

7.3 Activity descriptions

7.3.1 Children, Youth and Families

Output Group	Output	Activity	Activity Description	
Child Protection and Family Services	Family and Community Services	31263	Aboriginal Child Specialist Advice (ACSASS)	
		31165	Aboriginal Family Services	
		31166	Aboriginal Services - Capacity Building	
		31260	ACCO Services - Family and Community Services	
		31256	Early Parenting Centre Services	
		31259	Early Parenting Centres - PASDS	
		31243	Family Intervention Services	
		31237	Family Violence Regional Service Integration	
		31233	Family Violence Support Services	
		31244	Indigenous Family Violence	
		31245	Integrated Family Services	
		31246	Integrated Family Services - Indigenous	
		31240	Men's Family Violence Services	
		31255	Parenting Assessment and Skills Development Services	
		31262	Placement Prevention and Reunification	
		31235	Sexual Assault Support Services	
		31242	Sexually Abusive Behaviour Treatment Services	
		31239	Women's Information and Referral Exchange	
		Specialist Support and Placement Services	31301	Child Protection, Placement and Family Services Development
			31302	Client Expenses
	31217		Client Placement Support Services	
	31219		Educational Support - Children in Residential Care	
	31149		Family Information Networks and Discovery	
	31304		Forgotten Australians Support Services	

	31419	Health and Education Assessments
	31205	Home Based Care - Adolescent Community Placement
	31417	Home Based Care - Caregiver Reimbursements
	31216	Home Based Care - Complex
	31214	Home Based Care - General
	31418	Home Based Care - Intensive
	31202	Home Based Care - Kinship Care
	31138	Home Based Care - Permanent Care
	31413	Home Based Care - Therapeutic Foster Care
	31163	Intensive Treatment Services
	31153	Intercountry Adoption Services
	31188	Lead Tenant
	31414	Leaving Care Support Services
	31137	Local Adoption
	31218	Placement Prevention Programs
	31415	Residential Care
	31416	Residential Care - Case Management
	31208	Secure Welfare Service
Statutory Child Protection Services	31162	Child Protection After Hours Service
	31161	Child Protection Services

Output Group	Output	Activity	Activity Description
Youth Services and Youth Justice	Community Based Services	32136	ACCO Services - Youth Justice
		32130	Adolescent Support
		32129	Finding Solutions
		32127	Refugee Minor Program
		32135	Youth Justice Community Support Services
		32133	Youth Justice Group Conferencing
		32131	Youth Justice Koori Services
		32132	Youth Justice Pathways Housing Initiative
		32137	Youth Outreach and Diversion Service
		32122	Youth Justice Statutory Community Services
		32124	Youth Justice Support Services
		32302	Youth Services and Youth Justice Development
		Youth Justice Custodial Services	32123

Child protection and family services activity descriptions

Aboriginal Child Specialist Advice and Support Services (ACSASS) (31263)

Objectives

The aim of the Aboriginal Child Specialist Advice and Support Service activity is to ensure that a culturally appropriate and effective response is provided in the protection of Aboriginal children from harm. The service ensures that the Child Protection service is fully informed of all cultural needs and issues in reaching decisions in regard to Aboriginal children.

The service is based on a culturally informed intensive and holistic response to Aboriginal family difficulties, to ensure the ongoing safety of Aboriginal children and young people.

Description

The Aboriginal Child Specialist Advice and Support Service (ACSASS) provide specialist advice and case consultation to Child Protection regarding culturally appropriate intervention for reports of abuse or neglect of Aboriginal children. Child protection workers are required to consult with ACSASS at the point a report is received regarding an Aboriginal child and regarding all significant case decisions thereafter, across all phases of child protection intervention.

The role of ACSASS workers includes case consultation, liaison and direct support to Aboriginal children and their families, participation in meetings and joint visits with child protection workers where appropriate

Internal/External Service Delivery

ACSASS is provided by Aboriginal Community Controlled Organisations declared to be Aboriginal agencies under the Children, Youth and Families Act 2005.

Target groups

Aboriginal children reported to Child Protection or subject to Child Protection intervention

Output

Family and Community Services

Monitoring and Review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the Service Agreement Information Kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service Redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of Government policy.

Performance Measures and Targets

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the Counting Rules for Child Protection and Family Services Output Group Performance Measures document. This document is available on the Children Youth and Families internet website: www.cyf.vic.gov.au

Performance Measures	Reporting Frequency	Reporting Due Date
Number of clients	Monthly	By the 15th day of the following month
Data Collections	Reporting Frequency	Reporting Due Date
Aboriginal Children and Families	Monthly	By the 15th day of the following month

Standards and Guidelines

- Funding arrangements and service description for Aboriginal Child Specialist Advice and Support Services (ACSASS)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Aboriginal family services (31165)

Objective

The Aboriginal family services activity aims to prevent future harm and disadvantage for the most at-risk Aboriginal children by strengthening their parents' capacity to safely care for them and by addressing the underlying issues that have or may lead to the need for placement in the out-of-home care system.

The services provided within this activity are based on a culturally informed intensive and holistic response to Aboriginal family difficulties, to ensure the ongoing safety of Aboriginal children and young people.

Description

There are two components of the Aboriginal Family Services activity, the Aboriginal Family Decision Making Program (AFDM) and the Aboriginal Family Restoration / Preservation Program.

Aboriginal Family Decision Making (AFDM) is an approach to decision-making and planning for Aboriginal children subject to child protection intervention where abuse has been substantiated. AFDM is guided by cultural tradition, actively involves the child's family and Aboriginal community and is grounded in a partnership between regional Department of Human Services child protection services and the local Aboriginal community.

Significant preparatory work with family members occurs prior to the decision-making meeting which is chaired by the Department of Human Services convenor and attended by the family, Aboriginal co-convenors and community elders. Aboriginal Family Decision Making has as its primary goal the safety and wellbeing of Aboriginal children and young people who are at risk of abuse and neglect.

The Aboriginal Family Preservation Program services work intensively with families over a period of up to 12 weeks, who have been referred by Child Protection with the aim of family preservation or reunification. The program provides an intensive, short-term service aimed at strengthening the ability of families to protect and care for their children, thereby preventing the need for placement in out-of-home care. Where it has been necessary for a child or young person to be placed away from the family home, the program works to facilitate reunification.

Internal/external service delivery

Aboriginal family services are provided by ACCOs registered, under the Children, Youth and Families Act 2005, to provide child and family services within Victoria.

Note: Aboriginal Family Decision Making is delivered via a partnership between the Department of Human Services Aboriginal Family Decision Making convenor, located within the Department of Human Services regional office and Aboriginal community convenors, located within regional ACCOs.

Target group

Within the Aboriginal family services activity, the two services provided within this activity have defined target group as follows:

- Aboriginal Family Decision Making (AFDM) – Aboriginal children subject to child protection intervention where abuse or neglect has been substantiated.
- Aboriginal Family Restoration/Preservation – Aboriginal children for whom placement in out-of-home care is being considered or where family reunification of an Aboriginal child living in out-of-home care is being considered. NB: Priority is to be given to children and young people subject to current child protection involvement.

Output

Family and Community Services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels — funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting Rules for Child Protection and Family Services Output Group Performance Measures* document. This document is available on the Children Youth and Families website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Monthly	By the 15th day of the following month
Percentage of children and young people who are subject to protective involvement	Monthly	By the 15th day of the following month
Percentage of clients families receiving a twelve week service	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Aboriginal children and families	Monthly	By the 15th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Aboriginal services – capacity building (31166)

Objective

Aboriginal services – capacity building aims to support Aboriginal community controlled organisations to develop organisational capacity and to meet the registration standards of the *Children, Youth and Families Act 2005*.

Description

This activity provides funding to Aboriginal community controlled organisations to assist them to undertake;

- internal reviews – to support Aboriginal community controlled organisations to meet the registration standards that arise from the *Children, Youth and Families Act 2005*
- preparation for external reviews – to support Aboriginal community controlled organisations to meet the registration standards
- the development and implementation of action plans to continually improve performance to meet the registration standards
- working with Children, Youth and Families Division, regional offices and other local services on service planning to best meet the needs of Aboriginal children and families.
- participation in Child FIRST and other local service network planning activities to support earlier invention and improved service delivery to Aboriginal children, young people and their families.

Internal/external service delivery

Funding is provided by Aboriginal community controlled organisations registered, under the *Children, Youth and Families Act 2005*, to provide child and family and out-of-home care services within Victoria.

Target group

Aboriginal community controlled organisations that are registered and funded to deliver family and out-of-home care services.

Output

Family and community services

Monitoring and review

Funded Aboriginal controlled community service organisations are monitored against the performance measures and targets specified for this activity through the registration of community service organisation requirements that arise from the *Children, Youth and Families Act 2005*. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that capacity is built in funded Aboriginal controlled community service organisations to support family and out-of-home care service delivery to Aboriginal children and families. Given the limited funding available it may be necessary to make amendments to service specifications and changes to funding allocations.

Standards and guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

ACCO services– family and community services (31260)

1. Family and Community Services

Objective

This activity has been created as part of the Simplified Funding and Reporting Project in Aboriginal Community Controlled Organisations project. The aim of the project is to simplify and reduce funding and reporting requirements to reduce the administrative burden for organisations. Reporting against outcomes consistent with the Victorian Indigenous Affairs Framework replaces the earlier requirement to report against performance measures.

A key element of the reform is the consolidation of recurrent funding lines into one funding category for each output group. Aboriginal Community Controlled Organisations will be able to continue to provide the services they have been funded to provide or they can undertake a planning process to identify how they can better link this funding to community needs. If they chose to redirect this funding, then the objectives, performance measures and reporting requirements of this new activity will apply. If the Aboriginal Community Controlled Organisation chooses to continue to provide the existing activities, then the objectives, performance measures and reporting requirements for these individual activities will still apply.

The objective of this activity is to promote the health, well being and safety of Aboriginal children, women and families.

Description

This activity comprises the following activities of Aboriginal family services (31165), integrated family services (31245), integrated family services- Indigenous (31246) and family violence support services (31233).

2. Youth Justice

Objective

This activity has been created as part of the Simplified Funding and Reporting Project in Aboriginal Community Controlled Organisations project. The aim of the project is to simplify and reduce funding and reporting requirements to reduce the administrative burden for organisations. Reporting against outcomes consistent with the Victorian Indigenous Affairs Framework replaces the earlier requirement to report against performance measures.

A key element of the reform is the consolidation of recurrent funding lines into one funding category for each output group. Aboriginal Community Controlled Organisations will be undertaking a planning process that will better link funding to community needs.

The objective of this activity is to divert young Aboriginal people from the criminal justice system and to reduce the likelihood of further offending.

Description

This activity comprises the following activities: Youth Justice Koori Services (32131) and Youth Justice Support Services (32124) and Youth Services and Youth Justice Development (32302).

Internal/external service delivery

ACCO services Youth Justice services are provided by Aboriginal Community Controlled Organisations.

Target group

Aboriginal children and families at risk of abuse or neglect, or have experienced family violence or are at risk of being unsafe in the family environment. Indigenous women, men, children, families and communities affected by family violence.

Output

Family and community services

Monitoring and review

Round table reporting with Aboriginal Community Controlled Organisations will be organised at the regional level.

Performance measures	Reporting frequency	Reporting due date
Number of clients	Annual	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the month following the end of the quarter.

Family Violence	Quarterly	By the 15th day of the following month
Aboriginal Children and Families		
Aboriginal Children and Families	Monthly	By the 15th day of the following month

Standards and Guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Child protection after hours service (31162)

Objective

To receive new reports of child abuse or neglect and emergency calls relating to existing departmental child protection clients outside normal working hours, where the matter is urgent, to respond to ensure that the child or young person is protected.

Description

The After Hours Child Protection Emergency Service (AHCPEs) is a state-wide 24-hour service which is operational after hours and is responsible for matters where a child may be in need of a child protection service response and the matter cannot safely be left until the next working day. The AHCPEs receives calls from the public, professionals and other services. The AHCPEs responds only to emergencies, either through direct intervention, or coordination by telephone of a response from other community service organisations, services or individuals.

