

## **HEADLINE ISSUE: PROGRAMME PERFORMANCE INDICATORS (PPIs)**

- DVA is committed to client-focused, responsive, and connected service delivery and is determined to improve its service standards and outcomes for clients.
- In response to a whole of Government approach to public governance, performance, and accountability, DVA has reviewed its Programme Performance Indicators (PPIs).
- The introduction of new PPIs ensures these measures are relevant, reliable, and complete.

### **Key Facts**

- Implementation of the *Public Governance, Performance and Accountability Act 2013* (PGPA), required DVA to review its performance indicators, and this commenced late in 2014.
- New performance indicators for VEA Income Support, Disability and War Widow/ers claims, MRCA claims, and SRCA claims were endorsed by DVA's Executive Management Board (EMB).
- These changes will move from the current timeliness description of "mean or average number of days" to a new percentile band approach.
- The "median" (or 50<sup>th</sup> percentile) has been introduced as the initial target and is best described as '*50 per cent of cases can be expected to be processed in X days or less*'.

- The benefits of these changes include:
  - a. More realistic targets being set;
  - b. Clients and their representatives having clearer expectations of the claims processing timeframes;
  - c. DVA’s performance being measured more accurately; and
  - d. Stakeholders being able to understand DVA’s performance reporting more easily.
- DVA reported against both the current and new indicators in the Annual Report 2016-17.

**Background**

- Table 1 shows a comparison between the current mean and new median\* timeliness performance targets for sub-programmes 1.1, 1.2, 1.3, 1.6 in Outcome 1 (\*50<sup>th</sup> percentiles, based on results from the previous three financial years).

**Recent Media Coverage**

- Nil.

**Recent Key Correspondence**

- Nil.

**Relevant QoNs**

- Nil.

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<b>Table 1: DVA Programme Performance Indicators (PPIs) – current measures and forthcoming changes</b>		
	<b>Existing Key Performance Indicators (KPIs) for timeliness</b>	<b>New PPIs – Median (based on results from previous 3 financial years)</b>
<b>Measurement technique</b>	Average/Mean	Percentiles/Median (50 <sup>th</sup> percentile)
<b>Programme 1.1 – Veterans’ Income Support and Allowances</b>	Mean time for processing new claims and reviews. <b>(new claims 32 days; reviews 14 days)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (new claims 30 days; reviews 10 days)</b>
<b>Programme 1.2 – Veterans’ Disability Support</b>	Mean number of days to process claims#. <b>(75 days)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (100 days)</b>
<b>Programme 1.3 – Assistance to Defence Widow/ers and Dependants</b>	Mean number of days to process claims. <b>(75 days)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (30 days)</b>
<b>Programme 1.6 – MRCA and SRCA Payments – Income Support and Compensation</b>	Mean number of days to determine MRCA and SRCA liability claims. <b>(120 days each)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (100 days)</b>
	Mean time to finalise new MRCA and SRCA Incapacity claims. <b>(Currently not reported)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (50 days)</b>
	Mean time to finalise MRCA and SRCA Permanent Impairment claims. <b>(Currently not reported)</b>	The median number of days (50 <sup>th</sup> percentile) within which claims will be finalised. <b>50% (100 days)</b>

# The existing key performance indicator (KPI) for ‘Programme 1.2 – Veterans’ Disability Support’ includes data from war widow/ers claims and merged Application for Increase (AFIs). The forthcoming changes will remove war widow/ers data (covered separately under Outcome 1.3) and merged AFIs from Programme 1.2 results.