

# Job Services Australia

## PPS/Outcomes Program

*people · skills · jobs*

The JSA PPS/Outcomes Program has been designed for existing JSA operational staff who wish to further their skills in the areas of Post Placement Support and Outcome Tracking

The program runs for 8 weeks and covers 4 key module areas. It is delivered through self-paced distance-education and online.

A breakdown of each module is included in this brochure which identifies the key topics being covered throughout the program.

Participants will complete work-based assessments for all 4 modules as part of the course.

### **Creating a High Performing Outcomes Tracking/ PPS Service**

- Understanding the performance framework
- The Key Drivers of Performance
- Current outcome performance trends
- Structures for PPS
- Understanding the process of PPS (Inform, Place, Assess, Track, Claim)
- Developing a system for tracking outcomes
- Risk assessing placements
- High risk flags/triggers
- Asking the right questions during PPS
- The return to work cycle for long term unemployed job seekers
- PPS for Stream 4 job seekers
- Utilising EPF during the PPS process
- Success with Education Outcomes
- How to report effectively on PPS/Outcomes
- Resources to assist in the effective delivery of PPS

### **Contractual Compliance and Outcomes**

- What makes an outcome?
- Outcome requirements
- Outcome types
- Documentary evidence for claiming outcomes
- Documenting the PPS process
- Understanding the Outcome guidelines
- Permissible Breaks
- Special Claim requirements
- PCP Outcomes
- RWC Outcomes
- Bonus Outcomes
- Upgrade in current employment

### **Outcomes/PPS and ESS**

- Identifying outcomes in ESS
- Site/job seeker payments screens
- JRRR/JEHR procedures and troubleshooting
- DEEWR override special claims
- Automated special claims
- Understanding the Outcome snapshot
- Using ESS to make the PPS process easier

### **Becoming an Outcomes/PPS Expert**

- Problem solving approach to outcomes/PPS
- Developing your own PPS process/structure
- Developing yourself as an “organisational resource” for outcomes
- Securing the “hard-to-get” outcomes
- Developing a plan for PPS

For more information contact Job Services Central on 1800 508 290 or on the web at [www.jobservicescentral.com.au](http://www.jobservicescentral.com.au)