



Appendix 2: Information guide

This information guide supports the performance measurement specification, by providing additional information and guidance to assist in understanding how to calculate Key Performance Indicators (KPI) against the service agreement.

This information guide functions as a:

- Measuring tool: ensures all parties use the same method and inputs to calculate and evaluate performance.
- Support tool: the info guide provides an additional level of detail on the measurement of performance to support the monitoring and management of performance required throughout term of service as described in the PMS.
- Communication tool: assists in providing clear communication in regards to calculating the measurement of performance.

The information guide provides practical information on each KPI and the quantitative or qualitative measures set out in the performance measurement specification.



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

KPI 1: Placement utilisation (placement nights provided to DCP children and young people in care) during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting	Service types	Numerator	Denominator						
1	To measure and monitor the number of placement nights provided to DCP clients during the reporting period. This assists DCP to understand the volume of service that is being delivered, against what has been funded to be delivered.	Service delivery	DCP	General Family Based Care Specialist Family Based Care Respite Residential Care Residential Care: Disability	Number of placement utilisation (placement nights provided to DCP children and young people) during the reporting period.	The total number of placement utilisations during the reporting period.						
1	<p>Example</p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: right;">Actual placement nights</td> <td style="text-align: center;">1901</td> </tr> <tr> <td style="text-align: right;">Contracted placement nights</td> <td style="text-align: center;">1932</td> </tr> <tr> <td style="text-align: right;">= Placement utilisation (%)</td> <td style="text-align: center;">= 98.3%</td> </tr> </table>				Actual placement nights	1901	Contracted placement nights	1932	= Placement utilisation (%)	= 98.3%	<ul style="list-style-type: none"> Only one placement night can be counted for each child in care per calendar night. Quarterly assessment process involves the review and return of placement utilisation data report provided by your DCP contract manager. 	
Actual placement nights	1901											
Contracted placement nights	1932											
= Placement utilisation (%)	= 98.3%											



KPI 2. Percentage (%) of carer household reviews completed and submitted that were required to be undertaken during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2	This KPI supports the monitoring of the annual carer reviews that are submitted to the DCP Carer Assessment Registration Unit (CARU) that informs ongoing assessment.	Quality of service	DCP	General Family Based Care Specialist Family Based Care Respite Care	The number of carer household reviews completed and submitted that were required during the reporting period by the service provider to DCP during the reporting period.	The number of carer household reviews required to be completed by the service provider during the reporting period.
2	<p>Example</p> $\frac{\text{No. completed \& submitted carer household reviews during period}}{\text{No. carer household review required to be completed during period}} = \text{Carer household review (\%)}$ <p style="text-align: center;">50 / 50 = 100%</p> <ul style="list-style-type: none"> In accordance with section 73 of the Children and Young People (Safety) Act 2017. 					



KPI 3. Percentage (%) of carer assessments submitted to CARU within 5 months of date child protection history check is returned to the Agency from DCP during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
3	To ensure compliance to organisational requirements by completing carer registrations within the required timeframes.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Number of carer assessments submitted to DCP within 5 months of date child protection history check is returned from DCP during the reporting period.	The total number of carer assessments submitted to DCP during the reporting period.
3	<p>Example</p> $\frac{\text{No. carer assessments submitted to DCP carer registration within 5 months of assessment commencing during period}}{\text{Total no. carer assessments submitted to DCP carer registration during the reporting period}} = \text{Carer assessments (\%)} = 100\%$					



KPI 4. Percentage (%) of carer assessments submitted to carer registration within 60 calendar days of receipt of referral for temporary placements.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
4	To ensure compliance to meet legislative requirements to complete carer assessments within the required timeframes.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care <i>(applies to Specific Child Only and Kinship Care)</i>	Number of carer assessments submitted to carer registration within 60 calendar days of receipt of referral for temporary placements.	Number of carer assessments submitted to carer registration for temporary placements.
4	<p>Example</p> $\frac{\text{Number of carer assessments submitted to carer registration within 60 calendar days of receipt of referral for temporary placements.}}{\text{Total no. of carer assessments submitted to carer registration for temporary placements}} = \text{Carer assessments (\%)}$ $\frac{2}{2} = 100\%$					



KPI 5. 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).

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
5	Seeks to understand the number of care concerns raised, actions required to address these and actions completed.	Quality of service	Service provider	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living	Number of serious care concern actions allocated to the service provider to address completed during reporting period.	The number of care concern actions allocated to the service provider to address during reporting period.
5	<p>Example</p> $\frac{\text{No. care concerns notified to SP being actioned/ completed within agreed timeframe}}{\text{Total no. care concerns notified to SP tasked during reporting period}} = \text{Carer concerns action/tasks completed (\%)}$				$\frac{5}{5} = 100\%$	<ul style="list-style-type: none"> No action required = completed If no timeframes have been set, it is considered as being addressed within agreed timeframes, but it is being actioned as per the case manager's expectations. A comment field is available to report the actions that have been allocated to the service provider to address care concerns.



KPI 7. Percentage (%) 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.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
7	To ensure the service provider has regular contact with the approved carer in the form of personal face-to-face visit (within 5 business days of any placement commencement).	Quality of service	Service provider	General Family Based Care Specialist Family Based Care	The number of new placement referrals where carer household received face-to-face contact from placement support worker within 5 days of placement	Number of new placement referrals placed during the reporting period.
7	<p>Example</p> $\frac{\text{No. of new placement referrals where carer household received face-to-face contact within 7 days during reporting period}}{\text{No. new placement referrals placed during reporting period}} = \text{New carer household placement referrals (\%)}$				$\frac{16}{16} = 100\%$	<ul style="list-style-type: none"> Regular contact includes a personal face-to-face home visit and does not include phone calls, support groups, workshops, training or meetings.



KPI 8. Percentage (%) of carer households that have received a face-to-face home visit by allocated placement support worker every eight weeks during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator						
8	To ensure the service provider has regular contact with the approved carer in the form of personal face-to-face visits a minimum of every eight weeks.	Quality of service	Service provider	General Family Based Care	Number of active carer households that received face-to-face home visit by allocated placement support worker every 8wks during the reporting period.	Number of carer households during reporting period.						
8	<p>Example explanation</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> No. of carer household that have received face-to-face home visits every 8 weeks during reporting period <hr style="width: 80%; margin: auto;"/> </td> <td style="width: 50%; text-align: center;"> 16 </td> </tr> <tr> <td style="text-align: center;"> No. carer households during reporting period <hr style="width: 80%; margin: auto;"/> </td> <td style="text-align: center;"> 16 </td> </tr> <tr> <td style="text-align: center;"> = Carer household visits every 8 weeks (%) </td> <td style="text-align: center;"> = 100% </td> </tr> </table> <ul style="list-style-type: none"> • Regular contact includes a personal face-to-face home visit and does not include phone calls, support groups, workshops, training or meetings. 						No. of carer household that have received face-to-face home visits every 8 weeks during reporting period <hr style="width: 80%; margin: auto;"/>	16	No. carer households during reporting period <hr style="width: 80%; margin: auto;"/>	16	= Carer household visits every 8 weeks (%)	= 100%
No. of carer household that have received face-to-face home visits every 8 weeks during reporting period <hr style="width: 80%; margin: auto;"/>	16											
No. carer households during reporting period <hr style="width: 80%; margin: auto;"/>	16											
= Carer household visits every 8 weeks (%)	= 100%											



