



GREEN ARMY SERVICE PROVIDER PERFORMANCE FRAMEWORK - Quarter 3 2016-2017 (January to March 2017)

ENVIRONMENT CONSERVATION

PERCENTAGE OF ENVIRONMENTAL ACTIVITIES DELIVERED AGAINST TARGETS												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		117%	115%	117%	105%	74%	103%	66%	142%	148%	121%	103%

Each project has a number of individual activities listed which together make up the project goals. For example a project may seek to undertake a flora survey followed by weed removal, revegetation and some fencing to protect the new plantings. These individual activities make up the project goals. This table shows the percentage of project activities that were reached against the contracted targets set for the projects on an aggregated level. The data for this table was sourced from MERIT reporting.

This information is a high level summary of all activities. Activities such as plants planted, surveys conducted, length of fencing installed have different units of measurement. There are occasions when environmental activities are not able to be completed due to weather or Work Health and Safety concerns for example. Often if some works are not able to be completed a substitute activity will be undertaken. In these instances the original activity will be recorded as incomplete and the additional activity may not be captured as it falls outside the original agreed schedule of works.

The program to date total calculates the total activities delivered against the targets across the Green Army program to date.

PERCENTAGE OF HOSTS WHO STATED THE ENVIRONMENTAL ACTIVITIES WERE DELIVERED FOR THEIR PROJECT												
% who said "yes"												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		98%	100%	91%	100%	85%	100%	86%	100%	95%	94%	94%

This table shows the total percentage of Project Hosts who responded yes to the survey question "Did the Green Army Team complete all the activities in your project agreement?"

The data for this table was sourced from responses to Project Host surveys conducted at the end of each project. Responses are voluntary.

COMMUNITY ENGAGEMENT

HOW SATISFIED WERE YOU WITH YOUR SERVICE PROVIDER?												
% who said "satisfied" or "very satisfied"												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		93%	100%	95%	100%	65%	67%	77%	100%	90%	94%	87%

This table shows the total percentage of Project Hosts who responded satisfied or very satisfied to the survey question 'How satisfied were you with your Service Provider?'. Choices given were 'very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied'.

The data for this table was sourced from responses to Project Host surveys conducted at the end of each project. Responses are voluntary.

WOULD YOU RECOMMEND YOUR SERVICE PROVIDER TO OTHER POTENTIAL HOSTS?												
% who said "yes"												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		96%	100%	95%	100%	73%	67%	82%	100%	90%	94%	90%

This table shows the total percentage of Project Hosts who would answered 'yes' to the survey question 'Would you recommend your Service Provider to other potential Project Hosts?'.

The data for this table was sourced from responses to Project Host surveys conducted at the end of each project. Responses are voluntary.

GREEN ARMY PARTICIPATION

AVERAGE TEAM SIZE AT COMMENCEMENT												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter
		8	8	7	6	8	7	8	8	8	8	8

Service Providers are required to commence projects with nine participants unless otherwise approved by the Department. This table shows the total average number of participants in each team that started within a week of project commencement. This table should be read in conjunction with the below table on approved team size which takes into account when the Department has approved a reduction in team size. Although a team may commence with fewer than nine participants recruitment can and does continue after the project has started.

The data for this table was sourced from Service Provider Monthly reporting on Participants.

AVERAGE APPROVED TEAM SIZE												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter
		9	9	9	8	9	8	9	9	8	8	9

While Green Army teams are made up of nine participants, Service Providers are able to request for a reduction in team size where there is a need. This may be due to extremely remote locations with low population or areas with a low unemployment rate. This table shows the average number of participants in each team that has been approved by the Department.

The data for this table was sourced from Departmental records.

AVERAGE TEAM SIZE 14 WEEKS PRIOR TO COMPLETION												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter
		8	8	8	7	8	8	9	9	8	8	8

Service Providers are required to actively recruit to maintain nine participants until there are 14 weeks remaining on the Project. With fewer than 14 weeks remaining on a project active recruitment to maintain nine participants is no longer required. Achievement of project goals is still expected, even if a project falls below the nine participants.

This table shows the average number of participants on projects with 14 weeks remaining and shows how well Service Providers maintain high level of participation as projects approach completion.

The data for this table was sourced from Service Provider Monthly reporting on Participants.

AVERAGE TEAM SIZE THROUGHOUT THE PROJECT												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter
Average starts per project	9	9	8	8	9	9	9	10	9	8	9	9
Average completion per project	7	6	6	5	6	6	7	7	7	6	6	6

This table shows the average number of participants in a team across the entire length of the project.

Where participants exit the program, Service Providers are required to recruit a replacement unless it is within 14 weeks of the end of the project. Where average starts are above nine it is because replacement participants have been recruited after a participant exit.

The data for this table was sourced from Service Provider Monthly reporting on Participants.

PARTICIPANT EXIT RATE												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		28%	31%	29%	31%	29%	27%	23%	31%	18%	24%	28%

This table shows the total percentage of participants who exited the program prior to the completion of their project. Participants exit a program for a number of reasons including because they gained employment. The tables below show more details of the reasons for exits, including because the participants gained employment, because they were removed from the program or for other reasons. The 'other' category includes any reason not in the previous two tables including because they undertook formal training or education.

The data for this table was sourced from Service Provider Monthly reporting on Participants.

PARTICIPANT EXIT REASONS												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
Gained Employment	428	39	124	18	174	25	42	6	10	4	778	92
Removed	351	24	21	7	28	4	51	10	3	0	454	45
Other	586	51	198	27	187	22	118	16	22	2	1111	118
Total Exits	1365	114	343	52	389	51	211	32	35	6	2343	255

The Department captures the reason for each participant exit under three categories, 'Gained Employment', 'Removed' and 'Other'. This table shows how many participants left the program under each of those categories. Participants are typically removed from projects due to misconduct on their project. 'Other' reasons for a participant exit typically includes leaving for further study, due to personal matters or for any other reason.

