

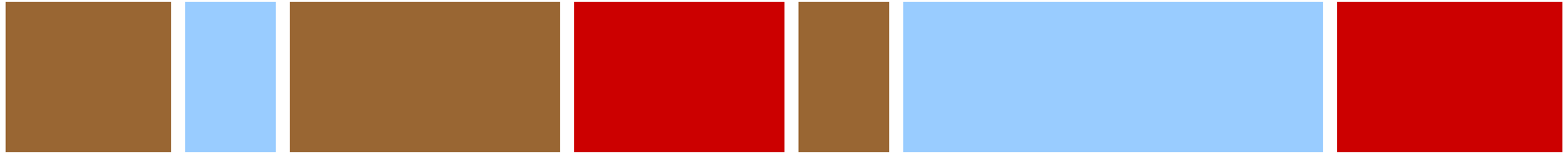
A framework for performance monitoring

a means of promoting quality outcomes & service sector improvement

Home Modification & Maintenance Services
Biennial State Conference
4-5 September 2006



**Department
of Ageing,
Disability &
Home Care**



Principles

- DADHC's accountability to Government for services delivered through funding programs
- Consistent and transparent approach to performance management
- Approach supports services delivery that are efficient, effective & according to standards consistent with Govt priorities
- Focus on improving outcomes, system capacity and accountability



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Directions

- Improved funding agreements with clearer service requirements, accountability & compliance requirements
- Standardised & streamlined approach to performance management
- Approach supports service delivery that is efficient, effective & according to standards consistent with Govt priorities
- Focus on improving outcomes, system capacity and accountability



