

CMLS Guide: Performance Management reporting

Performance Management reporting requirements

Performance Management reporting requirements are outlined on the [Reports and Meetings Service Provision Requirement](#). Key Performance Indicators (KPIs) and the minimum levels of performance are defined in the [Performance Measurement Specification](#) or within Contracted Agreement.

KPI data

During the Contract Set-up phase, KPIs are loaded into CMLS against each individual contract. CMLS creates a KPI record for each time a KPI will be required to be reported against during the term of the contract. This means that in the Contracts KPIs Reporting field, users can see every KPI record created against each contract. KPIs may be measured through percentage (numerator & denominator), numeric, yes/no, or tick box format.

Please review the [CMLS Guide: KPI data entry](#) and [CMLS Guide: KPI data submission](#) for detailed process information.

Reporting frequency

KPIs are required to be reported against monthly, quarterly, or annually as per the [Performance Management Specification](#) and information in individual contracted agreements. Service Providers are required to enter data into CMLS as per the reporting frequency for each KPI.

Reporting period dates and related financial periods have been outlined in [Appendix 1: Reporting period schedule](#).

As shown in the Contract and KPI Details below, each KPI has a Results Required Date and a KPI Cut Off Date.

KPI Results Required Date: Service Providers can enter KPI data for this record after this date.

KPI Cut Off Date: 31 calendar days after the KPI Result Required Date. Service Providers must have entered KPI data before this date. After this date the record will be closed and cannot be edited by the Service Provider.

Contract and KPI Details	
Service Provider:	Company ZXY
Contract Number:	P365C2
Contract Title:	Family Based Care
Financial Year:	2020-21
Financial Period Type:	Quarterly
Financial Period:	Qtr1
KPI Identifier:	11
KPI Description:	Net cost of service as reported in quarterly acquittal is not in deficit (budget v's actual expenditure). Block funded contracts ONLY
KPI Responsibility:	Service Provider
KPI Source:	System Derived
KPI Tier:	Tier 1
KPI Cut Off Date:	30-Oct-2020
KPI Data Entry Reminder Date:	25-Oct-2020
KPI Result Required Date:	30-Sep-2020
	<input type="checkbox"/> Placement Utilisation

Appendix 1: reporting period schedule

Financial Period (inclusive of start and end dates)		Financial Period Field name in CMLS	Reporting Period (31 days inclusive of start and end dates)	
Start	End		Start	End
1 July	31 July	Month 1	1 August	31 August
1 August	31 August	Month 2	1 September	1 October
1 September	30 September	Month 3	1 October	31 October
1 July	30 September	Quarter 1	1 November	1 December
1 October	31 October	Month 4	1 November	1 December
1 November	30 November	Month 5	1 December	31 December
1 December	31 December	Month 6	1 January	31 January
1 October	31 December	Quarter 2	1 January	31 January
1 January	31 January	Month 7	1 February	2 (3*) March
1 February	28 (29*) February	Month 8	1 March	31 March
1 March	31 March	Month 9	1 April	1 May
1 January	31 March	Quarter 3	1 April	1 May
1 April	30 April	Month 10	1 May	31 May
1 May	31 May	Month 11	1 June	1 July
1 June	30 June	Month 12	1 July	31 July
1 April	30 June	Quarter 4	1 July	31 July
1 July	30 June	Quarter 4**	1 July	31 July

*leap year. **Annual KPIs will be included in quarter four financial period.