



Appendix 1: Performance measures

This document formally defines the minimum level of performance and service delivery required throughout the term of a service agreement between DCP and the Service Provider. This specification defines;

- performance measures via Key Performance indicators (KPIs);
- minimum levels of performance requirement for each measure; and
- service types each KPI will be associated with.

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Tier 1 performance measures

The performance measures prescribed are standardised measures applicable across and within specified Out of Home Care (OOHC) service types. However, in some circumstances, performance measures may be established on a case by case basis to support agreements with varied service requirements.



Tier 1 – General Family Based Care, Specialist Family Based Care, Respite Care, Residential Care, Residential care: Disability, and Supported Independent Living Services

KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
1	Service provider	Service delivery	Placement	Placement utilisation (placement nights provided to DCP children and young people in care) during the reporting period.	DCP	100% of contract minimum placement target	>=98% FBC >=95% Non FBC >= contract minimum placement target	>=95% and <=98% FBC >=85% and <=95% Non FBC of contract minimum placement target and < contract minimum placement target	<95% FBC <85% Non FBC of contract minimum placement target	Monthly	Quarterly	General Family Based Care Specialist Family Based Care Respite Residential Care, Residential Care: Disability
2	Service provider	Quality of service	Carer Support	% of carer household reviews completed and submitted that were required to be undertaken during the reporting period.	DCP	100%	100%	>= 95% and < 100%	< 95%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
3	Service provider	Service delivery	Carer recruitment	% of carer assessments submitted to CARU within 5 months of date child protection history check is returned to the Agency from DCP during reporting period.	Service provider	95%	>=95%	>= 90% and < 95%	< 90%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
4	Service provider	Service delivery	Carer recruitment	% of carer assessments submitted to carer registration within 60 calendar days of receipt of referral for temporary placements.	Service provider	100%	Yes		No	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care <i>(applies to Specific Child Only and Kinship Care)</i>
5	Service provider	Quality of service	Incident	Percentage of serious care concerns actions allocated to service provider during a serious care concern planning discussion that are completed by service provider within agreed timeframes during the reporting period (self- reported).	Service provider	100%	100%	>= 95% and < 100%	< 95%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
7	Service provider	Quality of service	Carer support	% of new placement referrals placed where carer household received face-to-face contact from their placement support worker within 5 business days of placement commencing during the reporting period.	Service provider	100%	>=95%	>= 90% and < 95%	< 90%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care
8	Service provider	Quality of service	Carer support	% of carer households that have received a face-to-face home visit by allocated placement support worker every eight weeks during the reporting period.	Service provider	100%	>=95%	>= 90% and <95%	<90%	Quarterly	Quarterly	General Family Based Care



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
9	Service provider	Quality of service	Carer support	% of carer (non-respite) households that have received a face-to-face home visit by allocated placement support worker every two weeks during the reporting period.	Service provider	100%	>=95%	>= 90% and < 95%	<90%	Quarterly	Quarterly	Specialist Family Based Care
11	Service provider	Financial Viability	Financial viability	Net cost of service as reported in quarterly acquittal is not in deficit (budget v's actual expenditure) block funded contracts ONLY.	Service provider	0% (not in deficit)	0%	> 0% and <= 5%	>5%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
12	Service provider	Compliance	Legislation	% of approved carers, household members, and regular guests with a current satisfactory DHS Working with Children Check (WWCC) clearance and background check.	DCP	100%	100%		< 100%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Specific Child Only
13	Service provider	Compliance	Legislation	% of staff employed in execution of a DCP contract with a current satisfactory DHS Working with Children Check (WWCC), and where the personnel operate outside of South Australia, a working with children check (or equivalent) relevant to the state of territory they are operating within.	Service provider	100%	100%		< 100%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Respite Care Residential Care: Disability Supported Independent Living Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
14	Service provider	Compliance	Legislation	% of service provider personnel providing services in licensed residential care facilities with a satisfactory psychological assessment during reporting period.	Service provider	100%	100%		< 100%	Quarterly	Quarterly	Residential Care Residential Care: Disability
15	Service provider	Compliance	Legislation	% of service provider personnel providing services in residential facilities established by the Minister under section 36 of the FACS Act 1972 with a satisfactory psychological assessment during reporting period.	Service provider	100%	100%		< 100%	Quarterly	Quarterly	Residential Care <i>(Applicable only to residential facilities established by the Minister under Section 36 of the FACS Act 1972)</i>



