

# Participant scorecard example (page 1 of 2)

## PERFORMANCE SCORECARD

Provider:	ABC Services
Employment Service Area:	Central Western Sydney (NSW)
Service Type:	ESS/DMS
Specialisation:	Specialist – Sensory impairment

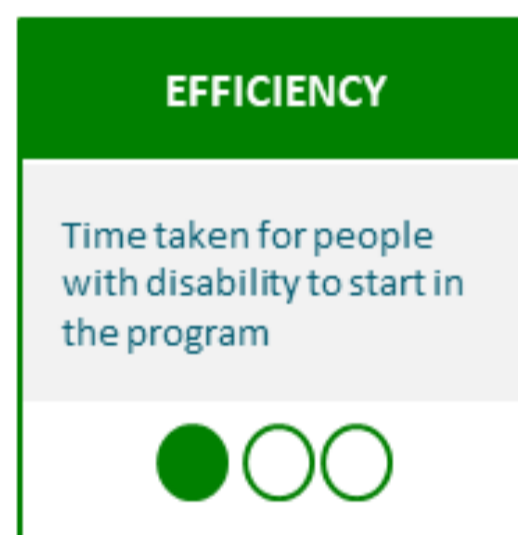


### Overview

This Performance Scorecard assesses the performance of your provider against Quality, Effectiveness and Efficiency measures.\*\*

ABC SERVICES received a score of:

- **Quality**, your service provider met service expectations\*
- **Effectiveness**, your service provider met service expectations\*
- **Efficiency**, your service provider has not fully met service expectations\*



What does each score mean?

	<b>Improvement required:</b> Providers have not fully met service expectations and improvement actions are required*
	<b>Meets expectations:</b> Providers are meeting service expectations*
	<b>Exceeds expectations:</b> Providers are exceeding service expectations*

\*Expectations are outlined in the DES Grant Agreement

\*\* An additional explainer document will be provided with further information

This example of the Scorecard will be made available to participants. The provider in this Scorecard is made up and is to demonstrate the Scorecard's function. The Scorecard includes:

- the providers name: ABC Services
- the employment service area: Central Western Sydney (NSW)
- the service type: ESS/DMS and
- the specialisation: Specialist - Sensory impairment.

The scorecard provides an overview of the ABC Services performance for each of the Domains of Quality, Effectiveness and Efficiency. In this instance, ABC Services has been assessed as:

- **Quality:** meets expectations, meaning your service provider met service expectations.
- **Effectiveness:** meets expectations, meaning your service provider met service expectations.
- **Efficiency:** improvement required, meaning your service provider has not fully met service expectations.

Further explanation of what each score means is provided:

- Improvement required: Providers have not fully met service expectations and improvement actions are required.
- Meets expectations: Providers are meeting service expectations
- Exceeds expectations: Providers are exceeding service expectations.

## Participant scorecard example (page 2 of 2)

### What is the purpose of this scorecard?



Welcome!

The Department provides a "Scorecard" to help you choose the right service provider for you. When you start with our program, we'll give you this Scorecard. Think of it as a helpful guide that shows how well different providers are doing their job.

Here's what the Scorecard includes:

- The provider's name, the area they serve, the types of services they offer, and any special expertise they have.
- A clear summary of the provider's performance, with ratings for different categories.
- A brief explanation of each category they are rated on.
- An explanation of what the ratings mean, such as whether the provider needs improvement, is meeting standards, or is outstanding.

<b>QUALITY</b>	This checks if the services you receive are of a high standard. It looks at things like your rights, what high-quality service means, and whether the provider meets their obligations.
<b>EFFECTIVENESS</b>	This checks if the provider is successful in helping people complete courses, find jobs, and stay in those jobs over time.
<b>EFFICIENCY</b>	This checks how quickly people begin in the program with the provider.

We hope this Scorecard makes it easier for you to choose a service provider that's right for you. Thank you for taking the time to read this.

For further information, please contact your provider or the Department of Social Services.

This second page of the Scorecard provides the meaning and purpose of the Scorecard, how to interpret it and who to contact in case of enquiries.

It provides explanations about what the scorecard includes (provider name, the area they service, the types of services they offer, and any special expertise they have).

This explainer document provides the following important explanations for each domain:

- **Quality:** This checks if the services you receive are of a high standard. It looks at things like your rights, what high quality service means, and whether the provider meets their obligations.
- **Effectiveness:** This checks if a provider is success in helping people complete courses, find jobs, and stay in those jobs over time.
- **Efficiency:** This checks how quickly people begin the program with the provider.