NO 1: PERFORMANCE ENHANCEMENT

Introduction

1. The TIP Vision Statement calls for: *Doing the right thing, the right way, the first time, together.*

2. There is an explicit relationship between the TIP Vision, the goal of a close TIP-DVA-ESOs Partnership, and the division of responsibilities between the Partners identified in the TIP Protocols. This relationship is the foundation of a joint performance enhancement system.

Focus of Performance Enhancement

3. The creation of TIP had one clear objective: To improve the quality of:
   - advice provided to clients by welfare and pension officers, and
   - claims, applications and appeals presented by pension officers and advocates to DVA, the VRB and AAT.

4. Achievement of this objective is explicit in the TIP Vision Statement.

Constituents in a Performance Enhancement System

5. It would be easy to read a narrow interpretation into the rationale for TIP: Achievement of the objective will depend on the quality of training by TIP. Improve training and the quality of advice, claims, applications and appeals will improve. Training improvement is clearly necessary, but it is not sufficient.

6. This think piece is grounded in the reality that all the partners, as well as each partner’s members and those served by the partnership have a crucial role in performance enhancement. A comprehensive performance enhancement system will therefore link the following list of extended “partners”:
   - TIP National and State Executive Members
   - Training Consultative Group Members
   - TIP Presenters
   - TIP-Training Participants
   - ESO Presidents
   - ESO Practitioners
   - Welfare, Pension and Advocacy Clients
• DVA Team Leaders and Claims Officers
• VRB Staff and Board Members
• AAT Staff and Members

Boundaries of a Performance Enhancement System
7. If one accepts that each of the preceding “constituents” has a crucial role on the enhancement of performance, it is next necessary to define the boundaries of the system. To do this, the specific performance enhancement objectives need to be identified.

8. From this perspective, the objectives will include improving the quality of:

• advice, claims, applications and appeals
• ESO candidates for TIP training
• output from TIP-training activities
• course content, delivery and administration
• feedback from course participants to TIP presenters
• feedback from clients to ESOs and TIP presenters
• feedback from DVA, VRB and AAT on practitioners’ performance
• post-training mentoring within ESOs
• the flow of performance-related information within the performance enhancement system
• the responsiveness of each of the constituents to the information requested or received

Engagement of Performance Enhancement System Constituents
9. If one accepts that each of the preceding objectives is relevant to a comprehensive performance enhancement system, the next issues are to ascertain:

• what performance information is required?
• how that information can be collected and communicated?
• what are the reasonable limits to information gathering and communication activities?
• are there legal limitations on performance information gathering and communication?
• how can the system constituents participate within the system given this is important systemically but a low priority for some
System Model
10. An notional model of a comprehensive performance enhancement system is attached at Enclosure 1. The model shows the key constituents, the links between them and the nature of the information being communicated.

Progression
11. This think piece sees the next step in creation of a performance enhancement system being to ascertain the willingness and ability of the constituents to engage in such a system, and the basis on which they could.

NSW-ACT Training Consultative Group

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Enclosure: Notional Performance Enhancement System Model