



Government of **Western Australia**
Mental Health Commission

Evaluation of the Mental Health Non-Government Organisation Establishment Reporting System

2016-17

July 2017

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Performance, Monitoring and Evaluation
Mental Health Commission

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Finally, we would like to acknowledge the staff at WebSurvey who have provided outstanding work to help implement a system to meet the needs of the Mental Health Commission and of system end-users.

Mental Health Commission, 2017

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Executive Summary

In 2013 the Mental Health Commission (the Commission) procured the services of WebSurvey for the development of a web based reporting system for the purposes of the State's Non-Government Organisation (NGO) data collection for contract acquittal. The system aims to:

- Improve consistency and quality of data
- Consolidate data reporting procedures
- Streamline the reporting process for NGOs
- Meet contract and future national reporting requirements

The Non-Government Organisation Establishments Online Reporting System (NGOE reporting system) went 'live' in December 2013. Evaluations were conducted in February 2014, August 2014, and February 2016 to inform redevelopments to the online system. Between February and April 2017, a fourth evaluation survey was distributed to NGOs who used the system, following the December 2016 reporting period, as part of the continuous improvement process. This evaluation included a section on the new data review process which enables the contract manager to raise issues and NGO to address the issues through the reporting system.

Of the 73 NGOs who used the NGOE reporting system in the December 2016 reporting period, 50 (68%) completed the evaluation. Although overall feedback was still positive, with 82% of the respondents reporting they were satisfied with the system and 76% believing that the tool is easy to use, there has been a decline in satisfaction from previous evaluation results.

Despite the overall satisfaction with the system, 34% still feel that the system requires further improvement to reduce the reporting burden.

While generally supportive of the inclusion of the contract manager review process within the reporting system, the most common issues related to this new process.

After an examination of the issues and improvements suggested in the evaluation, potential enhancements have been identified that would better meet the requirements of the Commission and the system end-users.

CATEGORY	RELATED ACTION
Navigation	- Look at improving the identification of sections requiring action during the review process
Reporting burden	- Ensure consideration is given to the value of the extra information against the level of increased reporting burden - Review reporting requirements against contracting acquittal requirements
Technical issues	- Investigate improvements in the system communication between contract manager and organisation during the review process - Include additional validation at point of entry to assist with identifying potential issues
Training & documentation	- Review training content to be more user specific/relevant - Review data guides to remove redundant information
Miscellaneous	- Redesign print view to enable individual sections to be printed

Background

In 2013 the Mental Health Commission (the Commission) procured the services of WebSurvey for the development of a web-based system for the purposes of the State's Non-Government Organisation (NGO) data collection. The Non-Government Organisation Establishment online reporting system (NGOE reporting system) was developed to allow NGOs funded by the Commission to enter data for the purposes of contract acquittal, with the aim to:

- Improve the consistency and quality of data collected;
- Consolidate data reporting procedures;
- Streamline the reporting process for NGOs; and
- Meet contractual and future national reporting requirements.

The NGOE reporting system was launched on 2 December 2013 for the December 2013 reporting requirements. Evaluations were conducted in February 2014, August 2014, and February 2016 as part of a continuous improvement process towards increasing the capacity of the system to meet its objectives. Results from these evaluations¹ went towards determining improvements for future reporting periods. The improvements implemented are summarised in the table on the following page.

Throughout February to April 2017, a fourth evaluation, via a 10 minute online survey hosted on Survey Monkey, was distributed to all NGOs who used the NGOE reporting system to seek feedback on their experience with using the web-based collection system after the December 2016 reporting period. An invitation to complete the survey was emailed to the nominated Organisation and Reporting Authorities from each NGO (i.e. those who used the system) once their submission was accepted by the contract manager². NGOs could choose to remain anonymous, and all identifiable responses have been removed from this report to protect anonymity.

This report summarises the results from the evaluation survey and the comments provided by NGOs. The results of this evaluation are intended to inform continuous improvement and assist with planning future development of the system towards further achievement of the objectives.

It should be noted due to the nature of data reporting requirements for contract acquittal, any changes will be prioritised according to the importance of the change identified and the deadline for which the data is next required.

¹ Available on the Commission's website: <https://www.mhc.wa.gov.au/reports-and-resources/reports/systems-evaluations-and-data/>

² Of the 73 NGOs that used the system for the December 2016 reporting period, 12 were invited to complete the survey while their submission was still in the review process (had not yet been accepted by contract manager) due to time restraints.

