

# Collective Performance Management

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## AHHA National Mental Health Forum

- Not an expert – simply sharing our experiences
- Learning orientation – we’ve not got it “right”
- Brief background on our PIR model
- How we do collective performance management
- Invite your participation, comments and discussion

**PLAN FOR THIS SESSION**

Focus on consumer and community needs + preferences

Consumer and carer participation

Systems oriented

Select based on knowledge of provider

Manage through relationship

Connections at multiple layers of organisations

Build Capacity of providers

DEVELOP ENVIRONMENTS HIGH IN TRUST

Collaborative governance

Shared decision-making

**Regularly report performance data**

**Collective performance management**

Independent evaluation

**GOLDEN RULE**  
**DON'T OPERATE LIKE A**  
**GOVERNMENT FUNDING BODY**

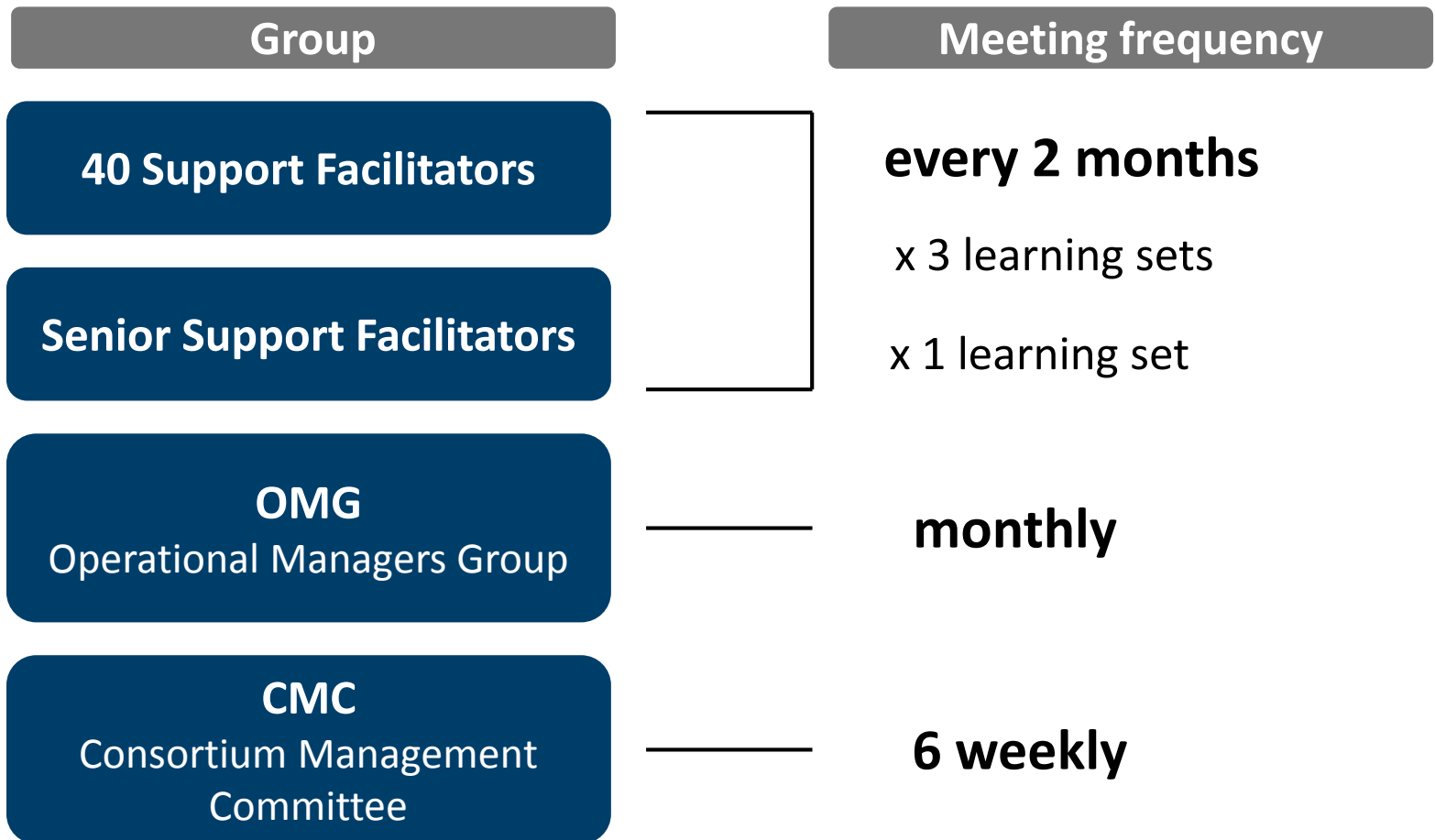
# Mental Health Partners







## Our development model

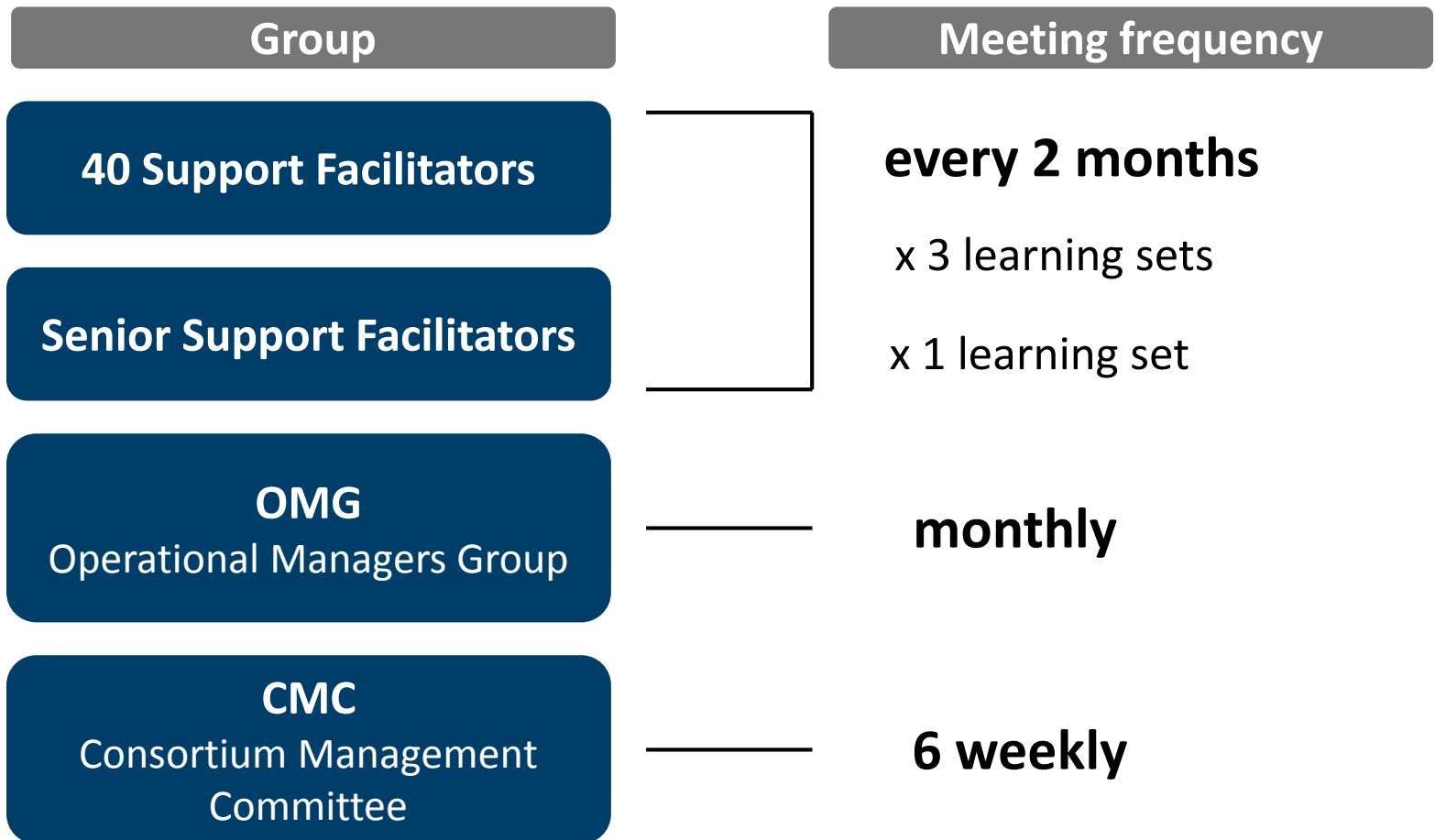


- Quarterly reporting of performance indicators, individually and collectively – could do more in quality indicators
- Quarterly comprehensive data report, include individual agency feedback and then collectively reviewed
- Almost “real time” access to client data and reports for individual staff, teams, organisations and collectively
- Review and evaluation, including consumer-led evaluation

**WHAT PERFORMANCE MANAGEMENT  
OCCURS?**



## Our development model



- Having data focuses attention, provides concrete information
- Sharing data through safe processes provides benchmark
- Collective discussion and non-unilateral action from backbone organisation builds trust
- So far the collective group has not called poor performance

**HAS THIS HAD AN IMPACT?**

- Not an expert – sharing our experiences
- Learning orientation – we’ve not got it “right
- Limitations – all agencies delivering the same intervention, funded at same levels, operating within a urban/regional area
- Invite your participation, comments and discussion

## CONCLUSION