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
16	Service provider	Compliance	Administration	All performance data and financial expenditure data and information requirements are received and completed in FULL within prescribed timeframes.	DCP	Yes	Yes		No	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Respite Care Residential Care: Disability
23	Service provider	Compliance	Administration	All performance data and information requirements are received and complete in FULL within prescribed timeframes.	DCP	Yes	Yes		No	Quarterly	Quarterly	Supported Independent Living Services
117	Service provider	Quality of service	Education	% of young people participating in independent living skills programs (individually or in group sessions). Evidence of the activity undertaken must be attached to the KPI submission (see information guide for more information).	Service provider	100%	100%	>= 95% and < 100%	<95%	Quarterly	Quarterly	Supported Independent Living Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
118	Service provider	Quality of service	Service outcomes	<p>% of young people who turned 18 within the reporting period who exiting SILS that have been set up in stable affordable accommodation.</p> <p>Evidence of the activity undertaken must be attached to the KPI submission (see information guide for more information).</p>	Service provider	100%	100%	>= 95% and < 100%	<95%	Quarterly	Quarterly	Supported Independent Living Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
120	Service provider	Compliance	Standards	Provide DCP copy of all NDIS provider registration independent audit reports (assessed against NDIS practice standards and required as part of NDIS provider registration/renewal process).	Service provider	100%	100%		< 100%	Quarterly	Quarterly	Residential Care: Disability
125	Service provider	Compliance	Legislation	% of service provider personnel providing services in all supported independent living facilities with a satisfactory psychological assessment during reporting period.	Service provider	100%	100%		<100%	Quarterly	Quarterly	Supported Independent Living Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
180	Service provider	Quality of Service	Carer support	% of new Kinship placements where carer household received face-to-face contact from their placement support worker within 5 business days of referral accepted during the reporting period.	Service provider	100%	<=95%	>=90% and < 95%	<90%	Quarterly	Quarterly	Kinship Care
181	Service provider	Quality of Service	Carer support	% of specialist respite carer households that have received a face-to-face home visit by allocated placement support worker every eight weeks during the reporting period.	Service provider	100%	<=95%	>=90% and < 95%	<90%	Quarterly	Quarterly	Specialist Family Based Care



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
182	Service provider	Compliance	Training	Percentage of direct care and support staff who meet the minimum qualification requirements	Service provider	100%	>=95% and >100%	>=85% and <95%	<85%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care



Tier 1 – Family reunification

KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
13	Service provider	Compliance	Legislation	% of staff employed in execution of a DCP contract with a current satisfactory DHS Working with Children Check (WWCC), and where the personnel operate outside of South Australia, a working with children check (or equivalent) relevant to the state of territory they are operating within.	Service provider	100%	100%		< 100%	Quarterly	Quarterly	Family Reunification Services
17	Service provider	Service delivery	Referral	Percentage of new cases commenced within 10 business days of referral acceptance during the reporting period.	Service provider	95%	>= 95% and > 100%	>= 85% and < 95%	< 85%	Quarterly	Quarterly	Family Reunification Services



23	Service provider	Compliance	Administration	All performance data and information requirements are received and completed in FULL within prescribed timeframes.	DCP	Yes	Yes		No	Quarterly	Quarterly	Family Reunification Services
121	Service provider	Service delivery	Referral	% of referrals responded to in writing no later than 5 days from receipt of referral.	Service provider	100%	>= 90%	>= 80% and < 90%	< 80%	Quarterly	Quarterly	Family Reunification Services



KPI ID#	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Performance level 1 – performing	Performance level 2 – under performing	Performance level 3 – not performing	Reporting frequency	Assessment frequency	Service Types
122	Service provider	Compliance	Administration	% of attendance at DCP review meetings.	Service provider	100%	>= 90%	>= 80% and < 90%	<80%	Quarterly	Quarterly	Family Reunification Services
124	Service provider	Quality of service	Service outcomes	% of children or young people who have a permanency outcome identified within DCP permanency timeframes.	DCP	80%	>=80%	>= 80% and <60%	<60%	Quarterly	Quarterly	Family Reunification Services
126	Service provider	Quality of service	Service outcomes	% of families with an improved SDM Family Reunification Assessment Score.	DCP	70%	>=70%	>= 70% and <65%	<65%	Quarterly	Quarterly	Family Reunification Services



Tier 2 performance measures

Tier 2 – General Family Based Care, Specialist Family Based Care, Respite Care, Residential Care, Residential Care: Disability, and Supported Independent Living Services.

