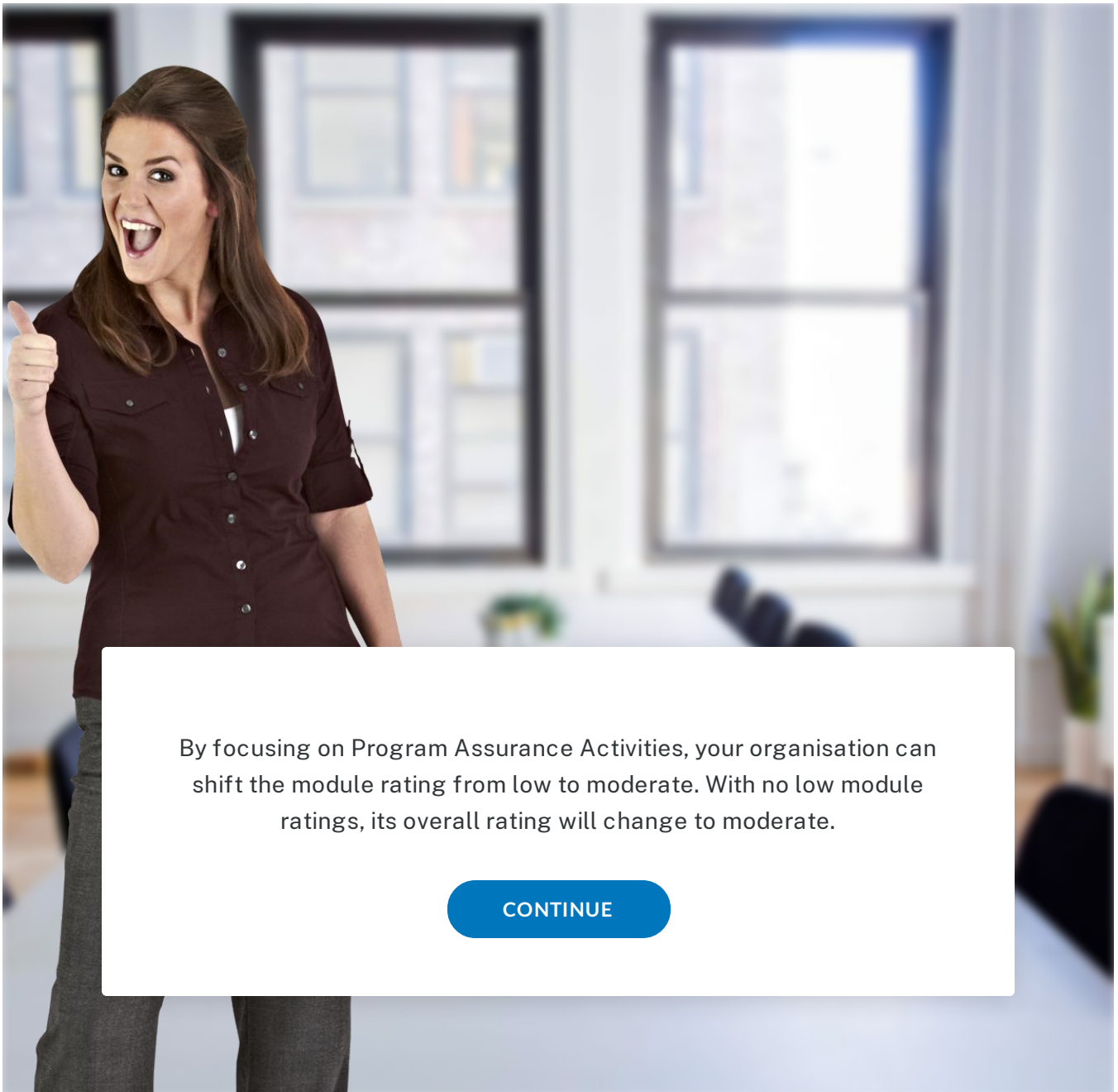
1 Program Assurance Activities

2 26 Week Outcomes for Indigenous Participants

Scene 1 Slide 6

0 → Next Slide

1 → Scene 1 Slide 7

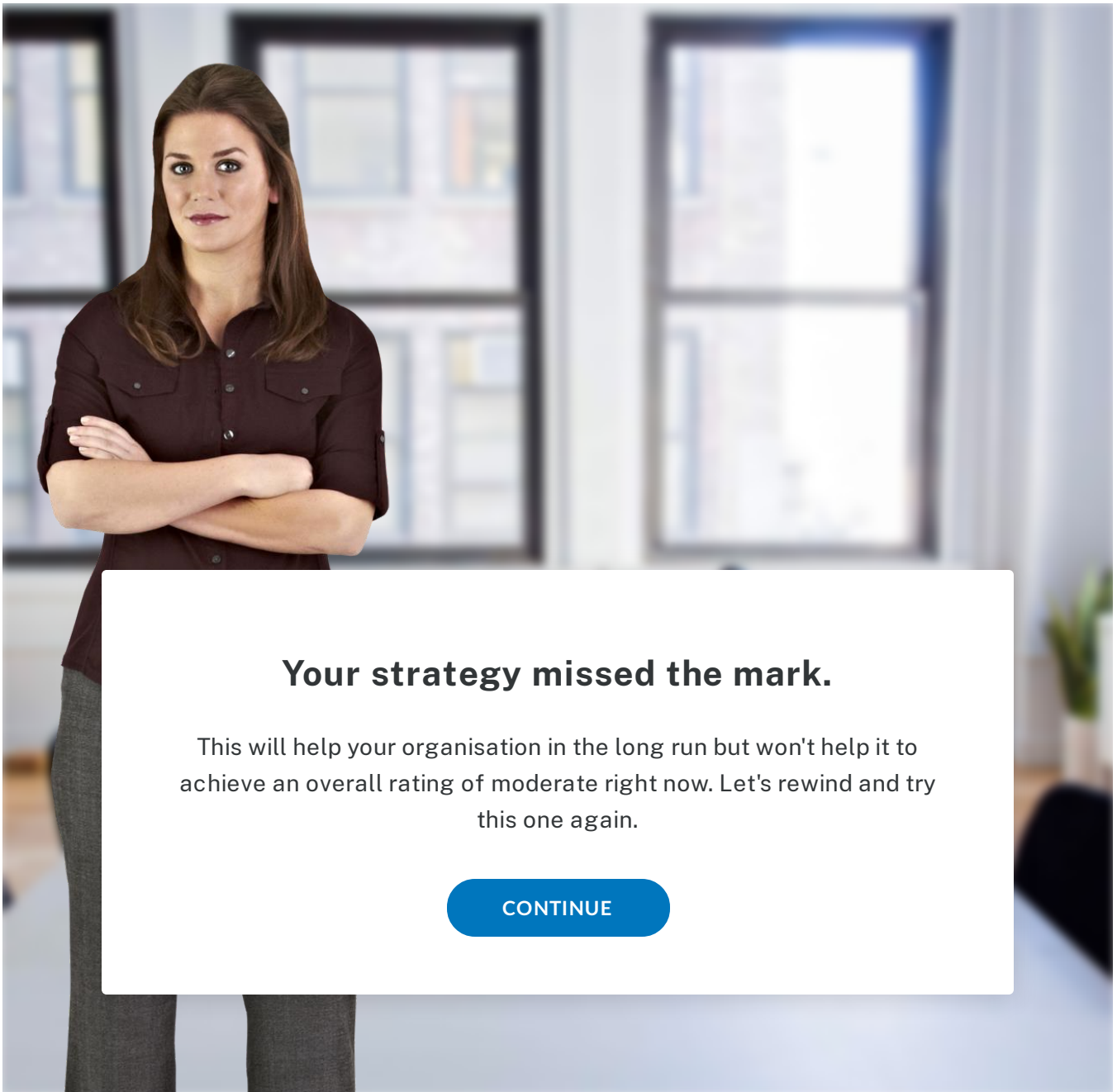


By focusing on Program Assurance Activities, your organisation can shift the module rating from low to moderate. With no low module ratings, its overall rating will change to moderate.

