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| Service Delivery Tracking (SDT) online process |
| Frequently asked questions |
| OFFICIAL |

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### Policy and background

As part of the performance monitoring framework, the department introduced service delivery tracking in 2014 so that the department and providers can account for service delivery against their service agreement targets.

The reason for this process is to provide accurate and timely data to enable informed decisions about services being provided to the community.

### Scope

#### Which organisations are required to submit service delivery tracking data?

Organisations funded to provide services for activities are required to account for service delivery against agreed targets on a monthly basis [Service delivery tracking activity list](https://fac.dffh.vic.gov.au/service-delivery-tracking-activity-list-0) <https://fac.dffh.vic.gov.au/service-delivery-tracking-activity-list-0>

#### My organisation is part of a consortium. How should we be acquitting our targets when our consortium is made up of a number of organisations?

The organisation that is the lead in the consortium receives the funding from the department and as such is responsible for acquitting the targets for the consortium.

#### Do my organisation’s existing reporting requirements remain the same as a result of service delivery tracking process?

Yes, these reporting requirements remain unchanged as the majority of these requirements are in relation to client management systems and/or those to fulfil our Commonwealth reporting obligations.

Current reporting requirements for funded activities are outlined in the [Department of Families, Fairness and Housing and Department of Health activity search](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search) <https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search> available on the providers website.

#### How does this service delivery tracking process support performance monitoring?

Service delivery tracking involves funded organisations directly accounting for the services they have provided against agreed targets. This will ensure that both the organisation and the department have a shared view of service delivery in a timely and regular manner. This will support organisations managing their progress towards meeting agreed targets and the department managing its broader and more formal government reporting commitments.

#### What is the purpose of my organisation nominating one or more service delivery tracking contacts?

The contact or contacts nominated by your organisation will:

* receive the automated email communication sent from the service delivery tracking tool
* request changes to a submitted template
* be notified of or receive communication relating to data integrity review audits.

#### Do I still need to report through Integrated Reports and Information System (IRIS), Client Relationship Information System for Service Providers (CRISSP)?

Yes, the reporting requirements for these services remain unchanged and organisations will still need to submit their data through the Integrated Reports and Information System(RIS) , the Client Relationship Information System for Service Providers (CRISSP) and any other reporting system that is being used. If you have any further questions please contact you service plan lead.

For those reporting to IRIS and CRISSP refer to [Systems](https://fac.dffh.vic.gov.au/systems) under the Funded Agency Channel <[https://fac.dffh.vic.gov.au/systems>](https://fac.dffh.vic.gov.au/systems%3E).

#### Do I still need to report through the Integrated Reports and Information System (IRIS) and the Specialist Homelessness Services Collection (SHSC)?

Yes, the reporting requirements remain unchanged and organisations will still need to submit their data to these reporting systems.

For those reporting to IRIS refer to [Systems](https://fac.dffh.vic.gov.au/systems) under the Funded Agency Channel <https://fac.dffh.vic.gov.au/systems> about reporting requirements.

For those reporting to the Department of Families Fairness and Housing Data Collection which was introduced in July 2015, all Specialist Homelessness Services Collection data to be submitted on or before the tenth working day of the following month. The additional requirement is that the same extract is also submitted to the department through the Secure Data Exchange.

In addition to the above reporting requirements, organisations who receive funding through the National Partnership Agreement on Homelessness, Housing Establishment Funding and Transitional Housing Management programs must complete the following manual reporting to the Department of Families Fairness and Housing

* National Partnership Agreement on Homelessness quarterly reporting by 21 July, 21 October, 21 January and 21 April
* Housing Establishment Funding biannually by 20 January and 20 July each year
* Transitional Property Reconciliation when requested
* Transitional Housing Management Rent Remittance by the fourteenth day every month.

### Timelines for submission of service delivery tracking data

#### When should organisations submit their data as part of the service delivery tracking process?

Reporting for a particular month has to be completed by the tenth day of the following month. For example, the June data will need to be submitted by 10 July.

The service delivery tracking templates will be available for updating and submission from the first day of the month, following the reporting month. For example the June template will be available from 1 July.

#### How do I know when service delivery tracking reporting is due?

Automated emails will be forwarded to organisations based on the following events:

1. Advice to the organisations when the templates are ready to be populated and are available for submission.
2. Advice to the organisations once the data has been submitted.
3. A reminder on the day after the due date to organisations if the submission has not occurred by the deadline.

The email will be sent to the nominated contact provided to the department by the organisation. If your organisation has not provided a nominated contact then the email will be sent to your organisation’s primary contact as listed in the service agreement.