Improvements made to the NGOE reporting system based on results from previous evaluations

CATEGORY	IMPROVEMENT
Data requirements	<ul style="list-style-type: none"> - Developed functionality to cover all the reporting requirements - Improved the questions to clarify the data required - Developed functionality to assist with data entry - Add field to each page to enable NGOs to provide comment on data - Add ability for NGO to add attachments in each of the service type sections - Ensure input for data fields are appropriate to the information being reported (e.g. Average Beds can be reported to two decimal places)
Printing	<ul style="list-style-type: none"> - Print view made available by a read only view on login after submission, and by having the print view option available on the Index page - Improved the look and format of the print view - Included a 'Print' button on print view to improve the print function - Included the option the save the Print View as a pdf document
Email notifications	<ul style="list-style-type: none"> - Automatic email notification sent when a delegated Section had been completed - Automatic email confirmation sent when the completed report is initially submitted to the Commission - Automatic email confirmation each time submission is returned to the NGO and re-submitted to contract manager - Automatic email confirmation when final submission is accepted by contract manager - Simplified the delegation process and allow Authorities to enter their own messages to delegates - Nominate which Authority receives notifications regarding progress on delegated sections - Clarify and simplify instructions in Delegation emails
System navigation	<ul style="list-style-type: none"> - Design sections (e.g. Annual Standards) to enable navigation through the section without the need for data entry
Validation	<ul style="list-style-type: none"> - Included historical data for specific data fields as read only - Expanded validation checks to reduce the likelihood of the Commission contacting the NGOs to validate data post-submission
Support	<ul style="list-style-type: none"> - Improved the Data Guides and User Guide to reflect the implemented changes and clarify the reporting and submission process - Improved the Data Guides by including various scenarios/examples - Implemented a 'Help' button next to each data field that provides a pop-up box with relevant information from the Data Guides - Provision of training to NGOs to increase understanding of data entry, delegation, and submission using the NGOE reporting system
Submission process	<ul style="list-style-type: none"> - Functionality updated to allow contract manager to review the submission within the system, including the ability to record communication between contract manager and NGO to clarify and address any identified data quality issues

Results and findings

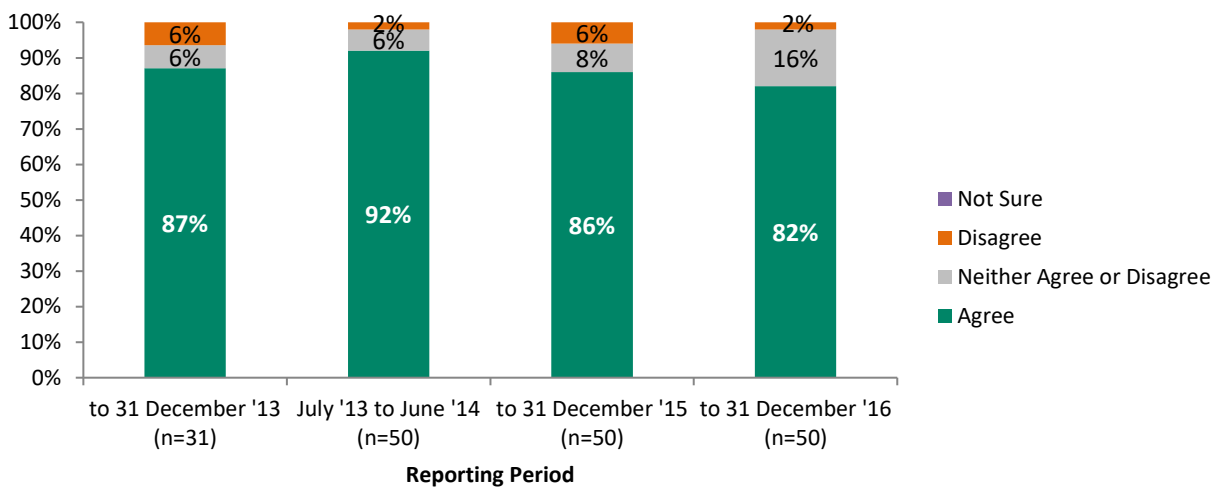
Of the 73 NGOs who used NGOE reporting system in the December 2016 reporting period, 50 (68%) completed the evaluation survey³. This is considered to be a good representation of the system end-users. This is a similar response rate to the two previous evaluations in 2016 (67%) and 2014 (73%), but significantly higher than the evaluation in 2013 (46%)⁴. The continuing high response rate reflects the NGOs ongoing engagement towards the system and reporting standards.

The following provides an analysis of the responses to each question within the evaluation form.

Overall

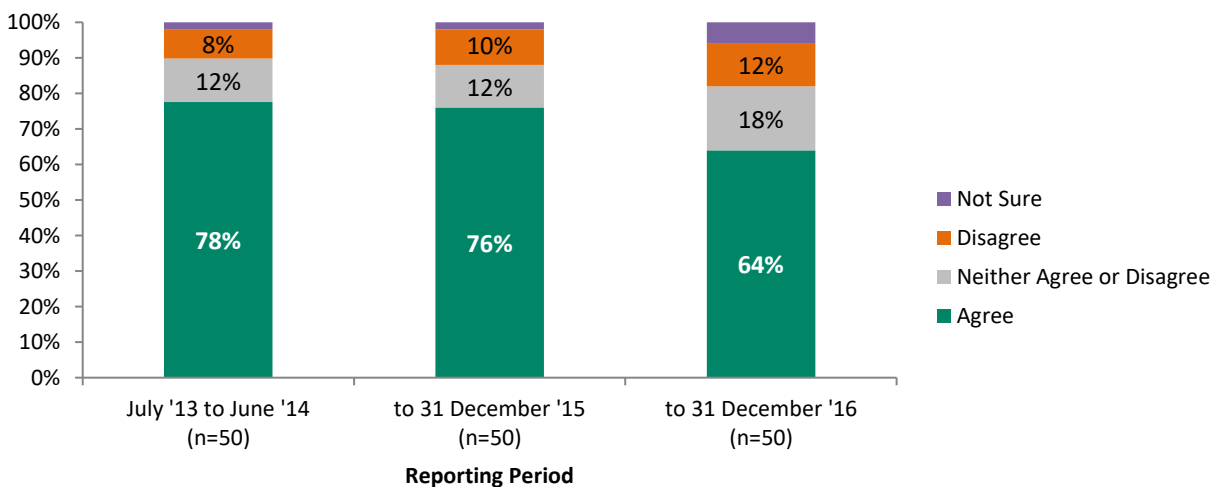
The majority (82%) of respondents were satisfied with the NGOE reporting system. While this was down from the satisfaction level reported in the previous evaluation (86%), it continues to demonstrate that respondents are satisfied with the system.

