

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

Transparency	Contractual arrangements include clear, pre-determined measures of performance that are easy to understand.
Consistency	The performance framework is applied consistently.
Collaboration	The department and providers will work collaboratively to address performance issues in a timely manner.
Accountability and responsibility	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.
Balance	Performance assessment is balanced across a number of elements.
Proportionality	Intervention is based on the level of risk and a rounded view of performance, which considers local circumstances and the trajectory of performance.
Recognition	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:

- High quality and safe service provision
- Positive outcomes for clients using the services
- Effective financial management, and
- 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:


- Performance measures and outcomes
- Underlying risk factors
- 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:




Superior



Performance support



Standard



Intensive monitoring and support

STEP 4 | Addressing performance concerns

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

