

# 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

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|--|--|
| <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:

|   |                 |   |   |
|---|-----------------|---|---|
|  | <b>Superior</b> |  | <b>Performance support</b>              |
|  | <b>Standard</b> |  | <b>Intensive monitoring and support</b> |

### STEP 4 | Addressing performance concerns

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