

Commonwealth Disability Strategy

Performance Reporting Template

Branch / Unit name:

Date of completion:

Note: this template lists all the performance indicators for each of the roles of policy advisor, regulator, purchaser, provider and employer from the Commonwealth Disability Strategy Performance Reporting Framework.

You may wish to delete those roles or indicators that are not relevant for your agency prior to use.

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2008 – 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>New or revised policy/program* assess impact on the lives of people with disabilities prior to decision.</p>	<p>Percentage of new or revised policy/program proposals that document that the impact of the proposal was considered prior to the decision making stage.</p>			

* You may wish to list the relevant policies and programs by name in your reporting

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 2

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>People with disabilities are included in consultation about new or revised policy / program proposals*.</p>	<p>Percentage of consultations about new or revised policy / program proposals that are developed in consultation with people with disabilities.</p>			

* You may wish to list these policies and programs by name in your reporting

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 3

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Public announcements of new, revised or proposed policy / program initiatives are available in accessible formats* for people with disabilities in a timely manner.</p>	<p>Percentage of new, revised or proposed policy / program announcements available in a range of accessible formats.</p> <p>Time taken in providing announcements in accessible formats.</p>			

* Accessible formats include electronic formats such as ASCII (or .txt) files and html for the web. Non electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning and Auslan interpreters.

REGULATOR ROLE

PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Publicly available information on regulations and quasi-regulations is available in accessible formats* for people with disabilities.</p>	<p>Percentage of publicly available information on regulations and quasi-regulations requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats; and • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format; and • formats other than electronic. 			

Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning and Auslan interpreters.

REGULATOR ROLE

PERFORMANCE INDICATOR # 2

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Publicly available regulatory compliance reporting is available in accessible formats* for people with disabilities.</p>	<p>Percentage of publicly available information on regulations and quasi-regulations requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats; and • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format; and • formats other than electronic. 			

* Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning and Auslan interpreters.

PURCHASER ROLE

PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Publicly available information on agreed purchasing specifications are available in accessible formats* for people with disabilities.</p>	<p>Percentage of publicly available purchasing specifications requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats; and • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic formats; and • formats other than electronic 			

* Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning and Auslan interpreters.

PURCHASER ROLE**PERFORMANCE INDICATOR # 2**

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
Processes for purchasing goods or services with a direct impact* on the lives of people with disabilities are developed in consultation with people with disabilities.	Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities.			

* Direct impact means those goods and services which will have an explicit consequence, effect or influence on people with disabilities. It includes the purchase of mainstream goods and services as well as specialist disability services.

PURCHASER ROLE

PERFORMANCE INDICATOR # 3

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Purchasing specifications* and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i>.</p>	<p>Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i>.</p> <p>Percentage of contracts for the purchase of goods and services that require the contractor to comply with the <i>Disability Discrimination Act 1992</i>.</p>			

* Purchasing agreements can include contracts, memoranda of understanding and service level agreements.

PURCHASER ROLE

PERFORMANCE INDICATOR # 4

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
<p>Publicly available performance reporting against the purchase contract specifications requested in accessible formats* for people with disabilities is provided.</p>	<p>Percentage of publicly available performance reports against the contract purchasing specification requested and provided in :</p> <ul style="list-style-type: none"> - accessible electronic formats; and - accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> - electronic formats; and - formats other than electronic. - 			

Accessible electronic formats includes ASCII (or .txt) files and html for the web. Non electronic accessible formats include braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning and Auslan interpreters.

PURCHASER ROLE**PERFORMANCE INDICATOR # 5**

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
Complaints / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance.	Established complaints / grievance mechanisms, including access to external mechanisms, in operation.			

PROVIDER ROLE**PERFORMANCE INDICATOR # 1**

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
Providers have established mechanisms for quality improvement and assurance.	Evidence of quality improvement and assurance systems in operation.			

PROVIDER ROLE**PERFORMANCE INDICATOR # 2**

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities.	Established service charter that adequately reflects the needs of people with disabilities in operation.			

PROVIDER ROLE**PERFORMANCE INDICATOR # 3**

Performance Indicator	Performance Measure	Current level of performance 2008 - 2009	Goals for 2009 – 2010	Actions for 2009 - 2010
Complaints / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about performance.	Established complaints / grievance mechanisms, including access to external mechanisms, in operation.			