WPQ 30232 (2026) Table: Performance measures currently used to assess Ministry of Social Development Managers

Performance area	**Standard / indicator**
Accuracy	95% combined result of ARP and internal checking
Timeliness of service	90% of client requests completed within 5 days; Appointment SLAs maintained
Job Seeker reduction	Monthly phased reduction target achieved; Monitored via placements, exits, prevention
Employment Sustainability	70% of clients remain off benefit for 26+ weeks
Employment services effectiveness	70% of listed positions filled; Work Services placement targets met
Case management effectiveness	Indicators align to effective practice: engagement, IEP quality, completion, referral, workload
Contracting effectiveness	Alignment with regional purchase plan; targeted investment; outcome achievement; reinvestment plan
Housing services effectiveness	Monthly phased reduction target achieved
Financial performance	Regional spending within allocation (Personnel, Admin, MCA)
People	Leave liability, unplanned leave, attrition rate
Capability	Regional capability understood; active growth plan via matrix and training