KPI 9. Percentage (%) of carer (no respite) households that have received a face-to-face home visit by allocated placement support worker every two weeks during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
9	To ensure the service provider has regular contact with the approved carer in the form of personal face-to-face visits a minimum of every two weeks.	Quality of service	Service provider	Specialist Family Based Care	Number of carer (non-respite) households that received face-to-face home visit by allocated support worker every 2wks during the reporting period.	The number of carer (non-respite) households during the reporting period.
9	Example $\frac{\text{No. of carer household that have received face-to-face home visits every 2 weeks during reporting period}}{\text{No. carer households during reporting period}} = \text{Carer household visits every 2 weeks (\%)}$			$\frac{16}{16} = 100\%$	<ul style="list-style-type: none"> This can include any person who is associated with the specialist support team, who understands and works closely with the family Regular contact includes a personal face-to-face home visit and does not include phone calls, support groups, workshops, training or meetings. 	



KPI 11. Net cost of service as reported in quarterly acquittal is not in deficit (budget v’s actual expenditure). This KPI relates to block funded contracts only.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator								
11	The intent of the measure is to identify budget overruns (i.e. where expenses exceed block funded revenue).	Financial viability	Service provider	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability	Net actual deficit reported in quarterly acquittal period.	Funding total for the quarter.								
11	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 30%; text-align: center;"> $\frac{\text{Net actual deficit reported in quarterly acquittal period}}{\text{Funding total for the quarter}}$ </td> <td style="width: 30%; text-align: center;"> $\frac{0}{42,500}$ </td> <td style="width: 10%;"></td> </tr> <tr> <td></td> <td style="text-align: center;">= Net deficit for the period %</td> <td style="text-align: center;">= 0%</td> <td></td> </tr> </table> <ul style="list-style-type: none"> Net actual deficit (KPI numerator) should reflect the net deficit amount calculated on your acquittal template eg total expenditure minus total funding. Deficit amount to be entered as a positive amount. If expenditure is in surplus enter as \$0 to reflect nil deficit (overspend) for the period. 							$\frac{\text{Net actual deficit reported in quarterly acquittal period}}{\text{Funding total for the quarter}}$	$\frac{0}{42,500}$			= Net deficit for the period %	= 0%	
	$\frac{\text{Net actual deficit reported in quarterly acquittal period}}{\text{Funding total for the quarter}}$	$\frac{0}{42,500}$												
	= Net deficit for the period %	= 0%												



KPI 12. Percentage (%) of approved carers, household members, and regular guests with a current satisfactory DHS Working with Children Check (WWCC) clearance and background check.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator												
12	To ensure carers, household members and regular guests comply with the Child and Young Person (Safety) Act 2017 by having a current satisfactory Working with Children Check (WWCC).	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care Specific Child Only	Number of approved and active carers, household members, and regular guests with a current satisfactory DHS WWCC and background check.	The total number of approved and active carers, household members, and regular guests at the last day of the reporting period.												
12	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> $\frac{\text{No. of active carers/household members with a current satisfactory DHS WWCC \& background check on last day of reporting period}}{\text{No. of active carers/household members on the last day of the reporting period}}$ </td> <td style="width: 10%; text-align: center;">229</td> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">229</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;">= Active carers/household members that are DHS WWCC compliant (%)</td> <td></td> <td></td> <td style="text-align: center;">= 100%</td> <td></td> <td></td> </tr> </table> <ul style="list-style-type: none"> Household members are defined as individuals who live within a residence. Regular household guests are defined as individuals who visits a household often and for extended periods of time and are seen as part of the household. 						$\frac{\text{No. of active carers/household members with a current satisfactory DHS WWCC \& background check on last day of reporting period}}{\text{No. of active carers/household members on the last day of the reporting period}}$	229		229			= Active carers/household members that are DHS WWCC compliant (%)			= 100%		
$\frac{\text{No. of active carers/household members with a current satisfactory DHS WWCC \& background check on last day of reporting period}}{\text{No. of active carers/household members on the last day of the reporting period}}$	229		229															
= Active carers/household members that are DHS WWCC compliant (%)			= 100%															



KPI 13. Percentage (%) of staff employed in execution of a DCP contract with a current satisfactory DHS Working with Children Check (WWCC), and where the personnel operates outside of South Australia, a working with children check (or equivalent) relevant to the state or territory they are operating within.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator									
13	To ensure staff comply with the Child and Young Person (Safety) Act (2017) by having a current satisfactory Working with Children Check (WWCC).	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living Services Family Reunification services	Number of staff employed in DCP contract with a current satisfactory DHS WWCC and if required a relevant clearance within the operating state/territory.	Total number of staff employed in execution of DCP contract as at last day of the reporting period.									
13	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> No. of staff employed in execution of a DCP contract with a current satisfactory DHS WWCC on last day of reporting period </td> <td style="width: 10%; text-align: center;">24</td> <td style="width: 40%;"></td> </tr> <tr> <td style="text-align: center;"> <hr style="width: 80%; margin: 0 auto;"/> No. of staff employed in execution of a DCP contract on the last day of the reporting period </td> <td style="text-align: center;">24</td> <td></td> </tr> <tr> <td style="text-align: center;">= Staff employed that are DHS WWCC compliant (%)</td> <td style="text-align: center;">= 100%</td> <td></td> </tr> </table> <ul style="list-style-type: none"> Staff are defined as individuals recruited and supervised in government and non-government organisations who may have contact with children and young people in the course of their employment. 						No. of staff employed in execution of a DCP contract with a current satisfactory DHS WWCC on last day of reporting period	24		<hr style="width: 80%; margin: 0 auto;"/> No. of staff employed in execution of a DCP contract on the last day of the reporting period	24		= Staff employed that are DHS WWCC compliant (%)	= 100%	
No. of staff employed in execution of a DCP contract with a current satisfactory DHS WWCC on last day of reporting period	24														
<hr style="width: 80%; margin: 0 auto;"/> No. of staff employed in execution of a DCP contract on the last day of the reporting period	24														
= Staff employed that are DHS WWCC compliant (%)	= 100%														



