



NSW Department of
Community Services

Supported Accommodation Assistance Program (SAAP)

Self Assessment & Performance Improvement Plan

2008/09 User Guide

Overview

This User Guide has been designed to help SAAP funded services and DoCS staff complete and assess the Self Assessment and Performance Improvement Plan.

For each heading in the Self Assessment and Performance Improvement Plan there is a corresponding section in this User Guide with information and instructions about how each section is to be completed.

The User Guide consists of 14 Steps. Steps 1-9 include instructions for completing the Self Assessment Template. Steps 10-14 include information about the desktop review conducted by DoCS, the Monitoring and Review Meeting (if required) and instructions for completing the Performance Improvement Plan (if required).

For each Step:

- tasks have been identified, informing the user what to insert and where
- a copy of the relevant section of the service specification has been provided for easy reference

Please use this User Guide as an 'instruction kit' when you are completing the service specification.

Background

What is the Performance Monitoring Framework?

A Service Specification is the mechanism the Department uses to translate plans for service provision into contractual terms. The Service Specification is attached to, and forms part of the Service Agreement – Schedule B. The Performance Monitoring Framework (PMF) describes the approach that DoCS will use to monitor performance against the activities and service results as detailed in the Service Specification and Service Agreement.

What is the reporting and monitoring process?

You will be reporting on the performance of your organisation during the 2008/09 reporting period, against the Service Agreement and the 2008/09 SAAP Service Specification template (or the 'rolled over' 2007/08 SAAP Service Specification template).

The key tools used to implement the framework are the Self Assessment Template (SAT) and if required, the Performance Improvement Plan (PIP). The SAT allows service providers to report on the level of compliance against each element described in the PMF. A separate SAT is required for each Service Specification. A Performance Improvement Plan (PIP) will be developed if DoCS identifies significant contractual or performance issues during the Monitoring and Review Meeting.

As part of the monitoring process, DoCS will undertake a desk top review of the submitted SAT (in conjunction with other available information including Audited Financial Statements, the organisation's annual reports, service data, local knowledge, feedback etc). Following the review, the Community Program Officer (CPO) may request a Monitoring and Review Meeting with the Service Provider to sight and/or discuss documentation that demonstrates compliance.

DoCS will inform the Service Provider at the Monitoring and Review Meeting if a Performance Improvement Plan (PIP) is required, to address areas of non compliance with the Service Agreement or Service Specification. The PIP will be jointly developed at this meeting.

How is it done?

Follow the steps in this User Guide. For further clarification Service Providers can contact their CPO at the relevant Network Office.

When is it done?

The Service Provider will use the SAT to undertake a self assessment. The SAT is due to be submitted to DoCS by 31 October 2009. The Audited Financial Statements for each funded organisation are also due on this date.

How to Implement the Performance Monitoring Framework in SAAP

Step 1 - Complete the Self Assessment Cover Page

Task	Self Assessment Section																														
<p>Complete: Self Assessment cover page, as per instructions below</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Service Provider Name</td><td colspan="2"></td></tr> <tr><td style="background-color: #d3d3d3;">COMS Number</td><td colspan="2"></td></tr> <tr><td style="background-color: #d3d3d3;">Program and Sub-program</td><td colspan="2"></td></tr> <tr><td style="background-color: #d3d3d3;">Service Specification Name</td><td colspan="2"></td></tr> <tr><td style="background-color: #d3d3d3;">Service Operating Name</td><td colspan="2"></td></tr> <tr><td style="background-color: #d3d3d3;">Service Agreement start & end dates</td><td></td><td></td></tr> <tr><td style="background-color: #d3d3d3;">DoCS Region and Network</td><td></td><td></td></tr> <tr><td style="background-color: #d3d3d3;">Type of funding (delete as necessary)</td><td>Renewable</td><td style="text-align: center;">\$</td></tr> <tr><td></td><td>Fixed Term</td><td style="text-align: center;">\$</td></tr> <tr><td></td><td>One-off</td><td style="text-align: center;">\$</td></tr> </table>	Service Provider Name			COMS Number			Program and Sub-program			Service Specification Name			Service Operating Name			Service Agreement start & end dates			DoCS Region and Network			Type of funding (delete as necessary)	Renewable	\$		Fixed Term	\$		One-off	\$
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<p>A Insert: Service Provider Name</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #add8e6; width: 60%; padding: 5px;">Service Provider Name</td> <td style="width: 40%; padding: 5px;"> <div style="border: 1px solid black; height: 20px; width: 90%; margin: 0 auto;"></div> <div style="text-align: center; margin-top: 5px;">A</div> </td> </tr> </table> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin-top: 10px;"> <p>Note: Service Provider's official name can be found on the front page of the Service Agreement and at Schedule A of the Service Agreement</p> </div>	Service Provider Name	<div style="border: 1px solid black; height: 20px; width: 90%; margin: 0 auto;"></div> <div style="text-align: center; margin-top: 5px;">A</div>																												
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<p>B</p>	<p>Insert: COMS Identification Number</p>	<div data-bbox="808 225 1980 288" style="border: 1px solid black; padding: 2px;"> <p>COMS Number B</p> </div> <div data-bbox="808 288 1980 459" style="border: 1px solid black; padding: 5px; background-color: #e0ffe0;"> <p>Note: The unique identification number generated by COMS can be found at section 1.1 of the 2008/09 SAAP Service Specification template. (Service Providers using the 2007/08 SAAP Service Specification template, leave this section blank for your CPO to complete)</p> </div>
<p>C</p>	<p>Insert: Program Name SAAP (Sub-program is not required for SAAP)</p>	<div data-bbox="808 549 1980 624" style="border: 1px solid black; padding: 2px;"> <p>Program and sub-program C Supported Accommodation Assistance Program (SAAP)</p> </div>
<p>D</p>	<p>Insert: Service Specification Name</p>	<div data-bbox="808 703 1980 767" style="border: 1px solid black; padding: 2px;"> <p>Service Specification Name D</p> </div> <div data-bbox="808 823 1980 919" style="border: 1px solid black; padding: 5px; background-color: #e0ffe0;"> <p>Note: Name of the unique Service Specification can be found at Schedule A of the Service Agreement.</p> </div>
<p>E</p>	<p>Insert: Service Operating Name</p>	<div data-bbox="808 979 1980 1043" style="border: 1px solid black; padding: 2px;"> <p>Service Operating Name E</p> </div> <div data-bbox="808 1086 1980 1206" style="border: 1px solid black; padding: 5px; background-color: #e0ffe0;"> <p>Note: Name used by the service provider to identify the service. Can be found on the cover page of 2008/09 SAAP Service Specification template. (For Service Providers using the 2007/08 SAAP Service Specification template, use Project Name, page 1).</p> </div>