To what extent NGOs agree they are satisfied with the NGOE reporting system overall – results over time



Almost two thirds (64%) of respondents reported that the system has made reporting easier and reduced the administrative burden of reporting, which was down from the proportion reported previously (76%). This decline may be the result of the new functionality with in the reporting system.

The reporting tool has made reporting easier and reduced the administrative burden of reporting

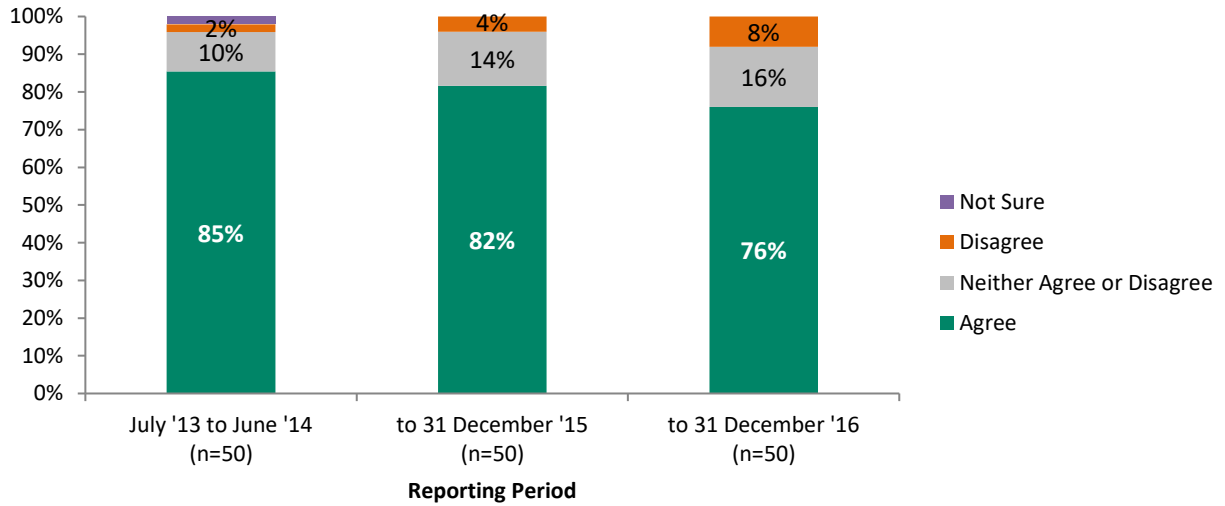


³ Three respondents only completed questions 1 – 4; one respondent only completed the questions 1 – 8. All responses included.

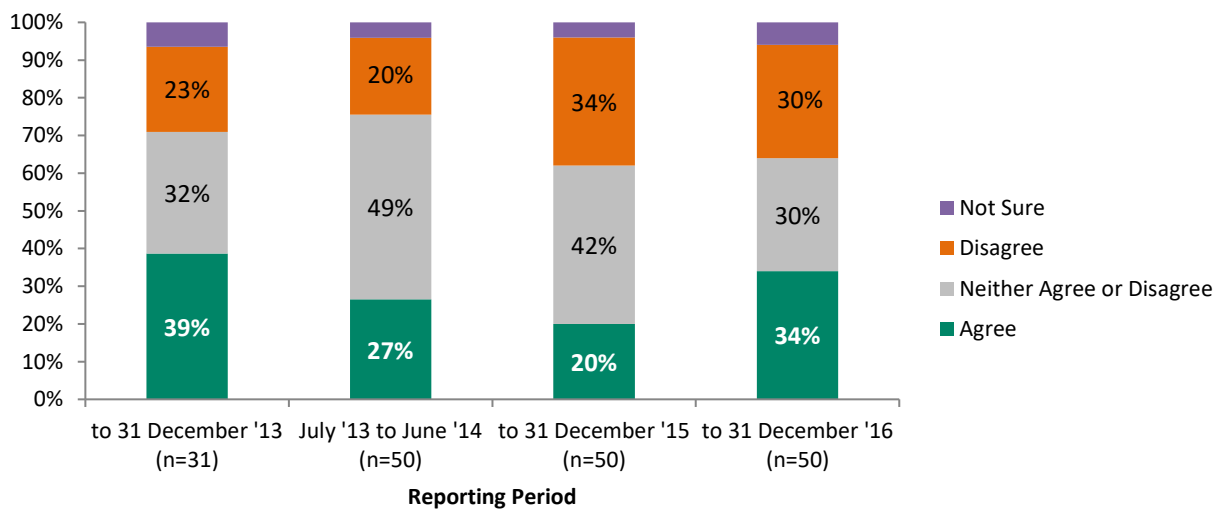
⁴ The first evaluation was conducted using a paper-based, rather than web-based survey, contributing to the lower response rate.

