



NSW Department of  
Community Services

## **Performance Monitoring Framework (SAAP Services) calendar 2008/09**

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### **September 2008**

By 12 September 2008

P&P teams to conduct a risk assessment using the Risk Assessment tool for all services.

Provide Service Funding Strategy with the completed Risk Rating Schedule advising those services which complete a Self Assessment and those selected for Joint Monitoring and Review.

*Required: Risk Assessment tool  
Risk Assessment guide  
Risk Rating Schedule*

By 30 September 2008

DoCS' regional staff to write to all services advising that the services will either:

- complete the Service Monitoring and Review Tool in a Joint Review with P&P teams
- or
- complete a Self Assessment using the Service Monitoring and Review Tool.

*Required: Service Monitoring and Review tool  
Guide to Tools  
Performance Improvement Plan  
Template letter: selection for Joint Review  
Template letter: complete Self Assessment*

### **October 2008**

By 31 October 2008

Services which complete Self Assessments are to supply them to DoCS, with Performance Improvement Plans where required.

All services will supply DoCS with their financial accountability documentation, as per their Service Agreement

### **November 2008**

By 28 November 2008

10-20 percent of services which submitted Self Assessments will be selected for random audit to be completed by 31 March 2009.

*Required: Service Monitoring and Review Tool  
Guide to Tools  
Audit schedule*

*Template letters for audit selection and notice of audit meeting*  
*Audit meeting agenda*

**December 2008**

By 31 December 2008 P&P teams to conclude Joint Service Monitoring and Review

**March 2009**

By 31 March 2009 P&P teams to conclude audits of selected services  
P&P teams to finalise Performance Improvement Plans for audited services and attach to Service Agreement

*Required: Template letter informing service that PIP becomes part of the Service Specification.*

**April 2009**

By 31 April 2009 Regions to submit PMF Regional Report to Head Office

P&P teams review Performance Improvement Plans for services where contract is due to expire.

**June 2009**

By 30 June 2009 P&P Teams and services negotiate and sign new Service Agreement