

Appendix D: How VAGO assessed departmental measures

We used the following table to assess each performance measure against each criterion.

We used the prompt questions to support our main questions (is the measure useful/attributable/clear etc.). Upon deciding yes or no, we chose the most appropriate rationale for that response.

Figure D1: VAGO's criteria and rationale for each assessment category

Assessment criterion	Supporting prompt questions	Assessment	Assessment rationale
Usefulness Measures should provide information that is useful to inform strategic decision-making about resource allocation in the context of government policy outcomes. Measures should also assist stakeholders in assessing an agency's performance.	<ul style="list-style-type: none"> Can the measure be used to inform high-level decision-making about government resourcing and priorities? Does the measure help other stakeholders understand the organisation's performance? Is data available for the required reporting timeframes? 	Yes	Measure is useful to inform government decision-making in the context of BP3 reporting.
		No	Measure is not useful for informing strategic government decision-making about priorities and resourcing (measure may be better suited for internal performance monitoring).
		No	Measure does not provide stakeholders with an understanding of the department's service delivery performance (measure may be better suited for internal performance monitoring).
		No	Data is not available for the measure in time to meet reporting requirements.
Attribution The provision of goods and services should either be attributable to the performance of the agency or be within the responsibility of the agency.	<ul style="list-style-type: none"> Is performance against the measure directly attributable to programs and/or activities delivered by the agency? 	Yes	Performance is directly attributable to the actions of the agency.
		Yes	Performance is within the responsibility of the agency.
		Partly	Results may be materially influenced by external forces such as demand for services or user behaviour.
		No	Performance cannot be attributed to the actions of the agency.
Relevance Measures should align with their relevant output, and both measures and outputs should support the achievement of departmental objectives. There needs to be clear alignment between all 3 levels of information.	<ul style="list-style-type: none"> Is it clear how achieving the output performance measure target will assist in achieving departmental objectives? 	Yes	Outputs and measures align with the relevant departmental objective and it is clear how achieving the measure target will assist in achieving the departmental objective.
		No	It is not clear how achieving the measure target assists in achieving the departmental objectives.

Assessment criterion	Supporting prompt questions	Assessment	Assessment rationale
Clarity There should be no ambiguity in the measure and it should be written in clear language. It should be clear what the measure is intended to show.	<ul style="list-style-type: none"> Can the measure be easily interpreted by the reader? Does the measure contain technical language, jargon or words that are not clear in their meaning? Is it clear what is being measured and how? Is it clear who is undertaking the action, and/or who is the stakeholder/recipient? 	Yes	The measure is written clearly and clearly demonstrates what is being measured.
		No	The measure cannot be easily understood as it is currently written.
		No	The measure has technical language or jargon, and/or words that aren't clear in this context.
		No	It is not clear what is being measured or how results are being measured.
		No	It is not clear who is providing the good/service or who the stakeholders/recipients of the service are.
Comparability High-quality output performance measures should allow an organisation to demonstrate how its service delivery compares to past performance.	<ul style="list-style-type: none"> Does the measure allow for comparison of performance over time? 	Yes	The measure and/or unit or measure allows for comparison of performance over time.
		No	It is not clear what is being measured or how results are being measured.
		No	The measure or target cannot account for changes in population, funding or demand.
Performance	As per the rationale for each possible assessment.	Upwards	A higher or greater result is positive; the measure has met its target if results are equal to or exceeding the target.
		Downwards	A lower or lesser result is positive; the measure has met its target if results are equal to or below the target.
		Neutral	There is no right level of output; neither higher or lower results can be assessed as positive in relation to the target.

Source: VAGO.