Where it is determined by AHCPEs that the child or young person is at significant and immediate risk of harm, child protection will attend as soon as practicable and assume responsibility for the child protection aspects of the situation. If the AHCPEs decides that an urgent response is not required, it will forward information to the appropriate regional office on the next working day.

The AHCPEs is managed by the Eastern Metropolitan Region. Metropolitan outreach response occurs from this base. Rural after hours outreach response capacity is available through each of the rural regions and is coordinated by AHCPEs.

Internal/external service delivery

The After Hours Child Protection Emergency Service is provided directly by the Department of Human Services.

Target group

Children and young people 0 to 18 years at risk of significant and immediate harm as a result of abuse or neglect within the family unit.

Output

Statutory child protection services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Program redevelopment

The Best Interests Case Practice Model was developed to support a coordinated approach to case work across the family services, child protection and placement and support sectors. This was finalised in 2008 and practice advice for child protection is under development to ensure that child protection practice is consistent with this model.

Service redevelopment

The service is currently implementing various performance enhancement strategies including a service specific call prioritisation framework, improved technology, and new rostering arrangements targeted to peak demand periods. Measures with demonstrated beneficial impact on call taking and response performance are being fully integrated into the operation of the service, and further opportunities for improvement will be identified through continuing monitoring and evaluation.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: <http://www.cyf.vic.gov.au/>

Performance measures	Reporting frequency	Reporting due date
Number of reports to child protection services	Monthly	By the 15th day of the following month
Percentage of reports that require an immediate response, visited within two days (target = 97 per cent)	Monthly	By the 15th day of the following month
Percentage of calls answered in 90 seconds (target 80% of calls)	Monthly	By the 15th day of the following month
Percentage of calls answered in 10 minutes (target 98% of calls)	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Child protection	Monthly	By the 15th day of the following month
Workforce	Monthly	By the 15th day of the following month

Standards and guidelines

- Protecting Victoria's Children, Child Protection Practice Manual

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Child protection services (31161)

Objective

To protect children and young people from significant harm resulting from abuse or neglect within the family unit and to ensure they receive services that deal with the impact of abuse and neglect on their well-being and development.

Description

Child protection services cover intake, investigation and assessment of reports of child abuse and neglect, and the case-managed activities associated with protective intervention and preparing and making a protection application through the courts, following the investigation and substantiation of child abuse.

Child protection services undertake the supervision and management of children and young people on protective orders living at home; the statutory supervision of children and young people who are unable to live at home; and work towards the return home of children and young people on statutory orders where possible, when separation has been necessary.

Internal/external service delivery

Child protection services are provided directly by the Department of Human Services.

Target group

Children and young people 0 to 18 years at risk of significant harm as a result of abuse or neglect within the family unit.

Output

Statutory child protection services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Program redevelopment

The Best Interests Case Practice Model was developed to support a coordinated approach to case work across the family services, child protection and placement and support sectors. This was finalised in 2008 and practice advice for child protection is under development to ensure that child protection practice is consistent with this model.

Service redevelopment

The *Children, Youth and Families Act 2005* was implemented in April 2007. Key features of the legislation include: identification of a broader service continuum and responsibility for vulnerable children across child protection and community service organisations, defining the best interests of the child as the paramount consideration, introduction of stability planning, leaving care provisions, and inclusion of new orders.

The new client information system for child protection, Client Relationship Information System (CRIS) was fully implemented across Victoria in 2008. The system is currently being improved to support practice consistent with the Best Interests Case Practice Model.

There is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: <http://www.cyf.vic.gov.au/>

Performance measures	Reporting frequency	Reporting due date
Number of reports to child protection services	Monthly	By the 15th day of the following month
Percentage of reports that require an immediate response, visited within two days (target = 97 per cent)	Monthly	By the 15th day of the following month
Percentage of investigations commencing within 14 days of notification (target = 90 per cent)	Monthly	By the 15th day of the following month
Percentage of reports re-substantiated within 12 months of case closure (target = 20 per cent)	Monthly	By the 15th day of the following month
Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within three months of case closure (target = 7 per cent)	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Child protection	Monthly	By the 15th day of the following month
Workforce	Monthly	By the 15th day of the following month

Standards and guidelines

- Protecting Victoria's Children – Child Protection Practice Manual

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au/

Child protection, placement and family services development (31301)

Objective

To improve the performance, governance and accountability of placement and support and family services.

Description

This activity funds peak bodies associated with the placement and support and family services outputs. Peak bodies provide a leadership, education and support role for the staff, management and volunteers of community service organisations providing placement and support and family services. They work in partnership with the department providing strategic advice on government policy and programs, and representing sector views.

The activity also funds projects to improve the efficiency and effectiveness of placement and support and family services.

Internal/external service delivery

Child protection, placement and family services sector development services are provided by community service organisations.

Target group

Community service organisations providing placement and support and family services.

Output

Specialist support and placement services

Client expenses – placement (31302)

Objective

To provide additional financial support to foster carers, kinship carers and permanent carers of children placed in their care including but not limited to;

- The Education and Medical Allowance ('Ed and Med') payment to assist carers in meeting the educational and health services needs of children in their care.
- The Education Assistance Initiative ('EAI') payment to assist carers in meeting the educational needs of children in their care.

Description

This activity includes the funding paid to community service organisations to cover client expenses for children in care. Many of the payments for additional client expenses occur in the form of Flexipack or Placement and Support Grants.

Ed and Med contributes to expenses such as school fees, tutoring, specialist lessons, school camps and excursions and other recreational, educational or personal development opportunities such as scouts or guides. Additionally, Ed and Med contributes to expenses such as medical examinations, dental examinations, medication and other medical related expenses.

EAI contributes to expenses for educational related software, games, toys and activities, books, equipment and for enrolment fees in extra-curricular activities or tuition.

Internal/external service delivery

Payments for client expenses are made through funding to community service organisations. Ed and Med and EAI payments are made to carers through the internal centralised caregiver reimbursement system on a quarterly basis.

Target group

All children and young people in home-based care are eligible for client expenses - placement. Home-based care includes the following placement types:

- General (31214)
- Intensive (31418)
- Complex (31216)
- Kinship care (31202)
- Adolescent community placement program (18205)
- Permanent care (31138)²
- Therapeutic foster care (31413).

Carers in receipt of a reimbursement for children in foster, kinship and permanent care placed with them through the involvement of the Victorian child protection system are eligible for Ed and Med.

Carers in receipt of a reimbursement for children placed in foster care and kinship care by the Victorian child protection system are eligible for EAI.

Output

Specialist support and placement services

Activity mapping

This activity has been merged with 31303 client expenses-placement prevention, and this single activity covers all client and carer expenses for children residing at home and in out-of-home care.

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

² There may be restrictions on the payment of client expenses – placement in post-legal permanent care arrangements.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out of Home Care	Quarterly	By the 10th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.dhs.vic.gov.au/cyf_policyfundingplan

Client placement support services (31217)

Objective

To provide specialist case management and support services to children and young people who are placed in out-of-home care.

Description

The client placement support services activity funds the provision of a range of services, including intensive case management and innovative support services.

Intensive case management services are targeted at young people 12 to 18 years in out-of-home care, who are subject to protective services involvement and who demonstrate a high level of risk behaviours.

Innovative support services are region-specific models of support developed to meet the needs of clients.

Internal/external service delivery

Client placement support services are provided by the Department of Human Services and community service organisations.

Target group

Children and young people who are placed in out of home care – 90 per cent of whom will be subject to current protective involvement.

Output

Special support and placement services

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Monthly	By the 10th day of the following month
Number of clients	Monthly	By the 10th day of the following month
Percentage of children and young people who are subject to protective involvement (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Early parenting centres services (31256)

Objective

To provide intensive early parenting services for vulnerable young children and families to promote the best interests of a child, through building parenting capacity, skills and knowledge to support parents to nurture and care for their children and to build a secure attachment with their children.

Description

This activity is made up of the following three services types, provided by Victorian early parenting centres (EPC), to vulnerable young children and families that are assessed as being at risk and requiring intensive parenting support to improve child outcomes:

1. Residential services – provide a centre-based, intensive early parenting program, generally provided over five days and four nights, which utilises evidence-based parenting approaches aimed at preventing risk factors from escalating, to improve a child's best interests and to build a secure attachment between the parent and their child.
2. Day stay services – provide face-to-face professional support over an eight hour day to build parent's competence and capacity to nurture and safely care for their child. These services are provided at each EPC as well as in outreach locations.
3. Home-based services – provide flexible, intensive early parenting programs in the home aimed at supporting vulnerable parents to nurture and care for their child independently at home.

Internal/external service delivery

EPC services are provided by Victorian early parenting centres, which are public hospitals under the *Health Services Act 1988*.

Target group

The target group for EPC services are vulnerable children, from pregnancy to four years of age, and families that require intensive parenting services:

- to prevent risk factors developing requiring further specialist and/or tertiary level services being required and/or
- those involved with tertiary services, for example child protection, and are in need of intensive parenting support in order to build capacity to care for their child in the home.

Output

Family and community services

Monitoring and review

Funded EPCs are monitored against the performance measures and targets specified for this activity in the health service agreement. Standard performance measures for this activity are listed below.

Data collection requirements for this service are currently being developed as part of the implementation of Stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy. Financial accountability requirements are as specified in the service agreement information kit. Funding is subject to the delivery of agreed specified targets.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. This may include: amendments to service specifications, the review and

revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

In 2010-11, the Department of Human Services will work with Victorian early parenting services providers, including early parenting centres services and parenting assessment and skill development services, to implement stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month.
Percentage of families with one or more risk indicators	Quarterly	By the 15th day of the following month.
Percentage of clients sampled who are satisfied with the service provided	Quarterly	By the 15th day of the following month.
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the month following the end of the quarter.

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Early parenting centres – PASDS (31259)

Objective

To provide an assessment of parenting capacity for vulnerable infants and young children involved with child protection and to assist parents to develop their skills, knowledge and capacity to care and nurture their children.

Description

Victorian early parenting centres (EPC) provide parenting assessment and skill development services (PASDS) in the home, in a residential or community setting. These specialist services accept referrals from

child protection high-risk infant teams of vulnerable infants from birth to two years of age, but may be inclusive of three-year old children where appropriate.

EPC PASDS provide an independent specialised assessment of a vulnerable infant or child's development and the parent's capacity and ability to take on new parenting skills. The specialised assessments conducted by EPC PASDS are key to informing decision makers under the *Children, Youth and Families Act 2005*, namely child protection, registered community service organisations, and the Children's Court of Victoria about the care of a child, and to ensure appropriate supports are provided to these vulnerable children and their families.

EPC PASDS also include an intensive skill development service component for parents of these vulnerable infants and young children involved with child protection, to assist them to develop their skills, knowledge and capacity of to care and nurture their children.

Internal/external service delivery

PASDS are provided by the three Victorian EPCs, which are public hospitals under the *Health Services Act 1988*.

Target group

EPC PASDS receive referrals from child protection of vulnerable infants and young children from birth to two years of age, but may be inclusive of three-year old children as appropriate.

Output

Family and community services

Monitoring and review

Funded EPCs are monitored against the performance measures and targets specified for this activity in the health service agreement. Standard performance measures for this activity are listed below.

Data collection requirements for this service are currently being developed as part of the implementation of stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy. Financial accountability requirements are as specified in the service agreement information kit. Funding is subject to the delivery of agreed specified targets.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. This may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of Government policy.

In 2010–11, the Department of Human Services will work with Victorian early parenting services providers, including early parenting centres services and parenting assessment and skill development services, to implement stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month.
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the month following the end of the quarter.