KPI 14. Percentage (%) of service provider personnel providing services in licensed residential care facilities with a satisfactory psychological assessment during reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator														
14	To ensure any person employed in a Children's Residential Facility (CRF) established, licensed by the Department for Child Protection (DCP) undergo a psychological assessment, of a kind determined by the department (refer to section 107 of the Children and Young People (Safety) Act 2017).	Compliance	Service provider	Residential Care Residential Care: Disability	Number of staff employed in execution of DCP contract with a current satisfactory psychological assessment.	Total number of service provider personnel providing services in licensed residential care facilities during the reporting period.														
14	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> $\frac{\text{No. of staff employed with current satisfactory psychological assessment during reporting period}}{\text{Total No. of SP personnel providing services in residential care facilities during reporting period}}$ </td> <td style="width: 10%; text-align: center;">24</td> <td style="width: 10%; text-align: center;">24</td> <td style="width: 20%;"></td> <td style="width: 5%;"></td> <td style="width: 5%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;">= Personnel with current satisfactory psychological assessment (%)</td> <td></td> <td style="text-align: center;">= 100%</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <ul style="list-style-type: none"> • Licensing of children residential facility is applicable for psychological assessments. 						$\frac{\text{No. of staff employed with current satisfactory psychological assessment during reporting period}}{\text{Total No. of SP personnel providing services in residential care facilities during reporting period}}$	24	24					= Personnel with current satisfactory psychological assessment (%)		= 100%				
$\frac{\text{No. of staff employed with current satisfactory psychological assessment during reporting period}}{\text{Total No. of SP personnel providing services in residential care facilities during reporting period}}$	24	24																		
= Personnel with current satisfactory psychological assessment (%)		= 100%																		



KPI 15. Percentage (%) of service provider personnel providing services in residential care facilities established by the Minister under section 36 of the FACS Act 1972 with a satisfactory psychological assessment during reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator												
15	To ensure any person employed in a Children's Residential Facility (CRF) established by the Department for Child Protection (DCP) undergo a psychological assessment, of a kind determined by the department, (refer to section 110A of the Children and Young People (Safety) Act 2017).	Compliance	Service provider	Residential Care <i>(Applicable only to residential facilities established by the Minister under Section 36 of the FACS Act 1972)</i>	Number of staff employed in execution of DCP contract (in residential facilities established by the Minister) with a current satisfactory psychological assessment.	Number of staff employed in execution of DCP contract in residential facilities established by the Minister.												
15	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> $\frac{\text{No. of staff employed in residential care facilities established by the Minister with current satisfactory psychological assessment}}{\text{No. of staff employed in residential facilities established by the Minister during the reporting period}}$ </td> <td style="width: 10%; text-align: center;">25</td> <td style="width: 10%;"></td> <td style="width: 10%; text-align: center;">25</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td style="text-align: center;">= Staff employed in residential care facilities by the Minister with current satisfactory psychological assessment (%)</td> <td></td> <td></td> <td style="text-align: center;">= 100%</td> <td></td> <td></td> </tr> </table> <ul style="list-style-type: none"> This KPI is only relevant when DCP has set up the facility e.g. provision of agency staffing. Applicable only to residential facilities established by the Minister under Section 36 of the FACS Act 1972). 						$\frac{\text{No. of staff employed in residential care facilities established by the Minister with current satisfactory psychological assessment}}{\text{No. of staff employed in residential facilities established by the Minister during the reporting period}}$	25		25			= Staff employed in residential care facilities by the Minister with current satisfactory psychological assessment (%)			= 100%		
$\frac{\text{No. of staff employed in residential care facilities established by the Minister with current satisfactory psychological assessment}}{\text{No. of staff employed in residential facilities established by the Minister during the reporting period}}$	25		25															
= Staff employed in residential care facilities by the Minister with current satisfactory psychological assessment (%)			= 100%															



KPI 16. All performance data and financial expenditure data and information requirements are received and complete in FULL within prescribed timeframes.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick Box Label	Tick Box Options
16	To measure compliance in meeting contract performance and financial reporting requirements and obligations set out in the agreement during the reporting period.	Compliance	DCP	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability	Has all performance and financial expenditure data requirements been received in FULL within prescribed timeframe.	Yes No
16	<p>Example</p> <ul style="list-style-type: none"> Performance data and financial expenditure data are due for submission by the end of the month following the reporting period e.g. Q1 reporting period (Jul-Sep) due for return by 31 Oct. <p>A no answer reflects:</p> <ul style="list-style-type: none"> template has been modified data is incomplete or incorrect, or received after due date 					



KPI 23. All performance data and information requirements are received and completed in FULL within prescribed timeframes.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
23	To measure compliance in meeting contract performance and obligations set out in the agreement during the reporting period.	Compliance	Service provider	Supported Independent Living Services	Has all performance and information requirements been received and completed in full within prescribed timeframe.	Yes No
23	<p>Example</p> <ul style="list-style-type: none"> Performance date is due for submission by the end of the month following the reporting period e.g. Q1 reporting period (Jul-Sep) due for return by 31 Oct. <p>A no answer reflects:</p> <ul style="list-style-type: none"> template has been modified data is incomplete or incorrect, or received after due date 					



KPI 117. Percentage (%) of young people participating in independent living skills programs (individually or in group sessions).

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
117	To develop young people’s skills, knowledge, and capability to live independently.	Quality of service	Service provider	Supported Independent Living Services	Number of young people engaged in independent living skills programs.	Total number of young people in the service.
117	<p>Example</p> $\frac{\text{No. of young people engaged in independent living skills programs.}}{\text{Total no. of young people in service.}} = \frac{25}{25} = 100\%$ <p>= Young people engaged in independent living skills programs (%).</p>					<p>Evidence of the activity undertaken must be attached to the KPI submission.</p> <p>Evidence to include:</p> <ul style="list-style-type: none"> • Programs and services accessed and how they are enhancing transition to adult life and independence. • Specific session attendance at programs and dropout rate. • Measurable skill development.



KPI 118. Percentage (%) of young people who turned 18 within the reporting period who exiting SILS that have been set up in stable affordable accommodation.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
118	To ensure young people are transitioned from care into stable accommodation upon turning 18.	Quality of service	Service provider	Supported Independent Living Services	Number of young people who turned 18 within the reporting period who exiting SILS that have been set up in stable affordable accommodation.	Total number of young people who turned 18 within the reporting period.
118	<p>Example explanation</p> <p>No. of young people who turned 18 during the reporting period who exited the program in stable accommodation when exiting SILS. 25</p> <hr style="width: 40%; margin-left: 0;"/> <p style="text-align: center;">Total no. of young people who turned 18 during the reporting period. 25</p> <p>= Young people exiting SILS that have been set up in stable affordable accommodation (%). = 100%</p> <p>Evidence of the activity undertaken must be attached to the KPI submission. Evidence to include:</p> <ul style="list-style-type: none"> • Details of properties transferred to young persons. • If the lease was not transferred - an explanation of why. • Details of alternative accommodation arrangements (eg sharing with friends, accessibility of accommodation to work, stability of accommodation). 					



KPI 120. 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).

