

PLANNING & REPORTING FAQs

Q. Why has the National Planning and Reporting Pro forma been changed before the six month progress report due in Feb 2006?

A. A review of the National Planning and Reporting Pro forma has recently been completed, including a 3 month trial of the reporting element of the pro forma by members of the Planning and Reporting Working Group. Survey and trial respondents provided feedback on the strengths and limitations of the pro forma and suggested some changes to the pro forma in the short and long term.

Based on these outcomes and suggestions, several short term changes to the pro forma were made to assist users in the six month reporting process, other longer term changes will be considered after the six month progress report.

Q. Why are some of the National Performance Indicators not required to be reported against in this six-month progress report due on 15 Feb 2006?

A. The reporting requirements for all indicators were reviewed as a result of feedback from the Divisions network. Reducing reporting requirements were considered appropriate where it was possible to reduce any reporting burden on GPs or where the nature of the indicator meant a 6 month report would not be meaningful. This review resulted in the 6 month report requirement being removed for indicators N_RES 1.3, N_RES 4.1, N_INT 1.2, N_INT 2.1, N_INT 2.2, N_DIA 1.3, N_MNH 1.3, N_MNH 4.1, N_ASM 1.3, and N_ASM 2.2. The required reporting for each National Performance Indicator is included within the technical details (please note associated pages in the Future Directions Toolkit were updated and disseminated on 17 November 2005).

In addition, as the department has experienced unavoidable delays in the provision of the standard survey questions and mental health and diabetes population estimates, these resources are unable to be provided within the timeframe previously advised. As this affects the ability of the Divisions network to report against a subset of the National Performance Indicators in the Six-Month Progress Report due on 15 February 2006, flexible reporting requirements were established in relation to the affected subset.

A table has been disseminated to the Divisions network that acts as a guide to Divisions/SBOs in determining which National Performance Indicators are able to be reported against in the Six-Month Progress Report.

Q. Can I cross reference in the National Planning and Reporting Pro forma?

A. A Divisions' work and outcomes may logically belong in more than one priority area, domain or objective. It will be important to capture this information in any national overview of Division's activities so the Planning and Reporting pro forma has been amended by the addition of a box in which Divisions may cross reference their work to other sections within the document.

Q. How do I report against the National Performance Indicators?

A. Standard text format (qualitative indicators) or tables (quantitative indicators) have been developed for all of the indicators. This information is outlined within the technical details that support each National Performance Indicators and are incorporated in the results section of the National Planning and Reporting Pro forma.

Q. Where in the pro forma do I write my qualitative results to the indicators - in the result boxes or as attachments?

A. Where possible, all qualitative results should be recorded in the allocated result boxes "results for the reporting period" throughout the National Planning and Reporting Pro forma rather than separate attachments. Result tables are provided for quantitative results.

Q. What do I do if I cannot report against an indicator that I included in my Annual Plan?

A. Divisions are encouraged to report against all indicators included in their 2005-06 Annual Plan. Where a Division is not able to report against a nominated indicator, Divisions should provide information as to why this is not possible. There is capacity within the National Planning and Reporting Pro forma for Divisions to report any exceptional or extenuating circumstances. Divisions should also discuss this with their State and Territory Office of the Department.

Q. What is the difference between the sections "explanatory text" and "reflection on work towards all objectives within this domain" within the pro forma? Are both sections compulsory?

A. The "explanatory text" is an area of the pro forma that Divisions and SBOs can use to report any contextual, exceptional or extenuating circumstances relating to the performance results. It is not compulsory and should be used as appropriate.

The section "reflection on work towards all objectives within this domain" is compulsory and is intended for Divisions and SBOs to record their experiences and conclusions for their own self reflection processes as well as to share for the benefit of the Network and policy consideration.

Q. Will points be allocated at the six-month progress report?

A. Points are not considered until the Annual Report. Performance information from the 2005-06 Progress Report will be used together with expert opinion and consultation with the Divisions network, to assist in the development of the bonus points and targets to be established for 2006-07.

Q. Will partial points be allocated against any National Performance Indicators?

A. Partial points will not be allocated against the National Performance Indicators. Divisions and SBOs will receive either the total points available for reporting against that indicator or if insufficient information is provided, points will not be allocated.

Q. Some of the performance indicators require information about one or more significant achievements at the 6 month progress report. What do I report if there hasn't been a significant achievement completed at the time of the 6 month report?

A. If the planned significant achievement has not been completed at the time of the 6 month progress report, Divisions network members would be expected to provide information on the progress made towards achievement(s). The total number of required significant achievements for each National Performance Indicator listed in the technical details is an annual requirement.

Q. Do I report against every National Performance Indicator?

A. Divisions should report against all the compulsory National Performance Indicators and the optional National Performance Indicators they elected to include in their Annual Plans.

With specific reference to the 15 February 2005 Progress Report, the department has experienced unavoidable delays in the provision of the standard survey questions and mental health and diabetes population estimates and these resources are unable to be provided within the timeframe previously advised. As this affects the ability of the Divisions network to report against a subset of the National Performance Indicators in the Six-Month Progress Report due on 15 February 2006, flexible reporting requirements were established in relation to the affected subset. A table has been disseminated to the Divisions network that acts as a guide to Divisions/SBOs in determining which National Performance Indicators are able to be reported against in the Six-Month Progress Report.

Q. The technical details for N_IMM 2.3 currently states that the numerator data can be accessed through an ACIR report. However, this data is not able to be accessed through ACIR so how do I obtain this information?

A. The information in the technical details relating to N_IMM 2.3 is incorrect. As the information is not available through the Australian Childhood Immunisation Register (ACIR), a standard survey question has been developed to assist Divisions to report against this indicator. This standard survey question will be provided to Divisions in January 2006 together with the standard survey questions relating to diabetes, mental health, asthma, residential aged care and GP/hospital integration. The Future Directions Toolkit and the Performance Indicator booklet will be updated in 2006 and this information will be corrected at that time.

Q. Where can I go for help?

A. The following resources are available to assist in the six month progress reporting process:

- The PHCRIS Assist Service (former PHCRIS Help desk) will be available to respond to queries on the functionality and amendments of the pro forma on **1800 025 882** or assist@phcris.org.au
- Web links against the national performance indicators in the planning and reporting pro forma are being established. These link to the relevant performance indicator technical specifications, relevant guidelines and where available, worked examples of reporting against that indicator. Refer to the on-line support material on the PHC RIS website, www.phcris.org.au/divisions/reporting.
- Support is also available from ADGP, SBOs and state and territory offices of the department.