Standards and guidelines

Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Education support-children in residential care (31219)

Objective

To provide individualised support to children and young people in residential care and youth justice centres with additional educational support needs. The services aim to support and assist the client group in education or training settings

Description

The educational support–children in residential care activity provides education related support services for children and young people residing in residential care services and youth justice centres. The program funds specialist educational support workers and other educational support staff to undertake comprehensive assessments develop education plans and provide support to children and young people in residential care services to improve their educational outcomes.

Internal/external service delivery

Educational support – children in residential care services are provided by the Department of Human Services and community service organisations.

Target group

Children and young people in residential care who have special and additional educational support needs.

Output

Specialist support and placement services

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the Service agreement information kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the

Counting rules for child protection and family services output group performance measures document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Annually	February/March
Number of clients	Annually	February/March
Data collections	Reporting frequency	Reporting due date
Out of-home-care	Annually	February/March

Standards and guidelines

- Department of Human Services Management Response to Inhalant Use (February 2003)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Family Information Networks and Discovery (31149)

Objective

To provide eligible people with information and support about past adoptions and to provide information to former departmental guardianship clients; and to provide counselling information about donor conception in the State of Victoria.

Description

This activity was formerly known as the Adoption information and support services. Family Information Networks and Discovery (FIND) provide eligible people with information about past adoptions in accordance with the *Adoption Act 1984*. Services include: release of information from records, search assistance and mediation and support services.

FIND provides information to former guardianship clients of the Department of Human Services.

FIND also provides information to individuals who are referred by the Victorian Registry of Births, Deaths and Marriages (BDM) only for the purpose of providing information about the potential consequences of disclosure of information.

FIND is managed by the Department of Human Services Southern Metropolitan Region.

Statutory fees paid (where applicable) are returned directly to Treasury.

Internal/external service delivery

FIND information and support services are provided both directly by the department and by funded community service organisations.

Target group

People eligible to receive information in accordance with the *Adoption Act 1984* and former departmental guardianship clients; and in accordance with the *Assisted Reproductive Treatment Act 2008*.

Output

Specialist support and placement services

Monitoring and review

Internal Services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications; the review and revision of data collection methods and key performance measures; changes to funding allocations to address community needs; and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients receiving a new or follow-up service	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Adoption Record System	Quarterly	By the 15th day of the following month

Standards and guidelines

- Adoption Information Services - Standards and Practice (1994)
- Adoption Standards (1986)
- National Principles in Adoption (1997)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Family intervention services (31243)

Objective

To promote the independence and healthy development of families with children from birth through the provision of parenting support, information, advice, referral and resources to parents and training and consultancy to professionals.

Description

The family intervention services program is a population-based prevention and early intervention initiative based on the Triple P (positive parenting program) that assists eligible parents to acquire skills and behaviour associated with the development of positive, protective parent/child relationships and social competencies in children.

Family intervention services aim to reduce parental depression, anxiety and stress, and to reduce conflict in relationships between parents.

Family intervention services are delivered through group and individual interventions as well as through a telephone assisted self-directed intervention mode, and generally provided over a four–eight week period.

Internal/external service delivery

Family intervention services are provided community by service organisations.

Target group

The target group of family intervention services includes families of children less than 10 years who are experiencing significant parenting difficulties or whose children exhibit disruptive, defiant or aggressive behaviour.

Output

Family and community services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Percentage of clients sampled who are satisfied with the service provided	Yearly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the following month

Standards and guidelines

- Family Services Program - Service Standards and Quality Improvement Program (under redevelopment)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Family violence regional service integration (31237)

Objective

To provide leadership, service integration and planning in relation to the integrated family violence service system in the region, including promoting, developing and enhancing integrated approaches to services for women and children affected by family violence, and for men who use family violence against family members.

Description

The family violence regional service integration activity includes the following components:

Integration coordinator position

To undertake a leadership, service integration and planning role in relation to the integrated family violence service system in the region, promoting, developing and enhancing integrated approaches to services for women and children affected by family violence and for men who use family violence towards family members.

The position has the following objectives:

- To facilitate the strategic development of an effective high quality integrated family violence service system in the region.
- To contribute to the monitoring and review of the family violence reform processes at regional and state-wide levels.
- To build and maintain relationships that are targeted and purposeful and positively impact on the delivery of services for victims and perpetrators of family violence in the region.
- To assist in the development of community education and prevention activities.

Funding to support the role of the Integration Committee Chairperson

The role includes guiding the regional or sub-regional family violence committee to achieve their identified strategic priorities, as well as representing and promoting the views and priorities of the committee at a range of regional and statewide forums.

Regional committee discretionary funding

Funding may be allocated to provide administrative support to the committee, fund local projects and employ consultants/facilitators to undertake key pieces of work for the committee.

Internal/external service delivery

Family violence regional service integration services are provided by community service organisations.

Target group

Regional community organisations, police, courts, and community members.

Output

Family and community services

Activity mapping

This activity has been renamed from family violence networkers support services. There are now no predefined performance measures, and all performance accountabilities are specified in the other requirements section of the service agreement.

Family violence support services (31233)

Objective

To provide timely and appropriate counselling and support services to improve the safety of women and children experiencing or recovering from family violence and improve emotional health and wellbeing and sense of empowerment.

Description

The family violence support services activity funds a range of organisations providing counselling and support services to women and children throughout Victoria.

Services directed to women experiencing or recovering from family violence aim to enhance their safety, confidence, life skills and independence. Services aim to break the cycle of violence for children and young people experiencing or recovering from family violence by enhancing coping skills, self-esteem and facilitating the development of non-violent life strategies.

Services provided may include assessment, information and referral, education, individual and group counselling, and support and case coordination. The program may also provide assistance to women seeking intervention orders through court support, advocacy and referral services.

Counselling and support services are a component of an integrated, area-based suite of family violence services and will develop strong linkages and partnerships with women's and children's outreach services; after hours services and accommodation services; Indigenous family violence services; and family violence services for men.

Funding is also provided for the Victorian Court Information and Welfare Network for support to women and children in both the Magistrate's and Children's Courts.

Internal/external service delivery

Family violence support services are provided by community service organisations.

Target group

Services will support women and their children who have experienced family violence or are at risk of being unsafe in the family environment. The target group includes those who are no longer in abusive relationships, those who choose to remain in an abusive relationship and those who have never called police or used family violence crisis services. Thirty per cent of services provided through this activity are targeted to children and young people affected by family violence.

Output

Family and community services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications; the review and revision of data collection methods and key performance measures; changes to funding allocations to address community needs; and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Community service organisations providing counselling and support programs are required to report their data to the department via the Integrated Reports and Information System (IRIS).

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Number of contacts / referrals (Court Network)	Quarterly	By the 15th day of the following month
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Family Violence	Quarterly	By the 15th day of the following month

Standards and guidelines

- Practice Guidelines: Women and children’s family violence counselling and support programs (2008)
- Family Violence Risk Assessment and Risk Management (2007)
- Code of Practice for specialist family violence services for women and children (2006)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Forgotten Australians support services (31304)

Objective

To provide a state-wide support service for people ('Forgotten Australians') who grew up in care in Victoria and may have experienced harm and abuse in the period between 1920 and the introduction of the *Children and Young Persons Act 1989*, and their families.

Description

The service coordinates and provides assistance to address the needs and issues of people who grew up in institutionalised care. Providing information, advocacy and support through any or all of the following services:

- Counselling (professional counselling for care leavers and their families)
- Assistance to access community services (including health, housing, educational services)
- Life skills (workshops and support groups)
- Search services (for records and family members and reunions)
- Legal information and support
- Financial assistance (for specific care leaver needs)
- Community education strategy (promotion of services, professional and community awareness education and policy input).

Internal/external service delivery

Forgotten Australians support services are provided by a community service organisation.

Target group

People ('Forgotten Australians') who grew up in care in Victoria and may have experienced harm and abuse in the period between 1920 and the introduction of the *Children and Young Persons Act 1989*, and their families. The service provides support and advocacy to all Victorian care leavers and their immediate family, regardless of where they reside.

Output

Specialist support and placement services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in Schedule 5 of the service agreement.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

Over the next three years considerable program development work will be undertaken in the development of a range of support and services for care leavers and their immediate families.

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include:

amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels – funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients assisted	Quarterly	By the 15th day of the following month
Number of hours of service	Quarterly	By the 15th day of the following month
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Forgotten Australians	Quarterly	By the 15th day of the following month

Standards and guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Health and Education Assessments (31419)

Objective

To provide a comprehensive health and education assessment of children and young people when they enter out-of-home care. The assessment would enable early identification of problems, facilitates access to treatment and health advice for carers and children/young people to promote optimal physical and mental health and wellbeing.

Description

The assessment will include an overall health assessment and an educational assessment.

Internal/external service delivery

Referrals for initial health assessments are provided by the Department of Human Services. Assessment reports are provided by community service organisations and public and private health providers.

Target group

All children and young people entering out of home care for the first time and remaining in care for more than one month.

Output

Specialist Support and Placement Services

Activity mapping

This is a new activity.

Monitoring and review

This activity is monitored against the performance measures and targets specified for this activity in the services agreement.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to services specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Monthly	By the 10 th day of the following month
Data collections	Reporting frequency	Reporting due date
Out of Home Care	Monthly	By the 10 th day of the following month

Standards and guidelines

- Department of Human Services management response to inhalant use (February 2003)
- Protecting Victoria's children child protection practice manual (April 2007)
- An interim practical guide to voluntary child care agreements (April 2007)
- Kinship care guidelines (January 1996)
- Circle Program: A therapeutic approach to foster care – program guidelines (November, 2008)
- Adolescent community placement – principles and program framework (September 1991)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Home-based care – adolescent community placement (31205)

Objective

To provide out of home care to young people who require accommodation as a result of issues of abuse or neglect.

Description

Home-based care – adolescent community placement provides accommodation and care to young people aged 12 to 18 years who are unable to live with their families for a range of reasons. Adolescent community placement enables young people to reside in home based care with the support and supervision of approved carers. Approved carers receive reimbursement for the costs associated with caring for the young person. Community service organisations are responsible for recruiting, training and supporting carers and case management.

The cost of reimbursing carers is funded through Home Based Care - Caregiver Reimbursements (31417).

Internal/external service delivery

Home-based care - Adolescent Community Placement services are provided by community service organisations.

Target group

Young people 12 to 18 years, who require accommodation and care as a result of abuse or neglect.

SAAP ACP Placements are voluntary placements and must meet the required SAAP guidelines. All regions except Loddon Mallee have SAAP funded ACP placements.

Ninety per cent of non-SAAP funded placements will be subject to current protective involvement.

Output

Specialist support and placement services

Activity mapping

There are unit-priced sub-activities: general, intensive and complex. The unit prices for these sub-activities are identical to those of 31214 Home Based Care - General, 31418 Home Based Care - Intensive, and 31216 Home Based Care - Complex. There is also a block funding sub-activity for fixed term non-unit priced funding.

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 15th day of the following month
Percentage of the total number of children and young people in placements greater than six months who are on custody or guardianship orders that are contracted to the provider (target = 80 per cent)	Monthly	By the 15th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations 2007

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Home-based care – caregiver reimbursements (31417)

Objective

To provide reimbursement to carers providing home based care for children and young people who are unable to live with their families due to issues of abuse or neglect.

Description

The home-based care – caregiver reimbursement activity reimburses carers for the costs of providing placements for children and young people unable to live with their families due to issues of abuse or neglect.

The caregiver reimbursements activity collapses the general - caregiver reimbursements activity, the intensive – caregiver reimbursements activity and the complex – caregiver reimbursements activity into one activity.

This consolidated activity provides funding towards the daily costs of caring for a child or young person placed in the following home-based care activities:

- General (31214)
- Intensive (31418)
- Complex (31216)
- Kinship care (31202)
- Adolescent community placement program (18205)
- Permanent care (31138)
- Therapeutic foster care (31413)

Internal/external service delivery

Reimbursement for clients who are subject to protective involvement is provided directly by the Department of Human Services.