The data for these tables was sourced from Service Provider Monthly reporting on Participants.

INDIGENOUS PARTICIPATION RATE												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		17%	16%	27%	38%	14%	20%	25%	55%	8%	0%	19%

This table shows the percentage of participants in the program that have identified themselves as Indigenous.

The data for this table was sourced from Service Provider Monthly reporting on Participants.

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE OF GREEN ARMY? % who said "Excellent" or "Very Good" or 'Good'												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		99%	100%	99%	100%	91%	93%	99%	100%	99%	100%	99%

This table shows the total percentage of participants who responded 'fair, good, very good or excellent in response to the survey question 'How would you rate your overall experience of the Green Army?'. Choices given were 'excellent, very good, good, fair and poor'.

The data for this table was sourced from responses to Participant surveys conducted at the end of each project or when a participant exits the program. Responses are voluntary.

PERCENTAGE OF PARTICIPANTS WHO WOULD RECOMMEND THEIR SERVICE PROVIDER TO OTHER PEOPLE												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		88%	89%	84%	85%	56%	71%	89%	95%	90%	89%	85%

This table shows the total percentage of participants who 'agreed' or 'strongly agreed' with the statement 'I would recommend the Green Army to other People' in the participant survey. Choices given were 'strongly agree, agree, neither agree nor disagree, disagree, strongly disagree'.

The data for this table was sourced from responses to Participant surveys conducted at the end of each project or when a participant exits the program. Responses are voluntary.

WHS COMPLIANCE RATES												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		93%	95%	95%	99%	91%	91%	92%	93%	93%	94%	93%

This table shows the average compliance score for independent Work Health and Safety audits completed. The compliance score is calculated as a percentage of total WHS requirements each project had fulfilled. The information for this table is based on data sourced from quarterly reports provided by the Department's external WHS auditors, Ernst & Young.

EXPERIENCE, SKILLS AND TRAINING

DID YOU GET ENOUGH OF A SAY IN WHAT WENT INTO YOUR TRAINING AGREEMENT? % who said "yes"												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		83%	76%	91%	96%	65%	79%	86%	95%	90%	100%	85%

This table shows the total percentage of participants who responded 'yes' to the question 'Did you get enough of a say in what went into your training agreement?'. Service Providers are required to have individual training plans in place for each participant prior to project commencement. This should include additional learning requests and recognition of prior learning. This table show how empowered participants felt when designing their training plan.

The data for this table was sourced from responses to Participant surveys conducted at the end of each project or when a participant exits the program. Responses are voluntary.

PERCENTAGE OF PARTICIPANTS THAT REPORTED GAINING USEFUL SKILLS AND QUALIFICATIONS % who said "agree" or "strongly agree"												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		92%	95%	89%	95%	89%	86%	91%	85%	93%	100%	91%

This table shows the total percentage of participants who agreed or strongly agreed that the skills gained during the Green Army would be useful in finding employment or undertaking further training. Choices given were 'strongly agree, agree, neither agree nor disagree, disagree, strongly disagree'.

The data for this table was sourced from responses to Participant surveys conducted at the end of each project or when a participant exits the program. Responses are voluntary.

METRICS THAT SPAN ALL STRATEGIC OBJECTIVES

AVERAGE PROJECT LENGTH												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter	Total	Reporting Quarter
		22	21	23	22	23	23	23	23	23	23	22

This table shows the average length in weeks for each completed project. Project Hosts can apply for a project with a project length between 20 and 26 weeks. This project length is considered by the Department when allocating projects to ensure Service Providers have the same average project length across their projects. Service Providers may request a reduction in project length from 26 down to 23 weeks.

The data for this table is sourced from Service Provider Weekly reporting.

NUMBER OF SUSPENDED PROJECTS												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		4	0	0	0	3	0	0	0	0	0	7

* Two Manpower projects have recommenced and are on track for completion.

This table shows the number of projects that have been suspended. Projects may be suspended for a variety of reasons, including but not limited to, change of Project Host, Work Health and Safety concerns or lack of participants.

A suspended project may recommence once the reason for suspension has been resolved.

NUMBER OF TERMINATED PROJECTS												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		1	0	0	0	0	0	0	0	0	0	1

This table shows the number of projects that have been terminated. Terminated projects cease permanently and will not recommence at any point.

Projects are only terminated where they are deemed not viable, and alternative arrangements to continue the project have been exhausted.

NUMBER OF PROJECT HOST SURVEYS COMPLETED												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter*	Program to Date	Reporting Quarter
		25%	20%	16%	14%	24%	68%	46%	20%	95%	567%	27%

* Figure has been verified and is relative to the number of surveys completed compared to the number of projects completed in the reporting quarter. Project Hosts from projects completed in previous quarters have submitted surveys in this reporting quarter.

This table shows the total percentage of Project Hosts who completed surveys and should be viewed when considering the results from tables drawing upon survey data.

The data for this table was sourced from responses to Project Host surveys conducted at the end of each project. Responses are voluntary.

NUMBER OF PARTICIPANT SURVEYS COMPLETED												
Metric	Conservation Volunteers Australia		Campbell Page		Manpower		CoAct		Workskil		Program	
	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter	Program to Date	Reporting Quarter
		20%	25%	56%	69%	9%	7%	42%	19%	55%	76%	27%

This table shows the total percentage of participants who completed exit surveys and should be viewed when considering the results from tables drawing upon survey data.

The data for this table was sourced from responses to Participant surveys conducted at the end of each project or when a participant exits the program. Responses are voluntary.