<p>F</p>	<p>Insert: Service Agreement start & end dates</p>	<table border="1" data-bbox="801 180 1980 245"> <tr> <td data-bbox="801 180 1323 245">Service Agreement start & end dates</td> <td data-bbox="1323 180 1655 245"> <p>F</p> <p>Start Date</p> </td> <td data-bbox="1655 180 1980 245"> <p>End Date</p> </td> </tr> </table> <p data-bbox="813 288 1986 411">Note: Can be found on the Service Agreement, Schedule A. End date of the Service Agreement will be the latest Expiry Date of the Service Specifications listed in Schedule A.</p>	Service Agreement start & end dates	<p>F</p> <p>Start Date</p>	<p>End Date</p>																									
Service Agreement start & end dates	<p>F</p> <p>Start Date</p>	<p>End Date</p>																												
<p>G</p>	<p>Insert: DoCS Region and Network</p>	<table border="1" data-bbox="801 464 1980 529"> <tr> <td data-bbox="801 464 1323 529">DoCS Region and Network</td> <td data-bbox="1323 464 1655 529"> <p>G</p> <p>Region</p> </td> <td data-bbox="1655 464 1980 529"> <p>Network</p> </td> </tr> </table> <p data-bbox="813 576 1986 735">Note: Insert the Region that is administering the Service Agreement and the Network that is administering the Service Specification. Can be found at sections 1.2 and 1.3 of the 2008/09 SAAP Service Specification template. (For Service Providers using the 2007/08 SAAP Service Specification template, Network is found on page 4)</p>	DoCS Region and Network	<p>G</p> <p>Region</p>	<p>Network</p>																									
DoCS Region and Network	<p>G</p> <p>Region</p>	<p>Network</p>																												
<p>H</p>	<p>Insert: Type and amount of funding</p>	<table border="1" data-bbox="801 842 1980 959"> <tr> <td data-bbox="801 842 1323 959" rowspan="3">Type of funding (delete as necessary)</td> <td data-bbox="1323 842 1655 879">Renewable</td> <td data-bbox="1655 842 1980 879">\$.....</td> </tr> <tr> <td data-bbox="1323 879 1655 916">Fixed Term</td> <td data-bbox="1655 879 1980 916">\$.....</td> </tr> <tr> <td data-bbox="1323 916 1655 952">One-off</td> <td data-bbox="1655 916 1980 952">\$.....</td> </tr> </table> <p data-bbox="813 986 1986 1094">Note: Type and amount of funding can be found at Schedule A of the Service Agreement.</p>	Type of funding (delete as necessary)	Renewable	\$.....	Fixed Term	\$.....	One-off	\$.....																					
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	One-off	\$.....																												
<p>I</p>	<p>Insert: Service Provider preparation and approval details</p>	<table border="1" data-bbox="819 1166 1962 1406"> <tr> <td></td> <td colspan="2" data-bbox="1025 1166 1771 1203">For DoCS</td> <td data-bbox="1771 1166 1962 1203">Date</td> </tr> <tr> <td></td> <td data-bbox="1025 1203 1435 1240">Name</td> <td data-bbox="1435 1203 1771 1240">Signature</td> <td></td> </tr> <tr> <td data-bbox="819 1240 1025 1267">Approved by</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td colspan="2" data-bbox="1025 1267 1771 1303">For Service Provider</td> <td data-bbox="1771 1267 1962 1303">Date</td> </tr> <tr> <td></td> <td data-bbox="1025 1303 1435 1340">Name</td> <td data-bbox="1435 1303 1771 1340">Signature</td> <td></td> </tr> <tr> <td data-bbox="819 1340 1025 1367">Prepared by</td> <td data-bbox="1025 1340 1435 1367"> <p>I</p> </td> <td data-bbox="1435 1340 1771 1367"> <p>I</p> </td> <td></td> </tr> <tr> <td data-bbox="819 1367 1025 1394">Approved by</td> <td></td> <td></td> <td></td> </tr> </table>		For DoCS		Date		Name	Signature		Approved by					For Service Provider		Date		Name	Signature		Prepared by	<p>I</p>	<p>I</p>		Approved by			
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Step 2 – Complete Compliance with Service Agreement Section ‘A1 - Financial Management’

