



Performance Measurement Model

The Productivity Commission in the *Report on Government Services* (RoGS) distinguishes outcome indicators, which provide information on the impact of a service on an individual or a group, from outputs which are about the services delivered. Outcomes may be short or longer term and both are important in the RoGS approach. In school education, for example, learning outcomes at Years 3, 5, 7 and 9 are considered medium-term outcomes, while completion of Year 12 or school leaver destinations are considered longer-term outcomes. Consideration of inputs, outputs and outcomes helps to clarify our impact on customer outcomes and take a broader view of the concept of benefit realisation.

An effective performance framework seeks to quantify and explain the extent to which the selection of objectives and inputs combine with service design, outputs and outcomes to create value over the short and medium terms and customer benefits over the longer term. The results from measurement across all components of the performance framework will provide information to inform future strategy and investments.

The RoGS performance indicator framework has a focus on outcomes, consistent with government’s demand for outcome-oriented performance information. This is supplemented by information on outputs and linked to the dimensions of equity of outcomes, program effectiveness and cost effectiveness (efficiency).

