

MyTime Coalition Partners

Performance Monitoring Process

Date policy commences	8 February 2016
For review	1 May 2016

This document describes the mechanisms used by the Parenting Research Centre (PRC) to monitor the delivery of the MyTime program according to the requirements set out in the Services Agreement between MyTime Providers and the PRC.

Service Agreement Performance Requirements 2015-16

Performance requirement	Review cycle
The minimum attendance per group will be 4 registered members.	Quarterly
Providers will report quarterly attendance data by the due date.	Quarterly
Providers will report session content to the PRC.	Quarterly
Providers will submit six-monthly status reports by the submission date.	Six-monthly
Providers will submit quarterly invoices by the submission date.	Quarterly
Providers' Representatives will be available to the PRC during working hours.	Continuous

Performance monitoring process

Both the PRC and its coalition partners will maintain ongoing performance monitoring through a range of methods, including:

1. Regular discussion and meetings between PRC and MyTime coordinators (including monthly coordinator teleconferences).
2. Review of quarterly data reports and six-monthly status reports.
3. Monitoring the timeliness and content of data reporting, session details and invoicing.
4. Consideration of coordinator responsiveness and collaboration.

The MyTime performance monitoring approach assumes that most issues will be resolved without the need to take formal action.

To this end the PRC will promptly and respectfully identify any emerging performance issues and inform coalition partners of those as early as possible.

Where a performance concern is identified:

- the PRC will contact the MyTime coordinator about the concern within 2 weeks of the issue being identified
- this contact will take the form of both a telephone conversation and an email
- the PRC and the coalition partner will seek to better understand the issue and to identify any factors that may be affecting performance
- the coalition partner will develop strategies to address the concerns, in consultation with the PRC, and track the outcome of those strategies.

When the issue is that groups that are not meeting the minimum attendance levels, the PRC will inform the coalition partner within 2 weeks of the quarterly data reports. These groups will be flagged as being under 'performance watch' and reviewed at the end of the following quarter.

Performance improvement process

In some cases, a more formal approach to addressing performance concerns may be required. This includes situations where:

- a performance concern has not been resolved through the above monitoring process
- insufficient progress has been made in groups that were placed under performance watch
- there is a continuing lack of engagement by a partner, or evidence of effort to address the issue
- there is an absence of reporting by a partner that would enable the PRC to determine performance.

In these instances, a **Performance Improvement Process** will be initiated, involving the following steps:

Step 1: the MyTime coordinator and the partner agency's CEO will be informed that the Performance Improvement Process is being initiated and the reason for that decision.

Step 2: a meeting will be held with the agency's CEO or nominated senior management representative to plan next steps.

Step 3: the development of a Performance Improvement Plan (see Attachment 1) to address specific concerns, generally within 2 weeks of the initial meeting at Step 2

Step 4: regular meetings between the PRC and the partner agency to discuss progress against the Plan (minimum monthly, with possibility for review).

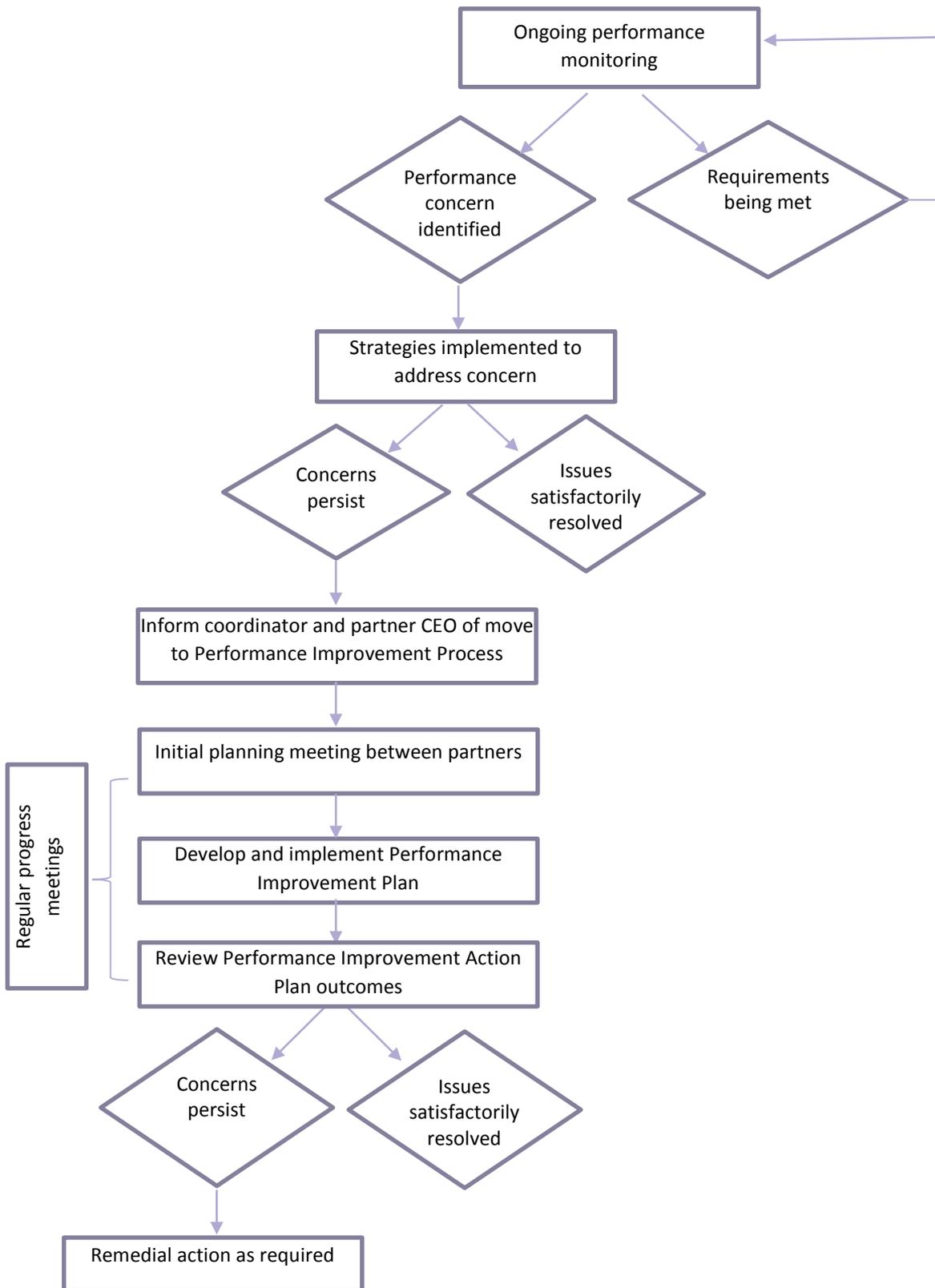
Step 5: review of the outcomes of the Plan.

The Performance Improvement Plan will be developed in consultation with the PRC, and will include:

- description of the issue to be addressed
- aims and agreed actions to achieve those aims
- measures of success
- agreed timeframes.

It is expected that implementing a Performance Improvement Plan will resolve the performance concern. If that does not happen, the PRC and coalition partner will discuss what further actions or supports might address the issue. This would vary according to each situation, but examples include changing the number of contracted groups or a partnership between two coalition agencies. Consideration of a breach of Agreement would be an action of last resort.

MyTime Performance Monitoring Process



Attachment 1: Performance Improvement Plan

Coalition partner	
Coalition partner nominated senior representative/s	
Performance requirement/s being addressed	
Date of start of plan	

Aim	Actions	Timeframe	Measures of success