



Guide to Performance Reporting Management Advisory Services Panel

Updated April 2026

Purpose of this guide

This guide explains performance reporting for the Management Advisory Services Panel (the Panel).

It explains:

- what performance reporting applies under the Head Agreement
- the service levels relevant to entities
- how entity feedback supports panel performance management.

The guide does not replace the Head Agreement or an entity's procurement policies. Entities should refer to the Head Agreement and seek internal advice where needed.

Performance reporting under the Panel

Performance reporting helps manage Panel arrangements and ensures Service Providers deliver quality services.

Service Provider performance is measured against specified Service Levels and performance measures. Entities play an important role by giving feedback to Finance where issues arise.

Service Levels

The Service Levels and Minimum Expected Performance requirements are set out in Schedule 7 of the Head Agreement. Service Level 3 (SL3) and 4 (SL4) are relevant to entities.

Finance will assess whether Service Providers are meeting these requirements by reviewing:

- entity performance reports
- entity feedback
- records of any security incidents or Clause 23 breaches.

Table 1 Panel service levels and performance measures

Service Level	Service Level and Minimum Expected Performance	Performance Measures	Calculation Method
SL1	Reporting - Quality (In accordance with the Reporting Specifications in Schedule 8)	98% accuracy of the reporting data provided to Finance	Each instance where reporting is not compliant with the reporting specifications in Schedule 8, and Finance requests missing data or seeks corrections on reports submitted by the Service Provider is a service failure.
SL2	Reporting – On Time	98% of reports and data files are provided to Finance within the timing specified in the reporting specifications in Schedule 8.	Each instance where reporting is not provided to Finance within the timing specified in the reporting specifications in Schedule 8 is a service failure.
SL3	Service Delivery (In accordance with the Performance Management Framework of this Schedule 7)	The Service Provider's provision of the Services as detailed in an Order to the satisfaction of the entity.	Finance will determine the level of compliance with this Service Level by analysing entity reports on the Service Provider's performance against the Performance Management Framework.
SL4	Notification of security incident or breach (In accordance with the requirement of clause 23)	100% compliance with the requirement to immediately notify Finance and any relevant entity if there is a Security Incident or a breach of any of the Service Provider's obligations under clause 23, by the Service Provider or any of its Personnel or Subcontractors.	Any instance where Finance and any relevant entity are not immediately notified of a Security Incident or a breach of any of the Service Provider's obligations under clause 23 is a service failure.

Performance Measures

Service Providers must ensure their staff and subcontractors deliver services to a high standard. They must also comply with the Head Agreement and any requirements in an Order for Service. Performance will be measured against the performance measures set out below.

Quality

- Capability and availability of Key Personnel
- Documentation provided to a high standard
- Services provided meet the entity's needs and requirements of the Order for Service.

Communication

- Proactive and effective communication with the entity
- Responsiveness
- Entity reference numbers included in all correspondence.

Contract Performance

- Understanding the entity's needs
- Effective management of timelines
- Effective budget management
- Service provision managed diligently
- Reasonable assistance provided for inquiries relating to Service Provider performance.

Responsibilities of Service Providers

Service Providers are responsible for:

- meeting or exceeding performance measures and Service Levels
- ensuring key personnel and subcontractors understand performance obligations
- complying with reporting requirements set out in Schedule 8 of the Head Agreement
- notifying Finance and entities promptly of any security incidents or breaches.

Responsibilities of entities

Entities using the Panel are responsible for:

- understanding the Head Agreement and applicable performance requirements
- managing conflicts of interest
- clearly communicating expectations to Service Providers
- not contributing to a perceived performance failure
- working with Service Providers to resolve issues where possible
- reporting unresolved performance issues to Finance.

Contact us

Email: maspanel@finance.gov.au

Phone: 02 6215 3399

Website: [MAS Panel](#)