While over three quarters (76%) of respondents considered the reporting too easy to use (down from 82% in previous evaluation), about one third (34%) of respondents reported that the reporting tool requires further improvements, slightly higher than the proportion in 2014 (27%) and 2016 (20%). Almost one third (30%) of respondents disagreed that the reporting tool required further improvements—interpreted as changes not required—lower than the proportion in the previous evaluation (34%).

The reporting tool is easy to use



The reporting tool requires further improvements to reduce the burden of data reporting



Given the decline in satisfaction and increased reporting burden these responses suggest that any changes made to the system in the future need to be considered in light of reporting burden and ease of system use.

From the comments provided, NGOs would like to see improvements to:

- the relevance of some questions to particular organisations and activities and the burden associated with reporting
- navigation through the system, particularly when addressing issues and re-submitting
- ability (or awareness of ability) to add additional information

Areas of the NGOE reporting system that the NGOs were not satisfied with (n=30)

TRAINING AND DOCUMENTATION

After issues were identified, we were not able to delegate the report back to the Managers who had completed the original report

being able to attach evidence

Calculating Bed Days

if the documents that have been previously been added as supporting evidence could be noted there would not be the need to attach the same documents every reporting period, only new evidence?

It's not dissatisfaction with the tool however there are a couple of discussion points:

- 1) It would be good to have clarity/uniformity in the way that organisations represent the capacity provided to MHC contracts when staff are involved in the service but are funded from an alternative source i.e. they are not volunteers and not part of the FTE but are involved in service provision.
- 2) It seems that there is an informal requirement for organisations to provide a report (that provides more narrative) to contract managers. It would be preferred that if this is a requirement that it is a component of the portal and any expectations more clearly articulated.

Needs some expertise to complete. Could be more user friendly.

Some sections require further clarity. A new password seems to be required each reporting period, but this is not clear. Further support around policy development and requirements is needed beyond the scope of the tool- sometime we are not sure if something applies to us for example some of the carers act compliance issue (as we don't work with carer's).

The last data reporting comparison period was for the same time last year (31 Dec 2015) not the last NGOE report submitted (30 June 2016) This is confusing as updates in the quality and staffing area have changed in the six month reporting period.

The tool on review refuses to allow me to complete and submit

There is one section where the need to complete information is hidden/unclear.

would like the option to put some additional information of relevance in from time to time

RELEVANCE

A. I question the need for asking if Consumers or Carers are the dominant groups on the Board

B. The rating against the NSMHS is redundant if we have indicated in A that we are fully compliant. Such self-rating is very subjective and non-uniform. Also made redundant is the Barriers to Compliance with the NSMHS.

B. I'm not convinced that Training in 2016 provides enough utility for the reporting burden. Do responses to these questions actually give the MHC a good indicator of the quality of service or contract performance?

B. Training from MHC should actually have the following year indicated in the title, e.g. Training in 2017.

Although there is capacity to report on additional standards we must comply with this was not explicitly for all other compliance reporting organisations must adhere to such as Mental Health Advocacy Service.

The # program instances and hours of service are extremely difficult for a state-wide MH promotion campaign to track and report - this element of the reporting tool has been created for service delivery organisations and does not fit with our work methods.

The reporting tool doesn't always allow for reporting of activities relevant to our contract.

The requirement to provide Individualised Planning for each member with a mental health issue is difficult due to the group nature of Choir activities.

The plan for each member is the benefit of being in a singing group and to conduct individualised plans only for those with mental health issues when the Choir is inclusive, seems to be discriminatory

Training undertaken is only requested for specific areas. Perhaps there could be an Other category where training that doesn't quite fit those areas could be listed

NAVIGATION

I found when issues needed to be separately addressed, it was a bit more difficult to follow what was required, but I managed.

It was in some ways not very intuitive at first, but then so is anything. Otherwise a great tool

The overall navigation from one section to the other could be improved.

There are so many layers to the reporting that having to click through makes it easy for items to be missed. Also there is no ability to edit your comments when addressing issues. Would be handy if each section had a section to comment on variances as we had attached a document addressing all the issues that were raised yet had to re-address them individually as doc was not able to be taken into account by the system.

OTHER COMMENTS

Allow certain questions to be sent to another person for action that then goes straight into the reporting system, e.g. the finance manager.

I/we had an issue with one of the reporting fields which required some liaison with MHC to resolve. It wasn't a major issue and made much easier by getting assistance in a timely manner.

It is not so much that I am dissatisfied, but I would like to point out that the online reporting tool has not cut down on the administrative burden of reporting as the online report often requires additional written clarification to our answers and we are also required to submit a separate narrative/descriptive report to our contract managers- therefore we are doing at least 2 reports each reporting period.