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator							
120	To ensure the service provider complies with NDIS practice standards.	Compliance	Service provider	Residential Care: Disability	Number of NDIS independent audit reports submitted to DCP during the reporting period.	Number of NDIS independent audit reports completed during the reporting period.							
120	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> No. of NDIS independent audit reports submitted to DCP during the reporting period. </td> <td style="width: 10%; text-align: center;">2</td> <td rowspan="3" style="vertical-align: top;"> <ul style="list-style-type: none"> Additional information on the NDIS practice standards and independent audit reports is available at NDIS practice standards webpage. </td> </tr> <tr> <td style="text-align: center;"> $\frac{\text{No. of NDIS independent audit reports submitted to DCP during the reporting period.}}{\text{Total number of NDIS independent audit reports completed during the reporting period.}}$ = NDIS independent audit reports submitted to DCP (%). </td> <td style="text-align: center;">2</td> </tr> <tr> <td></td> <td style="text-align: center;">= 100%</td> </tr> </table>						No. of NDIS independent audit reports submitted to DCP during the reporting period.	2	<ul style="list-style-type: none"> Additional information on the NDIS practice standards and independent audit reports is available at NDIS practice standards webpage. 	$\frac{\text{No. of NDIS independent audit reports submitted to DCP during the reporting period.}}{\text{Total number of NDIS independent audit reports completed during the reporting period.}}$ = NDIS independent audit reports submitted to DCP (%).	2		= 100%
No. of NDIS independent audit reports submitted to DCP during the reporting period.	2	<ul style="list-style-type: none"> Additional information on the NDIS practice standards and independent audit reports is available at NDIS practice standards webpage. 											
$\frac{\text{No. of NDIS independent audit reports submitted to DCP during the reporting period.}}{\text{Total number of NDIS independent audit reports completed during the reporting period.}}$ = NDIS independent audit reports submitted to DCP (%).	2												
	= 100%												



KPI 125. Percentage (%) of service provider personnel providing services in all supported independent living facilities with a satisfactory psychological assessment during reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
125	To ensure all staff employed or engaged in the delivery of direct care of SILS services undergo a psychological assessment.	Compliance	Service provider	Supported Independent Living Services	The number of service provider personnel in supported independent living facilities with a satisfactory psychological assessment during reporting period.	The total number of service provider personnel providing services in supported independent living facilities during the reporting period.
125	<p>Example</p> <p>No. of service provider personnel in supported independent living facilities with a satisfactory psychological assessment during reporting period.</p> <hr style="width: 50%; margin-left: 0;"/> <p>Total number of service provider personnel in supported independent living facilities during the reporting period.</p> <p>= Service provider personnel providing services in all supported independent living facilities with a satisfactory psychological assessment (%).</p>				<p>2</p> <hr style="width: 50%; margin-left: 0;"/> <p>2</p> <p>= 100%</p>	



KPI 180. % 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.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
180	To ensure all staff employed or engaged in the delivery of direct care of SILS services undergo a psychological assessment.	Quality of Service	Service provider	Kinship Care	Number of new Kinship placements where carer household received face-to-face contact from their support worker within 7 days of referral acceptance.	The number of new kinship placements during the reporting period.
180	<p>Example</p> $\frac{\text{Number of new Kinship placements where carer household received face-to-face contact from their support worker within 7 days of referral acceptance.}}{\text{The number of new kinship placements during the reporting period.}} = \frac{2}{2} = 100\%$ <p>= Service provider personnel providing services in all Kinship care facilities with a satisfactory referral acceptance</p>					



KPI 181. % 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.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
181	To ensure all staff employed or engaged in the delivery of direct care of SILS services undergo a psychological assessment.	Quality of Service	Service provider	Specialist Family Based Care	# of specialist respite carer households that received a face-to-face home visit by allocated support worker every 8wks during the reporting period	The number of specialist respite households during the reporting period.
181	Example	<p># of specialist respite carer households that received a face-to-face home visit by allocated support worker every 8wks during the reporting period</p> <hr/> <p>The number of specialist respite households during the reporting period.</p> <p>= Service provider personnel providing services in all specialist family based care facilities with a satisfactory face-to-face home visits by allocated support workers,</p>			$\frac{2}{2}$ <p>= 100%</p>	



KPI 182. Percentage of direct care and support staff who meet the minimum qualification requirements.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
182	Percentage of direct care and support staff who meet the minimum qualification requirements.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care Kinship Care Residential Care Residential Care: Disability Supported Independent Living Services	Number of direct care and support staff who meet the minimum qualification requirements.	The total number of direct care and support staff on last day of reporting period.
182	<p>Example</p> $\frac{\text{Number of direct care and support staff who meet the minimum qualification requirements.}}{\text{The total number of direct care and support staff on last day of reporting period.}} = \frac{2}{2} = \text{Service provider personnel meet the minimum qualification requirements} = 100\%$					



Tier 1 – Family reunification

KPI 17. Percentage (%) of new cases that have commenced within 10 business days of referral acceptance during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator								
17	To ensure services have commenced in a timely manner from point of referral.	Service delivery	Service provider	Family reunification	The number of new cases commenced within 10 business days of referral acceptance during the reporting period	The number of new cases that have commenced during the reporting period.								
17	<p>Example explanation</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> $\frac{\text{No. of new cases which commenced within 10 business days of referral during reporting period}}{\text{No. of new cases that commenced during the reporting period}}$ </td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 10%; text-align: center;">4</td> <td style="width: 25%; vertical-align: middle;"> <ul style="list-style-type: none"> This is reflective of referrals that have been accepted by the service provider. </td> </tr> <tr> <td style="text-align: center;">= New services (%)</td> <td></td> <td style="text-align: center;">= 100%</td> <td></td> </tr> </table>						$\frac{\text{No. of new cases which commenced within 10 business days of referral during reporting period}}{\text{No. of new cases that commenced during the reporting period}}$	4	4	<ul style="list-style-type: none"> This is reflective of referrals that have been accepted by the service provider. 	= New services (%)		= 100%	
$\frac{\text{No. of new cases which commenced within 10 business days of referral during reporting period}}{\text{No. of new cases that commenced during the reporting period}}$	4	4	<ul style="list-style-type: none"> This is reflective of referrals that have been accepted by the service provider. 											
= New services (%)		= 100%												



KPI 23. All performance data and information requirements are received and completed in FULL within prescribed timeframes.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
23	To measure compliance in meeting contract performance obligations set out in the agreement during the reporting period.	Compliance	Service provider	Family reunification	Has all performance data and information requirements been received and completed in full within prescribed timeframe.	Yes No
23	<p>Example</p> <ul style="list-style-type: none"> Performance date is due for submission by the end of the month following the reporting period e.g. Q1 reporting period (Jul-Sep) due for return by 31 Oct. <p>A no answer reflects:</p> <ul style="list-style-type: none"> template has been modified data is incomplete or incorrect, or received after due date 					



KPI 121. Percentage (%) of referrals responded to in writing no later than 5 days from receipt of referral.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
121	To measure the number of referrals accepted.	Service delivery	Service provider	Family reunification	Number of referrals responded to in writing within 5 business days from receipt of referral during the reporting period	Total number of referrals received during the reporting period.
121	<p>Example</p> <p>No. of referrals accepted in writing within 5 business days from receipt of a referral during the reporting period.</p> $\frac{17}{17}$ <p>Total no. of referrals received during the reporting period.</p> <p>= % of referrals accepted no later than 5 days from receipt of referral. = 100%</p>					



KPI 122. Percentage (%) of attendance at DCP review meetings.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
122	To monitor attendance at DCP meetings.	Compliance	Service provider	Family reunification	Number of DCP review meetings attended during the reporting period.	Total number of DCP review meetings conducted during the reporting period.
122	<p>Example</p> $\frac{\text{No. of DCP review meetings attended during the reporting period.}}{\text{Total no. of DCP review meetings conducted during the reporting period.}} = \% \text{ of DCP review meetings attended.}$ $\frac{5}{5} = 100\%$					



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

KPI 2-3: Residential care number of bed nights occupied during the reporting period (bed night occupancy).