[CONTINUE](#)

Scene 1 Slide 7

[Continue](#) → [Scene 1 Slide 12](#)



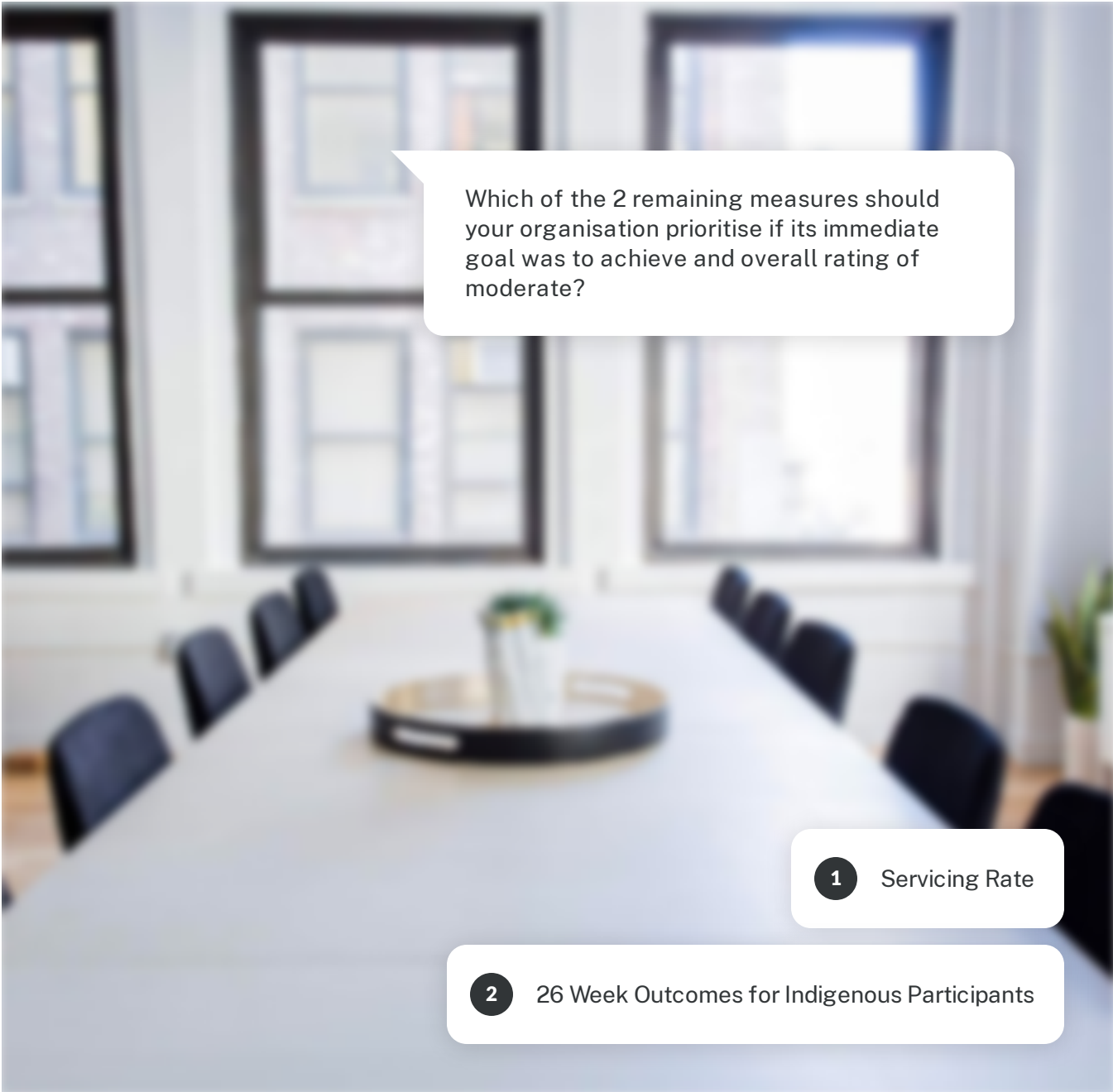
Your strategy missed the mark.

This will help your organisation in the long run but won't help it to achieve an overall rating of moderate right now. Let's rewind and try this one again.

CONTINUE

Scene 1 Slide 8

Continue → Scene 1 Slide 6



Which of the 2 remaining measures should your organisation prioritise if its immediate goal was to achieve an overall rating of moderate?