Task	Self Assessment Section													
<p>Consider: the Service Provider’s level of compliance with the Financial Management sections of the Service Agreement</p> <p><i>(See below for instructions on completing this section of the Self Assessment)</i></p>	<p>A1 - Financial Management</p> <table border="1" data-bbox="801 290 1982 762"> <tr> <td data-bbox="801 290 855 386">1</td> <td data-bbox="855 290 1487 386">Assess your level of compliance with financial management requirements (sections 7 and 8 of the service agreement (tick one)</td> <td data-bbox="1487 290 1982 386"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td data-bbox="801 386 855 481">2</td> <td data-bbox="855 386 1487 481">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1487 386 1982 481"></td> </tr> <tr> <td data-bbox="801 481 855 641">3</td> <td data-bbox="855 481 1487 641">Explain the reasons for this less than full compliance. If variation from these requirements were agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1487 481 1982 641"></td> </tr> <tr> <td data-bbox="801 641 855 762">4</td> <td data-bbox="855 641 1487 762">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1487 641 1982 762"></td> </tr> </table> <div data-bbox="810 798 1989 1375" style="border: 1px solid black; background-color: #e0ffe0; padding: 10px; margin-top: 10px;"> <p>Things to consider:</p> <ul style="list-style-type: none"> • has the organisation submitted a satisfactory (unqualified) annual audit of accounts (including Income and Expenditure Statements to DoCS, on time, as required by Attachment 1 of the service agreement)? • does the organisation have written financial policies and procedures that are used to allow the organisation to operate within budget ? • did the organisation ensure satisfactory accountability for funds through financial recording and control systems, regular fraud risk assessment, internal reporting and reviews, and staff training ? • did the organisation provide annual reports to all stakeholders which include financial reporting? • does the organisation have systems in place to manage significant assets that were bought using DoCS funding? • does the organisation have appropriate insurance cover? • can the organisation provide evidence that demonstrates its effective financial management practices? </div>		1	Assess your level of compliance with financial management requirements (sections 7 and 8 of the service agreement (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant		3	Explain the reasons for this less than full compliance. If variation from these requirements were agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
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4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again													

	Task	Self Assessment Section			
A	Insert: a tick in the box that corresponds to your level of compliance with sections 7 and 8 of the Service Agreement	<table border="1" data-bbox="842 240 1942 368"> <tr> <td data-bbox="842 240 936 368">1</td> <td data-bbox="936 240 1462 368">Assess your level of compliance with financial management requirements (sections 7 and 8) of the Service Agreement</td> <td data-bbox="1462 240 1942 368"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p data-bbox="842 405 2051 472">If Fully Compliant, tick the corresponding box and go to Step 3 “Compliance with the Service Agreement, A2 - Service Data Collection”</p> <p data-bbox="842 507 1417 539">If Partially Compliant, or Not Compliant go to B</p>	1	Assess your level of compliance with financial management requirements (sections 7 and 8) of the Service Agreement	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant
1	Assess your level of compliance with financial management requirements (sections 7 and 8) of the Service Agreement	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant			
B	Insert: a description of how the organisation does not fully comply	<table border="1" data-bbox="842 576 1942 687"> <tr> <td data-bbox="842 576 936 687">2</td> <td data-bbox="936 576 1462 687">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1462 576 1942 687">B</td> </tr> </table>	2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B
2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B			
C	Insert: the reasons for less than full compliance	<table border="1" data-bbox="842 745 1942 936"> <tr> <td data-bbox="842 745 936 936">3</td> <td data-bbox="936 745 1462 936">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1462 745 1942 936">C</td> </tr> </table>	3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C
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D	Insert: a description of how this partial or non-compliance will be avoided or prevented in the future	<table border="1" data-bbox="842 984 1942 1144"> <tr> <td data-bbox="842 984 936 1144">4</td> <td data-bbox="936 984 1462 1144">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1462 984 1942 1144">D</td> </tr> </table>	4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D
4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D			

Step 3 – Complete Compliance with Service Agreement Section ‘A2 – Service Data Collection’

Task	Self Assessment Section													
<p>Consider: the Service Provider’s level of compliance with the Service Data Collection requirements</p>	<p>A2 - Service Data Collection</p> <table border="1" data-bbox="804 288 2072 730"> <tr> <td data-bbox="804 288 857 384">1</td> <td data-bbox="862 288 1541 384">Assess your level of compliance with service data collection requirements (sections 22.1 of the service agreement (tick one))</td> <td data-bbox="1545 288 2072 384"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td data-bbox="804 387 857 448">2</td> <td data-bbox="862 387 1541 448">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1545 387 2072 448"></td> </tr> <tr> <td data-bbox="804 451 857 604">3</td> <td data-bbox="862 451 1541 604">Explain the reasons for this less than full compliance. If variation from this requirement was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1545 451 2072 604"></td> </tr> <tr> <td data-bbox="804 608 857 730">4</td> <td data-bbox="862 608 1541 730">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1545 608 2072 730"></td> </tr> </table> <div data-bbox="792 778 2000 1157" style="border: 1px solid black; background-color: #e0ffe0; padding: 10px; margin-top: 10px;"> <p>Things to consider:</p> <ul style="list-style-type: none"> was the organisation’s data reported to DoCS on time? were relevant staff trained to operate data systems? did the data reported to DoCS accurately reflect client data? did the organisation collect and share information from and with other stakeholders appropriately? did the organisation participate in evaluation and reviews (organisation reviews, client satisfaction and other feedback mechanisms)? did the organisation provide evidence of other effective data collection and management ? </div>		1	Assess your level of compliance with service data collection requirements (sections 22.1 of the service agreement (tick one))	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant		3	Explain the reasons for this less than full compliance. If variation from this requirement was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
1	Assess your level of compliance with service data collection requirements (sections 22.1 of the service agreement (tick one))	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant												
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4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again													

