



Meeting Date – 12/11/2015

Title: Changes to DVA's Programme Performance Indicators (PPIs) for Outcome 1		Item:
Committee: ESORT	<input checked="" type="checkbox"/> Discussion	
	<input checked="" type="checkbox"/> Information	
	<input checked="" type="checkbox"/> Paper Provided	
	<input type="checkbox"/> Verbal Only <i>(TPs still required)</i>	
Discussion led by: Lisa Foreman, First Assistant Secretary – Rehabilitation and Support Division		
Sensitivity: No Sensitivity - normal distribution to members		
Issues/Status Update: <ol style="list-style-type: none"> 1. A whole of Government approach to public governance, performance, and accountability requires DVA to review its Programme Performance Indicators (PPIs) to ensure they are relevant, reliable, and complete; 2. Current performance measures for timeliness in Outcome 1 are considered inconsistent, irrelevant, or incomplete, and do not accurately reflect outcomes for clients; 3. The move from the current 'mean' or average time taken to process to percentile bands would address these shortcomings; 4. These forthcoming changes will result in: <ol style="list-style-type: none"> a. more realistic targets being set for delegates; b. clients and representatives having clearer expectations of the claims process; c. DVA's performance being measured more accurately; and d. stakeholders being able to understand DVA performance reporting more easily. 		
Recommendation: That members: <ol style="list-style-type: none"> 1. Note the forthcoming changes to DVA's timeliness performance measures in respect to Outcome 1 (sub-programmes 1.1, 1.2, 1.3, and 1.6); 2. Agree to inform the ESO community about the forthcoming changes; and 3. Note that both the current and new indicators will be reported against the DVA Corporate Plan 2016-17 and the Annual Report 2016-17. 		