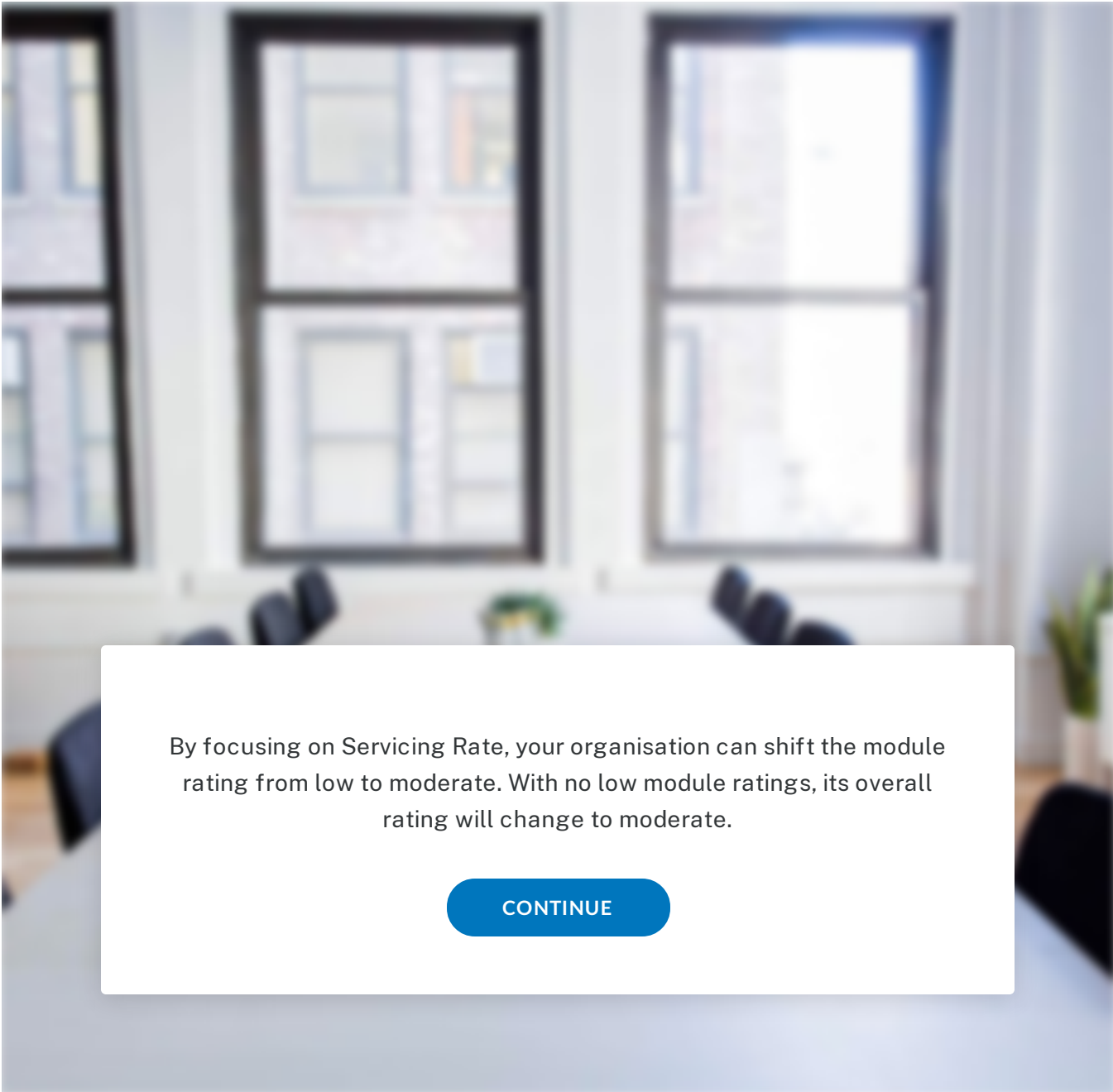
1 Servicing Rate

2 26 Week Outcomes for Indigenous Participants

Scene 1 Slide 9

0 → Next Slide

1 → Scene 1 Slide 11



By focusing on Servicing Rate, your organisation can shift the module rating from low to moderate. With no low module ratings, its overall rating will change to moderate.