#### How can I change my nominated performance contact?

Advise your service plan lead if you need to change your nominated performance contact. You can find these details in My Agency.

#### What if I can’t enter data for all the activities by the due date?

Firstly, you need to contact your service plan lead and secondly, templates will remain available after the due date to allow organisations to finalise performance data for an individual month.

#### Why did I receive an overdue advice email, when I had entered the data on time?

The overdue email is only sent when the data has not been submitted. You may receive this email if you have saved all the data but not submitted. Saving data and submitting data are two different actions in service delivery tracking. You should save data throughout your data entry process to avoid losing any input and when all data has been entered and saved, then you must click the ‘submit’ button to action the submission.

### Targets and reports

#### Where can organisations get support in relation to business and counting rules?

Updates to the [Department of Families, Fairness and Housing and Department of Health activity search](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search) <https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search> available on the providers website.

Any questions can be directed to your service plan lead.

#### Who do I ask if I have a query about the target recorded in the template?

If your organisation does not agree with the target recorded in the template, you should raise this with your service plan departmental contact for the service agreement. The organisation should still enter their service delivery for the month and a note in the ‘Comments’ field that they are discussing the target with the division.

The department will work together with organisations to confirm target allocation.

#### Will the funded activity measures and targets change if they do not accurately reflect services delivered?

The department will continue to review activities and monitor service provision more generally, and as a consequence, there may be further changes to the activity measures and targets in the near future.

#### Why is there a target period and how should your organisation report against targets?

The target period is expressed as monthly or annual and reflects whether it is a non-cumulative or cumulative target.

A **non-cumulative** target has a monthly target period displayed on the template. For non-cumulative targets, the Target Units section indicates what organisations are expected to provide each month. For example, an organisation funded to provide 150 beds is expected to provide and report 150 beds each month in the Actual Units column indicated in Figure 1.



Figure 1 Screen shot of non-cumulative targets

A **cumulative** target has an annual target period **displayed** on the template. For cumulative targets, the Target Units section indicates what organisations are expected to perform for the full financial year. Organisations should report actual service delivery for the month in the Actual Units section indicated in Figure 2. For example, an organisation funded to provide 40,000.33 client hours of community based respite for a financial year will be expected to provide and report actual service delivery for that month. The department recognises that performance for some activities with cumulative targets may vary from month to month due to seasonal demand for services such as school holidays.

Note: there is a year-to-date (YTD) figure that will automatically total previous months which is displayed in the YTD actual column.



Figure 2 Screen shot of cumulative targets

#### How does an activity with a target of less than one get recorded in Service delivery tracking?

The activity will not be visible in the template where an organisation has a total target of less than one. This may result in an organisation not having a template generated, and therefore the organisation will not be required to report through the new online service delivery tracking process.

#### Will other funded organisations be able to view my service delivery tracking data or reports?

No. The data visibility is restricted to your organisation and the department only. The same restrictions applied to My Agency and the Service Agreement Module (SAM) is applied to the online service delivery tracking system.

#### What data do I need to enter into the template?

Organisations should submit data for services delivered for a calendar month. For example, for the June reporting period include services delivered from 1 June to 30 June. Data for the June reporting period would need to be submitted by the tenth calendar day of July.

#### What type of information should be entered into the comments field when submitting the template?

Comments should include explanations for targets not being met, and remediation strategies, where applicable. In order to maintain client confidentiality, client details should not be included in your commentary.

#### The data submitted is incorrect, how do I resubmit the correct data?

The organisation should contact their service plan lead to request that the template be unsubmitted. Once the template has been unsubmitted an email will be sent to the organisation’s acquittal contact notifying them that the template has been unsubmitted with instruction on when and how to resubmit.

#### Are reports available?

The service delivery tracking reports are available on ‘My Agency’ in the ‘Data and Performance’ section on the ‘Service Delivery Tracking’ page.

The following reports are available for organisations:

**SAM07 Service Delivery Tracking Report** – showing previous months within a financial year, which has an Excel friendly export option to better facilitate sorting, filtering and pivot tables.

**SAM08 Service Delivery Tracking Graphs Report** – showing a graphical representation of the Target Units and Actual Units for the selected months within the selected financial year. It includes an aggregate by activity and also a breakdown by division.

**SAM10 Service Delivery Tracking Target Composition Report** – displays the composition/breakdown of the target units in the selected SDT template month down to commitment and sub activity level, as well as the actual units, YTD and any comments for each activity in the selected month for the selected financial year.

The data in these reports is refreshed daily at 6.00 am.

