

## **Schedule Four**

### **Community Residential Support Services Performance Management**

#### **1. Performance Management Framework**

1.1 The Purchasing Agency will use the following framework to assess the performance of the Provider:

- (a) Red – at significant risk. If the Provider's performance is assessed as Red, the Purchasing Agency will use the mechanisms in this Panel Agreement to address the identified risk (such as suspending the Services), or terminate the Panel Agreement.
- (b) Amber – at minor to moderate risk. If the Provider's performance is assessed as Amber, the Purchasing Agency may require additional reporting from the Provider, or use some of the mechanisms in this Panel Agreement (such as requiring an Improvement Plan) to address the identified risk or help improve the performance of the Provider.
- (c) Green – performing. If the Provider's performance is assessed as Green, the Purchasing Agency will undertake its standard monitoring of the Provider.

#### **2. Performance Measures**

2.1 The Purchasing Agency may notify the Provider of Performance Measures against which it will assess the Provider's performance against.