[CONTINUE](#)

Scene 1 Slide 10

[Continue](#) → [Scene 1 Slide 12](#)



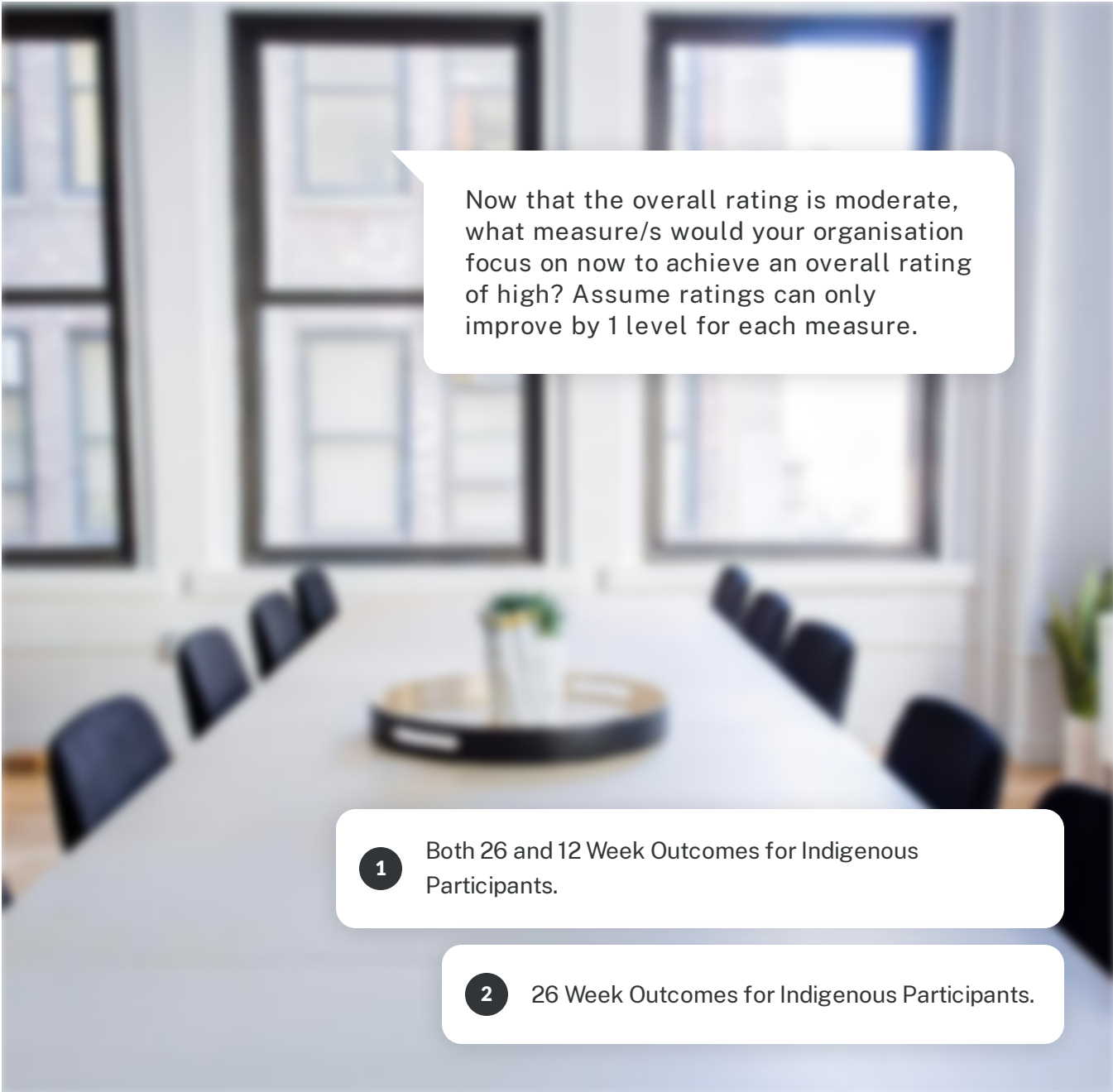
Your strategy missed the mark.

This will help in the long run but won't help your organisation to achieve an overall rating of moderate right now. Let's rewind and try this one again.

