



Guideline:

Performance Framework

A sound performance framework based on the principles of effectiveness, engagement, satisfaction and service quality underpins the Time to Work Employment Service (the Service). This Guideline contains detailed information on the performance framework for delivering Services under the Time to Work Employment Service Deed 2018–2023 (the Deed), and assessing Provider performance.

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Changes from the previous version (Version 1.1)

Policy changes:

Nil

Wording changes:

General editing to reflect the additional 12 month extension to the Time to Work Employment Service Deed 2018–2023 and general editing intended to improve readability and reflect the replacement of jobactive with Workforce Australia Services.

Related documents and references

[Time to Work Employment Service Deed 2018–2023](#)

[Time to Work Employment Service Guideline](#)

[Learning Centre website](#)

[Employment Services Reporting](#) and [Qlik](#)

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1. Performance assessment and management is continually monitored and assessed

Principles for assessing performance

The Time to Work Employment Service (the Service) is a national, voluntary in-Prison employment service that assists sentenced Aboriginal and Torres Strait Islander peoples to access the support they need to better prepare them to find employment and reintegrate into the community upon their release from Prison.. Providers' support improves the timeliness, coordination, appropriateness and quality of employment services provided to Aboriginal and Torres Strait Islander peoples leaving Prison.

The Department of Employment and Workplace Relations (the Department) assesses Provider performance through ongoing monitoring, formal performance assessments, and assurance activities. Providers are required to contribute to performance assessments. This is an ongoing, iterative process that supports continuous improvement.

Measures used to assess performance include:

- performance against the Key Performance Indicators (KPIs)
- assessment of Services delivered in relation to the Service Guarantee
- compliance with the Time to Work Employment Service Deed 2018–2023 (the Deed)
- stakeholder feedback (including from Participants and Prison officials)
- information gathered through the implementation plan and regular Progress Reports.

Deed compliance

The Department consistently monitors compliance with the Deed and any relevant Guidelines or reference material and will raise any concerns in a timely manner. These monitoring activities are supported by ongoing review, contract management and discrete Program Assurance Activities.

Joint Charter of Deed Management

The Joint Charter of Deed Management (Joint Charter) outlines Provider and Department commitments to effectively manage employment services. It sets out the standards for performance and conduct expected in delivering services according to employment service deeds.

The Joint Charter applies to Providers, Workforce Australia Employment Services Providers, and all other Employment Service Providers. The Department assesses Provider performance against the Joint Charter as part of ongoing contract management activities and performance assessments.

The Joint Charter is available on the [Provider Portal](#).

2. Key Performance Indicators

The Department assesses Provider performance against contractual KPIs related to:

- effectiveness
- engagement
- satisfaction and Service quality.

KPI 1—Effectiveness:

This indicator focuses on Provider effectiveness and ability to build trust with Participants to support them to successfully commence with an Employment Services Provider on release from Prison.

The Department determines Provider performance by calculating the number of Participants who:

- receive a Facilitated Transfer to an Employment Services Provider
- commence with the post-release Employment Services Provider.

KPI 2—Engagement:

This indicator takes into account the extent to which Providers engage with the Participants and develop links with the Prisons and any in-Prison Service providers to attract and retain Participants.

The Department determines Provider performance by identifying the number of:

- Participants who volunteer to participate as a percentage of the number of Eligible Prisoners in each participating Prison
- Participant-approved Transition Plans as a percentage of the number of Participants who entered the program in each participating Prison.

KPI 3—Satisfaction and service quality:

This indicator looks at Participant and other stakeholder satisfaction with the way Providers deliver the Service.

The Department determines Provider quality of servicing and satisfaction levels for:

- Participants—based on information collected through the Department's monitoring surveys, ministerial correspondence, calls to the National Customer Service Line and any other customer feedback
- other stakeholders (including but not limited to Prisons, other in-Prison service providers and Employment Service Providers)—based on Account and Contract Manager discussions or any other customer feedback provided to the Department.

(Deed References: Clauses 2.5, 17, 42)

3. Service Guarantee and providing culturally competent Services

Service Guarantee

The Service Guarantee applies to all Providers. It reflects the Department's expectations of how Providers will interact with Participants and specifies the minimum level of culturally sensitive servicing Participants can expect to receive, as well as the requirements Participants need to meet while participating in the Service.

