

Appendix 5 – Reporting Requirements

You must provide all mandatory data relating to the enrolment, engagements and activities for clients of the Get Back in the Game program. Providers will be provided with a reporting template to enable them to meet their data collection and reporting obligations, either in the form of a template spreadsheet provided by the Department, or bespoke Salesforce software. This should be updated regularly, and reviewed for formal reporting purposes on a monthly basis.

This data enables the Department to monitor service delivery, report on achievements of the program, and determine quarterly funding to be paid to service providers based on achieved outcomes.

Failure to provide ALL required data accurately at the quarterly deadlines (30 Sept, 31 Dec, 31 Mar, 30 June) may result in missed target attainments and payments. Any errors in reported data that are found after the quarterly deadline are to be reported to the Department as soon as possible. It is at the discretion of the Department how the errors are managed and if amendments to payments/target attainments are made.

Reporting Details

1. Once established, all service provider staff to have an individualised login for the Salesforce software (which will be provided by the Department)
2. Mandatory data to report includes:
 - (a) Contact details and details of the participants as it relates to their enrolment eligibility, their goals, barriers, and supports planned to overcome barriers.
 - (b) activities completed or facilitated by service providers to support the participant
 - (c) dates and types of engagements undertaken by the participant
 - (d) itemised discretionary spending made for each participant
 - (e) other required information as requested, such as survey permissions

It is an important requirement that accurate and true information is reported to the Department at all times – a failure to do so may be a breach under the Funding Deed.

3. In addition to the details required, you will be required to provide a quarterly summary of the overall achievements of your program, highlights from the quarter, challenges of program delivery, and strategies your organisation is considering and / or implementing to overcome these challenges. This summary is to be completed via SmartyGrants using a standard template. Additional ad-hoc reporting may also be required upon request from the Department.
4. Provide a minimum of four participant case studies annually (complete via SmartyGrants). In regions where the in-school and out-of-school programs are in place, 2 case studies should be sourced from the in-school cohort and 2 from the out-of-school cohort.

Evidence

Evidence must be collected and kept by the service provider to support eligibility into the program and achievement of stated outcomes.

At any time, the Department may request to review any documentation related to a participant of the Get Back in the Game program to enable the department to properly assess whether a person is eligible to participate in the program, or as evidence of achievement of the stated outcomes. Some evidence will require uploading into the Salesforce platform.