CONTINUE

Scene 1 Slide 11

Continue → Scene 1 Slide 9



Now that the overall rating is moderate, what measure/s would your organisation focus on now to achieve an overall rating of high? Assume ratings can only improve by 1 level for each measure.

1

Both 26 and 12 Week Outcomes for Indigenous Participants.

2

26 Week Outcomes for Indigenous Participants.

Scene 1 Slide 12

0 → Next Slide

1 → Scene 1 Slide 14



Your strategy was perfect.

To achieve an overall rating of high, your organisation must have a high rating for the Sustained Employment module. It achieved this with 3 high and 1 moderate measure ratings.

CONTINUE

Scene 1 Slide 13

Continue → Scene 1 Slide 15



Looks like you missed something.

To achieve an overall rating of high, your organisation must get a high rating for this module. Your suggested action will not change the rating for this module. Let's try this one again.

[CONTINUE](#)

Scene 1 Slide 14

[Continue](#) → [Scene 1 Slide 12](#)

Congratulations!

Your organisation's scorecard has changed since we began this improvement journey. It now has a high rating for 3 modules and a moderate rating for 2. Its overall rating is high.

CONTINUE

Scene 1 Slide 15

Continue → Next Slide

Nice job!

You've reached the end of the practice scenario. You should now know how you can apply your knowledge to improve performance ratings.

START OVER



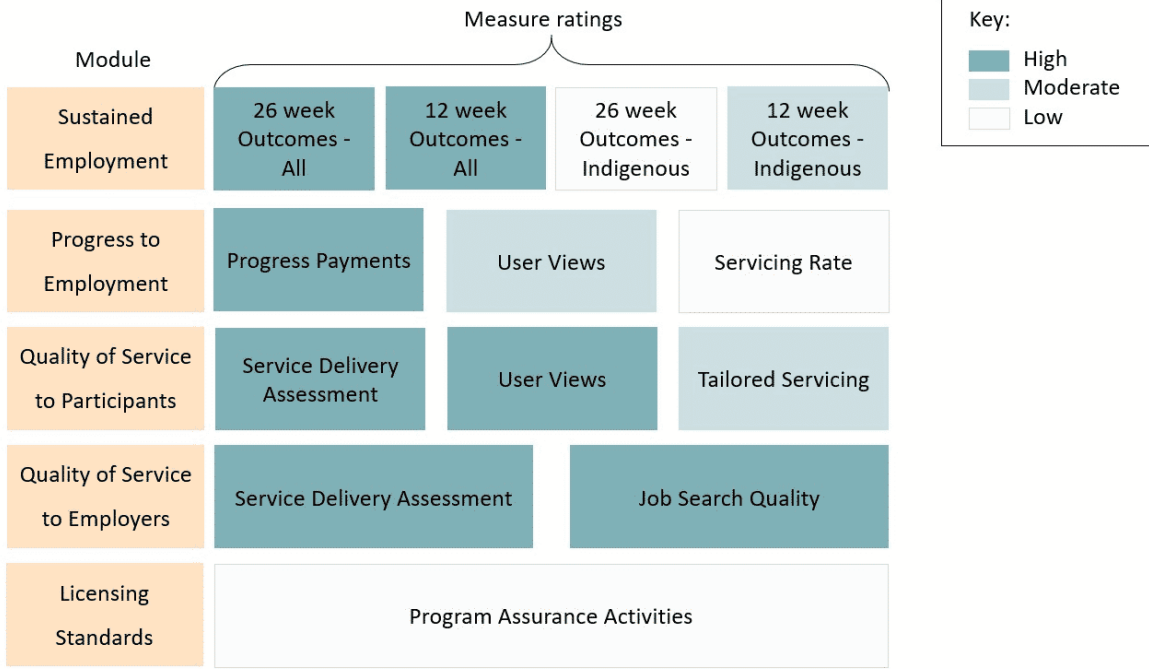
Scene 1 Slide 16

Continue → End of Scenario

Check your understanding

Now that you've had a practice, try answering this question. Refer to the original scorecard to decide on the most appropriate step.

What actions would you take if you were this provider and were striving to achieve an overall rating of moderate? Choose the best advice.