The tool is highly repetitive, especially when you have a number of services that deliver similar services
In areas that are not repetitive, responses are generalised across all areas rather than being specific to a particular program
I think that the reporting mechanisms need to be evidenced, not asked on collection methods

There were some initial glitches with responding to the contract manager's comments and queries however these were quickly resolved.

Q: Please briefly describe any areas of the online reporting tool that you were not satisfied with.

Note: Four comments where no issues identified have been removed.

System Support

There was strong support for the provision of a range of resources to assist NGOs with use of the NGOE reporting system. The Print View was reported as being the most useful (79%) followed by Historical data in the online system (77%) and then assistance provided through the NGOE Helpdesk (62%).

Training offered by the Commission was shown to be less useful than most other types of support. While not considered as useful, the comments highlighted the continued requirement for training to be offered. This result suggests that the current training is not meeting the needs of the users and needs to be re-structured.

How useful NGOs found available resources for completing reporting (n=47)

	VERY USEFUL	SOMEWHAT USEFUL	NOT USEFUL	NOT USED
Print view	79%	21%	0%	0%
Historical data (i.e. responses from the previous equivalent reporting period, shown within the reporting tool)	77%	15%	2%	6%
Assistance provided through the Helpdesk	62%	15%	0%	23%
Help buttons (specific data element definitions)	60%	26%	2%	13%
Data guides (located at the top of each page within each section of the reporting tool)	57%	34%	0%	9%
User Guide	53%	28%	2%	17%
Links to online documents (e.g. Carers Recognition Act)	53%	21%	0%	26%
Training offered by the Commission	53%	19%	4%	23%
Data specifications document (located on the index page of the reporting tool)	45%	43%	2%	11%

Q: Please indicate how useful the following resources were for completion of your reporting.

Ideas from NGOs for improving supporting documents or training (n=8)

TRAINING

We have had staff turnover, so more training would be useful. When training has been the 'service' it has been unclear what 'clients' to report on.

Having ability to go back and do a Print View after you have completed the report - despite the warning and training, because of the time involved, some of us still managed to forget this and had to ask Commission staff for a print view of the report for our records.

More training to be offered before Reports are due. Also, perhaps a review afterwards where needed, to discuss area of differences or where Facility does not agree with recommended responses.

The training opportunity was good but only relevant when you finally got into entering the data

Didn't use training offered by MHC this time but have in the past and found it very useful

RELEVANCE

Some of the measures and data collection do not measure what we are funded for under service agreement for example in promotions we are funded to host a library and for people to use that library however no hours are collected against this.

The examples contained in the online template and user guide, use examples that are more suited to service delivery, not mental health promotion, so we didn't find these useful.

OTHER COMMENTS

Historic data recall can be problematic needs to be easy access

Q: Please share any ideas you have for improving supporting documents or training.

Note: Four comments where no improvements identified have been removed.

Submission Process

For the reporting period to 31 December 2016, the NGOE reporting process was amended to involve contract managers more directly in the submission process. Within the online reporting tool, contract managers were required to review reported data, and organisations were required to address any identified issues, prior to contract managers accepting the submission.

In the evaluation survey, NGOs were asked to provide feedback on the new submission process. Comments from NGOs were positive and suggest the new submission process is a good addition to the overall reporting process. The majority of NGOs surveyed agreed the new submission process was easy to understand and has made it easier (compared to previous reporting periods) to address issues identified by the contract manager.

While most agreed it was clear what they were meant to undertake to address identified issues, some were unsure about the requirements. Additionally, suggestions to improve the submission process focused on clarifying expectations for addressing issues and how to mark issues as addressed within the system. This will be considered when developing training and documentation for future reporting periods.

To what extent NGOs agree or disagree with the statements regarding the new submission process (n=46)

	AGREE	NEITHER AGREE/DISAGREE	DISAGREE	NOT SURE
The new submission process has made it easier to address issues identified by the contract manager	72%	20%	2%	7%
The new submission process was easy to understand and follow	70%	24%	4%	2%
It was clear what I was meant to undertake to address issues	65%	28%	7%	0%

Q: Thinking about your experience with this new submission process, to what extent do you agree or disagree with the following statements?

Suggestions from NGOs for improving the submission process (n=17)

SUGGESTIONS - Communications

It was not clear to me that was what was happening. The content of what was being asked was often ambiguous.

The system is fine; however, there are times when a conversation is quicker to better understand how to address issues raised.

I think that the contract manager responses would have been improved through face to face meetings after the initial submission. There was some confusion from our end in relation to what was expected and how the responses were interpreted. In our case the contract manager was dealing with a significantly high workload and this only lightened towards the end of the initial reporting period. This made initial interaction, discussion and feedback difficult due to capacity, not through an unwillingness to engage on her part.

SUGGESTIONS - Navigation

The interface is quite clear but because of the only slight changes in titles of different programs and locations, and overall uniformity of page styles, it is easy to become confused which section one is reporting on. It also was not always clear when the user has to go two pages down into specific area to report on - perhaps clearer style applied to links which need to be clicked on? Found that once a comment was added (even prior to overall submission), it could not be amended - to clean up any typos, make wording clearer or correct any details; had to add a new comment which could be confusing. Ability to amend own comments prior to submission would be good.

