# Tool 6: Supplier’s Report – Template

*See Glossary at the end of this document for definitions.*

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| **Tools in this series:** * [Tool 1: Evaluation Approach for Complex Procurements](https://www.mentalhealthcommission.gov.au/publications/tool-1-evaluation-approach-complex-procurements)
* [Tool 2: Evaluation Approach for Simple Procurements](https://www.mentalhealthcommission.gov.au/publications/tool-2-evaluation-approach-simple-procurements)
* [Tool 3: Example RFT Template](https://www.mentalhealthcommission.gov.au/publications/tool-3-example-rft-template)
* [Tool 4: Checklist for Onboarding New Suppliers](https://www.mentalhealthcommission.gov.au/publications/tool-4-checklist-onboarding-new-suppliers)
* [Tool 5: Procurement Lifecycle Checklist](https://www.mentalhealthcommission.gov.au/publications/tool-5-procurement-lifecycle-checklist)
* [Tool 6: Supplier’s Report – Template](https://www.mentalhealthcommission.gov.au/publications/tool-6-suppliers-report-template)
* [Tool 7: Framework for Undertaking a Needs Analysis](https://www.mentalhealthcommission.gov.au/publications/tool-7-framework-undertaking-needs-analysis)
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Disclaimer

This document was developed by procurement specialists for the National Mental Health Commission (NMHC). The guidance is high level and organisations should adapt this checklist to suit their requirements. Organisations are responsible for ensuring the approach is appropriate for their workforce and engaging any additional expertise as indicated.

This document provides guidance only and should not be considered legal advice. You may wish to obtain independent legal advice if your organisation has concerns about obligations under law.

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## What is the supplier’s report?

This is a tool to evaluate the effectiveness of services rendered. The report helps organisations evaluate supplier performance and the organisation’s uptake and response to the service (e.g. their Employee Assistance Program (EAP)).

## How to use this report

The report includes 2 sections: section 1 is populated by the supplier and section 2 is addressed by the organisation.

**Section 1 summary**

* Designate a time to capture feedback from service providers. This could be weekly, monthly or quarterly.
* All data collected must be managed in line with relevant privacy and data management requirements. User data must be kept confidential, and the support provider must ensure only authorised personnel access the data.

**Section 2 summary**

* Use the information provided by the supplier in section 1 to evaluate and review how effective the service has been for your organisation.

## Section 1: Collect data from supplier [supplier to populate]

|  |  |
| --- | --- |
| Name of organisation | [Example: Health Company] |
| Type of organisation (service provided) | [Example: EAP] |
| Location | [Example: Canberra] |
| Contract type | [Example: Fixed] |
| ABN | [XX XXX XXX XXX] |
| Contact details | [04XX XXX XXX] |
| Date of report |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Value** | **Comments** |
| 1a | Number of users using [insert name of support] | E.g. 10 |  |
| 1b | Number of repeat users using [insert name of support] | E.g. 5 |  |
| 1c | What supports were accessed? |  |  |
| 1d | Service level agreement e.g. requests are responded to within 2 hours, 98% of the time, what was the average response time for requests? | E.g. 2 days |  |
| 1e | What was the feedback from users? |  |
| 2a | How many users were surveyed? | E.g. 10 |  |
| 2b | Of those surveyed, how many provided a rating of 4 (being a good response) or higher?  | E.g. 7 |  |
| 2c | What comments were received? |  |

## Section 2: Evaluate service effectiveness

Use the information in section 1 to evaluate supplier effectiveness and performance.

Over the contract lifecycle, review data by comparing attained data with previous data. Differences will indicate changes in the supplier’s performance and areas for improvement.

**Evaluation uptake and effectiveness of the service**

* Calculate percentage of workforce using the service by dividing total number of users using the support (1a) by total workers. Comparing this result at regular intervals (e.g. quarterly) allows you to track service usage over time and consider any spikes or outliers.
* Consider what services were accessed (1b) because this indicates worker wellbeing.

**Evaluating supplier performance**

* Consider and track supplier performance against their SLA (if applicable) (1d).
* Consider and review qualitative feedback from users (2a, 2b).

For more information on measuring the performance of mental health services within your organisation, see the [Measurement guides](https://www.mentalhealthcommission.gov.au/projects/mentally-healthy-work/national-workplace-initiative/measuring-mentally-healthy-workplaces) prepared by the National Workplace Initiative.

# Glossary of terms

**Contract** – An undertaking by one person to do something or refrain from doing something if another person does something or refrains from doing something or makes a promise in return in a legally binding manner. A contract may be entered into either in writing or orally.

**Performance management** – Getting better results by improving the outputs from individuals and teams

**Service level agreement (SLA)** –Outlines the expected minimum level of service between a service provider and a client. It clarifies the scope of the service, responsibilities of each party and how to escalate among other factors.