Reimbursement for clients who are not subject to protective involvement

The department recognises that community service organisations delivering home-based care services have a small proportion of clients who are not subject to protective involvement. Currently the performance requirement for these clients is no more than 10 per cent of the home based care service delivery target. The department is aware that some community service organisations prefer to keep the identity of these clients confidential. With these clients, payment of voluntary placements is administered via secure financial operations in central office, maintaining this populations' confidentiality.

Output

Specialist support and placement services

Home-based care – complex (31216)

Objective

To provide out-of-home care services for children and young people who are temporarily unable to live with their families due to issues of abuse and neglect.

Description

The home-based care – complex activity funds the provision of home-based care placements for children and adolescents who are, or have been, registered on the High Risk Adolescent Register; or children and young people who present with behavioural, emotional and physical needs that place them in the extreme upper percentage of children or young people in out-of-home care.

Approved carers look after children and young people in their own homes and receive reimbursement for the costs associated with providing this care. Community service organisations are responsible for recruiting, assessing, training and supporting carers and for case management.

These placements are highly resourced and are individualised interventions. They may be delivered in conjunction with specialist intensive intervention services and specialist support services. The placements provide children and young people of any age who, because of histories of abuse and neglect, present with behavioural, emotional and physical needs that place them in the extreme upper percentage of all children in out-of-home care, and require a specific, concentrated and strategic service response to meet their needs.

Internal/external service delivery

Home-based care – complex services are provided by community service organisations.

Target group

- Children and young people from 0 to 18 years who are, or have been, registered on the High Risk Adolescent Schedule, or whose behavioural, emotional and physical needs place them in the extreme upper percentage of all children in out-of-home care, 100 per cent of whom will be subject to current protective involvement.
- Children and young people with a range of challenging behaviours and high needs, 100 per cent of whom will be subject to current protective involvement.

Output

Specialist support and placement services

Activity mapping

This activity now contains a new unit-priced sub-activity 'complex' for all recurrent funding. There is also a block funding sub-activity for fixed term non-unit priced funding.

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 90 per cent of the target performance for three consecutive months without formal agreement, regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.office-for-children.vic.gov.au/

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Percentage of the total number of children and young people in placements greater than six months who are on custody or guardianship orders that are contracted to the provider (target = 80 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half-Yearly	Mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Home-based care – general (31214)

Objective

To provide out-of-home care services for children and young people who are unable to live with their families due to issues of abuse or neglect.

Description

This activity funds the provision of home based care placements for children and young people unable to live with their families due to issues of abuse or neglect.

Approved carers look after children and young people in their own home and receive reimbursement towards the costs associated with providing this care. Community service organisations are responsible for recruiting, assessing, training and supporting carers and for case management.

Internal/external service delivery

Home-based care – general services are provided by community service organisations.

Target group

Children and young people 0 to 18 years, who are unable to live with their families due to issues of abuse and neglect and require a placement with a foster care family. Ninety per cent of the target group will be subject to current protective involvement, and up to 10 per cent of the target group may include children and young people 0 to 18 years on a voluntary child care agreement.

Output

Specialist support and placement services

Activity mapping

This activity now contains a new unit-priced sub-activity 'general' for all recurrent funding. There is also a block funding sub-activity for fixed term non-unit priced funding.

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Percentage of the total number of children and young people in placements greater than six months who are on custody or guardianship orders that are contracted to the provider (target = 80 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half Yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Home-based care - intensive (31418)

Objective

To provide out-of-home care services for children and young people who are unable to live with their families due to issues of abuse or neglect.

Description

This activity funds the provision of home-based care placements for children and young people unable to live with their families of origin due to issues of abuse or neglect, who demonstrate a significant level of challenging behaviour or high needs.

Approved carers look after children and young people in their own homes and receive reimbursement for the costs associated with providing this care. Community service organisations are responsible for recruiting, assessing, training and supporting carers and for case management.

The home-based care – intensive activity provides accommodation and care to children and young people where previous, less intensive, home-based care placements have been inappropriate or unsuccessful because of the child's or young person's challenging behaviour, additional needs, or high demands associated with placing large sibling groups.

The cost of reimbursing carers is funded through home-based care – caregiver reimbursements (31417).

Internal/external service delivery

Home-based care – intensive services are provided by community service organisations.

Target group

Children and young people 0 to 18 years, who demonstrate a significant level of challenging behaviour or have high needs – 100 per cent of whom will be subject to current protective involvement.

Output

Specialist support and placement services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month

Percentage of the total number of children and young people in placements greater than six months who are on custody or guardianship orders that are contracted to the provider (target = 80 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half Yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Services Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Home-based care - kinship care (31202)

Objective

To provide contracted case management and placement establishment support for carers and children in kinship placements arranged through child protection intervention (statutory) and provide appropriate and relevant supports to statutory and private kinship carer and children in their care with the underpinning practice component of engaging the child's family and extended family network in all decision-making processes.

Description

Statutory kinship care is the care provided by relatives or a member of a child's social network to children or young people subject to Child Protection involvement who require out-of-home care due to abuse or neglect. The placement is supervised and supported according to the child or young person's level of assessed needs. Caregivers receive a reimbursement for the costs associated with caring for the child or young person.

Aboriginal kinship care is care provided by relatives or friends to an Aboriginal child who cannot live with their parents, where Aboriginal family and community and Aboriginal culture are valued as central to the child's safety, stability and development. Aboriginal children must be placed in accordance with the Aboriginal child placement principle.

Private (non-statutory) kinship care is a private arrangement where care and accommodation is provided by relatives or a member of the child's social network.

Target group

Contracted case management and placement establishment support

Children and young people 0 – 17 years who have been placed or maintained in a kinship care arrangement as a result of a protective intervention, excluding those in permanent care. All (100%) if children in these target groups will be placed in kinship care through child protection intervention.

Information and Advice, Family Services and Cultural Connections/Support

Children and young people aged 0-17 years living with kinship families in both statutory and private placements.

Output

Specialist support and Placement Services

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and any additional performance measures as agreed between the department and community service organisation. Financial accountability requirements are monitored as specified in the *Service agreement information kit*.

Funding is subject to the delivery of targets when specified. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Case Contracting = daily average number of placements

Placement Establishment Support = number of placements receiving establishment support

Information and Advice, Family Services and Cultural Support = data collection

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Number of placements receiving establishment support	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half Yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Home Based Care - Permanent Care (31138)

Objective

To place children unable to live with their birth family with approved caregivers on a permanent basis.

Description

The provision of permanent care placements appropriate to the needs of children when a decision has been made that they cannot live with their family of origin on a permanent basis. Permanent care placements are provided by volunteer caregivers, who receive reimbursement for the costs of care.

Permanent care is categorised as a home-based care placement. Services provided through this activity include assessment and approval of applicants, preparing children for placement, placing children with approved caregivers, supervision of placements, provision of court reports, and facilitation of ongoing access and information exchange.

The cost of reimbursing carers is funded through Home Based Care - Caregiver Reimbursements (31417).

Internal/external service delivery

Permanent Care services are provided both directly by the Department of Human Services and by community service organisations.

Target group

Children unable to live with their birth family on a permanent basis.

Output

Specialist Support and Placement Services

Activity mapping

This activity has been renamed from permanent care.

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of new placements	Quarterly	By the 10th day of the following month

Data collections	Reporting frequency	Reporting due date
Out-of-home care Adoption and Permanent Care	Quarterly	By the 10th day of the following month

Standards and guidelines

- Adoption and Permanent Care Procedures Manual (2004)
- Voluntary Childcare Agreements Handbook (2011)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Home Based Care - Therapeutic Foster Care (31413)

Objective

To provide therapeutic out of home care to children and young people subject to Children's Court orders who are unable to live with their parents due to issues of abuse or neglect.

Description

Therapeutic foster care is a home-based care service provided by voluntary carers specifically recruited, trained and supported to provide a therapeutic model of care.

Community service organisations providing therapeutic foster care are responsible for the specialised recruitment, supervision and training of carers and the provision of enhanced placement support. In addition, the community service organisations providing therapeutic foster care work in partnership with a specialist therapeutic support service whose role it is to provide therapeutic assessment, guidance and support to placements.

Caregivers receive reimbursement for the costs associated with caring for a child or young person in a therapeutic context. The cost of reimbursing carers is funded through the Home Based Care - Caregiver Reimbursement activity.

Internal/external service delivery

Home Based Care – Therapeutic Foster Care services are provided by community service organisations.

Target group

- Children aged 0 to 17 years who are entering care for the first time and who have not been in care at any time in the past six months. It is expected that two thirds of the target group would be drawn from this group.
- Children aged 0 to 12 years who have been in care for up to two years and who have experienced up to two placement breakdowns. It is expected that one third of the target group would be drawn from this group.

Output

Specialist Support and Placement Services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Percentage of the total number of children and young people in placements greater than six months who are on custody or guardianship orders that are contracted to the provider (target = 80 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations (April 2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Indigenous Family Violence Services (31244)

Objective

To enhance the safety of Indigenous people experiencing or recovering from family violence through the provision of timely and appropriate support services and through services and projects directed at Indigenous people attempting to address their violent behaviour.

Description

This activity funds a range of organisations providing prevention and support services to Indigenous women, children, men, elders, and same-sex attracted people throughout Victoria.

Indigenous family violence services include:

- holistic healing services
- Time out services.
- Men's Family Violence Group Programs
- Indigenous Family Violence Community Initiatives Fund
- Regional Action Group funds

Services aim to provide a holistic approach in a cultural and spiritual environment, underpinned by the integration of Aboriginal teachings into individual services and interventions.

Holistic healing services provide services to people who have experienced family violence, respond to the needs of those who use violence towards family members and support the recovery and healing of the local community. Services may include: individual and group counselling; information and referral; service coordination and court support; as well as family mediation and spiritual and cultural healing activities.

Time out services provide support for those who use violence towards family members to enable them to deal with their issues in a culturally appropriate manner. Opportunity may be provided for reflection and supported decision-making as well as access to services including counselling, behaviour change programs, mentoring and education programs.

Men's Family Violence Group Programs aim to actively engage Indigenous men who use violence and controlling behaviour towards family members in order to take responsibility for their use of violence and to mitigate the risks of reoffending. These group programs will build on existing time out and healing services and Indigenous men's case management services.

The Indigenous Family Violence Community Initiative Fund provides annual grants to assist Indigenous communities to prevent reduce and respond to family violence.

Regional Action Group funds support the work of the ten Indigenous Family Violence Regional Action Groups which play a key role in implementing a community led approach, raising awareness and understanding of family violence and developing local responses to address family violence issues. They work with Integrated Family Violence Services to ensure that all family violence services are responsive and culturally relevant to Indigenous individuals, families and communities in Victoria.

Internal/external service delivery

Indigenous family violence services are provided by community service organisations.

Target group

Indigenous women, men, children, families and communities affected by family violence.

Output

Family and Community Services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications; the review and revision of data collection methods and key performance measures; changes to funding allocations to address community needs; and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels - funding may be adjusted in accordance with periodic reconciliations.

Community service organisations are required to report their data to the department via the Integrated Reports and Information System (IRIS).

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

There are no predefined performance measures for projects funded under the Community Initiatives Fund and Regional Action Group funds. All performance accountabilities are specified in the Other Requirements section of the service agreement.

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Family violence	Quarterly	By the 15th day of the following month

Standards and guidelines

- A Framework for Comprehensive Assessment in Men's Behaviour Change Programs (2009)
- Enhancing Access to Men's Behaviour Change Programs – Service Intake Model and Practice Guidelines (2009)
- Practice Guidelines: Women and children's family violence counselling and support programs (2008)
- Family Violence Risk Assessment and Risk Management (2007)
- Code of Practice for specialist family violence services for women and children (2006)
- Indigenous Family Violence: Men's Group Programs: Good Practice Guidelines (Draft)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Integrated family services (31245)

Objective

The aim of Integrated Family Services is to promote the safety, stability and development of vulnerable children, young people and their families; and to build capacity and resilience for children, families and communities.