I didn't realise that on some sections for further information requested from contract manager that there were more than one page to look at

SUGGESTIONS – Reporting Burden

The contract manager required a great deal of additional information- with requests made over a series of emails. If all this additional information is required, I do wonder why it is not just included in the online report instead of requiring us to submit it separately. We do have a very helpful and engaged contract manager which does help to ease the whole process, however the amount and depth of information required and the number of expectations for the program does seem to be greatly out of proportion to the amount of funding that we receive for the program.

There are so many layers to the reporting that having to click through makes it easy for items to be missed. Also there is no ability to edit your comments when addressing issues. Would be handy if each section had a section to comment on variances as we had attached a document addressing all the issues that were raised yet had to re-address them individually as doc was not able to be taken into account by the system.

SUGGESTIONS - Other

Brief instructions on how to signify that issues had been addressed (i.e. highlighted button) would be useful as it was not immediately clear how to move forward and submit for review again.

I am not sure how service improvement data is stored in the system and if a total historical record is maintained- this would be useful as a report.

A contract manager who was actually there for us until the end would have been professional.

POSITIVE COMMENTS

As an organisation we were not required to address any issues identified by the contract manager. However if we did have to address any issues, I think that the process proposed is an easy and more efficient process.

The new system took a little getting used to however, I valued the input on where further info was needed

We are happy with the ability to discuss clearly with the Contract Manager what needs to be done.

This was a good new feature.

I can only offer feedback that this is a great innovation. It provides for a timely identification of an issue and a discussion for its resolution which is recorded against the data which was at issue.

The improvements made provided an opportunity for the contract managers and service providers to discuss and address the issue. This was a good addition to the reporting process.

OTHER COMMENTS

This can depend on the competence/willingness of the contract manager. In our case we have a good relationship where accountability on both sides is understood and a problem solving approach adopted, so issues get identified and resolved

Q: Do you have any suggestions for how the new submission process involving contract managers could be improved? Please think about both the process overall and the functionality of the online system.

Note: Two comments unrelated to improvements to the submission process have been removed.

Functionality

Less than half of the respondents encountered any issues when using the NGOE reporting system. The main issue encountered related to the review process with their contract manager, which is supported through the comments received. This highlights the need to improve the understanding of users in identifying and addressing issues.

Functionality issues experienced with any of the following (n=46)

	YES	NO	N/A
Re-submitting your data after addressing issues	28%	65%	7%
Viewing and replying to the contract manager's comments	24%	67%	9%
Updating the status of identified issues	20%	78%	2%
Using navigation buttons (e.g. Save and Next)	13%	87%	0%
Submitting your data	13%	87%	0%
Delegating sections to other people in organisation	9%	78%	13%
Uploading documents	7%	87%	7%
Printing or saving your data for record keeping purposes	7%	93%	0%
Reviewing your data	7%	93%	0%
Links to external websites	4%	85%	11%
Receiving invitation email	4%	96%	0%
Connecting to the online reporting tool	4%	96%	0%
Contacting the NGOE Helpdesk	2%	78%	20%
Links to supporting documents	2%	93%	4%
Other issue (please specify)	9%	41%	50%

Q: Thinking about the current functionality of the online reporting tool, did you encounter issues with any of the following?

Brief description of the functionality issue experienced (n=19)

ADDRESSING ISSUES & RE-SUBMITTING

Only a minor navigation issue as discussed in previous section with the re-submitting of data after addressing issues.

Found two step amendment process confusing when correcting a report error picked up by contract manager. Helpdesk provided clear information to resolve the problem and were very helpful as always.

options to enable correction of responses prior to submission of "identified issues", found not able to amend text field once processed, but not submitted.

Refer previous comment re: comments and inability to amend comments (removing typos etc.) prior to submission.

The final submission button is not designed clearly in a user friendly way. We missed this, during an earlier on-line submission.

The navigation to resubmit was not clear however after a couple of phone calls it was resolved.

When responding to queries by the Contract Manager, these should be editable until submitted.

TECHNICAL ISSUE

Small technical issue with one section that was not allowing the entire Staffed Residential Services section to be saved and completed. This was resolved quickly through the helpdesk.

On a few occasions, data corrupted and went missing which caused a level of frustration.

The system wasn't accepting a response which looked as though it had been completed

It seems there were some issues with contract managers saving their comments and some queries related to content that was provided in attachments.

NAVIGATION

The reporting was difficult as the unmet fields and identified issues were sometimes embedded two and three layers deep within the document/response page. As a larger organisation we tried to get those individuals responsible for the data and/or the service involved and they were challenged through the systems navigation when they didn't see that they needed to keep on going further into the document to respond which caused frustration and also inconsistent responses. This is both an internal organisational issue as well as design issue.

There is a lack of flow with Save and return or next. Sometimes sections are missed when one button is chosen. This is a minor issue though as you can navigate through until you get the right sections.

OTHER

In addressing the issue about a policy, I couldn't see how to upload the policy required other than to email it to our contract manager.

Print out was not in the same format and not easy to follow. This has now been overcome at this time

Some of the information wasn't clear

The only issue we had was that we felt # program hours was not something we could accurately report on so tried to leave this cell blank or write NA, but the reporting tool would not accept either.