	Task	Self Assessment Section			
A	Insert: a tick in the box that corresponds to your level of compliance with section 22.1 of the Service Agreement	<table border="1" data-bbox="853 240 1955 368"> <tr> <td data-bbox="853 240 947 368">1</td> <td data-bbox="947 240 1476 368">Assess your level of compliance with service data collection requirements (section 22.1 of the service agreement (tick one))</td> <td data-bbox="1476 240 1955 368"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p data-bbox="826 405 2078 469">If Fully Compliant, tick the corresponding box and go to Step 4 “Part B – Compliance with Service Specification, 1.8 Client Group”</p> <p data-bbox="826 505 1509 537">If Partially Compliant, or Not Compliant go to B</p>	1	Assess your level of compliance with service data collection requirements (section 22.1 of the service agreement (tick one))	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant
1	Assess your level of compliance with service data collection requirements (section 22.1 of the service agreement (tick one))	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant			
B	Insert: a description of how the organisation does not fully comply	<table border="1" data-bbox="853 612 1955 722"> <tr> <td data-bbox="853 612 947 722">2</td> <td data-bbox="947 612 1476 722">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1476 612 1955 722">B</td> </tr> </table>	2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B
2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B			
C	Insert: the reasons for less than full compliance	<table border="1" data-bbox="853 783 1955 968"> <tr> <td data-bbox="853 783 947 968">3</td> <td data-bbox="947 783 1476 968">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1476 783 1955 968">C</td> </tr> </table>	3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C
3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C			
D	Insert: a description of how this partial or non-compliance will be avoided or prevented in the future	<table border="1" data-bbox="853 1023 1955 1179"> <tr> <td data-bbox="853 1023 947 1179">4</td> <td data-bbox="947 1023 1476 1179">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1476 1023 1955 1179">D</td> </tr> </table>	4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D
4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D			

Step 4 – Complete Part B Compliance with Service Specification Section ‘1.8 – Client Group’

Task	Self Assessment Section													
<p>Consider: the Service Provider’s level of compliance with the agreed Client Group (or groups)</p>	<p>1.8 Client Group</p> <table border="1" data-bbox="801 300 1944 802"> <tr> <td data-bbox="801 300 898 395">1.8.1</td> <td data-bbox="898 300 1458 395">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1458 300 1944 395"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td data-bbox="801 395 898 491">1.8.2</td> <td data-bbox="898 395 1458 491">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1458 395 1944 491"></td> </tr> <tr> <td data-bbox="801 491 898 651">1.8.3</td> <td data-bbox="898 491 1458 651">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1458 491 1944 651"></td> </tr> <tr> <td data-bbox="801 651 898 802">1.8.4</td> <td data-bbox="898 651 1458 802">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1458 651 1944 802"></td> </tr> </table> <div data-bbox="719 868 2033 1254" style="border: 1px solid black; background-color: #e0ffe0; padding: 10px; margin-top: 20px;"> <p>Things to consider:</p> <ul style="list-style-type: none"> did the organisation work with the client group(s) defined in the service specification? does the organisation have reporting mechanisms in place to record where clients have met case plan goals? does the organisation have policies and procedures including measures to support equity of access? does the organisation have case management policies and are they consistent with good practice? can the organisation provide additional material – list - to demonstrate that they use appropriate client management practices? </div>		1.8.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	1.8.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant		1.8.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		1.8.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
1.8.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant												
1.8.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant													
1.8.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)													
1.8.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again													

	Task	Self Assessment Section					
A	Insert: a tick in the box that corresponds to your level of compliance with the agreed client group	<table border="1" data-bbox="824 240 1921 352"> <tr> <td data-bbox="824 240 913 352">1.8.1</td> <td data-bbox="913 240 1444 352">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1444 240 1921 352"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p data-bbox="797 405 2047 469">If Fully Compliant, tick the corresponding box and go to Step 5 “Part B – Compliance with Service Specification, 1.9 Geographic Coverage”</p> <p data-bbox="797 507 1473 539">If Partially Compliant, or Not Compliant go to B</p> <table border="1" data-bbox="813 555 1962 746"> <tr> <td colspan="2" data-bbox="813 555 1962 746"> <p>Note: See the following Service Specification sections for information about the agreed client group:</p> <ul style="list-style-type: none"> • 2007/08 SAAP Service Specification template – see Section 7, Specification Client Group • 2008/09 SAAP Service Specification template – see Section 1.8, Client Group </td> </tr> </table>	1.8.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	<p>Note: See the following Service Specification sections for information about the agreed client group:</p> <ul style="list-style-type: none"> • 2007/08 SAAP Service Specification template – see Section 7, Specification Client Group • 2008/09 SAAP Service Specification template – see Section 1.8, Client Group 	
1.8.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant					
<p>Note: See the following Service Specification sections for information about the agreed client group:</p> <ul style="list-style-type: none"> • 2007/08 SAAP Service Specification template – see Section 7, Specification Client Group • 2008/09 SAAP Service Specification template – see Section 1.8, Client Group 							
B	Insert: a description of how the organisation does not fully comply	<table border="1" data-bbox="824 815 1921 927"> <tr> <td data-bbox="824 815 913 927">1.8.2</td> <td data-bbox="913 815 1444 927">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1444 815 1921 927">B</td> </tr> </table>	1.8.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B		
1.8.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B					
C	Insert: the reasons for less than full compliance	<table border="1" data-bbox="824 1002 1921 1185"> <tr> <td data-bbox="824 1002 913 1185">1.8.3</td> <td data-bbox="913 1002 1444 1185">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1444 1002 1921 1185">C</td> </tr> </table>	1.8.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C		
1.8.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C					
D	Insert: a description of how this partial or non-compliance will be avoided or prevented in the future	<table border="1" data-bbox="824 1262 1921 1417"> <tr> <td data-bbox="824 1262 913 1417">1.8.4</td> <td data-bbox="913 1262 1444 1417">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1444 1262 1921 1417">D</td> </tr> </table>	1.8.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D		
1.8.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D					