Description

IFS provides a comprehensive range of services and approaches, including:

- identification of pathways and key transition points that focus on earlier intervention and diversion to prevent families' progression into the statutory child protection system
- a strengths-based approach and comprehensive needs and risk assessment
- capacity to provide intensive, multidisciplinary responses
- authorisation to consult with or make reports to child protection when a child is believed to be in need of protection
- Centralised intake points within designated child and family service catchments.

Note that Integrated Family Services includes Child and Family Information, Referral and Support Teams (Child FIRST).

The full range of intervention modes are described in the Strategic Framework for Family Services 2007
<http://www.cyf.vic.gov.au/family-services/family-services>

Best interests of the child

The Best Interests framework for vulnerable children and youth creates a shared understanding, a common language and a consistent approach to ensuring the best interests of vulnerable children, young people and their families across the three core work functions, namely: **assessment** which informs, **planning** which guides and **action** which benefits the child. For further detail see <http://www.cyf.vic.gov.au/every-child-every-chance/library/publications>

Children, Youth and Families Act 2005

Under the legislation integrated family services are now formally positioned as part of a continuum of child and family services that includes child protection, and as such should demonstrate:

- implementation of a child-centred, family-focused approach

- understanding of the importance of considering the effects of cumulative harm
- undertaking of assessment, planning and action within the context of the Best Interests framework
- providing a range of intervention approaches, informed by the Integrated Family Services principles
- development of a stronger focus on achieving culturally competent practice approaches for Aboriginal children, families and communities
- development of a stronger focus on achieving culturally sensitive practice approaches for children, young people and their families from culturally and linguistically diverse backgrounds
- Building improved information sharing mechanisms to support the needs of vulnerable children, young people and families.

Internal/external service delivery

Integrated family services are provided by community service organisations.

Target group

The primary target group is vulnerable children and young people and their families who are:

- likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and cumulative harm
- At risk of concerns escalating and becoming involved with child protection if problems are not addressed.

Output

Family and community services

Activity mapping

Integrated family services funding is allocated across a number of sub-activities:

- entry
- entry - Child FIRST
- short response
- Long response.

There are also currently two block funding sub-activities for non-unit priced funding:

- child and family alliance
- Program development.

Monitoring and review

Funded CSOs are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on service delivery. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families website: www.cyf.vic.gov.au/

Performance measures	Reporting frequency	Reporting due date
Number of hours of service	Quarterly	By the 15 th day of the month following the end of the quarter
Number of clients	Quarterly	By the 15 th day of the month following the end of the quarter
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15 th day of the month following the end of the quarter
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15 th day of the month following the end of the quarter.

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Integrated family services - Indigenous (31246)

Objective

The aim of Aboriginal Integrated Family Services (AIFS) is to promote the safety, stability and development of vulnerable Aboriginal children, young people and their families, and to build capacity and resilience for these children, their families and their communities.

Description

AIFS provides a comprehensive range of services and approaches including:

- identification of pathways and key transition points that focus on earlier intervention and diversion to prevent families' progression into the statutory child protection system
- a strengths-based approach and comprehensive needs and risk assessment
- capacity to provide intensive, multidisciplinary responses

- authorisation to consult with or make reports to child protection when a child is believed to be in need of protection
- centralised intake points within designated child and family service catchments.

Note that Integrated Family Services includes Child and Family Information, Referral and Support Teams (Child FIRST).

Best interests of the child

The Best Interests framework for vulnerable children and youth creates a shared understanding, a common language and a consistent approach to ensuring the best interests of vulnerable children, young people and their families across the three core work functions, namely: **assessment** which informs, **planning** which guides and **action** which benefits the child. For further detail see <http://www.cyf.vic.gov.au/every-child-every-chance/library/publications>

Children, Youth and Families Act 2005

Under the legislation AIFS are formally positioned as part of a continuum of child and family services that includes child protection. As such AIFS service models should now demonstrate:

- implementation of a child-centred, family-focused approach
- understanding of the importance of considering the effects of cumulative harm
- undertaking of assessment, planning and action within the context of the Best Interests framework
- providing a range of intervention approaches, informed by the Family Services principles
- development of a stronger focus on achieving culturally competent practice approaches for Aboriginal children, families and communities
- development of a stronger focus on achieving culturally sensitive practice approaches for children, young people and their families from culturally and linguistically diverse backgrounds
- building improved information sharing mechanisms to support the needs of vulnerable children, young people and families.

Internal/external service delivery

AIFS are provided by Aboriginal Community Controlled Organisations and at times mainstream community service organisations

Target group

The primary target group for AIFS is vulnerable Aboriginal children and young people and their families who are:

- likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and cumulative harm
- at risk of concerns escalating and becoming involved with child protection if problems are not addressed.

Output

Family and community services

Activity mapping

AIFS funding is allocated across a number of sub-activities:

- entry
- entry- Child FIRST

- short response
- long response.

There are also currently two block funding sub-activities for non-unit priced funding:

- child and family alliance
- program development.

Monitoring and review

Funded Aboriginal Community Controlled Organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on service delivery. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au/

Performance measures	Reporting frequency	Reporting due date
Number of hours of service	Quarterly	By the 15th day of the month following the end of the quarter.
Number of clients	Quarterly	By the 15th day of the month following the end of the quarter.
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15th day of the month following the end of the financial year.
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the month following the end of the quarter.

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Intensive treatment services (31163)

Objective

To enhance the emotional and behavioural functioning, safety and wellbeing of children and young people subject to child protection intervention who have been identified as requiring specialist therapeutic and treatment interventions due to the aftermath of abuse or neglect.

Description

The intensive treatment service (Take Two) aims to improve the functioning, safety and wellbeing of children and young people subject to child protection intervention through the provision of specialist intensive therapeutic counselling and multiple treatment methods aimed at addressing trauma and attachment disorders involving children, their families and carers.

Take Two works in close association with each regional child protection program and has a range of tools for use by child protection managers and practitioners to assess and measure outcomes, which help to inform the most effective approach to take for each individual.

Take Two is centrally coordinated and delivered by nine regional teams (with two teams in North and West Metropolitan Region) and one Aboriginal team delivering a state-wide service. An assessment and referral service is provided by a clinician working with secure welfare services. Clients are assessed as far as possible in their own home environment with children living in out-of-home care and at home.

Take Two also provides research, evaluation and training services through its research, information management and training and practice development teams.

A team of therapeutic specialists provides therapeutic services in therapeutic foster care and therapeutic residential care services under other funding arrangements.

Internal/external service delivery

Take Two is provided by community service organisations.

Target group

Children or young people who have been seriously abused or neglected, who are exhibiting or at risk of developing severe emotional or behavioural disturbance – 100 per cent of whom have been referred by the Department of Human Services Child Protection Service.

Output

Child protection specialist services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Monthly	By the 10th day of the following month
Number of clients	Monthly	By the 10th day of the following month
Percentage of clients referred by the Department of Human Services Child Protection to the intensive therapeutic service more than once in a 12-month period (target = 10 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month

Standards and guidelines

- Department of Human Services Management Response to Inhalant Use (February 2003)
- An interim practical guide to voluntary child care agreements (April 2007)
- Kinship Care Guidelines (January 1996)
- Circle Program: A Therapeutic Approach to Foster Care – Program Guidelines (November 2008)
- Adolescent Community Placement – Principles and Program Framework (September 1991)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Intercountry adoption services (31153)

Objective

To provide suitable adoptive families for children from overseas who have been orphaned, abandoned or relinquished and for whom there is no available family in their country of origin.

Description

This activity provides one of a range of adoption and permanent family care options appropriate to the needs of children when a decision has been made that they cannot live with their family of origin on a permanent basis.

The Intercountry Adoption Service is managed by the Department of Human Services Southern Metropolitan Region.

Fees paid by prospective adoptive families partially offset the costs of funding this activity.

Internal/external service delivery

Intercountry Adoption Services are provided directly by the Department of Human Services.

Target group

Children from overseas who have been orphaned, abandoned or relinquished and for whom there is no available family in their country of origin.

Output

Child protection specialist services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.office-for-children.vic.gov.au/

Performance measures	Reporting frequency	Reporting due date
Number of new placements	Annual	31 July
Number of applications	Annual	31 July
Number of orders (Local and Hague)	Annual	31 July
Average time from application to decision	Annual	31 July
Data collections	Reporting frequency	Reporting due date
Adoption and Permanent Care	Annual	31 July

Standards and guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Lead tenant (31188)

Objective

To provide semi-independent accommodation for young people 15 to 18 years, who are in transition to independent accommodation.

Description

Provision of semi-independent accommodation and support for young people 15 to 18 years who are unable to live with their family due to issues of abuse or neglect, and who are in transition to independent living. A volunteer lead tenant lives in a residential unit with a small group of young people and provides them with support and guidance in developing their independent living skills.

Internal/external service delivery

Lead tenant services are provided by community service organisations.

Target group

Young people 15 to 18 years who are in transition to independent accommodation – 90 per cent of whom will be subject to current protective involvement.

Output

Specialist support and placement services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of target performance for three consecutive months without formal agreement, regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service Redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Percentage of children and young people who are subject to protective involvement (target = 90 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half yearly	By mid October and April

Standards and guidelines

- Department of Human Services Management Response to Inhalant Use (February 2003)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Leaving care support services (31414)

Objective

To provide for the provision of services to assist in supporting young people to gain the capacity to make the transition to independent living (*Children, Youth and Families Act 2005* – Section 16).

Description

Leaving care services in all Department of Human Services regions include the following:

- Leaving Care Mentoring (LCM) program that will provide young people transitioning from state care aged between 15 – 18 years with the opportunities to interact with adults in community settings and promote personal relationships beyond out of home care
- Post Care Support, Referral and Information Services will support young people between 16 and 21 years who require assistance in transitioning to independence or subsequent to leaving state care
- Leaving Care Brokerage Funding which will provide a flexible support fund for care leavers, both for those transitioning from state care and those young people up to 21 years who need support subsequent to their leaving state care.
- Leaving Care Employment and Education Access Program (LCEEAP)
- New support system for Aboriginal young people

Internal/external service delivery

Leaving care support services will be provided by community service organisations.

Target group

Young people aged who have been subject to Custody or Guardianship to the Secretary on their 16th birthday (or after) and seek assistance in their transition from state care, or subsequently seek post care assistance.

Output

Specialist support and placement services

Activity mapping

This is a new activity, and includes previous funding for the Leaving Care Mentoring Initiative (2005).

Monitoring and review

Funded service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

If performance falls below 95 per cent of target for three consecutive months without formal agreement, regions are required to institute an immediate review to explore how the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Department of Human Services, Children, Youth and Families website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Monthly	By the 10 th day of the following month
Data collection	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10 th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

All other program standards and guidelines are available from the Victorian Department of Human Services, Children, Youth and Families Division website: www.cyf.vic.gov.au

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary documents website: www.legislation.vic.gov.au

Local adoption (31137)

Objective

To place children unable to live with their birth family on a permanent basis for adoption.

Description

This activity provides one of a range of adoption options appropriate to the needs of children when a decision has been made that they cannot live with their family of origin on a permanent basis. Services provided through this activity include: relinquishment counselling, assessment and approval of applicants, placement of infants with a family, supervision of placements, provision of court reports, and facilitation of ongoing access and information exchange.

The cost of reimbursing carers for the adoption of children with special needs (where carers are eligible for this assistance) is funded through the local adoption caregiver reimbursements activity (number 31139).

Internal/external service delivery

Local adoption services are provided both directly by the Department of Human Services and by community service organisations.

Target group

The client group consists of infants relinquished by their birth parent(s), some children with special needs, and children for whom an adoption application has been made by a relative or step parent.