Any problems with accessing the reports can be directed to the Funded Agency Channel helpdesk by email to: fac@dffh.vic.gov.au

### Using the online service delivery tracking tool

#### Where do I get information and guidance about using the service delivery tracking online template?

A ‘how to’ guide and a video contains step-–by-step instructions on how to use the tool and advice about the requirements for accessing the Funded Agency Channel, are available on the [Funded Agency Channel](https://fac.dffh.vic.gov.au/service-delivery-tracking) <https://fac.dffh.vic.gov.au/service-delivery-tracking>

#### How do I get further assistance about the acquittal template?

Contact the Funded Agency Channel helpdesk on: fac@dffh.vic.gov.au

#### How do I access the template to enter my data?

Through the online service delivery tracking tool accessed via My Agency (the secure section of the Funded Agency Channel). For this, you require a username and password to log in via eBusiness.

If you do not have an eBusiness account, detailed instructions on how to register for eBusiness can be found on the [Funded Agency Channel](https://fac.dffh.vic.gov.au/how-register-my-agency) - How to register for My Agency <https://fac.dffh.vic.gov.au/how-register-my-agency>.

If you have queries about, or require assistance with, registering in eBusiness you can contact the Funded Agency Channel helpdesk on: fac@dffh.vic.gov.au

#### Who in an organisation can register to access Funded Agency Channel/Service Agreement Module?

There is no limit to the number of Funded Agency Channel/Service Agreement Module users for an organisation. It is up to your organisation to determine and approve each access request. Any access queries can be referred to the Funded Agency Channel helpdesk on: fac@dffh.vic.gov.au

Note that only the nominated contact for service delivery tracking will receive automated emails from the service delivery tracking tool.

#### I can’t remember my eBusiness username or password or if I have an account.

Information on how to register for access to My Agency, how to add My Agency to an existing eBusniess account and how to find our your username or reset your password, can be found on the Funded Agency Channel website under [My Agency for non DFFH and DH staff](https://fac.dffh.vic.gov.au/my-agency-non-dffh-and-dh-staff) <https://fac.dffh.vic.gov.au/my-agency-non-dffh-and-dh-staff> for further assistance contact eBusiness Support Service, For password or username issues 1300 799 470 (option 1 and 4), ebiz@support.vic.gov.au

### Data integrity auditing

#### What is data integrity auditing?

Service delivery tracking is a self-reporting process. Self-reporting means the department will use the information you provide to record your service performance against service targets.

The service delivery tracking tool will not check the accuracy of the details you provide at the time of service delivery tracking processing; however at a later date we may examine the details provided more thoroughly by reviewing specific aspects of the data provided via a data integrity audit.

Why is it necessary to conduct data integrity audits?

The Department of Health and the Department of Families, Fairness and Housing, in partnership with funded organisations, provides community services to Victorians in need. The Service Delivery Tracking tool facilitates collection of accurate and timely data to enable informed decisions about services provided to the community.

Service delivery tracking is a self-reporting process and funded organisations are responsible for their input. In providing service funding the department is responsible to government and the community for ensuring service performance and effectiveness.

Data integrity audits provide assurance that self-reported service data is accurate and that high quality services are delivered efficiently and effectively.

#### When will my agency be audited?

Data integrity audits will be conducted on a random sample basis across all funded organisations. However specific audits in addition to the sampling program may be undertaken where service delivery tracking reporting indicates ongoing or abnormal performance issues.

#### How will I be notified of an audit of my organisation?

The department will contact organisations ahead of initiating any data integrity audit. Contact will be made with contacts recorded in Service Agreement Management System (SAMS) (accessible through the Funded Agency Channel - My Agency portal) to notify and make arrangements for auditing. If your organisation does not nominate a contact, the department will contact your organisation’s primary contact as listed in the service agreement.

#### Who will conduct the audit?

Data integrity audits will be conducted by qualified auditors to ensure the independence and impartiality of each audit.

#### What does an audit entail?

Funded organisations will be required to provide auditors with evidence records supporting service delivery tracking data and demonstrate governance and compliance processes commensurate with the scope of funded activities.

#### What time and resource impacts will the audit have on my organisation?

Data integrity audits are designed to meet the requirements of the Australian Standards on Assurance Engagements (3000 series) for non-financial information and will be structured to ensure the least possible impact on funded organisations’ operations and resources.

Audits will be scaled in line with the size and complexity of the organisation under review.

#### Who do I contact for more information about data integrity audits?

Service plan lead will continue to be your primary point of contact. A list of service plan leads for your organisation can be found at the ‘Service Delivery Tracking’ link under the ‘Data and Performance’ section in ‘My Agency’ (the secure section of the Funded Agency Channel).

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