It should be noted that both Service Provider and DCP tier 2 measures have been included in the following tables to provide context to tier 1 measures.

KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-1	Service provider	Service delivery	Placement	% of respite placement utilisation during the reporting period.	DCP	Not applicable	Monthly	Quarterly	General Family Based Care Specialist Family Based Care
2-2	Service provider	Quality of service	Carer support	% of respite that occurs with same respite carer household each time they are placed in a respite placement during the reporting period.	DCP	80%	Monthly	Quarterly	General Family Based Care Specialist Family Based Care
2-3	Service provider	Service delivery	Placement	Residential care number of bed nights occupied during the reporting period (bed night occupancy).	Service provider	Not applicable	Quarterly	Quarterly	Residential Care Residential Care: Disability
2-5	Service provider	Service delivery	Referral	% of Placement referrals placed in immediate, short term or long term placement during the reporting period, as a proportion of total referrals.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-6	Service provider	Service delivery	Referral	Number of immediate, short term/long term placement referrals declined (Unable to place) by reason during the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability
2-7	Service provider	Service delivery	Carer recruitment	Number of new carer households that are established and maintained during the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-8	Service provider	Service delivery	Carer recruitment	Number of carer household exits by reason during the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-9	Service provider	Service delivery	Carer recruitment	% of carer enquiries within the previous 12 months converted to an approved carer household as on the last day of the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care, Respite Care



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-10	Service provider	Quality of service	Carer support	% of carer's who requested to exit that have had cancellation forms submitted to CARU within the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-11	Service provider	Quality of service	Carer support	% of carer respite requests not provided during the reporting period.	Service provider	0%	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care
2-15	DCP	Quality of service	Carer support	The length of time outcomes of carer reviews have been outstanding (>1 month, 1-3 months, over 3 months) on the last day of the reporting period.	DCP	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-17	Service provider	Service delivery	Carer recruitment	Number of carer recruitment activities undertaken during the reporting period (if > 0 please provide summary of activities as attachment).	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-18	Service provider	Service delivery	Carer recruitment	Number of active carer assessment processes currently underway on the last day of the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care
2-20	Service provider	Service delivery	Placement	Number of placement ends by reason during the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability Supported Independent Living Services



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-25	Service provider	Quality of service	Connection	% of young people engaged in extracurricular activities on a weekly basis.	Service provider	Not applicable	Quarterly	Quarterly	Residential Care Residential Care: Disability
2-27	Service provider	Quality of service	Carer support	Number of carer agreements not submitted in accordance with the service specification.	Service provider		Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care Kinship Care
2-35	Service provider	Quality of service	Education	Number of official suspensions, exclusions, and expulsions from School during the reporting period.	Service provider	Not applicable	Quarterly	Quarterly	Residential Care Residential Care: Disability Supported Independent Living Services
2-36	Service provider	Service Delivery	Carer recruitment	Development and implementation of a carer recruitment strategy and plan undertaken.	Service provider	Yes (with evidence)	Annually	Annually	General Family Based Care Specialist Family Based Care Respite Care



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-37	Service provider	Compliance	Training	Number of carers who have not completed required training at the end of the reporting period, by type of training	Service provider	0	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Respite Care <i>Compliance is based on the Family based carer requirement matrix as per the Carer and personnel service provision requirements</i>
2-38	Service provider	Compliance	Training	Number of service provider personnel who have not completed required training at the end of the reporting period, by type of training	Service provider	0	Quarterly	Quarterly	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability Supported Independent Living Services Respite Care <i>Compliance is based on the Service provider personnel requirements matrix, as per the Carer and personnel service provision requirements</i>



