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PDR: MS16-001529

DEPARTMENT OF THE PRIME MINISTER AND CABINET

PM&C
 Secretary
 Mr Denny
 Mr Shelton
 Mr Turnbull
 Mr Aspinall
 Mr Martin-Jard
 Mr Tongue
 Mr Eccles
 Ms Williams
 Ms Roberts
 Mr Mansfield
 Ms Stuart-Fox
 Mr Bulman
 Ms McIntyre

To: Minister for Indigenous Affairs

CDP PERFORMANCE STRATEGY

Recommendations - that you:

1. s22

2. s22

NIGEL SCULLION s22

Date: 9/5/16

Comments:

OK 060 Minister

Key Points:

1. As you know, a number of CDP Providers are struggling to meet their performance targets. These organisations have been advised that failure to improve their performance by 30 June 2016 may result in the Department taking further action.

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4. s22

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5. s22

[Redacted]

[Redacted]
First Assistant Secretary
Community and Economic Development Division
20 April 2016

Policy Officer: Paul Denny
Phone no: s22 [Redacted]
Consultation: Legal Branch, Regional
Regional Network

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DEPARTMENT OF THE PRIME MINISTER AND CABINET

PM&C
Secretary
Mr Tongue
Prof Anderson
Ms Williams
Ms Roberts
Mr Denny
Ms Davis

To: Minister for Indigenous Affairs.

CDP - OUTCOMES OF THIRD PROVIDER PERFORMANCE REVIEW (PPR3)

Recommendation - that you:

1. Note the results of PPR3 outlined in this brief and at Attachment A.

Noted / Please Discuss

Date: 14.8.17

NIGEL SCULLION

Comments

Key Points:

1. In addition to day-to-day monitoring of CDP providers, the Department conducts a formal performance review every six months. The review assesses how well providers deliver services, engage job seekers in activities and achieve 26-week employment outcomes. The latest review (for the period 1 October 2016 to 31 March 2017) has now been finalised.
2. The results suggest that overall performance across the provider cohort is improving markedly, with 42 regions achieving a rating of 'Good' compared to only 27 for the previous period. This upward movement is shown in the table below and in more detail at Attachment A.

Overall Performance Rating			
Rating	PPR 3	PPR2	+/-
Good	42	27	+15
Needs to Improve	11	29	-18
Unsatisfactory	6	5	+1

3. The single biggest impact on the improved result is the 26 week employment outcomes target. Most providers met or exceeded this target. This suggests that providers are excelling in one of the key aims of the programme – to get people into work. However, it is also possible that the targets may no longer reflect changing labour market conditions. For this reason, we have engaged an external consultant to review the methodology for determining these targets (as agreed by you in MS17-000444).
4. The results also suggest providers are getting much better at delivering the administrative aspects of the programme, such as developing job plans and holding monthly appointments with job seekers. It is important to get these basics right, as they are the foundation of the programme and crucial in ensuring job seekers meet their mutual obligation and participation requirements under the social security system.

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5. In general, the results highlight that providers need to focus more on tailoring assistance to the individual needs of job seekers, addressing their barriers to employment and participation. In addition, providers need to work on increasing attendance in activities. We are continuing to work closely with providers through regular performance discussions and provider business meetings to build high-quality and tailored activities that drive attendance.
6. Overall the results are positive and reflect the Department's continued focus on performance management. We have provided greater clarity about our expectations and more information and tools to assist providers to monitor their own performance. We will continue to work with providers to address performance issues and take strong action against those that are unable or unwilling to address ongoing and consistent poor performance. This is outlined in more detail below.

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Nadine Williams
First Assistant Secretary
Community and Economic Development Division
July 2017

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Consultation: Regional Network, Legal
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ATTACHMENTS

ATTACHMENT A PPR3 FINAL RESULTS



DEPARTMENT OF THE PRIME MINISTER AND CABINET

PM&C
Secretary
Mr Tongue
Mr Eccles
Ms Williams
Mr Mansfield
Ms Anderson
Ms Stuart-Fox
Mr Bulman
Ms McIntyre
Mr Martin-Jard

To: Minister for Indigenous Affairs

CDP PROVIDER PERFORMANCE REVIEW (PPR1) OUTCOMES

Recommendations - that you:

1. Note the performance ratings received by CDP providers in PPR1.

Noted

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NIGEL SCULLION

Date: 23.5.16

Comments:

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Key Points:

1. The first performance review of CDP providers (PPR1) was completed in March 2016. Providers were assessed for the period 1 July 2015 to 31 December 2015. PPR1 ratings are summarised below and detailed at Attachment A.

Overall Performance Rating	# of CDP regions
Unsatisfactory	3
Needs to improve	22
Good	35
Excellent	0
Total	60

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Nadine Williams
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March 2015

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