

# NGO AOD PERFORMANCE INDICATOR SPECIFICATIONS

## AOD-Core 3 Client reported experience



Indicator	AOD-Core 3 Client reported experience
Version number	1.0
Descriptor	The funded service routinely collects and analyses data on client's experience of the service provided using a standard client experience measure.
Intended outcome	The funded service analyses and trends the collected data, reports on the data internally and externally, and uses the information to make improvements to services.
Data and evidence reporting requirements	<ol style="list-style-type: none"> <li>1. Current client reported experience measure policy and protocols and</li> <li>2. Recent data analysis and trend report.</li> </ol>
Reporting frequency	Commencing 2019, organisations to report six (6) monthly no later than the 21st day of the month following the six month period of collection.
Inclusions	All non-government organisations funded by NSW Health for the delivery of alcohol and other drug treatment services.
Exclusions	Alcohol and other drug services funded by NSW Health other than treatment services, including those that are primarily educational or preventative.
Related NSW Health policies and guidelines	N/A