Output

Child protection specialist services

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where actual annual performance is less than 95 per cent of target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 80 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.office-for-children.vic.gov.au/

Performance measures	Reporting frequency	Reporting due date
Number of new placements	Quarterly	By the 15th day of the following month

Data collections	Reporting frequency	Reporting due date
Out of Home Care	Quarterly	By the 15th day of the following month

Standards and guidelines

- Adoption and Permanent Care Procedures Manual (2004)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Men's family violence services (31240)

Objective

To reduce violence and enhance the safety of women and children experiencing or recovering from family violence through the provision of timely and appropriate services directed at men attempting to address their violent behaviour.

Description

The men's family violence services activity funds a range of organisations to assist men, with a history of violent and abusive behaviour towards family members, develop non-abusive behaviours and new relationship and parenting skills. Services provided to men may include: intake and assessment, individual or group counselling, telephone counselling and referral.

These services include the Men's Referral Service and Men's Behaviour Change Programs (including enhanced intake provided on a regional or sub-regional basis).

The Men's Referral Service provides an anonymous and confidential telephone counselling, information and referral service for men who are violent or abusive towards family members.

Enhanced Intake provides an entry point for active referrals from a range of sources (including police) as well as referrals via other pathways. Intake services actively attempt to engage men who use violence.

Men's Behaviour Change Programs aim to promote the safety of women and children by holding men accountable for their use of violence towards family members and by changing their attitudes and behaviour. Group programs are provided as well as individual counselling and partner contact.

Family violence services for men are a component of an integrated, area based suite of family violence services and will develop strong linkages and partnerships with women's and children's family violence services, Indigenous family violence services, police and courts.

Internal/external service delivery

Men's family violence services are provided by community service organisations.

Target group

Men who are attempting to address their violent behaviour and women and children family members of men who have used violence towards them.

Output

Family and community services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Community service organisations are required to report their data to the Department via IRIS.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15th day of the following month
Number of contacts / referrals	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Family violence	Quarterly	By the 15th day of the following month

Standards and guidelines

- Men's Behaviour Change Group Work: Minimum Standards and Quality Practice: No To Violence (2005).
- Enhancing access to men's behaviour change programs: Service intake and practice guide (2009)
- A framework for comprehensive assessment in men's behaviour change programs (2009)

- Family Violence Risk Assessment and Risk Management (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Parenting assessment and skill development services (31255)

Objective

To provide an assessment of parenting capacity for vulnerable infants and young children involved with child protection and to assist parents to develop their skills, knowledge and capacity to care and nurture their children.

Description

Parenting assessment and skill development services (PASDS) are provided by community services organisations in the home, in a residential or community setting. These services accept referrals from child protection high-risk infant teams of infants from birth to two years of age, but may be inclusive of three-year old children as appropriate.

These services provide an independent, specialist assessment of an infant or child's development and the parent's capacity and ability to take on new parenting skills. The specialist assessments conducted by PASDS play an essential role in informing decision makers under the *Children, Youth and Families Act 2005*, namely child protection, registered community service organisations, and the Children Court of Victoria about the care of a child and to ensure appropriate supports are provided to these vulnerable children and their families.

PASDS also includes an intensive skill development service component for parents of these vulnerable infants and young children involved with child protection, to assist them to develop their skills, knowledge and capacity to care and nurture their children.

Internal/external service delivery

Parenting assessment and skills development services are provided by community service organisations.

Target group

PASDS receive referrals from child protection of vulnerable infants and young children from birth to two years of age, but may include three-year old children where appropriate.

Output

Family and community services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below.

Data collection requirements for this service are currently being developed as part of the implementation of Stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy. Financial accountability requirements are as specified in the *Service agreement information kit*. Funding is subject to the delivery of specified targets.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. This may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

In 2010-11, the Department of Human Services will work with Victorian early parenting services providers, including early parenting centres services and parenting assessment and skill development services, to implement stage 1 of the Supporting parents, supporting children: Victorian early parenting strategy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month.
Percentage of clients sampled who are satisfied with the service provided	Quarterly	By the 15th day of the following month.
Data collections	Reporting frequency	Reporting due date
Family services	Quarterly	By the 15th day of the month following the end of the quarter.

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Placement Prevention and Reunification Services (31262)

Objective

To provide case work and intensive specialist services to vulnerable children and young people who are assessed by child protection as being at imminent risk of placement into out-of-home care OOHc (including foster care, residential care and kinship care) for the first time or could safely return home to their parents care from out-of-home care if appropriate supports were available to the child and their family.

Description

The placement prevention and reunification activity funds the provision of a range of service responses as part of the "Family Coaching Victoria: An Intensive Family Coaching and Support Service" which includes:

- Collaboration and governance
 - A governance model that supports integration and co-ordination of services
- Intake and case work service
 - The service will provide up to 12 months of case work support to children, young people and their families, which includes a child and family assessment, co-ordination of child and family action plans, therapeutic support and practical support.
 - integrated intake into specialist service packages available
- Flexible family support packages
 - Provide practical assistance such as purchasing of childcare, respite and other supports as required
- Specialist service packages
 - Intensive in-home parenting support services for children aged 0-2 years, including ante-natal/pre-birth response.
 - Parenting Assessment and Skill Development Service Plus (PASDS Plus), will provide 180 hours of in-home skill development to parents with children aged 0-2 years. It also includes an ante-natal response and a post service consultation.
 - In-home parenting support of 60 hours following an Early Parenting Centre residential stay.
 - Finding Solutions Plus for young people aged 10-15 years and their family.
 - The service will provide an average of 45 hours of mediation and support to young people at imminent risk of entering out-home-care who are referred from Child Protection with substantiated concerns.
 - Therapeutic treatment
 - Provide therapeutic support to children and families for up to 12 months.

Internal/External Service Delivery

Services are provided by family and community services (JC204) and child health services (JD201).

Target Group

The target group are families with children who:

- are involved with Child Protection and their protective concerns have been substantiated (or likely to be substantiated upon birth)
- are considered to be at imminent risk of being placed in OOHC for the first time if appropriate supports were not available to the child and family
- have recently entered OOHC for the first time and child protection have determined they could safely return to their parents care if appropriate supports were available

Output

Family and Community Services (JC204) and Child Health Services (JD201)

Monitoring and Review

Funded community service organisations and child health services are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in Schedule 5 of the service agreement.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95% of target performance, the funded organisation should provide the Department of Human Services with a justification to retaining full funding.

Service Redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of Government policy.

Performance Measures and data collections

Performance measures	Reporting frequency	Reporting Due Date
Daily average number of clients	Quarterly	First day after end of reporting period
Data Collections	Reporting Frequency	Reporting Due Date
Placement Prevention and Reunification Services	Quarterly	First day after end of reporting period

Standards and Guidelines

- Aboriginal cultural competence Framework (2008)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Placement prevention programs (31218)

Objective

To provide specialist case management and support services to children and young people living at home or independently, who are at risk of significant harm or abuse or statutory clients in need of additional case support.

Description

The placement prevention activity funds the provision of a range of services including intensive case management, family preservation and innovative support services:

- Intensive case management services provide multidisciplinary, intensive case management and youth outreach services targeted at young people 12 to 18 years not in out-of-home care, who are subject to protective services involvement and who demonstrate a high level of risk behaviours.
- Family preservation services provide an intensive, short-term service aimed at strengthening the ability of families to protect and care for their 'at risk' children, thereby avoiding child removal and placement. The service is targeted at families in imminent risk of having a child or young person aged 0 to 18 years removed because of suspected or unresolved child abuse concerns. Experienced professional workers intervene and provide families with support for six to eight weeks.

- Innovative support services are region-specific models of support developed to meet the needs of clients.

Internal/external service delivery

Placement prevention services are provided directly by both the Department of Human Services and by community service organisations.

Target group

Children and young people not in out-of-home care who are at risk of significant harm or abuse or statutory clients in need of additional case support – 100 per cent of whom will be subject to current protective involvement.

Output

Child protection specialist services

Activity mapping

All client expenses for clients already in out of home care (including carer payments for educational and medical expenses) have been mapped to new activity 31302 Client Expenses - Placement Support.

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in Schedule 5 of the service agreement.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/ccdguidelines

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Monthly	By the 10th day of the following month
Number of clients	Monthly	By the 10th day of the following month
Percentage of children and young people who are subject to protective involvement (target = 90 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Residential care (31415)

Objective

To provide residential care services to children and young people who are unable to be placed in home-based care.

Description

Residential care is in community-based houses for children and young people who are unable to be placed in home based care. This activity comprises of two sub-activities: residential care intermediate (RP2) and residential care complex (RP3):

- Residential care intermediate is for children and young people, who display a *significant level of challenging behaviour* or because they are a part of a large sibling group.
- Residential care complex is for children and young people, who display a *significant level of complex behaviours, have multiple and complex needs* and engage in high-risk behaviours.

Internal/external service delivery

Residential care services are primarily provided by community service organisations.

Target group

Children and young people seven to 18 years, or larger sibling groups who are unable to be placed in home-based care – 100 per cent of whom are subject to current protective involvement.

Output

Specialist support and placement services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where the annual performance is less than 100 per cent of the target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 100 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Department of Human Services, Children, Youth and Families Services website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Monthly	By the 10th day of the following month
Percentage of children and young people who are subject to protective involvement (target = 100 per cent)	Monthly	By the 10th day of the following month
Percentage of total exits from placement that are planned (target = 100 per cent)	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month
Looking After Children	Half yearly	By mid October and April

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Residential care – case management (31416)

Objective

To provide case management for children and young people placed in residential facilities..

Description

Residential care – case management is the provision of assessment, planning, facilitation and advocacy for options and services to meet the needs of children and young people in residential care through communication and available resources to promote cost effective outcomes. This activity has two sub-activities that align with the residential care activities: residential care intermediate (RP2) and residential care complex (RP3):

- Residential care intermediate provides care for children and young people, who cannot be placed in home-based care for a range of reasons including because they display a *significant level of challenging behaviour* and/or because they are a part of a large sibling group.
- Residential care complex provides care for children and young people, who cannot be placed in Home Based Care, because they display a *significant level of complex behaviours, have multiple and complex needs* and engage in high-risk behaviours.

Internal/external service delivery

Residential Care – Case Management services are provided by community service organisations.

Target Group

Children and young people 7 to 18 years, and/or larger sibling groups who are unable to be placed in home-based care – 100 per cent of whom are subject to current protective involvement.

Output

Specialist support and placement services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where the annual performance is less than 100 per cent of the target performance the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

The Department of Human Services and the service provider may enter into a formal agreement that lower performance is acceptable due to specific issues related to the need of clients residing in a particular service.

If performance falls below 100 per cent of the target performance for three consecutive months without formal agreement regions are required to institute an immediate review and reallocate targets to where they can be best used, if they are not confident that the performance shortfall can be addressed in the short term.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Monthly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Monthly	By the 10th day of the following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Secure welfare service (31208)

Objective

To provide secure accommodation and care for young people who are at substantial and immediate risk of significant harm.

Description

Secure welfare services are used when a young person is at substantial and immediate risk of harm. Following admission of a child or young person to secure welfare services a comprehensive plan is developed to reduce risk issues and enable the young person to be placed safely back into the community.

Internal/external service delivery

Secure welfare Services are directly provided by the Department of Human Services.

Target group

Young people between the ages of 10 and 17 who are at substantial and immediate risk of significant harm.

Output

Child protection specialist services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and integrated family services group performance measures* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Daily average number of placements	Quarterly	By the 10th day of following month
Total number of clients receiving a service	Quarterly	By the 10th day of following month
Percentage of Individual Program Plans completed within 72 hours after admission	Quarterly	By the 10th day of following month
Data collections	Reporting frequency	Reporting due date
Out-of-home care	Quarterly	By the 10th day of following month
Workforce	Quarterly	By the 10th day of following month

Standards and guidelines

- Registration Standards for Community Service Organisations (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Sexual assault support services (31235)

Objective

To provide high quality service responses to children, young people and adults who are victim/survivors of sexual assault and to develop and participate in community education strategies that work towards the prevention and early identification of sexual assault.