The Yes above was more to do with internal communication issues than anything to do with the report itself.

When issues were identified we were not able to delegate back to the original report writers - this was very problematic at our end.

Navigating through issues identified was more problematic when the original report writer was not able to do this.

Q: If you answered yes to any of the above, please give a brief description of the issue.

Note: Three responses unrelated to functionality have been excluded. Two responses have been split as they covered more than one topic.

Potential Future Features

In this evaluation, respondents were prompted with a list of potential features that could be included in the online reporting tool in the future, and were asked to indicate whether or not they would find each feature useful. The potential features NGOs perceive will be most useful include additional built-in validations when entering data and the ability to add a custom message to the email that is sent to the contract manager on submission or re-submission.

To what extent NGOs would find potential future features useful (n=46)

	USEFUL	NOT SURE	NOT USEFUL
Additional built-in validations when entering data (e.g. calculations of averages and totals, warnings if data significantly high or low)	89%	9%	2%
Ability to add a custom message to the email that is sent to the contract manager on submission or re-submission	83%	15%	2%
Print view available for each individual section	72%	15%	13%
Improved readability of the 'print view' PDF	59%	30%	11%
More space to add comments / or more comment boxes	59%	17%	24%
Ability to un-delegate a section	57%	37%	7%

Q: Please indicate if your organisation would find the following features useful if included in the online reporting tool in future.

Respondents were then given the opportunity to suggest any other features that they would like to see in the online reporting tool in the future. These responses will be considered in conjunction with other responses throughout the evaluation.

Suggestions from NGOs for potential future features (n=4)

Ability to re delegate after issues identified

Ability to say that you have not been accredited against mandatory standards rather than not applicable being the only option

An online discussion area between the organisation and the contract manager that doesn't require submission and then the document sent back. We have undertaken over 10 reviews and responses to the submitted data, which now completed, could have been resolved through a much more informal discussion and exploration process.

As stated previously - a note of documents previously submitted for evidence in meeting the standards.

Q: Please suggest any other features you would like to see in the online reporting tool in the future.

Note: One comment where no suggestion was identified has been removed.

Content

Respondents were asked if they had any difficulty in completing the reporting requirements for any of the following modules:

- Module B (Annual Standards and Outcome Assessment);
- Module C (Carers Recognition Act)
- Module D (Disability Access Inclusion Plan)
- Module E (Financial)
- Module F (Opportunities for Service Improvements (OSI))

Of the 46 respondents that were asked this question, 8 indicated they had difficulty completing the reporting requirements.

Elements of Module B to Module F NGOs had difficulty completing (n=8)

<Module B> As stated having to re- enter evidence that has previously been provide

<Module B> Going from one section to the other. Completion of each section

<Module B> The core outcomes measures are not outcomes, they are outputs. If you wish to measure outcomes, create a universal outcomes measurement tool rather than expecting organisations to create their own and then you validate if you think it is or not

<Module B> Training categories can be confusing.

It would be good to be able to add text against elements of the CRA and DAIP in the document itself rather than having to upload a document although it is good to retain that option as well if people wish to add information

<Module C> Still unsure of requirements

<Module E> As the financials are carried over three years in our contract the carried forward figures and service delivery explanation became quite convoluted. Year to year and other contract discussion held between the organisation and directly with the contract manager

<Module F> Ability to format text; there is often a lot of text involved in describing progress for OSIs and would be helpful to have some basic formatting (bold, bulleted lists, indentation)

<Module F> Clear, but would like full history

<Module F> Feels a bit awkward this section

Q: Please identify any elements where you have had difficulty in completing the reporting requirements.

Note: Multiple responses allowed (maximum 5)

Note: One comment where no difficulty was identified has been removed.

Respondents were then asked if they had any difficulty in *understanding the reporting requirements* for any questions in the activity reporting sections (i.e. Module A – Organisation and the Service Sections). Of the 46 respondents that were asked these questions, only 3 indicated they had difficulty understanding the reporting requirements.

Activity reporting questions for which NGOs had difficulty understanding the reporting requirements (n=3)

Calculating the amount of programs run and attendance.

Most of ours related to shifting from manual systems into technological systems solutions and data integrity for the reporting periods. Lack of organisational understanding during the transition of the correct reporting meant that we were rightfully challenged on our data. I think that you will see more of this as more agencies transition from manual reporting systems into data analytical systems and evidenced based reporting.

Training requirements - request for further training

Q: Please identify any questions that you have had difficulty in understanding the reporting requirements as defined in the data guides or help buttons (including guide for use).

Note: Multiple responses allowed (maximum 5)

Note: Three comments where no difficulties were identified have been removed.

Respondents were then asked if they had any difficulty in *collecting information in accordance with the definition*. Of the 46 respondents that were asked these questions, only 3 indicated they had difficulty collecting information in accordance with the definition.

Activity reporting questions for which NGOs had difficulty collecting information in accordance with the definition (n=3)

Contact and Service hour definitions are unclear and over complicated.