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-3	To measure actual bed night occupancy against contracted placement nights at a residential facility.	Service delivery	Service provider	Residential Care Residential Care: Disability	Number of actual bed nights occupied in month by Service Provider. = Bed Night Occupancy [Numeric Format]
2-3	Example <ul style="list-style-type: none"> The difference between bed night occupancy and placement utilisation is; <ul style="list-style-type: none"> Bed night occupancy reflects the actual nights a child or young person has remained at the placement (e.g. takes into account missing persons, school camps). Placement utilisation reflects the duration of the placement term (e.g. start and end date driven). 				



KPI 2-5: Percentage (%) of placement referrals placed in immediate, short term, or long term placement during the reporting period, as a proportion of total referrals.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-5	To measure the percentage of accepted referrals.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability	Number of placement referrals placed in immediate, short term or long term placements.	Total number of placement referrals received during the quarter.
2-5	<p>Example</p> $\frac{\text{No. of placement referrals placed in immediate, short term or long term placements}}{\text{Total No. of placement referrals received during the quarter}} = \text{Placement Referrals Placed (\%)}$ $\frac{45}{127} = 35.4\%$					<ul style="list-style-type: none"> Reporting should only include placement referrals relevant for the reporting period e.g. Number of placement referrals placed should be related to those referred during the reporting period. For any placements made during the reporting period that were referred in the previous reporting period can be included via the comments section of the KPI reporting template.



KPI 2-6: Number of immediate, short term, long term placement referrals declined (unable to place) by reason during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Table Label																												
2-6	This KPI seeks to understand the reasons why referrals were declined.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability	The number of immediate, short term/long term placement referrals declined (unable to place) by reason during the reporting period. = No. Placement Referrals [Numeric Format]																												
2-6	<p>Example</p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Lack of suitable households</td> <td></td> </tr> <tr> <td>Placed with another agency</td> <td></td> </tr> <tr> <td>CARU not able to action approval in required time for placement</td> <td></td> </tr> <tr> <td>Travel distance too far</td> <td></td> </tr> <tr> <td>Other Please Specify:</td> <td></td> </tr> <tr> <td colspan="2">Comments:</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Referral withdrawn</td> <td></td> </tr> <tr> <td>Referred to another agency</td> <td></td> </tr> <tr> <td>At capacity</td> <td></td> </tr> <tr> <td>Not compatible with other residents</td> <td></td> </tr> <tr> <td>Other Please Specify:</td> <td></td> </tr> <tr> <td colspan="2">Comments:</td> </tr> </tbody> </table>					Reason	Number	Lack of suitable households		Placed with another agency		CARU not able to action approval in required time for placement		Travel distance too far		Other Please Specify:		Comments:		Reason	Number	Referral withdrawn		Referred to another agency		At capacity		Not compatible with other residents		Other Please Specify:		Comments:	
Reason	Number																																
Lack of suitable households																																	
Placed with another agency																																	
CARU not able to action approval in required time for placement																																	
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Other Please Specify:																																	
Comments:																																	


KPI 2-7: The number of new carer households that are established and maintained during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-7	This KPI seeks to understand the number of new carers recruited and supported during the reporting period.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Number of new carer households established and maintained during reporting period. = New Carer Households [Numeric Format]
2-7	Example <ul style="list-style-type: none"> This represents the number of carer households that are active and available to take a placement upon referral during the reporting period. 				



KPI 2-8: The number of carer household exits by reason during the reporting period

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Table Label															
2-8	This KPI seeks to understand the reasons why carers are no longer able to provide care.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	The number of carer household exits by reason during the reporting period. = Carer Household Exits [Numeric Format]															
2-8	<p>Example</p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Care Concerns</td> <td></td> </tr> <tr> <td>Placement Breakdown</td> <td></td> </tr> <tr> <td>Carer competency not met</td> <td></td> </tr> <tr> <td>Break from fostering</td> <td></td> </tr> <tr> <td>Exited to another agency</td> <td></td> </tr> <tr> <td>Other Please Specify:</td> <td></td> </tr> <tr> <td colspan="2">Comments:</td> </tr> </tbody> </table>	Reason	Number	Care Concerns		Placement Breakdown		Carer competency not met		Break from fostering		Exited to another agency		Other Please Specify:		Comments:				<ul style="list-style-type: none"> If there are any reasons not specified please report these under 'Other' and use the comments section to provide description and exit reasons.
Reason	Number																			
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Placement Breakdown																				
Carer competency not met																				
Break from fostering																				
Exited to another agency																				
Other Please Specify:																				
Comments:																				



KPI 2-9: Percentage (%) of carer enquiries within the previous 12 months converted to an approved carer household as on the last day of the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-9	This KPI seeks to measure the conversion rate between Carer interest versus becoming an approved Carer.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Number of Carer enquiries within the previous 12 months converted to an approved Carer household.	Number of Carer enquiries within the previous 12 months.
2-9	<p>Example</p> $\frac{\text{No. of Carer enquiries within previous 12 months converted to approved Carer household during reporting period}}{\text{No. of Carer enquiries within previous 12 months as on last day of the reporting period}} = \text{Carer Enquiries (\%)}$ <p style="text-align: right;">= 11%</p>					


KPI 2-11: Percentage (%) of carer respite requests not provided during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-11	This KPI seeks to monitor the provision of carer respite requests.	Quality of service	Service provider	General Family Based Care Specialist Family Based Care	Number of respite requests not provided to Carers upon request to Service Provider during the reporting period.	Number of respite requests to Service Provider during the reporting period.
2-11	<p>Example</p> $ \frac{\text{No. of respite requests not provided to Carers upon request to SP during reporting period}}{\text{No. of respite requests to SP during reporting period}} = \text{Respite Care Requests (\%)} $ $ \frac{8}{54} = 14.8\% $					



KPI 2-17: Number of carer recruitment activities undertaken during the reporting period (if >0 please provide summary of activities as attachment).

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-17	This measure seeks to understand the nature and volume of recruitment activities undertaken to increase carer households.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care	Number of Carer recruitment activities undertaken during the reporting period. = Recruitment Activity [Numeric Format]
2-17	<p>Example</p> <ul style="list-style-type: none"> This represents the number of carer recruitment activities that have been undertaken by the service provider during the reporting period. 				