Description

The priority of this service system is to provide direct services to adults, young people and children who have experienced sexual assault and their non-offending family members and support people. Services include crisis care responses, counselling, casework, advocacy and group work. The crisis care response includes an after hours telephone service providing counselling, information and coordination of crisis care support.

Crisis care services are provided to victim/survivors of recent sexual assault and include crisis intervention, counselling, advocacy, liaison with child protection, police, forensic and other medical personnel, and coordination of support.

Counselling advocacy and support are also provided to adult survivors of childhood sexual assault or past adult sexual assault who present for assistance.

In addition to the above activities, sexual assault services also provide community education, training and specialist consultation services to relevant individuals and services to facilitate meeting the broader needs and concerns of victim/survivors of sexual assault.

Internal/external service delivery

Sexual assault support services are provided by Centres Against Sexual Assault and community service organisations.

Target group

Women, men, young people, children who have experienced or been affected by sexual assault and non-offending family members and support people.

Output

Family and community services

Activity mapping

This activity encompasses the sexual abuse treatment service 31241.

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include:

amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children Youth and Families, Youth and Families internet website: <http://www.cyf.vic.gov.au>

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Percentage of clients receiving an initial response within five working days of referral (target = 90 per cent)	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Sexual assault	Quarterly	By the 15th day of the following month

Standards and guidelines

Standards of Practice for Victorian Centres Against Sexual Assault (November 2008)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: <http://www.cyf.vic.gov.au>

Sexually abusive behaviour treatment services (31242)

Objective

To provide high quality service responses to children and young people who display problem sexual behaviour or sexually abusive behaviour, and to their families.

Description

Sexually abusive behaviour treatment services are for children and young people under the age of 15 years who display problem sexual behaviour or sexually abusive behaviour towards others (but do not have a conviction related to sexual offending). Treatment services for sexually abusive children and young people provide a continuum of service provision from young children through to adolescents. They include a common assessment framework, an increased focus on interventions with the child /young person's family, school and community and collaborative service provision to address the broader needs of children / young people (rather than a narrow focus on the behaviours).

Internal/external service delivery

Sexually abusive behaviour treatment services are provided by Centres Against Sexual Assault and community service organisations.

Target group

Children and young people under fifteen years of age who are engaging in problem sexual behaviour or sexually abusive behaviour and do not have a conviction for a sexual offence.

Output

Family and community services

Activity mapping

This activity has been renamed from sexual offender treatment services.

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the *Service agreement information kit*.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families, Youth and Families internet website: <http://www.cyf.vic.gov.au>

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Percentage of clients receiving an initial response within five working days of referral		
Data collections	Reporting frequency	Reporting due date
Sexual Assault Services	Quarterly	By the 15th day of the following month

Standards and guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families: www.cyf.vic.gov.au

Women's Information and Referral Exchange (31239)

Objective

To provide timely and appropriate prevention and support services for Victorian women including women experiencing or recovering from family violence.

Description

The Women's Information and Referral Exchange (WIRE) provides a telephone information, support and referral service for all Victorian women including women experiencing or recovering from family violence. It is a free service supported by trained volunteers.

WIRE also operates the Women's Information Centre (WIC) located at the Queen Victoria site in Lonsdale Street, Melbourne. A number of services are provided including face to face information and support, seminars and free internet access for women.

Those services directed to women experiencing or recovering from family violence aim to enhance the safety, confidence, life skills and independence of these women.

Internal/external service delivery

Women's Information and Referral Exchange services are provided by community service organisations.

Target group

Women, including those experiencing or recovering from family violence.

Output

Family and community services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the

Service agreement information kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service Redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key

performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.cyf.vic.gov.au

Performance measures	Reporting frequency	Reporting due date
Number of contacts / referrals	Quarterly	By the 15th day of the following month
Percentage of clients sampled who are satisfied with the service provided (target = 85 per cent)	Yearly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Family violence	Quarterly	By the 15th day of the following month

Standards and guidelines

- Family Violence Risk Assessment and Risk Management (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children, Youth and Families website: www.cyf.vic.gov.au

Youth Services and Youth Justice

ACCO Services – Youth Justice (32136)

Objective

This activity has been created as part of the Simplified Funding and Reporting Project in Aboriginal Community Controlled Organisations project. The aim of the project is to simplify and reduce funding and reporting requirements to reduce the administrative burden for organisations. Reporting against outcomes consistent with the Victorian Indigenous Affairs Framework replaces the earlier requirement to report against performance measures.

A key element of the reform is the consolidation of recurrent funding lines into one funding category for each output group. Aboriginal Community Controlled Organisations will be undertaking a planning process that will better link funding to community needs.

The objectives of this activity are to improve justice outcomes, and to reduce over-representation of Aboriginal youth on custodial sentences.

Description

This activity comprises the following activities: Youth Justice Koori Services (32131) and Youth Justice Support Services (32124) and Youth Services and Youth Justice Development (32302)

Internal/external service delivery

ACCO services – Family and community services are provided by Aboriginal Community Controlled Organisations.

Target group

Young Aboriginal people at risk of entering or involved with the criminal justice system.

Output

Community-based services

Monitoring and review

Round table reporting with Aboriginal Community Controlled Organisations will be organised at the regional level.

Performance measures and data collections

Performance measures	Reporting frequency	Reporting due date
Number of clients	Annually	
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month

Standards and Guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Adolescent Support Program (32130)

Objective

To provide support services to young people living at home or independently who are clients of child protection.

Description

The Adolescent Support Program (ASP) provides support to young people who demonstrate challenging behaviours or are in immediate crisis to assist them to live with their families or in the community. The program also assists young people living away from their family to cope with the situation or to deal with issues preventing them returning home.

Internal/external service delivery

The Adolescent Support Program is delivered by community service organisations

Target group

Young people who are current clients with child protection.

Young people who have had experience with child protection.

Output

Community-based services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Program guidelines will be reviewed during the life of the current policy and funding plan.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Daily average number of clients	Monthly	By the 15th day of the following month
Number of clients	Monthly	By the 15th day of the following month
Percentage of children and young people who are subject to protective involvement (target = 90 per cent)	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth services	Monthly	By the 15th day of the following month

Standards and guidelines

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Custodial Services (32123)

Objective

To provide for the care and supervision of young people ordered by a court to be placed in a youth justice custodial facility in accordance with the *Children, Youth and Families Act 2005* and the *Sentencing Act 1991*.

Description

Custodial services are provided at three youth justice centres for the following sub-groups of young people:

Malmsbury Youth Justice Centre -	18-20 year old males (sentenced)
Melbourne Youth Justice Centre -	15-17 year old males (remanded and sentenced)
Parkville Youth Residential Centre -	10-14 year old males (remanded and sentenced)
	10-17 year old females (remanded and sentenced)
	18-20 year old females (sentenced)

Custodial services focus on the supervision and rehabilitation of young offenders through the provision of case management, health and education services and facilitating the transition to structured community supports that will assist young people in leading non-offending lifestyles.

Internal/external service delivery

Custodial services are statutory services and are provided directly by the Department of Human Services.

Target group

Young people aged 10 to 17 years on remand and aged 10 to 20 on youth residential centre and youth justice centre orders.

Output

Youth justice custodial services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Service redevelopment

During the three-year service agreement period there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Male (15 years plus) youth justice centre: custodial capacity	Quarterly	By the 15th day of the following month
Male (15 years plus) youth justice centre: occupancy rate	Quarterly	By the 15th day of the following month
Male (under 15 years) and female youth justice centre: custodial capacity	Quarterly	By the 15th day of the following month
Male (under 15 years) and female youth justice centre: occupancy rate	Quarterly	By the 15th day of the following month
Young people on supervised custodial orders who have a client service plan completed within six weeks of commencement of the order	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month
Youth justice	Quarterly	By the 15th day of the following month

Standards and guidelines

- United Nations Rules for the Protection of Youths Deprived of their Liberty (1990)
- Australasian Youth Justice Administrators Standards for Youth Custodial Facilities (1999)
- Youth Justice Centre Operations Manual (2004-05)
- Youth Justice Temporary Leave Program Standards (Revised) (2006)
- Youth Justice Guidelines for Implementing Sporting, Recreation and Outdoor Activities (Revised) (2004)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Finding Solutions (32129)

Objective

To provide a rapid response to young people and their families in order to prevent family breakdown and entry to the child protection placement system.

Description

Finding Solutions is a state-wide program that provides assertive outreach, mediation and support to young people and their families to assist them to address issues leading to potential family breakdown and divert them from further involvement in the child protection and placement system.

The service assess the issues and needs of young people and their families and assists young people to identify and resolve behaviours or issues that are placing the relationship at risk of breakdown

Support provided aims to ease tension in the family without severing links or reducing parents' capacity to care for the young person.

Internal/external service delivery

Finding Solutions is delivered by community service organisations.

Target group

Young people of secondary school age and their families who are at immediate risk of being placed in out-of-home care.

Output

Community-based services

Monitoring and review

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Program guidelines to be reviewed during the life of the current policy and funding plan.

Service redevelopment

The department is currently developing program guidelines and data collection systems.

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth services	Monthly	By the 15th day of the following month

Standards and Guidelines

- Finding Solutions State-wide specifications Document (April 2004)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Refugee Minor Program (32127)

Objective

To provide case management and support services for unaccompanied humanitarian minors..

Description

The Refugee Minor Program supports the settlement process and ensures the provision of care arrangements for unaccompanied minors aged less than 18 years without parents in Australia. Support, counselling and assistance is also provided to families providing care of unaccompanied minors. Unaccompanied minors may join a close adult relative in Australia and others who have no close relative, and become wards of the Minister for Immigration. The state undertakes delegated guardianship responsibilities to provide for the on-going care of wards of the Minister for Immigration and Citizenship.

Part of the funding provided for this service is provided by the Commonwealth Government.

Internal/external service delivery

The Refugee Minor Program is directly provided by the Department of Human Services.

Target group

Unaccompanied humanitarian minors aged 18 years and under.

Output

Community-based services

Monitoring and review

Information regarding the quality, quantity and timeliness performance for this activity is monitored by the departmental executive.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of refugee minors supervised	Quarterly	By the 10th day of the following month

Daily average number of refugee minors supervised	Quarterly	By the 10th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth services	Quarterly	By the 10th day of the following month

Standards and Guidelines

- Immigration (Guardianship of Children) Act (1946)
- Protecting Victorian Children - Child Protection Practice Manual

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Community Support Services (32135)

Objective

The Youth Justice Community Support Service (YJCSS) is an integrated approach to the provision of intensive support services to youth justice clients to complement the statutory case management undertaken by youth justice units to reduce the likelihood of further offending by youth justice clients.

Description

This activity has been developed recognising that youth justice clients present with a range of complex and varied needs that require an individualised service response.

The objectives of the Youth Justice Community Support Service are to:

- reduce the rate, severity, and frequency of offending behaviour
- contribute to the effective transition of young people from intensive tertiary services to mainstream services in the community
- assist young people to develop independent living skills, increase capacity for social inclusion and develop resilience for adulthood
- develop a young person's capacity for economic participation and engagement in education, training and employment opportunities.

Through new funding and partnership arrangements between community service organisations, the YJCSS provides a broad range of services to better meet the needs and deliver outcomes for youth justice clients at a regional and local level.

Many youth justice clients require intensive support and assistance to access integrated service networks including employment, education and training, mental health, drug and alcohol, and housing options to enhance rehabilitation, increase economic participation and social connectedness in the community.

Through the YJCSS, community service organisations have formed partnerships/consortia to collaboratively provide intensive support and a referral pathway to the broader youth service system to enhance outcomes for youth justice clients. Where appropriate, it will also enable youth justice clients to continue to access the services they need post-statutory youth justice involvement.

Internal/external service delivery

Youth justice community support services are provided by community service organisations.

Target group

Young people who are on a statutory community-based court order or have been released from a youth justice custodial facility.

Output

Community-based services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the service agreement.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on specifications outlined in the program document.