Step 5 – Complete Part B Compliance with Service Specification Section ‘1.9 – Geographic Coverage’

Task	Self Assessment Section												
	<p>1.9 Geographic Coverage</p> <table border="1" data-bbox="801 300 1944 805"> <tr> <td data-bbox="801 300 898 395">1.9.1</td> <td data-bbox="898 300 1458 395">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1458 300 1944 395"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td data-bbox="801 395 898 491">1.9.2</td> <td data-bbox="898 395 1458 491">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1458 395 1944 491"></td> </tr> <tr> <td data-bbox="801 491 898 651">1.9.3</td> <td data-bbox="898 491 1458 651">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1458 491 1944 651"></td> </tr> <tr> <td data-bbox="801 651 898 805">1.9.4</td> <td data-bbox="898 651 1458 805">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1458 651 1944 805"></td> </tr> </table> <div data-bbox="790 842 1933 1145" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Things to consider:</p> <ul style="list-style-type: none"> • were services provided to clients in the geographic area defined in the service specification? • were services provided at convenient locations? • has the organisation tried, within available funding, to deliver services to clients at the location(s) of the client’s choice? • does the organisation have post code data that confirms the geographic coverage provided by the organisation? </div>	1.9.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	1.9.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant		1.9.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		1.9.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
1.9.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant											
1.9.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant												
1.9.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)												
1.9.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again												
<p>A</p> <p>Insert: a tick in the box that corresponds to your level of compliance with the agreed geographic coverage</p>	<table border="1" data-bbox="824 1225 1921 1337"> <tr> <td data-bbox="824 1225 913 1337">1.9.1</td> <td data-bbox="913 1225 1451 1337">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1451 1225 1921 1337"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p>If Fully Compliant, tick the corresponding box and go to Step 6 “Part B – Compliance with Service Specification, 1.10 Service Activities”</p>	1.9.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant									
1.9.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant											

		<p>If Partially Compliant, or Not Compliant go to B</p> <div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Note: See the following Service Specification sections for information about the agreed geographic coverage:</p> <ul style="list-style-type: none"> • 2007/08 SAAP Service Specification template – see Section 6, Project Geographic Coverage and Hours of Operation • 2008/09 SAAP Service Specification template – see Section 1.9, Geographic Coverage </div>			
B	Insert: a description of how the organisation does not fully comply	<table border="1" style="width: 100%;"> <tr> <td style="width: 10%;">1.9.2</td> <td style="width: 50%;">If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant</td> <td style="width: 40%; text-align: center;">B</td> </tr> </table>	1.9.2	If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant	B
1.9.2	If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant	B			
C	Insert: the reasons for less than full compliance	<table border="1" style="width: 100%;"> <tr> <td style="width: 10%;">1.9.3</td> <td style="width: 50%;">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td style="width: 40%; text-align: center;">C</td> </tr> </table>	1.9.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C
1.9.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C			
D	Insert: a description of how this partial or non-compliance will be avoided or prevented in the future	<table border="1" style="width: 100%;"> <tr> <td style="width: 10%;">1.9.4</td> <td style="width: 50%;">If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td style="width: 40%; text-align: center;">D</td> </tr> </table>	1.9.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D
1.9.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D			

Step 6 – Complete Part B Compliance with Service Specification Section ‘1.10 – Service Activities’

	Task	Self Assessment Section												
	<p>Consider: the Service Provider’s level of compliance with the agreed Service Activities</p>	<p>1.10 Service Activities</p> <table border="1" data-bbox="786 360 1957 863"> <tr> <td data-bbox="786 360 891 456">1.10.1</td> <td data-bbox="891 360 1462 456">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1462 360 1957 456"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td data-bbox="786 456 891 552">1.10.2</td> <td data-bbox="891 456 1462 552">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1462 456 1957 552"></td> </tr> <tr> <td data-bbox="786 552 891 711">1.10.3</td> <td data-bbox="891 552 1462 711">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1462 552 1957 711"></td> </tr> <tr> <td data-bbox="786 711 891 863">1.10.4</td> <td data-bbox="891 711 1462 863">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1462 711 1957 863"></td> </tr> </table> <div data-bbox="741 879 2018 1422" style="border: 1px solid black; background-color: #e0ffe0; padding: 10px;"> <p>Things to consider:</p> <ul style="list-style-type: none"> • did the organisation reflect the activities agreed in the service specification? • were project work plans developed, actioned and reviewed consistent with the service specification? • did the organisation conduct internal or external organisation reviews, and document the outcomes? • did the organisation implement recommendations from past organisation reviews? • did the organisation roster staff with adequate training and qualifications required to provide appropriate services? • do the organisation reports (caseworker reports, annual reports etc) detail the range of services and activities it provides? • did the organisation document and organise relevant systems for assessments, case plans, referrals, exit, client feedback and case management? • does the organisation have additional documents – list them - that show that they are providing the organisation activities contracted in the service specification? </div>	1.10.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	1.10.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant		1.10.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		1.10.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
1.10.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant												
1.10.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant													
1.10.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)													
1.10.4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again													

