

Performance Committee Annual Report 2016/17

Chairs Introduction

The work of the Performance Committee during the first quarter of 2016/17 focused on the implementation of a new performance reporting framework. The quality, accuracy and completeness of performance reporting is an important ongoing focus in the overall governance and management of the National Registration and Accreditation Scheme.

The framework aims to provide assurance that appropriate mechanisms and controls are in place to effectively report on performance. Performance reports continue to be modified as the framework continues to develop and transform and as our capabilities in the area of performance reporting continue to grow.

In April 2016, AHPRA commenced publishing external quarterly performance reports. The reports provide information for the public on the activities and performance of AHPRA and the National Boards in each state and territory.

Throughout the year the Committee considered a number of quality reviews as well as the overall annual work plan. The quality reviews provide a comprehensive overview and analysis of specific aspects of our regulatory performance, with a particular focus on notifications. Reducing the time it takes to complete notifications has been a particular focus for the Committee.

Thank you to Committee and AHPA staff members for their contribution to the work of the Committee.

Ian Smith PSM, Chair, Performance Committee – Last meeting 11 August 2016 (TBC)

Michael Gorton AM, Chair Performance Committee – First meeting 10 November 2016 (TBC)

Role of the Committee

The Performance Committee is a committee of the Agency Management Committee (AManC).

It has been established to strengthen the performance culture across the National Scheme through its oversight capacity and to provide advice and make recommendations to the Agency Management Committee in relation to:

- the broad performance objectives of the National Scheme
- the performance indicators to be used to measure organisational performance, and
- monitoring of the overall effectiveness and outcome of performance indicators.

Functions and Responsibilities of the Committee

The Performance Committee will:

- review and monitor the reported quarterly performance of AHPRA in relation to agreed performance outcomes and measures
- report quarterly on performance through the Agency Management Committee and to National Boards and advise on reporting to external parties, including governments and public reporting
- as required, focus on specific issues where performance and/or performance reporting may be raising concerns and any plans for corrective action, and
- undertake any other responsibility as delegated by the Agency Management Committee.

Powers of the Committee

The Performance Committee functions in an oversight and review role and makes recommendations to the Agency Management Committee.

Membership

Membership is appointed by the AManC and consists of:

- up to four members of the AManC
- up to three National Board Chairs, and
- any other person the Chair thinks appropriate.

In addition, meetings will be attended by:

- AHPRA CEO
- AHPRA Executive Director, Regulatory Operations
- AHPRA Executive Director, Business Services
- AHPRA senior management, as and when required.

The Committee Chair will be an AManC member and at least one National Board Chair should also be a member of the Notifications and Compliance Committee (NCC). All members shall be appointed for a term of two years and can be re-appointed.

Membership

Name	Membership status during 2016/17
Ian Smith, PSM Chair	AManC member: July 2016 – November 2016
Michael Gorton AM, Chair	AManC member: November 2016 – June 2017
Merrilyn Walton AM	AManC member: July 2016- June 2017
Jenny Taing	AManC member: July 2016- June 2017
Joanna Flynn	MBA and NCC member: July 2016 - June 2017
John Lockwood	DBA member - July 2016 – June 2017
Ian Bluntish	OptomBA member - July 2016 – June 2017
Peggy Brown AO	AManC member - July 2016 – June 2017

AHPRA attendees

Name	Membership Status
Martin Fletcher, CEO	AHPRA attendee: July 2016 – June 2017
Sarndrah Horsfall	AHPRA attendee: July 2016 – June 2017
Kym Ayscough	AHPRA attendee: July 2016 – June 2017
Sam Clausen	AHPRA attendee: July 2016 – June 2017
Megan Baker	AHPRA attendee: July 2016 – June 2017
Chris Ogilvie	AHPRA attendee: July 2016 – June 2017
Matt Hardy	AHPRA attendee: July 2016 – June 2017
Jim O'Dempsey	AHPRA attendee: July 2016 – June 2017
Deena Jones	AHPRA attendee: July 2016 – Dec 2016 (secretariat)
Michelle Rowe	AHPRA attendee: July 2016 – Dec 2016 (secretariat)
Michelle Powell	AHPRA attendee: February 2017 – June 2017 (secretariat)

Meetings

- The Performance Committee shall meet at least four times a year.
- A quorum will be met where there are four members present. The quorum shall be made up of at least three Agency Management Committee members.

Meeting dates	Attendance
11 August 2016	Ian Smith PSM, Jenny Taing, Joanna Flynn, Peggy Brown AO, John Lockwood, Ian Bluntish, Martin Fletcher, Kym Ayscough, Sarndrah Horsfall, Matt Hardy, Sam Clausen, Megan Baker, Chris Ogilvie, Michelle Rowe.
10 November 2016	Michael Gorton AM, Joanna Flynn, Merrilyn Walton AM, Jenny Taing, Peggy Brown AM, John Lockwood, Ian Bluntish, Martin Fletcher, Kym Ayscough, Sarndrah Horsfall, Matt Hardy, Sam Clausen, Megan Baker, Chris Ogilvie, Jim O'Dempsey, Deena Jones.
9 February 2017	Michael Gorton AM, Joanna Flynn, Merrilyn Walton AM, Jenny Taing, John Lockwood, Ian Bluntish, Martin Fletcher, Kym Ayscough, Matt Hardy, Sam Clausen, Jim O'Dempsey Megan Baker, Chris Ogilvie.
11 May 2017	Michael Gorton AM, Joanna Flynn, Merrilyn Walton AM, Jenny Taing, Ian Bluntish, Martin Fletcher, Kym Ayscough, Matt Hardy, Sam Clausen, Jim O'Dempsey Megan Baker, Chris Ogilvie Michelle Powell.

Reporting to the Agency Management Committee

- The minutes of the Performance Committee are considered at the subsequent Agency Management Committee meeting and provided to National Boards, at the following round of National Board meetings.

Committee activities for reporting period 1 July 2016 – 30 June 2017

- Implementation of a new Performance Reporting Framework which is linked to AHPRA's long term strategy.
- Implementation of the Reporting Framework with the Queensland Office of the Health Ombudsman.
- Monitoring of the Notifications Quality Reviews action plan.
 - Review of open (aged) health and performance assessments
 - Status reports on aged investigations and implementation plan of recommendations from review.
 - Report on review of No Further Action outcomes
 - Investigation Management Planning.
- Review of Performance Committee Terms of Reference.
- Consideration of quarterly performance reports and specific commentary to National Boards.
- Quarterly reporting on performance to the Agency Management Committee.

Significant Issues

- There were no significant issues considered during the 2016/17 reporting period which could not be handled through routine Committee procedures.
- Matters of note considered by the Committee included:
 - Contributing factors to performance improvement including the approach Boards take to confirm decisions and actions and how greater national consistency can be achieved and delegations to close an inquiry.
 - Consideration of the Business Intelligence Portal
 - Notifications performance in Queensland.
 - Contributing factors to performance improvement.
 - Consideration of the triage and assessment approach is in place in Queensland to support early decisions making about the management of individual notifications.
 - Consideration of the Chaperone Review Implementation.

Looking Ahead

The Committee have highlighted the following key areas:

- Continued work to build a positive reporting and measurement culture within AHPRA
- Improving data analysis and insights which accompany performance reports
- Streamlining and consolidating performance reports
- Timeliness of notifications management
- Measures of customer experience and how to improve