



## **INFORMATION FOR SAAP SERVICE PROVIDERS: DoCS Performance Monitoring Framework (PMF) for Funded Services (communiqué six): August 2008**

### **2008/2009 SAAP Service Specifications**

DoCS expect to finalise the new SAAP Service Specifications by August 2008. Significant improvements have been made in response to feedback on the 2007/08 Specifications from the SAAP peaks, especially the Women's Refuge Movement. The 2008/09 Service Specifications will include a number of key performance measures based on revised unit costs.

The current Service Specifications will be rolled over until December 2008, allowing new specifications to be progressively negotiated with services between October and December 2008. A Service Specifications User Guide will be provided with the new Service Specifications. Learning and Development Branch will provide training on the Performance Management Framework in August and September and on the new Service Specifications during September and October 2008.

Service Activities definitions and Service Results are also being reviewed, based on feedback received from DoCS staff and the sector. A significant challenge in this work has been aligning client-level and service-level outcomes with existing data collected through the SAAP National Data Collection Agency (NDCA).

### **Revised PMF Timeframes**

Owing to delays in this first year of implementation, DoCS has cancelled the random audit and closed off the 2007/08 Performance Monitoring Cycle as we are already moving into 2008/2009.

As a development year, the 2007/08 year bedded down the processes. For the second, and subsequent, performance monitoring cycles, it is planned that all the tools and templates will be provided in several regular instalments. The first instalment, to cover the entire first phase will be issued to Partnership and Planning teams shortly.

The timeframe for the 2008/2009 cycle is as follows:

### **2008/2009 PMF cycle**

#### **1. Timetable - events of the 2008/09 cycle**

By 12 September 2008	<p>P&amp;P teams to conduct a Risk Assessment for each SAAP service</p> <p>P&amp;P teams to refer the completed Risk Rating Schedule identifying 10 percent of services for Joint Review to the Executive Director, SFS for endorsement.</p>
By 30 September 2008	<p>P&amp;P teams to either:</p> <ul style="list-style-type: none"> <li>• write to services selected for Joint Review advising that</li> </ul>

	<p>DoCS will work with them to complete the Service Monitoring and Review Tool</p> <p>or</p> <ul style="list-style-type: none"> <li>• write to all other services requesting that they complete a Self Assessment using the Service Monitoring and Review Tool</li> </ul>
By 31 October 2008	<p>Services which complete Self Assessments are to supply them to DoCS, with Performance Improvement Plans where required.</p> <p>All services will supply DoCS with their financial accountability documentation, as per their Service Agreement</p>
By 28 November 2008	<p>SFS to conduct a random selection of services which completed a Self Assessment for audit purposes.</p> <p>P&amp;P teams to write to services advising of their selection for audit.</p>
By 31 December 2008	<p>P&amp;P teams and selected services to complete the Joint Reviews using the Service Monitoring and Review Tool</p>
By 31 March 2009	<p>P&amp;P teams to finish auditing the Self Assessments of selected services.</p>
By 30 June 2009	<p>Negotiate 2009/2010 Service Agreements, where appropriate</p>

### **COMS System**

The COMS system is being introduced to support funding reform and the introduction of performance based contracting across all of DoCS' funding programs.

The system will be implemented over two releases:

- COMS 1 (November 2008) will provide full funding support for Service Specifications, Service Agreements and PMF. It will also replace DoCS' main funding system, the Grants Administration System (GAS) and introduce performance monitoring outputs.
- COMS 2 (2009) will provide additional funding related functionality, Expressions of Interest functionality and online access by Community Division's Programs' funding administration, as well as some Microsoft Access, Excel and Word based support tools systems.

### **Commonwealth Green Paper**

The following link takes you to the Australian Government's recently released Green Paper on Homelessness.

[http://www.facs.gov.au/internet/facsinternet.nsf/housing/new\\_approach\\_stage1.htm](http://www.facs.gov.au/internet/facsinternet.nsf/housing/new_approach_stage1.htm)

A Special Communiqué summarising the main points of the Green Paper has been issued alongside Communiqué Six.

**For more Information:**

- **Phillip Borg**, A/Director Policy Development and Service Planning, DoCS Ph: (02) 9716-2345
- **Sue Cripps**, HomelessnessNSW.ACT  
ph: (02) 9319-7111 <http://www.homelessnessnsw.org.au/>
- **Cat Gander**, NSW Womens Refuge Resource Centre  
ph: (02) 9698-9777 <http://www.wrrc.org.au/>
- **Michael Coffey**, Youth Accommodation Association  
ph: (02) 9698-5833 <http://www.yaa.com.au>

Download the [DoCS Performance Monitoring Framework](http://www.community.nsw.gov.au/DOCS/STANDARD/PC_100993.html)  
([http://www.community.nsw.gov.au/DOCS/STANDARD/PC\\_100993.html](http://www.community.nsw.gov.au/DOCS/STANDARD/PC_100993.html))