	Task	Self Assessment Section			
A	Insert: a tick in the box that corresponds to your level of compliance with the agreed Service Activities	<table border="1" data-bbox="824 240 1921 352"> <tr> <td data-bbox="824 240 927 352">1.10.1</td> <td data-bbox="927 240 1451 352">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1451 240 1921 352"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p data-bbox="797 368 2058 432">If Fully Compliant, tick the corresponding box and go to Step 7 “Part B – Compliance with Service Specification, 1.11 Service Results”</p> <p data-bbox="797 469 1375 501">If Partially Compliant, or Not Compliant go to B</p> <div data-bbox="813 517 1962 820" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Note: See the following Service Specification sections for information about the agreed Service Activities:</p> <ul style="list-style-type: none"> 2007/08 SAAP Service Specification template – see Section 8, Service Activities and Section 9, Service Levels. You may also find information about Service Activities (or ‘what the service is going to do’) in other sections of this Service Specification 2008/09 SAAP Service Specification template – see Section 1.10, Service Activities </div>	1.10.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant
1.10.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant			
B	Insert: a description of how the organisation does not fully comply	<table border="1" data-bbox="824 879 1921 991"> <tr> <td data-bbox="824 879 927 991">1.10.2</td> <td data-bbox="927 879 1451 991">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1451 879 1921 991">B</td> </tr> </table>	1.10.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B
1.10.2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B			
C	Insert: the reasons for less than full compliance	<table border="1" data-bbox="824 1070 1921 1254"> <tr> <td data-bbox="824 1070 927 1254">1.10.3</td> <td data-bbox="927 1070 1451 1254">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1451 1070 1921 1254">C</td> </tr> </table>	1.10.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C
1.10.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C			



Task	Self Assessment Section			
<p>D Insert: a description of how this partial or non-compliance will be avoided or prevented in the future</p>	<table border="1"> <tr> <td style="background-color: #e0f7fa;">1.10.4</td> <td>If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td style="background-color: #e0f7fa;">D</td> </tr> </table>	1.10.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D
1.10.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D		

Step 7 - Complete Part B - Compliance with Service Specification Section '1.11 – Service Results'

Task	Self Assessment Section												
<p>Consider: the Service Provider's level of compliance with the agreed Service Results</p> <p><i>Note: When undertaking the desk-top review, the CPO will not focus solely on service results and/or performance targets, as it is acknowledged that 2008/09 is a transitional reporting period.</i></p> <p><i>Note: See Appendix 1 – Calculating Compliance with Service Results (Performance Targets)</i></p>	<p>1.11 Service Results</p> <table border="1"> <tr> <td style="background-color: #e0f7fa;">1.11.1</td> <td>Assess your level of compliance with requirements described in the service specification (tick one)</td> <td> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> <tr> <td style="background-color: #e0f7fa;">1.11.2</td> <td>If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant</td> <td></td> </tr> <tr> <td style="background-color: #e0f7fa;">1.11.3</td> <td>Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td></td> </tr> <tr> <td style="background-color: #e0f7fa;">1.11.4</td> <td>If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td></td> </tr> </table> <div style="background-color: #e0f7fa; padding: 5px; border: 1px solid black;"> <p>Things to consider:</p> <ul style="list-style-type: none"> • did the organisation achieve the results that were agreed to, at the agreed levels? • was data used for service management and development? • did the organisation undertake and implement a service planning process annually? • did service data confirm that the organisation were case managing appropriately and that clients are achieving or mostly achieving their case plan goals? • does the service data confirm that the services provided match the service specification? </div>	1.11.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant	1.11.2	If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant		1.11.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)		1.11.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	
1.11.1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant											
1.11.2	If you ticked 'partially compliant' or 'not compliant', describe how your organisation is not fully compliant												
1.11.3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)												
1.11.4	If you ticked 'partially compliant' or 'not compliant' and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again												

	Task	Self Assessment Section			
A	Insert: a tick in the box that corresponds to your level of compliance with the agreed Service Results	<table border="1" data-bbox="824 240 1921 352"> <tr> <td data-bbox="824 240 913 352">1</td> <td data-bbox="913 240 1444 352">Assess your level of compliance with requirements described in the service specification (tick one)</td> <td data-bbox="1444 240 1921 352"> <input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant </td> </tr> </table> <p data-bbox="797 405 1989 472">If Fully Compliant, tick the corresponding box and go to Step 8 “Part C – General Feedback” If Partially Compliant, or Not Compliant go to B</p> <div data-bbox="766 488 1962 722" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p data-bbox="786 501 1877 632">Note: Compliance is only required for outcomes with identified <u>performance targets</u>. These performance targets can be found at Section 10 of the 2007/08 SAAP Service Specification template or Section 1.11 of the 2008/09 SAAP Service Specification template.</p> <p data-bbox="786 639 1883 700">For instructions to calculate whether the service met the required performance targets, see Appendix 1.</p> </div>	1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant
1	Assess your level of compliance with requirements described in the service specification (tick one)	<input type="checkbox"/> Fully Compliant <input type="checkbox"/> Partially Compliant <input type="checkbox"/> Not Compliant			
B	Insert: a description of how the organisation does not fully comply	<table border="1" data-bbox="824 762 1921 874"> <tr> <td data-bbox="824 762 913 874">2</td> <td data-bbox="913 762 1444 874">If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant</td> <td data-bbox="1444 762 1921 874">B</td> </tr> </table>	2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B
2	If you ticked ‘partially compliant’ or ‘not compliant’, describe how your organisation is not fully compliant	B			
C	Insert: the reasons for less than full compliance	<table border="1" data-bbox="824 956 1921 1139"> <tr> <td data-bbox="824 956 913 1139">3</td> <td data-bbox="913 956 1444 1139">Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)</td> <td data-bbox="1444 956 1921 1139">C</td> </tr> </table>	3	Explain the reasons for this less than full compliance. If variation from the specification was agreed to beforehand by DoCS, record the date of this agreement (and attach a copy of the written authority)	C
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D	Insert: a description of how this partial or non-compliance will be avoided or prevented in the future	<table border="1" data-bbox="824 1201 1921 1358"> <tr> <td data-bbox="824 1201 913 1358">4</td> <td data-bbox="913 1201 1444 1358">If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again</td> <td data-bbox="1444 1201 1921 1358">D</td> </tr> </table>	4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D
4	If you ticked ‘partially compliant’ or ‘not compliant’ and it was due to factors within the control of your organisation, explain how this will be avoided or prevented from happening again	D			