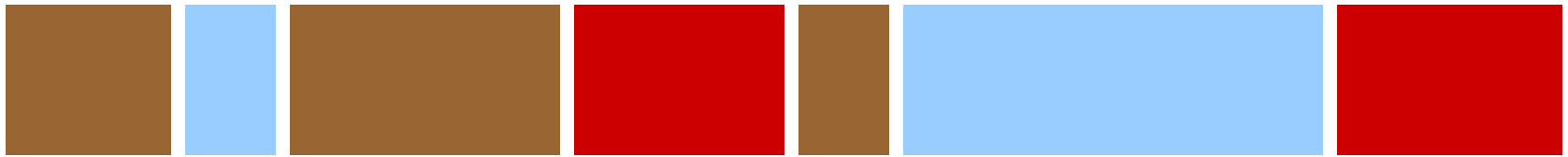


Integrated approach to performance monitoring

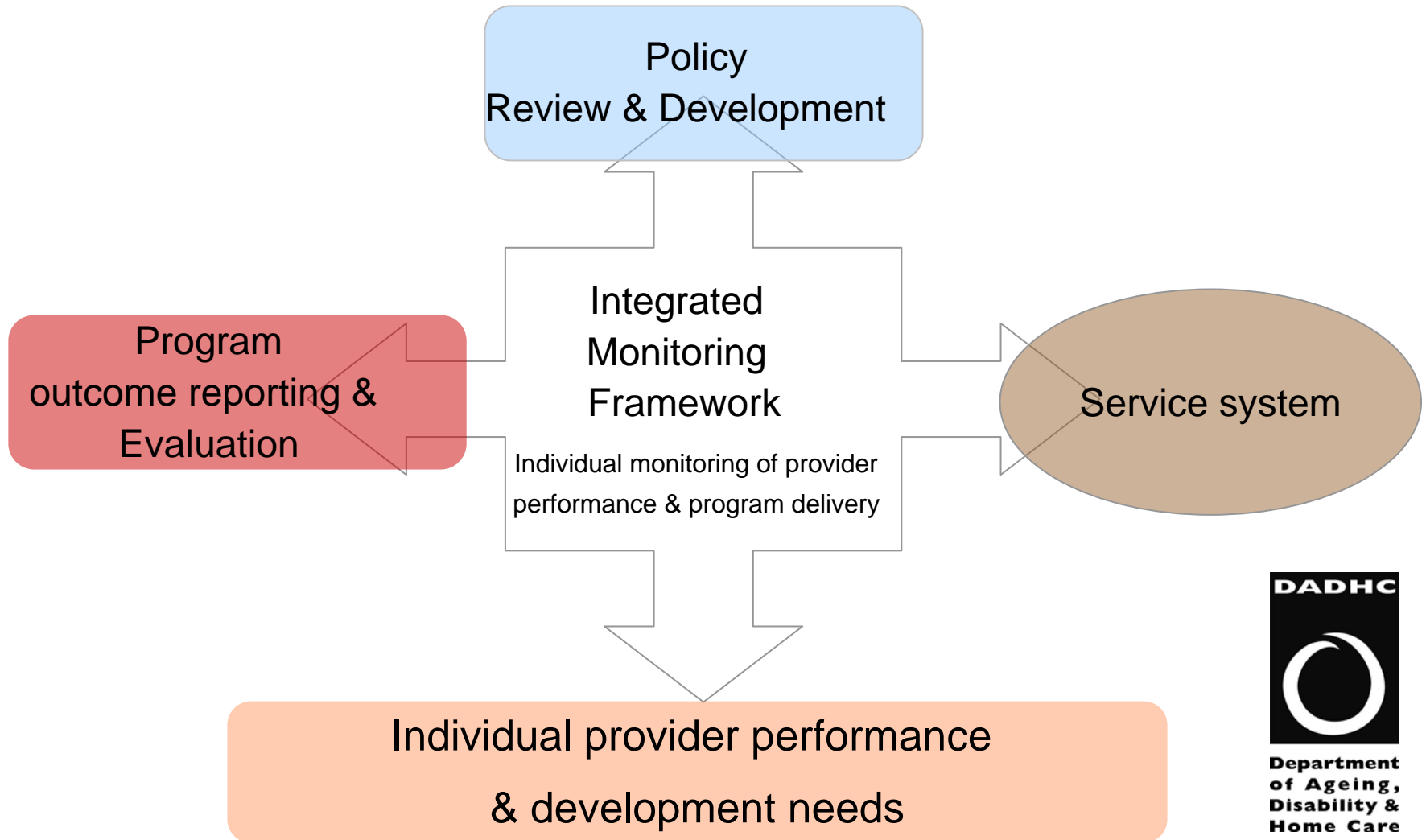
- Draws together existing and improved performance monitoring components to assess whether:
 - We have the right programs to achieve required outcomes
 - We're getting the services we paid for
 - Services are delivered according to quality standards
- Provides the Department with a performance management system across all programs



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Framework links to existing systems





The key features of the framework

- Standardised funding agreements with accountability against service specifications & performance measures
- Standardised & streamlined approach to performance monitoring
 - Accountability reporting
 - On-site monitoring reviews
 - Build in performance reporting
- Performance management information informs
 - Provider service improvement strategies
 - Program evaluation and review
 - Strengthen service system
 - Address service improvement



Provider responsibilities

- **Accountability reporting**
 - Service provider annual return
 - Financial reporting
 - Data collection and minimum data set returns
 - Introduction of performance reporting, as identified

- **On-site service reviews (over the funding cycle)**
 - Provider self assessment against review instrument
 - On-site service review
 - Develop and implement action plan
 - Address compliance & performance requirements identified



Monitoring provider compliance & performance

HACC	Disability	Service requirements
Access to Services (1)	Access (1)	
Information & Consultation (2)	Individual Needs (2)	
Efficient and Effective Management (3)	Service Management (8)	Program policies, guidelines
Co-ordinated, Planned & Reliable Service Delivery (4)	Participation & Integration (5) Family Relationships (9)	Outputs, Outcomes, Performance measures
Privacy, Confidentiality & Access to Personal Information (5)	Privacy, Dignity & Confidentiality (4)	
Complaints & Disputes (6)	Complaints & Disputes (7)	
Advocacy (7)	Decision Making & Choice (3) Valued Status (6) Protection of Human Rights & Freedom from Abuse (10)	



Building Capacity
Providing Services & programs
Organisational Capacity

Other quality/accreditation systems



Working together for improvements

- Integration of HACCC Validation into the IMF
- Mapping overlap of quality management systems to explore recognition & streamlining
- Continuing to building skills of the assessors
- Introduction of performance reporting, as identified



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Strategies address capacity & improvements

- Adopt findings of Review of HACCC Validation 04/05
 - HACCC Standards Education Strategy
- Work with Human Services agencies to minimise reporting duplication
- Work with Australian Government on Community Care Review
- Sector improvement initiatives address common areas
 - Governance
 - Good Practice Guidelines



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