KPI 2-18: Number of active carer assessment processes currently underway on the last day of the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-18	This measure seeks to understand how many carers are engaged in the assessment process.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Number of active carer assessment processes currently underway on the last day of the reporting period. = Active Carer Assessments [Numeric Format]
2-18	Example <ul style="list-style-type: none"> This represents the number of active carer assessment processes currently underway on the last day of the reporting period. 				



KPI 2-20: Number of placement ends by reason during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label																																																							
2-20	This measure seeks to understand how many carers are engaged in the assessment process.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability Supported Independent Living	The number of placements ends by reason during the reporting period. = Placement ends by Reason [Numeric Format]																																																							
2-20	<table border="1"> <tr> <td rowspan="6">Example</td> <td colspan="2">Supported independent living reasons</td> <td>Number</td> </tr> <tr> <td colspan="2">Independent living</td> <td></td> </tr> <tr> <td colspan="2">DCP residential care</td> <td></td> </tr> <tr> <td colspan="2">Other (NGO) residential care</td> <td></td> </tr> <tr> <td colspan="2">Reunification</td> <td></td> </tr> <tr> <td>Other</td> <td>Please Specify:</td> <td></td> </tr> <tr> <td colspan="2">Family based care reasons</td> <td>Number</td> <td>Residential care reasons</td> <td>Number</td> </tr> <tr> <td colspan="2">Care concerns</td> <td></td> <td>Family based care</td> <td></td> </tr> <tr> <td colspan="2">Outstanding carer competency</td> <td></td> <td>Independent living program</td> <td></td> </tr> <tr> <td colspan="2">Change in circumstances</td> <td></td> <td>DCP residential care</td> <td></td> </tr> <tr> <td colspan="2">Break from fostering</td> <td></td> <td>Other (NGO) residential care</td> <td></td> </tr> <tr> <td colspan="2">Household relocation</td> <td></td> <td>Reunification</td> <td></td> </tr> <tr> <td>Other</td> <td>Please Specify:</td> <td></td> <td>Other</td> <td>Please Specify:</td> <td></td> </tr> </table>					Example	Supported independent living reasons		Number	Independent living			DCP residential care			Other (NGO) residential care			Reunification			Other	Please Specify:		Family based care reasons		Number	Residential care reasons	Number	Care concerns			Family based care		Outstanding carer competency			Independent living program		Change in circumstances			DCP residential care		Break from fostering			Other (NGO) residential care		Household relocation			Reunification		Other	Please Specify:		Other	Please Specify:	
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KPI 2-25: Percentage (%) of young people engaged in extracurricular activities on a weekly basis during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-25	This measure seeks to understand the number of young people in care that are regularly involved in extracurricular activities.	Quality of service	Service provider	Residential care Residential Care: Disability	The number of young people engaged in extracurricular activities on a weekly basis (for a period of more than 4 weeks) during the reporting period.	The number of young people during the reporting period.
2-25	<p>Example explanation</p> $\frac{\text{No. of young people engaged in extracurricular activities weekly (for more than 4 weeks) during reporting period}}{\text{No of young people during reporting period}} = \text{Extracurricular Activities (\%)}$ $\frac{4}{5} = 80\%$					


KPI 2-27: Number of carer agreements not submitted in accordance with the service specification.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-27	To ensure that carers are being supported with the use of carer agreements.	Quality of service	Service provider	General Family Based Care Specialist Family Based Care Respite Care Kinship Care	Total number of carer agreements not submitted in accordance with the service specification.
2-27	Example <ul style="list-style-type: none"> • Carer agreements not submitted in accordance with the service specification include: <ul style="list-style-type: none"> ○ Agreements submitted outside of the timeframe provided (two or four months) from the date of carer approval. OR ○ Carer reviews completed where a carer agreement review was not undertaken. ○ Agreements not undertaken when requested by the carer. 				



KPI 2-35: Number of official suspensions, exclusions, and expulsions from school during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Table label										
2-35	This measure seeks to understand the child’s engagement in education.	Quality of service	Service provider	Residential Care Residential Care: Disability Supported Independent Living	Number of official suspensions, exclusions and expulsions from School during the reporting period. = School Disciplinary Action by Category [Numeric Format]										
2-35	<p>Example</p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Number of suspensions</td> <td></td> </tr> <tr> <td>Number of exclusions</td> <td></td> </tr> <tr> <td>Number of expulsions</td> <td></td> </tr> <tr> <td colspan="2">Comments:</td> </tr> </tbody> </table>					Reason	Number	Number of suspensions		Number of exclusions		Number of expulsions		Comments:	
Reason	Number														
Number of suspensions															
Number of exclusions															
Number of expulsions															
Comments:															


KPI 2-36: Development and implementation of a carer recruitment strategy and plan undertaken.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
2-36	This measure is to provide evidence that a carer recruitment strategy has been developed and undertaken.	Service delivery	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Has the service provider developed and implemented a carer recruitment strategy and plan for financial year. [required to attach file as evidence]	Yes No
2-36	Example explanation <ul style="list-style-type: none"> Annual reporting measure only required in quarter four (4). Please provide evidence of this plan using the attached document button. 					



KPI 2-37: Number of carers who have not completed required training at the end of the reporting period, by type of training.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI label																				
2-37	To ensure safe quality care is provided to children and young people, Service Providers must ensure that individual carers must meet minimum carer and personnel requirements.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care	Number of carers who have not completed required training at the end of the reporting period by type of training. = Carer Training by Category [Numeric Format]																				
2-37	<p>Example</p> <ul style="list-style-type: none"> Compliance is based on the carer requirements outlined in the Carer and personnel matrix, as per the Carer and personnel service provision requirements. 	<table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>First Aid (initial or equivalent)</td> <td></td> </tr> <tr> <td>First Aid Refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Safe Environments for Child & Young People</td> <td></td> </tr> <tr> <td>Safe Environments for Child & Young People refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Safe Infant Care</td> <td></td> </tr> <tr> <td>Safe Infant Care refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Step by Step training</td> <td></td> </tr> <tr> <td>Aboriginal and Torres Strait Islander (Aboriginal) Cultural Awareness training (within 12 months of approval)</td> <td></td> </tr> <tr> <td>Cultural and Linguistically Diverse (CALD) Awareness training (within 12 months approval)</td> <td></td> </tr> </tbody> </table>				Reason	Number	First Aid (initial or equivalent)		First Aid Refresher (every 3 years)		Safe Environments for Child & Young People		Safe Environments for Child & Young People refresher (every 3 years)		Safe Infant Care		Safe Infant Care refresher (every 3 years)		Step by Step training		Aboriginal and Torres Strait Islander (Aboriginal) Cultural Awareness training (within 12 months of approval)		Cultural and Linguistically Diverse (CALD) Awareness training (within 12 months approval)	
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KPI 2-38: Number of service provider personnel who have not completed required training at the end of the reporting period by type of training.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label
2-38	To ensure safe quality care is provided to children and young people, Service Providers must ensure that individual carers must meet minimum carer and personnel requirements.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability Respite Care Supported Independent Living	Number of carers who have not completed required training at the end of the reporting period by type of training. = Carer Training by Category [Numeric Format]
2-38	<p>Example</p> <ul style="list-style-type: none"> Compliance is based on the carer requirements outlined in the Carer and personnel matrix, as per the Carer and personnel service provision requirements. 	<p>Reason</p>			<p>Number</p>
				First Aid (initial or equivalent)	
				First Aid Refresher (every 3 years)	
				Safe Environments for Child & Young People	
				Safe Environments for Child & Young People refresher (every 3 years)	
				Safe Infant Care	
				Safe Infant Care refresher (every 3 years)	
				Step by Step training	
				Aboriginal and Torres Strait Islander (Aboriginal) Cultural Awareness training (within 12 months of approval)	
				Cultural and Linguistically Diverse (CALD) Awareness training (within 12 months approval)	



KPI 2-39: 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?