Step 8 - Complete Part C - General Feedback

	Task	Self Assessment Section
	<p>Insert: Comments the agency may wish to make for future improvements of the self assessment process and template.</p>	<p>Comments: </p>

Step 9 - Submit completed Self Assessment Template to DoCS

	Task
	<p>Submit: completed document to Regional DoCS office for assessment against the Service Agreement and Service Specification</p>

The following tasks will be completed after the Self Assessment template has been submitted to DoCS

Step 10 – Complete Desktop Review (undertaken by DoCS)

	Task	Outcome
	<p>Complete desktop review: of the self assessment and other information available to DoCS about the service provider’s performance.</p> <p>The review relies on information that DoCS holds in files or that forms part of the experience of the DoCS staff concerned.</p>	<p>There are two possible outcomes from the “desktop review”</p> <ol style="list-style-type: none"> 1. Where DoCS staff determine that the funded service is compliant with the service agreement and has met the performance expectations detailed in the service specification, the service will be informed that DoCS is satisfied that performance requirements have been met. This will be done in writing. 2. Where DoCS staff determine that a service appears not to be complying with the service agreement or meeting the performance expectations detailed in the service specification, the Service Provider will be notified by letter and asked to attend a formal meeting with DoCS to discuss the issues (<i>See Step 11 - Monitoring & Review Meeting</i>).

Step 11 – Attend Monitoring and Review Meeting (DoCS and the Service Provider)

	Task	Purpose
	<p>Attend Monitoring and Review Meeting: where DoCS formally discusses concerns with the Service Provider regarding the Service Provider’s compliance with aspects of the Service Agreement and/or Service Specification.</p>	<p>During this meeting, DoCS and the Service Provider will jointly develop and agree on strategies for improving performance, this information will be documented in a Performance Improvement Plan (PIP).</p> <p>PIP negotiations will continue until DoCS is satisfied that the PIP accurately describes the performance issues and identifies solutions that are specific, measurable and achievable.</p> <div data-bbox="790 1342 1906 1406" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Note: It may be necessary to hold a number of meetings to finalise the PIP.</p> </div>

Step 12 – Develop the Performance Improvement Plan (collaboration between DoCS and the Service Provider)

	Task	Performance Improvement Plan Section																															
	<p>Complete: PIP cover page, as per instructions for completing the cover page of the Self Assessment template (See Step 1 of this User Guide)</p>	<table border="1" data-bbox="786 352 1962 979"> <tr> <td data-bbox="786 352 1301 416">Service Provider Name</td> <td colspan="2" data-bbox="1301 352 1962 416"></td> </tr> <tr> <td data-bbox="786 416 1301 480">COMS Number</td> <td colspan="2" data-bbox="1301 416 1962 480"></td> </tr> <tr> <td data-bbox="786 480 1301 544">Program and Sub-program</td> <td colspan="2" data-bbox="1301 480 1962 544"></td> </tr> <tr> <td data-bbox="786 544 1301 608">Service Specification Name</td> <td colspan="2" data-bbox="1301 544 1962 608"></td> </tr> <tr> <td data-bbox="786 608 1301 671">Service Operating Name</td> <td colspan="2" data-bbox="1301 608 1962 671"></td> </tr> <tr> <td data-bbox="786 671 1301 735">Service Agreement start & end dates</td> <td data-bbox="1301 671 1637 735"></td> <td data-bbox="1637 671 1962 735"></td> </tr> <tr> <td data-bbox="786 735 1301 799">DoCS Region and Network</td> <td colspan="2" data-bbox="1301 735 1962 799"></td> </tr> <tr> <td data-bbox="786 799 1301 919" rowspan="3">Type of funding (delete as necessary)</td> <td data-bbox="1301 799 1637 839">Renewable</td> <td data-bbox="1637 799 1962 839">\$</td> </tr> <tr> <td data-bbox="1301 839 1637 879">Fixed Term</td> <td data-bbox="1637 839 1962 879">\$</td> </tr> <tr> <td data-bbox="1301 879 1637 919">One-off</td> <td data-bbox="1637 879 1962 919">\$</td> </tr> <tr> <td data-bbox="786 919 1301 979">PIP start & end dates</td> <td colspan="2" data-bbox="1301 919 1962 979"></td> </tr> </table> <div data-bbox="766 1038 1962 1158" style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Note: PIP start and end dates will be negotiated with DoCS regional staff. Some PIP actions will extend beyond 12 months. Actions will be reviewed after 12 months and if found still to be necessary, they will be included in the next PIP.</p> </div>	Service Provider Name			COMS Number			Program and Sub-program			Service Specification Name			Service Operating Name			Service Agreement start & end dates			DoCS Region and Network			Type of funding (delete as necessary)	Renewable	\$	Fixed Term	\$	One-off	\$	PIP start & end dates		
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	Fixed Term	\$																															
	One-off	\$																															
PIP start & end dates																																	

Step 14 - Complete the sections requiring improvement (DoCS and the Service Provider)