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-39	Service provider	Compliance	Standards	Does the organisation have evidence that it is active in applying systems and processes as it relates to privacy, protective data security and data quality, and record management requirements?	Service provider	Yes	Annually	Annually	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living Services
2-40	Service provider	Compliance	Administration	Conflict of Interest attestation statements	Service provider	Yes	Annually	Annually	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living Services
2-50	Service provider	Quality of service	Connection	% of young people supported to maintain connection to family and community. Evidence of the activity undertaken must be attached to the KPI submission (see information guide for more information).	Service provider	Not applicable	Quarterly	Quarterly	Supported Independent Living Services



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-51	Service provider	Quality of service	Connection	<p>% of young people supported to connect to culture.</p> <p>Evidence of the activity undertaken must be attached to the KPI submission (see information guide for more information).</p>	Service provider	Not applicable	Quarterly	Quarterly	Supported Independent Living Services
2-53	Service provider	Quality of service	Education	<p>% of young people attending school / training / employment during the reporting period.</p> <p>Evidence of the activity undertaken must be attached to the KPI submission (see information guide for more information).</p>	Service provider	Not applicable	Quarterly	Quarterly	Supported Independent Living Services



KPI ID #	Performance responsibility	Performance domain	Performance area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service types
2-67	Service provider	Quality of service	Service requirements	% of participation plans provided to SILS coordinator.	Service provider	Not applicable	Quarterly	Quarterly	Supported Independent Living Services
2-68	Service provider	Quality of service	Service requirements	% of Minimum Requirements for Safety at SILS Accommodation checklist provide to DCP Contract Manager.	Service provider	Not applicable	Quarterly	Quarterly	Supported Independent Living Services
2-73	Service provider	Compliance	Training	Number of staff who do / do not meet the minimum qualification requirement (Recognised relevant qualification) by category. Minimum qualification requirement evidence sheet must be attached.	Service provider	Not applicable	Quarterly	Quarterly	General family based care Specialist family based care Respite Care Residential Care Residential Care: disability Supported Independent Living Services
2-87	Service provider	Service delivery	Referral	Number of new service agreements executed during the reporting period.	DCP	Not applicable	Quarterly	Quarterly	Supported Independent Living Services



Tier 2- Family Reunification

KPI ID #	Performance responsibility	Performance Domain	Performance Area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service Types
2-38	Service provider	Compliance	Training	Number of service provider personnel who have not completed required training at the end of the reporting period, by type of training.	Service provider	0	Quarterly	Quarterly	Family Reunification Services <i>Compliance is based on the Service provider personnel requirements matrix, as per the Carer and personnel service provision requirements</i>
2-39	Service provider	Compliance	Standards	Does the organisation have evidence that it is active in applying systems and processes as it relates to privacy, protective data security and data quality, and is compliant with the Government of South Australia, Adequate Records Management Standard?	Service provider	Yes	Annually	Annually	Family Reunification Services
2-40	Service provider	Compliance	Administration	Conflict of Interest attestation statements.	Service provider	Yes	Annually	Annually	Family Reunification Services
2-42	Service provider	Service delivery	Placement	Number of families / individuals where services are discontinued by reason during the reporting period.	Service provider	No	Quarterly	Quarterly	Family Reunification Services



KPI ID #	Performance responsibility	Performance Domain	Performance Area	Description	Reporting responsibility	Target	Reporting frequency	Assessment frequency	Service Types
2-43	Service provider	Service delivery	Referral	Number of referrals that are declined by reason during reporting period.	Service provider	Not applicable	Quarterly	Quarterly	Family Reunification Services
2-56	Service provider	Compliance	Administration	% of high quality family progress reports submitted to DCP each month.	Service provider		Quarterly	Quarterly	Family Reunification Services
2-73	Service provider	Compliance	Training	Number of staff who do / do not meet minimum qualification requirement (recognised relevant qualification) by category. Minimum qualification requirement evidence sheet must be attached.	Service provider	Not applicable	Quarterly	Quarterly	Family Reunification Services



2 - 88	Service provider	Service delivery	Referral	Number of children and young people who have received or are receiving intervention services from beginning of financial year	Service Provider	Not applicable	Quarterly	Quarterly	Family Reunification Services
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