

# Performance framework for funded service providers

Partnering to deliver a system that improves outcomes for vulnerable children, young people and families

*Our department has a new framework to measure performance across all outsourced service delivery contracts to ensure that providers are effectively delivering services as contracted.*

## Principles of the framework

<b>Transparency</b>	Contractual arrangements include clear, pre-determined measures of performance that are easy to understand.
<b>Consistency</b>	The performance framework is applied consistently.
<b>Collaboration</b>	The department and providers will work collaboratively to address performance issues in a timely manner.
<b>Accountability and responsibility</b>	The department and providers each have a role to play in meeting performance expectations and the needs of those receiving services. Accountability for performance needs to be understood and agreed at all levels in both parties.
<b>Balance</b>	Performance assessment is balanced across a number of elements.
<b>Proportionality</b>	Intervention is based on the level of risk and a rounded view of performance, which considers local circumstances and the trajectory of performance.
<b>Recognition</b>	Superior performance is recognised and good practice shared.

## Performance elements

Performance is evaluated against a number of elements including:

- accreditation against relevant quality standards and frameworks
- general service agreement delivery
- delivery against contracted performance measures/outcome indicators
- compliance with Child Safety licensing requirements and/or other relevant regulatory, policy or procedural requirements
- financial management, and
- ongoing or emerging performance risks.

## Objectives

The framework is structured around four performance objectives:

- 1 High quality and safe service provision
- 2 Positive outcomes for clients using the services
- 3 Effective financial management, and
- 4 Service access and responsiveness.

### STEP 1 | Identify performance risk

Use quantitative and qualitative data from a variety of sources to build an understanding of risk across three performance categories:

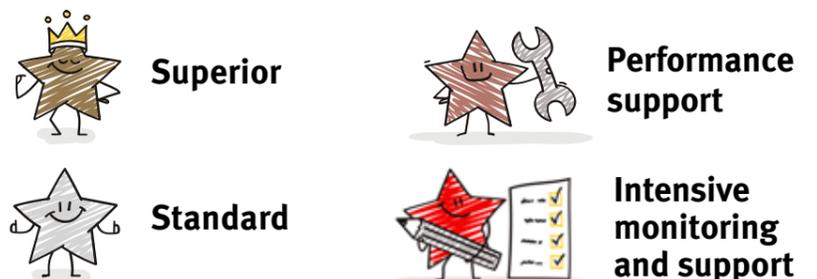
- 1 Performance measures and outcomes
- 2 Underlying risk factors
- 3 Third party reports and other intelligence

### STEP 2 | Analyse performance

Undertake analysis against each of the three performance categories to determine a risk rating for each category.

### STEP 3 | Assess monitoring, support and intervention

The framework includes four levels of monitoring, support and intervention:



### STEP 4 | Addressing performance concerns

Once performance flags have been raised, the provider and the contract manager jointly develop a performance improvement plan.