Task	Performance Improvement Plan Section								
<p>Complete: the relevant Issues and Actions tables.</p> <p>Delete tables that are not required for the Service Provider's PIP.</p> <p><i>If no agreement can be reached on PIP items, the Dispute Resolution process in the DoCS Service Agreement will be used.</i></p>	<p>Service Data Collection</p> <table border="1"> <thead> <tr> <th></th> <th>Issues</th> <th>Actions</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Issues	Actions		1			
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	<p>1.8 Client Group</p> <table border="1"> <thead> <tr> <th></th> <th>Issues</th> <th>Actions</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Issues	Actions		1			
		Issues	Actions						
	1								
	<p>1.9 Geographic Coverage</p> <table border="1"> <thead> <tr> <th></th> <th>Issues</th> <th>Actions</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Issues	Actions		1			
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<p>1.11 Service Results</p> <table border="1"> <thead> <tr> <th></th> <th>Issues</th> <th>Actions</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Issues	Actions		1				
	Issues	Actions							
1									
<p>Note:</p> <ul style="list-style-type: none"> • If the PIP has not been finalised within the financial year in which it was developed, it will be attached to and form part of the Service Specification for the subsequent financial year. • A PIP remains current until it is achieved or replaced by a new PIP • Timeframes for individual actions are required, include them in the Actions column • A copy of the PIP will be attached to, and form part of, the Service Specification. 									

Appendix 1: 2008-09 Performance Target Calculation Guide

Performance Target	Service Specification	Task
Percentage of support periods where clients agreed to a case plan by the end of the support period = Above 60%	2007/08 SAAP Service Specification template	Relates to requirement at Section 10, Measure (e) of the Specification. Refer to SAAP Agency Report, Appendix 1, E
	2008/09 SAAP Service Specification template	Relates to requirement at Section 1.11, Outcome 3 of the Specification. Refer to SAAP Agency Report, Appendix 1, E
Percentage of support periods where clients agreed to a case plan and achieved most or all of their goals = Above 30%	2007/08 SAAP Service Specification template	Relates to requirement at Section 10, Measure (f) of the Specification. Refer to SAAP Agency Report, Appendix 1, F
	2008/09 SAAP Service Specification template	Relates to requirement at Section 1.11, Outcome 3 of the Specification. Refer to SAAP Agency Report, Appendix 1, F
Percentage of support periods where clients gave consent for full data collection = Above 80%	2007/08 SAAP Service Specification template	Relates to requirement at Section 10, Measure (d) of the Specification. Refer to SAAP Agency Report, Appendix 1, D
	2008/09 SAAP Service Specification template	Relates to requirement at Section 1.11, Outcome 3 of the Specification. Refer to SAAP Agency Report, Appendix 1, D
Number of support periods active each day, as a proportion of agreed daily service capacity = Above 70%	2007/08 SAAP Service Specification template	Relates to requirement at Section 9 – Service Levels <ol style="list-style-type: none"> To calculate agreed daily service level, see Section 9, Service Levels, of specification. Here you will find the Total Service Level per day (A+B+C+D) = X To calculate number of support periods active each day, see Appendix 1, A of the SAAP Agency Report. Here you will find Adults & Children = Y Divide Y by X and multiply by 100 to get daily percentage: $(Y/X) \times 100 = Z$ Z should be greater than or equal to 70% to be compliant with this performance target.
	2008/09 SAAP Service Specification template	Relates to requirement at Section 1.11, Outcome 3. <ol style="list-style-type: none"> To calculate agreed daily service level, see Section 1.12 Service Levels, of specification.

		<ol style="list-style-type: none"> 2. Add together 'Capacity Per Annum' for all Service Activities to determine yearly capacity. Divide the yearly capacity by 365 to reach the agreed daily service level = X 3. To calculate number of support periods active each day, see Appendix 1, A of the SAAP Agency Report. Here you will find Adults & Children = Y 4. Divide Y by X and multiply by 100 to get daily percentage: $(Y/X) \times 100 = Z$ 5. Z should be greater than or equal to 70% to be compliant with this performance target.
Percentage of support periods within the 4-13 week band = Above 18%	2007/08 SAAP Service Specification template	<p>Relates to requirement at Section 10, Measure (c) of the Specification.</p> <p>Refer to SAAP Agency Report, Appendix 1, C</p>
	2008/09 SAAP Service Specification template	<p>Relates to requirement at Section 1.11, Outcome 3 of the Specification.</p> <p>Refer to SAAP Agency Report, Appendix 1, C</p>
Number of accommodation periods active each day as a proportion of agreed accommodation capacity = Above 70%	2007/08 SAAP Service Specification template	<p>Relates to requirement at Section 9 –Service Levels</p> <ol style="list-style-type: none"> 1. To calculate agreed daily accommodation level, see Section 9, of the Specification. Here you will find Sub Total – Accommodation Service Levels (B+C) = X 2. To calculate number of accommodation periods active each day, see Appendix 1, B of the SAAP Agency Report. Here you will find Adults & Children = Y 3. Divide Y by X and multiply by 100 to get daily percentage: $(Y/X) \times 100 = Z$ 4. Z should be greater than or equal to 70% to be compliant with this performance target.
	2008/09 SAAP Service Specification template	<p>Relates to requirement at Section 1.11, Outcome 4.</p> <ol style="list-style-type: none"> 1. To calculate agreed daily accommodation level, see Section 1.12, of the Specification. 2. Add together only Supported Accommodation Service Activities, to determine yearly accommodation capacity. Divide the yearly capacity by 365 to reach the agreed daily accommodation level = X 3. To calculate number of accommodation periods active each day, see Appendix 1, B of the SAAP Agency Report. Here you will find Adults & Children = Y 4. Divide Y by X and multiply by 100 to get daily percentage: $(Y/X) \times 100 = Z$ 5. Z should be greater than or equal to 70% to be compliant with this performance target.