

## Schedule 3: Service levels and key performance reporting

### Prequalification Scheme: Employment Related Medical Services

Following are minimum service standards required under the Scheme Conditions. Different standards and timeframes may be negotiated and set out in the Standard Form of Agreement with the Agency (Agency Agreement).

#### **Medical assessments**

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##### **Service levels**

<i>Timeframe for contacting employee to arrange an appointment for medical assessment</i>	Within <b>5 business days</b> after receipt of an Agency Referral
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<i>Timeframe for written medical report to be provided to the Agency and employee<sup>1</sup>.</i>	Within <b>7 business days</b> , or where additional information is provided by the employee, <b>10 business days</b> after the medical assessment.
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<i>Timeframe for re-issue of medical report or supplementary report, where appropriate</i>	Within <b>3 business days</b> after receiving the request, unless a different timeframe agreed with the Agency.
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#### **Administrative support to the Review Panel**

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##### **Service levels**

<i>Timeframe for assessing request for review, <b>against set requirements and notifying employee and Agency of the review date</b></i>	Within <b>3 business days</b> after receipt of a request for review.
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<i>Timeframe for <b>provision of Case summary and meeting report (Template 2) and all relevant documents to Review Panel members</b></i>	Within
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<i>Timeframe for written review outcome letter to be provided to the employee and Agency</i>	Within <b>7 working days</b> after the date of the Review Panel meeting, or where additional information is required, <b>10 business days</b> .
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<sup>1</sup> In circumstances where the Service Provider believes that giving the employee access to medical information may pose a serious threat to their life, health or safety, the Service Provider will advise the Agency and take reasonable steps to give the employee access through an agreed intermediary, such as their treating medical doctor.

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## Pre-employment and periodic health assessments

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### Service levels

<i>Timeframe for health assessments to be confirmed with an individual and the Agency notified of the appointment dates</i>	Within <b>2 business days</b> after receipt of request
<i>Timeframe for notifying the Agency of the assessment outcome</i>	Within <b>2 business days</b> after assessment is completed.

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## Key performance reporting requirements

Service Provider six monthly reports to the PSC must include:

### 1. Service delivery

- Service occasions by service type for each Agency
- Timeliness of service delivery for the sector
- Spend per Agency on Tier One (core) services and Tier Two (optional) services, respectively

### 2. Service quality

- Number and proportion of medical assessment reports where Agency has sought clarification or supplementary reports.

### 3. Client feedback

- Number and nature of complaints from Agencies
- Outcome or action to resolve issue/s

Agencies that have placed an order with the Service Provider for Services may request reports on their own service use directly from the Service Provider.

Reports should be sent to:

Scheme Manager  
Employment Related Medical Services  
Public Service Commission  
GPO Box 3988 Sydney NSW 2001

OR by email to: [whs@psc.nsw.gov.au](mailto:whs@psc.nsw.gov.au)