<Module B> "Staff keep up to date about mental health resources" when services close down/ change names without any notification it is difficult to keep accurate local service directories records

unique clients in groups was difficult as we were unable to cross reference with those unique clients who accessed individual services

Q: Please identify any questions that you have had difficulty in collecting information for in accordance with the definition.

Note: Multiple responses allowed (maximum 5)

Note: Four comments where no difficulties were identified have been removed.

Record Keeping

For the December 2016 reporting period, a PDF copy of the NGO's final report was automatically emailed to the nominated authorities once the contract manager had accepted the submission. In this evaluation respondents were asked to indicate if they would like to receive a PDF copy of the report at other stages of the submission process.

The results indicate most NGOs would prefer to continue to receive a copy of the report once the submission is accepted (as per the December 2016 reporting period), while around half would also like to receive a copy each time the report is re-submitted to the contract manager.

At what stage of the submission process NGOs would prefer to receive a PDF copy of their report (n=45)

Initial submission	47%
Each time report is re-submitted to contract manager	49%
Final accepted submission (current process)	87%

Q: For future reporting periods, would you prefer a PDF copy of your report to be automatically emailed to you at any of the following stages of the submission process? Please select all that apply.

Note: Multiple responses allowed

Additional Comments

Respondents were given an opportunity to provide any final comments, either positive or negative, about the online reporting tool. Generally additional comments were very supportive of the NGOE reporting system and advised that the tool was easy to use. One comment requested that amount of information requested be simplified to reduce reporting burden and another commented that minimal changes were preferred to make the system easier to use over time.

Final comments (n=15)

It is good, but requires some improvements

Thank you for providing a customized tool - overall it is a streamlined tool making for a relatively easy process; the only improvements suggested/requested are minor (and preferences) and in the mindset of continuous improvement rather than to address significant issues.

Help desk excellent. We are gradually getting more adept at completing form

We would be better able to compare the in next reporting tool and can better advise then, any further issues met. Having appreciated the role of the Contract Manager better and the ability to discuss with them in the online tool and understand the basis of their recommendations, it should be easier submitting the report and getting feedback promptly in future.

I think that the online system is important but in many cases it seemed that the Mental Health Commission was not sure of the questions that it was asking. Further, the level of questioning went beyond the data and into a service delivery and operations space which is outside of the scope of the contract. I believe that this is a challenging time for both the Commission and providers and I think that rather than drive compliance through this mechanism that undertaking a co-design model to help identify and resolve both unmet need and service gaps would be a more proactive way in which to structure elements of the reporting process.

Our Contract Manager took nearly 2 months to get back to us with questions and our understanding was that we should be been contacted with a couple weeks while everything is fresh in our minds.

A good process - thank you

<name withheld> is continually improving its processes to collect accurate data for the reporting tool

Over all our experience has been positive. There has been some issues which we resolved quickly with assistance

Helpdesk is very helpful in supporting use of the reporting tool.

Overall the on-line reporting is easy to navigate and understand.

The online reporting tool is a useful way to submit the data, and having the comparison data is also useful, it is easy to get in and out of; more than one staff person can work on it. The introduction of the feedback loop so that Contract Manager can ask questions and there is an opportunity to respond, is an improvement in the process.

It could be useful to be emailed an extract of the reporting which only summarises the outstanding matters to be attended, e.g. the Service Improvement Plans in progress in the current year and indicated for the preceding year with estimated completion dates, and OSI's not yet completed.

having a copy at all three stages would give a clear demonstration of what is required and show where an agency may have misunderstood a requirement

The current reporting process is less burdensome administratively and provides us with the opportunity to report on all aspects of the program. The only suggestion I would like to make is for additional comment boxes to be provided such that we could supply information on some positive outcomes achieved under the program.

Q: Please provide any further comments you have, positive or negative, about the online reporting tool.

Conclusions

The Commission's move to a web-based reporting system continues to be supported. While the objectives of the NGOE reporting system are being met, the satisfaction with the system has declined, which may be attributable to the introduction of the contract manager review process. It is evident that the needs for additional information need to be balanced against the level of reporting burden placed on organisations. This is particularly important to ensure that the reporting process is streamlined and to maintain the productive partnership that has been established with the NGOs.

Some themes are apparent and these will form the basis for the changes to be considered by the Commission for the NGOE reporting system. While all of these categories are considered important, due to resources and timing, changes will be prioritised according to reporting deadlines and requirements for contract acquittal. Supporting documentation (e.g. User Guide) will be reviewed to reflect the changes made to the system as required and training will be restructured to align with system changes and user needs.

Recommendations

CATEGORY	RELATED ACTION
Navigation	<ul style="list-style-type: none">- Look at improving the identification of sections requiring action during the review process
Reporting burden	<ul style="list-style-type: none">- Ensure consideration is given to the value of the extra information against the level of increased reporting burden- Review reporting requirements against contracting acquittal requirements
Technical issues	<ul style="list-style-type: none">- Investigate improvements in the system communication between contract manager and organisation during the review process- Include additional validation at point of entry to assist with identifying potential issues
Training & documentation	<ul style="list-style-type: none">- Review training content to be more user specific/relevant- Review data guides to remove redundant information
Miscellaneous	<ul style="list-style-type: none">- Redesign print view to enable individual sections to be printed