- Improve the Servicing Rate measure or the Program Assurance Activities and Breaches measure to achieve a moderate rating for either measure.
- Improve both the Servicing Rate and Program Assurance Activities and Breaches to achieve a moderate rating for both measures.
- Improve 26-Week Outcomes for Indigenous Participants to achieve a moderate rating for this measure.

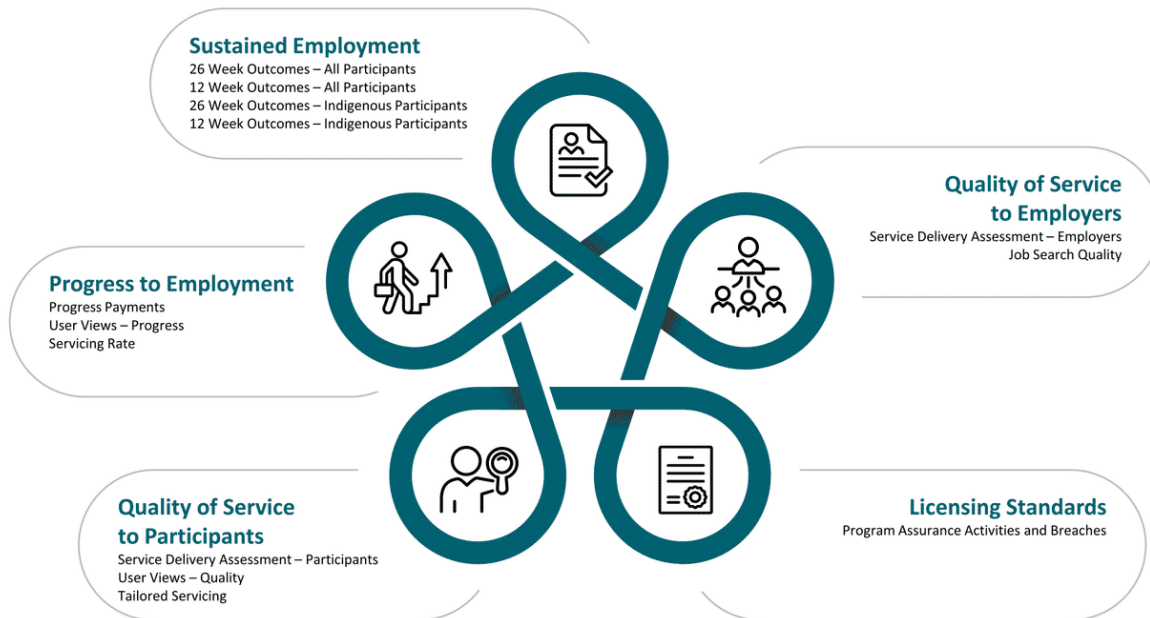
SUBMIT

Next up - Summary

CONTINUE

Summary

Let's recap...



Provider Performance Framework

The Provider Performance Framework is used by the department to assess your organisation's performance as a provider. It is intended to encourage innovation, drive performance improvement and ensure that it is fulfilling its obligations under the Deed and meeting the standards required.

The framework is made up of 5 modules:

- Sustained Employment
- Progress to Employment
- Quality of Service to Participants
- Quality of Service to Employers
- Licensing Standards

There are several measures you will be assessed against for each module.

Performance ratings

- Measure ratings are determined by thresholds set by the department.
- Module ratings are determined by the combination of their underpinning measure ratings.
- An overall performance rating is determined by the combination of module ratings.
- Each measure, each module and the overall performance will be assigned one of three possible ratings: high, moderate or low.

Reporting and licensing

- The overall performance rating is one of several considerations that feed into the annual licence review and renewal process.
- Measure, module and overall performance ratings will be released by the department on a quarterly basis.
- Only the participant satisfaction measure, module and overall performance ratings will be publicly reported.

While this training module does not require any action, having a good understanding of the standards, processes, and measures can help you ensure you meet the required

expectations to maintain or extend your organisation's licence/s.

For more information about the Provider Performance Framework and its impact on licensing see the Provider Performance Framework and Licensing chapters of the Workforce Australia Services guidelines.

Congratulations - you've completed the module.

EXIT COURSE