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
2-39	To ensure compliance to Government of South Australia and Adequate Records Management Standard requirements as set out in the contract agreement with the Service Provider.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living	Are there appropriate record management systems in place?	Yes No Partially Unknown Not Applicable
2-39	<p>Example</p> <ul style="list-style-type: none"> Annual reporting measure only required in quarter four (4). 					


KPI 2-40: Conflict of interest attestation statements

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
2-40	This KPI seeks to identify any personal interests that cannot be avoided. The Service Provider has an obligation to disclose that interest so that it can be managed.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Respite Care Residential Care Residential Care: Disability Supported Independent Living	Conflict of Interest attestation statements (annual reporting only).	Yes No
2-40	Example <ul style="list-style-type: none"> Annual reporting measure only required in quarter four (4). 					



KPI 2-50: Percentage (%) of young people supported to maintain connection to family and community.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-50	This KPI seeks to identify if young people are being supported to maintain connection to family and/or community.	Quality of service	Service provider	Supported Independent Living Services	Number of young people with connection to family and/or community.	Total number of young people in the service as at last day of the reporting period.
2-50	<p>Example</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p>No. of young people with connection to family and community.</p> <hr style="width: 100%;"/> <p>Total number of young people in the service as at last day of the reporting period.</p> <p>= Percentage of young people connected to family and community</p> </div> <div style="text-align: center;"> <p>8</p> <hr style="width: 100%;"/> <p>8</p> <p>= 100%</p> </div> <div style="text-align: right;"> <p>Evidence of the activity undertaken must be attached to the KPI submission.</p> <p>Evidence to include:</p> <ul style="list-style-type: none"> • Description of young person’s engagement with family and extended family. • The use of mechanisms such as volunteers, mentors, community members to support young people, sporting groups and other community recreational activities. </div> </div>					


KPI 2-51: Percentage (%) of young people supported to connect to culture.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-51	This KPI seeks to identify if Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse young people are being supported to maintain connection to culture.	Quality of service	Service provider	Supported Independent Living Services	Number of Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse young people connected to culture.	Total number of Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse young people in the service as at last day of the reporting period.
2-51	<p>Example explanation</p> <p>No. of Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse young people connected to culture</p> <hr style="width: 30%; margin-left: 0;"/> <p>Total number of Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse young people in the service as at last day of the reporting period.</p> <p>= Percentage of young people connected to culture.</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> $\frac{8}{8} = 100\%$ </div> <div style="text-align: center;"> <p>Evidence of the activity undertaken must be attached to the KPI submission.</p> <p>Evidence to include:</p> <ul style="list-style-type: none"> • Description of young person's connection to culture and development and maintenance of cultural identity. • Be specific about time spent with family, in the community, and engaging with cultural activities and staff perception of the young person's engagement. </div> </div>					


KPI 2-53: Percentage (%) of young people attending school / training / employment.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator										
2-53	This KPI seeks to identify if young people are being supported to participate in education and training or further education and/or access employment opportunities.	Quality of service	Service provider	Supported Independent Living Services	Number of young people attending school / training / employment during the reporting period.	Total number of young people in the service as at during the reporting period.										
2-53	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 35%; border-bottom: 1px solid black;">No. of young people attending school / training / employment during the reporting period.</td> <td style="width: 10%; text-align: center; border-bottom: 1px solid black;">8</td> <td style="width: 35%; border-bottom: 1px solid black;">Total number of young people in the service as at last day of the reporting period.</td> <td style="width: 10%; text-align: center; border-bottom: 1px solid black;">8</td> <td style="width: 10%;"></td> </tr> <tr> <td>= Percentage of young people attending school / training / employment.</td> <td style="text-align: center;">= 100%</td> <td></td> <td></td> <td></td> </tr> </table> <p>Training and further education to focus on Registered Training Organisations and Universities but caters for non-accredited training via evidence provided.</p> <p>Evidence of the activity undertaken must be attached to the KPI submission. Evidence to include:</p> <ul style="list-style-type: none"> • Employment programs / job network providers / current employers. • Provide supporting report on the specific nature of the program or intervention, its aim/s and the evidence base to support the response. This could include formal agreements in place. • Number and type of partnerships established with key service providers for all young people placed in the service. 						No. of young people attending school / training / employment during the reporting period.	8	Total number of young people in the service as at last day of the reporting period.	8		= Percentage of young people attending school / training / employment.	= 100%			
No. of young people attending school / training / employment during the reporting period.	8	Total number of young people in the service as at last day of the reporting period.	8													
= Percentage of young people attending school / training / employment.	= 100%															



KPI 2-67: Percentage (%) of participation plans provided to SILS Coordinator.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator								
2-67	This KPI seeks to identify if young person is being involved in decision-making and case planning.	Service delivery	Service provider	Supported Independent Living Services	Number of young people participating in SILS with a participation plan provided to the SILS coordinator.	Total number of individual young people participating in the SILS program during the reporting period.								
2-67	<p>Example</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"> No. of young people participating in SILS with a participation plan provided to the SILS coordinator. </td> <td style="width: 50%; text-align: center;"> 8 </td> </tr> <tr> <td style="text-align: center;"> <hr style="width: 80%; margin: 0 auto;"/> </td> <td style="text-align: center;"> <hr style="width: 80%; margin: 0 auto;"/> </td> </tr> <tr> <td style="text-align: center;"> Total number of young people participating in the SILS program during the reporting period. </td> <td style="text-align: center;"> 8 </td> </tr> <tr> <td style="text-align: center;"> = Percentage of participation plans provided to SILS coordinator. </td> <td style="text-align: center;"> = 100% </td> </tr> </table>						No. of young people participating in SILS with a participation plan provided to the SILS coordinator.	8	<hr style="width: 80%; margin: 0 auto;"/>	<hr style="width: 80%; margin: 0 auto;"/>	Total number of young people participating in the SILS program during the reporting period.	8	= Percentage of participation plans provided to SILS coordinator.	= 100%
No. of young people participating in SILS with a participation plan provided to the SILS coordinator.	8													
<hr style="width: 80%; margin: 0 auto;"/>	<hr style="width: 80%; margin: 0 auto;"/>													
Total number of young people participating in the SILS program during the reporting period.	8													
= Percentage of participation plans provided to SILS coordinator.	= 100%													



