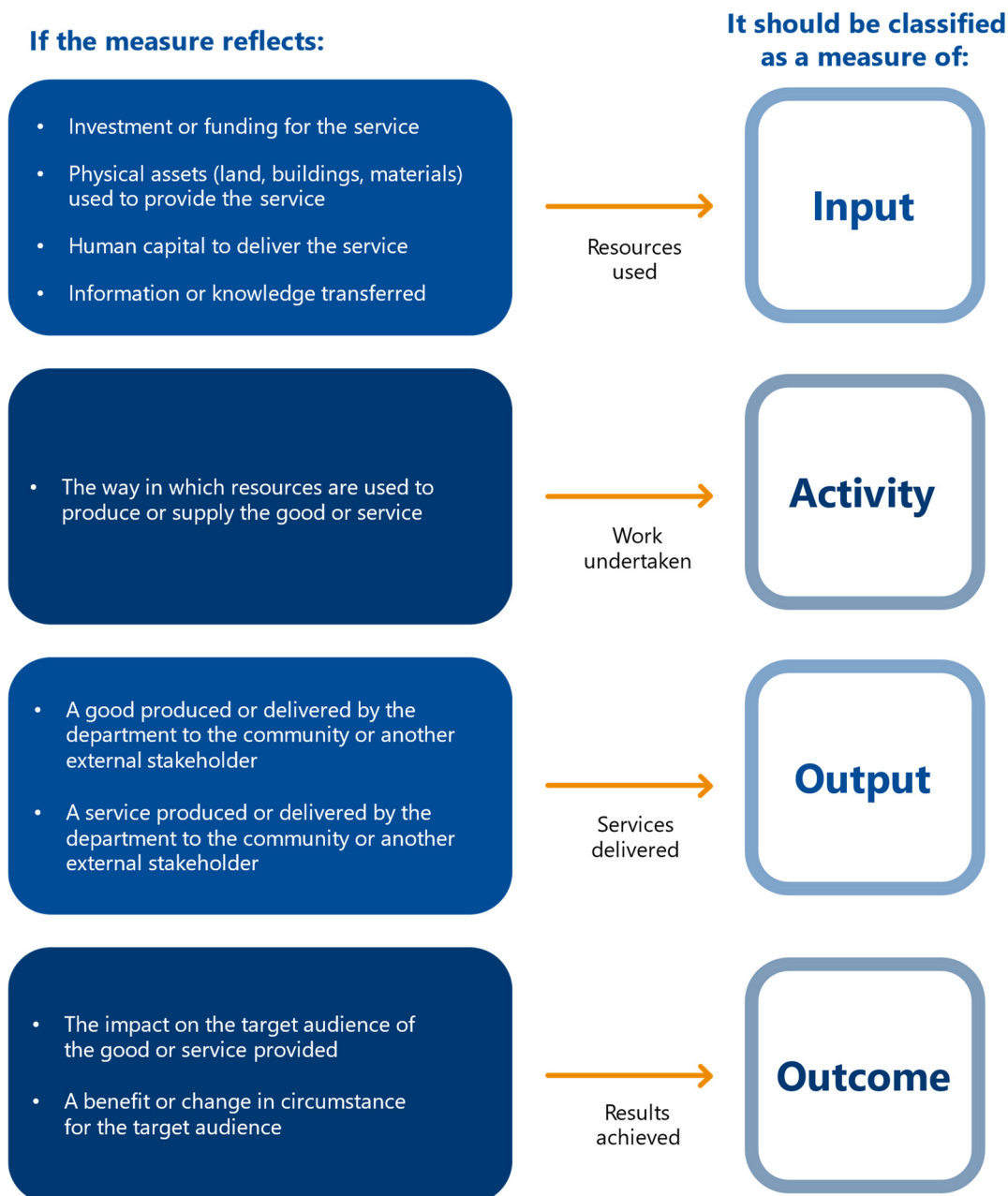


Appendix D: How VAGO assessed departmental measures

We used the information tree in Figure D1 to identify which measures reflected outputs, inputs, activities/processes or outcomes.

Figure D1: Measure classification decision tree



Source: VAGO.

Figure D2 shows our assessment guide and assessment rationale for each criterion.

Figure D2: VAGO's criteria and rationale for each assessment

Assessment criterion	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.	Measure is useful	The measure can be used to inform government decision-making in the context of BP3 reporting.
	Measure is not useful (may be better suited for internal performance reporting)	The measure cannot inform strategic government decision-making about priorities and resourcing Or The measure does not provide stakeholders with an understanding of the department's service delivery performance Or 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.	Measure is attributable	Performance is directly attributable to the actions of the agency Or Performance is within the responsibility of the agency.
	Measure is partly attributable	Results may be materially influenced by external forces such as demand for services or user behaviour.
	Measure is not attributable	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.	Measure is relevant	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.
	Measure is not relevant	It is not clear how achieving the measure target assists in achieving the departmental objectives.
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.	Measure is clear	The measure is written clearly and clearly demonstrates what is being measured.
	Measure is not clear	The measure cannot be easily understood as it is currently written Or The measure has technical language or jargon, and/or words that aren't clear in this context Or It is not clear what is being measured or how the results are being measured.
Comparability High-quality output performance measures should allow an organisation to demonstrate how its service delivery compares to past performance.	Measure allows for comparison of performance over time	The measure and/or unit of measure allows for comparison of performance over time.
	Measure does not allow for comparison of performance over time	It is not clear what is being measured or how results are being measured Or The measure can compare services or goods delivered over time but does not allow comparison of performance in relation to changes in population or demand.

Source: VAGO, based on the RMF.