Providers must make copies of the Service Guarantee available to all Participants, Eligible Prisoners and Prisons.

(Deed References: Clauses 2.5)

Providers and their organisation must promote and deliver culturally competent service delivery

Providers are expected to have a high level of cultural competence. Cultural competence is a continual process that should be incorporated into Provider organisations. It includes staff training and organisational policies, and involves increasing awareness, knowledge and understanding of:

- different cultural perspectives
- the unique aspects of Aboriginal and Torres Strait Islander peoples, societies and cultures
- how the past has shaped and continues to impact the lives of Aboriginal and Torres Strait Islander peoples today
- the complexities, challenges and opportunities involved in improving and sustaining policy and program outcomes in partnership with Aboriginal and Torres Strait Islander peoples.

In addition to cultural competence, Providers must also have a solid understanding of the justice system and the issues Aboriginal and Torres Strait Islander Prisoners might face. This includes specific issues that may relate to Aboriginal and Torres Strait Islander women, while in Prison and after release from Prison.

The Department assesses Provider cultural competence in relation to the Service Guarantee and the delivery of Services to Participants. The Department measures success using Participant and stakeholder feedback mechanisms, including Aboriginal and Torres Strait Islander Liaison Officers and any relevant Aboriginal and Torres Strait Islander based support services (both in-Prison and out-of-Prison services).

Providers must also provide evidence that their organisation's policies and practices promote and support Aboriginal and Torres Strait Islander peoples, such as their:

- Indigenous Procurement Policy
- Indigenous employment strategy, which must encourage and support the recruitment, retention and ongoing career development of Aboriginal and Torres Strait Islander staff
- staff training and policy development practices including how they foster and support cultural competency.

(Deed References: Clauses 17.2, 8.1(b), Annexure 4)

4. Providing Progress Reports to the Department

Providers are required to report on service delivery progress

When commencing servicing, Providers must have developed and finalised an Implementation Plan. This plan outlines how Providers organise and implement the Service in each Prison. Providers must also provide regular Progress Reports outlining progress with Participants and the Service. The Implementation Plan and Progress Reports assist Account and Contract Managers to assess Provider performance.

Providers must submit Progress Reports:

- every month for the initial six months of the Service, and then
- quarterly - (every three months) for the remainder of the Service Period.



Documentary Evidence: Without limiting any other provisions of the Deed, the Provider must provide, as required by the Department, specific reports on the Services, action taken to address service performance issues raised by the Department, and training provided to Personnel and Subcontractors.

(Deed References: Clauses 2, 26, 30, 30.1(h)(ii))

5. Measuring service delivery through formal performance assessments

Provider performance is formally assessed

The Department provides timely and regular feedback to Providers regarding their performance and works proactively with Providers to address performance issues.

The Department provides formal performance feedback at least once every 12 months, but may provide feedback more frequently at its discretion. This feedback is generally provided in writing but may also include face-to-face discussions.



Documentary Evidence: Without limiting any other provisions of the Deed, the Provider must provide, as required by the Department, specific reports on the Services, action taken to address provider performance issues raised by the Department, and training provided to Personnel and Subcontractors.

(Deed References: Clauses 41.1)

6. Performance assessment actions

The Department regularly assesses the performance of individual Providers and may use the results of performance assessments to determine Deed extensions and/or sanctions. This may include adding or removing Prisons in which the Provider is approved to deliver the Services and, if required, it may include termination under the Deed.

The Department may apply business sanctions for administrative breaches of the Deed or any of its supporting Guidelines. A separate legal framework applies where intent to defraud the Commonwealth is proven.

(Deed References: Clauses 17.2, 18)

Summary of required Documentary Evidence



Documentary Evidence: Providing reports to the Department

- The Provider must provide, as required by the Department, specific reports on the Services, action taken to address performance issues raised by the Department, and training provided to Personnel and Subcontractors.

(Deed References: Clauses 25, 26, 30, 41.1)

All capitalised terms in this Guideline have the same meaning as in the Time to Work Employment Service Deed 2018–2023 (the Deed).

This Guideline is not a stand-alone document and does not contain all Provider obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by the Department of Employment and Workplace Relations under or in connection with the Deed.