KPI 2-68: Percentage (%) of Minimum Requirements for Safety at SILS Accommodation checklist provided to DCP Contract Manager.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-68	This KPI seeks to ensure that SILS accommodations are in line with safeguarding measures.	Service delivery	Service provider	Supported Independent Living Services	Number of active SILS properties where a Minimum Requirements for Safety at SILS Accommodation checklist has been provided to the DCP Case Manager.	Total number of active SILS properties as at the last day of the reporting period.
2-68	<p>Example</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Number of active SILS properties where a Minimum Requirements for Safety at SILS Accommodation checklist has been provided to the DCP Case Manager.</p> <hr style="width: 100%;"/> <p>Total number of active SILS properties as at the last day of the reporting period.</p> <p>= Percentage of Minimum Requirements for Safety at SILS accommodation checklist provided to the DCP Contract Manager</p> </div> <div style="width: 10%; text-align: center;"> <p>8</p> <hr style="width: 50%;"/> <p>8</p> <p>= 100%</p> </div> <div style="width: 40%;"> <ul style="list-style-type: none"> Active properties are properties where young people within the SILS program are currently living. </div> </div>					



KPI 2-73: Number of staff who do / do not meet minimum qualification requirement (recognised relevant qualification) by category.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label	
2-73	To ensure safe quality care is provided to children and young people, Service Providers must ensure that direct care and support staff meet minimum qualification requirements.	Compliance	Service provider	General Family Based Care Specialist Family Based Care Residential Care Residential Care: Disability Respite Care Supported Independent Living	Number of staff who do / do not meet minimum qualification requirement (recognised relevant qualification) by category.	
2-73	Example <ul style="list-style-type: none"> Please complete and attach the minimum qualification requirement evidence sheet, which provides detailed information about staff who are categorised as Qualification Planned and Not Qualified. 	Reason			Number	
		Holds a recognised relevant qualification (fully qualified)				
		Is enrolled in a recognised qualification (partially qualified)				
		Is committed to enrolling within 6 months (qualification planned)				
		Has commenced an RPL, CPL, or overseas qualification recognition (qualification planned)				
		Is not actively working towards a qualification (not qualified)				
		Other				



Tier 2 – Family Reunification

KPI 2-38: Number of service provider personnel who have not completed required training at the end of the reporting period by type of training.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	KPI Label																				
2-38	To ensure safe quality care is provided to children and young people, Service Providers must ensure that individual carers must meet minimum carer and personnel requirements.	Compliance	Service provider	Family reunification	Number of carers who have not completed required training at the end of the reporting period by type of training. = Carer Training by Category [Numeric Format]																				
2-38	<p>Example</p> <ul style="list-style-type: none"> Compliance is based on the carer requirements outlined in the Carer and personnel matrix, as per the Carer and personnel service provision requirements. 			<table border="1"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>First Aid (initial or equivalent)</td> <td></td> </tr> <tr> <td>First Aid Refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Safe Environments for Child & Young People</td> <td></td> </tr> <tr> <td>Safe Environments for Child & Young People refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Safe Infant Care</td> <td></td> </tr> <tr> <td>Safe Infant Care refresher (every 3 years)</td> <td></td> </tr> <tr> <td>Step by Step training</td> <td></td> </tr> <tr> <td>Aboriginal and Torres Strait Islander (Aboriginal) Cultural Awareness training (within 12 months of approval)</td> <td></td> </tr> <tr> <td>Cultural and Linguistically Diverse (CALD) Awareness training (within 12 months approval)</td> <td></td> </tr> </tbody> </table>	Reason	Number	First Aid (initial or equivalent)		First Aid Refresher (every 3 years)		Safe Environments for Child & Young People		Safe Environments for Child & Young People refresher (every 3 years)		Safe Infant Care		Safe Infant Care refresher (every 3 years)		Step by Step training		Aboriginal and Torres Strait Islander (Aboriginal) Cultural Awareness training (within 12 months of approval)		Cultural and Linguistically Diverse (CALD) Awareness training (within 12 months approval)		
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KPI 2-39: 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?

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
2-39	To ensure compliance to Government of South Australia and Adequate Records Management Standard requirements as set out in the contract agreement with the Service Provider.	Compliance	Service provider	Family reunification	Are there appropriate record management systems in place?	Yes No Partially Unknown Not Applicable
2-39	<p>Example</p> <ul style="list-style-type: none"> Annual reporting measure only required in quarter four (4). 					



KPI 2-40: Conflict of interest attestation statements

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Tick box label	Tick box options
2-40	This KPI seeks to identify any personal interests that cannot be avoided. The Service Provider has an obligation to disclose that interest so that it can be managed.	Compliance	Service provider	Family reunification	Conflict of Interest attestation statements (annual reporting only).	Yes No
2-40	<p>Example</p> <ul style="list-style-type: none"> Annual reporting measure only required in quarter four (4). 					


KPI 2-43: Number of referrals that are declined by reason during the reporting period.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Table label														
2-43	This KPI seeks to understand the reasons why referrals were declined.	Service delivery	Service provider	Family Reunification	The number of referrals that are declined by reason during the reporting period. = Referral declined by reason [numeric format]														
2-43	Example <table border="1" data-bbox="450 852 1234 1278"> <thead> <tr> <th>Reason</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Safety issues</td> <td></td> </tr> <tr> <td>Service is at operational capacity</td> <td></td> </tr> <tr> <td>Referral on waitlist</td> <td></td> </tr> <tr> <td>Withdrawn by DCP</td> <td></td> </tr> <tr> <td>Other Please Specify:</td> <td></td> </tr> <tr> <td colspan="2">Comments:</td> </tr> </tbody> </table>	Reason	Number	Safety issues		Service is at operational capacity		Referral on waitlist		Withdrawn by DCP		Other Please Specify:		Comments:					
Reason	Number																		
Safety issues																			
Service is at operational capacity																			
Referral on waitlist																			
Withdrawn by DCP																			
Other Please Specify:																			
Comments:																			



KPI 2-56: Percentage (%) of high quality family progress reports submitted to DCP each month.

KPI ID #	Purpose	Performance domain	KPI reporting responsibility	Service types	Numerator	Denominator
2-56	This KPI seeks to measure the number of reports submitted by the service provider that are of a high quality.	Compliance	Service provider	Family Reunification	Number of high quality family progress reports submitted to DCP each month.	Total number of family progress reports required to have been submitted to DCP each month.
2-56	<p>Example</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>No. of high quality family progress reports submitted to DCP during the month.</p> <hr style="width: 100%;"/> <p>No. of family progress reports required to have been submitted to DCP for the month.</p> <p>= % of high quality family progress reports submitted to DCP.</p> </div> <div style="width: 35%; text-align: center;"> <p>4</p> <hr style="width: 100%;"/> <p>5</p> <p>= 80%</p> </div> <div style="width: 35%;"> <ul style="list-style-type: none"> Seeks to calculate an average number of contact hours per family. </div> </div>					