Counting rules for the following performance measures are detailed in the *Counting rules for child protection and family services* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Monthly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Monthly	By the 15th day of the following month

Standards and guidelines

- Guidelines for the Youth Justice Community Support Service: Program Guidelines incorporating the Transitional Housing Management – Youth Justice Housing Pathways Initiative (2009)
- Departmental Youth Justice drug policy and strategy (2007)
- Management response to inhalant use: Guidelines for the community care and drug and alcohol sector (2003)

- Inhalant Guidelines for Youth Justice (2007)
- Youth Justice Guidelines for Implementing Sporting, Recreation and Outdoor Activities (Revised) (2007)
- The Homelessness Assistance Service Standards
- The Homelessness Assistance Programs Guidelines 2006-2009 (revised 2010)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Group Conferencing (32133)

Objective

To divert young people who are less serious offenders from intensive supervisory orders within the youth justice system.

Description

The Youth Justice Group Conferencing program is an intervention based on restorative justice principles that aims to provide a community rehabilitation intervention to the Children's Court at the pre-sentence stage in order to divert the young person from more intensive supervisory court outcomes, increase their taking of personal responsibility for their offending and encourage reparation to the victim and community.

Internal/external service delivery

Group conferencing is provided by community service organisations.

Target group

The target group is young people who have offended when aged 10 to 17 years presenting at the Children's Court who have:

- pleaded guilty or have been found guilty of offence(s) that do not include homicide, manslaughter, sex offences or serious offences of violence
- appeared in court on a previous occasion or have committed offences serious enough to warrant a supervision order on their first appearance
- committed offence(s) serious enough for a youth supervision order or probation order to be considered by the Court
- have been referred to the group conference program within nine months of the offence(s) occurring or under exceptional circumstances, at the discretion of the Court
- been assessed as suitable by a Department of Human Services youth justice officer.

Output

Community-based services

Activity mapping

This activity has been transferred from the previous activity, youth justice support services (32124) into a dedicated activity area.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Monitoring and review

Funding is subject to the community service organisations achieving targets for the number of group conferences held per annum.

Where annual performance is less than 90 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for youth justice and youth services output group performance measures* document. This document is available on the Children, Youth and Families Internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of group conferences	Quarterly	By the 15 th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15 th day of the following month

Standards and guidelines

- Youth Justice Group Conferencing program guidelines (2006)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Koori Services (32131)

Objective

To divert young Aboriginal people from entering or re-entering the youth justice or the criminal justice system

To minimise the likelihood of further offending by providing cultural support to young Aboriginal people on youth justice supervised orders or at risk of entering the youth justice or the criminal justice system.

Description

The Koori Youth Justice Program is comprised of 17 community Koori workers based mainly in Aboriginal organisations throughout Victoria, three Aboriginal support workers based in the youth justice custodial centres and a central Koori program adviser in the Children, Youth and Families Division. The role of the Koori youth justice workers is both preventative and responsive. Clients include young Aboriginal people who are the subject of youth justice supervised orders and or who are at risk of offending.

The Koori Intensive Bail Support Program targets young Aboriginal people who are at high risk of breaching bail or re-offending and are deemed likely to be remanded in custody.

The Koori Early School Leavers and Youth Employment Program is designed to divert young Aboriginal people from the youth justice system by focusing on the key risk factors for young offenders, particularly lack of engagement with school or other learning opportunities.

The Koori Pre and Post Release Program and Koori intensive support practitioner (post-release) positions are based in youth justice units. The program also has a statewide coordinator and funds the delivery of cultural programs in the youth justice custodial centres.

Internal/external service delivery

Youth justice Koori services are provided both directly by the Department of Human Services and by funded community service organisations.

External services include:

- Koori Youth Justice Program
- Koori Early School Leavers and Youth Employment .

Internal services delivered by the Department of Human Services include:

- Aboriginal support workers in the youth justice custodial centres
- The Koori Intensive Bail Support Program
- The Koori Pre and Post Release Program.

Target group

Young Aboriginal people at risk of entering or involved with the criminal justice system

Output

Community-based services

Monitoring and review

Internal services

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

External services

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the Service agreement information kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key

performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for youth justice and youth services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month

Standards and guidelines

- Koori Youth Justice Program - Best Practice Guidelines (Revised) (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Pathways Housing Initiative (32132)

Objective

To provide post-release accommodation support to divert young people from the youth justice system and to minimise the likelihood of further offending by youth justice clients.

Description

The Youth Justice Pathways Housing Initiative activity funds the provision of housing support to young people involved with the Transitional Housing Management – Youth Justice Housing Pathways Initiative.

Internal/external service delivery

Youth Justice Pathways Housing Initiative services are provided by community service organisations.

This activity is administered by consortia providing services under Activity 32135 [youth justice community support service]

Target group

Young people aged 17 and over who are released on parole from a youth justice custodial facility, other young people exiting youth justice centres and young people on a community-based youth justice order.

Output

Community-based services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement. Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the Service agreement information kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 90 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

The Transitional Housing Manager – Youth Justice Housing Pathways Initiative is being reviewed as part of the Victorian Homelessness Strategy evaluation. Outcomes from the evaluation will inform recommendations regarding funding for the ongoing initiative.

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for youth justice and youth services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month

Standards and guidelines

- Guidelines for the Youth Justice Community Support Service: Program Guidelines incorporating the Transitional Housing Management – Youth Justice Housing Pathways Initiative (2009)
- Youth Justice drug policy and strategy (2007)
- Management response to inhalant use: Guidelines for the community care and drug and alcohol sector (2003)
- Inhalant Guidelines for Youth Justice (2007)
- Youth Justice Guidelines for Implementing Sporting, Recreation and Outdoor Activities (Revised) (2007)
- The Homelessness Assistance Service Standards
- The Homelessness Assistance Programs Guidelines 2006-2009 (revised 2010)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Statutory Community Services (32122)

Objective

To divert young people from the youth justice system and to minimise the likelihood of further offending by youth justice clients.

Description

The youth justice statutory community services activity funds the:

- provision of supervision and case management services by community-based youth justice units of the Department of Human Services to young people who are on statutory community-based court orders, at risk of entering the youth justice system, or are released from a youth custodial facility.
- Department of Human Services court advice services for the Children's Court and adult courts. The adult court advice service is a diversionary program aimed at minimising progression by young people into the criminal justice system and to maximise the prospects of rehabilitation of 18-20 year olds by providing specialist youth-focused advice to magistrates and judges. This service also provides bail support for 18-20 year olds charged or found guilty of criminal offences in the adult courts – Magistrates, County or Supreme Court of Victoria.
- Central After Hours Assessment and Bail Placement Service (CAHABPS). The CAHABPS responds to young people aged 10 – 18 years who have been charged with offences and appear at a bail hearing outside of business hours. CAHABPS acts as a support and diversionary service; makes outreach visits to assess young people to determine if they are suitable to be bailed; and links young people suitable for bail with appropriate family, placement and other supports.

Internal/external service delivery

Youth justice statutory community services are provided directly by the Department of Human Services.

Target group

Young people who are at risk of entering the youth justice system, are on a statutory community-based court order or have been released from a youth justice custodial facility.

Output

Community-based services

Monitoring and review

All internal services are monitored against performance measures detailed in departmental output statements published in Budget Paper No 3. Information regarding the quality, quantity and timeliness performance of internal services is also monitored by the departmental executive.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Counting rules for the following performance measures are detailed in the *Counting rules for youth justice and youth services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Average daily number of clients under community-based supervision	Quarterly	By the 15th day of the following month
Youth justice clients participating in post-release support activities	Quarterly	By the 15th day of the following month
Young people on supervised orders who have a client assessment and plan completed within six weeks of the commencement of the order	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month

Standards and guidelines

- Youth Justice Case Practice Standards Manual (2009-10)
- Adult Court Advice and Support Service Practice Guidelines (2006)
- CAHABPS Operations Manual (2006)
- Youth Justice Guidelines for Implementing Sporting, Recreation and Outdoor Activities (Revised) (2007)

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Justice Support Services (32124)

Objective

To divert young people from the youth justice system and to minimise the likelihood of further offending by youth justice clients.

Description

The youth justice support services activity funds the provision of services to young people who are at risk of entering the youth justice system, are on a statutory community based court order or have been released from a youth custodial facility. Funded activities include health services, rehabilitation and support services.

Internal/external service delivery

Youth justice support services are provided by community service organisations.

Target group

Young people who are at risk of entering the youth justice system, are on a statutory community-based court order or have been released from a youth justice custodial facility.

Output

Community-based services

Monitoring and review

Funded community service organisations are monitored against the performance measures and targets specified for this activity in the service agreement.

Standard performance measures for this activity are listed below. Monitoring is undertaken through data collection requirements as specified below and financial accountability requirements as specified in the Service agreement information kit.

Funding is subject to the delivery of specified targets. Where annual performance is less than 95 per cent of target performance, the funded organisation should provide the Department of Human Services with a justification for retaining full funding.

Service redevelopment

During the three-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to funding allocations to address community needs, and the implementation of government policy.

Performance measures and data collections

Funding for this activity is based on actual service levels. Funding may be adjusted in accordance with periodic reconciliations.

Counting rules for the following performance measures are detailed in the *Counting rules for youth justice and youth services output group performance measures* document. This document is available on the Children, Youth and Families internet website: www.dhs.vic.gov.au/cyf_policyfundingplan

Performance measures	Reporting frequency	Reporting due date
Number of clients	Quarterly	By the 15th day of the following month
Data collections	Reporting frequency	Reporting due date
Youth justice	Quarterly	By the 15th day of the following month

Standards and guidelines

- Youth Justice Guidelines for Implementing Sporting, Recreation and Outdoor Activities (Revised) (2007)
- Youth Justice Temporary Leave Program Standards

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Outreach and Diversion Service (32137)

Objectives

To intervene rapidly to prevent escalation of emerging issues, address the needs of young people who are at risk of entering the youth justice system and divert these young people away from the system; and

To prevent further progression of young people who are at the early stages of involvement with the youth justice system (in particular, involvement with Victoria Police) by addressing the underlying reasons for offending behaviour.

Description

Youth Support Service

This service provides responsive and timely service interventions to prevent escalation of emerging issues and divert young people away from the youth justice system.

This service includes prioritised assessments for young people referred by Victoria Police for offending behaviour committed in identified youth crime hotspots.

Rapid Response Outreach Service

This service operates in identified youth crime hotspots to engage and divert young people away from the criminal justice system through an extended hours street outreach response. This service is located in the North and West Metropolitan Region and the Southern Metropolitan Region.

Internal/External Service Delivery

This service will be delivered by external community service organisations.

Target groups

The target group for this program is young people aged from 10 up to 18 years who are at risk of becoming involved, or are in the early stages of involvement, with youth justice, but are not on a supervised court order.

Output

Community Based Services

Monitoring and Review

As this is a pilot program, program guidelines will be developed during the life of the current policy and funding plan. An evaluation will also be conducted before the end of 2013-14.

Service Redevelopment

During the four-year service agreement period, there is a responsibility to ensure that ongoing service quality improvements are achieved. The achievement of these quality improvements may include: amendments to service specifications, the review and revision of data collection methods and key performance measures, changes to locations to address community needs, and the implementation of Government policy.

Performance Measures and Targets

Performance Measure	Reporting Frequency	Reporting Due Date
Number of clients	Quarterly	By the 15th day of the following month
Data Collection	Reporting Frequency	Reporting Due Date
Youth Outreach and Diversion Service	Quarterly	By the 15th day of the following month

Standards and Guidelines

To be developed.

Victorian Acts and Statutory Rules are available from the Victorian Legislation and Parliamentary Documents website: www.legislation.vic.gov.au

All other program standards and guidelines are available from the Children Youth and Families website: www.cyf.vic.gov.au

Youth Services and Youth Justice Development (32302)

Objective

To improve the quality and effectiveness of Victorian youth services and youth justice.

Description

The activity is used to fund state-wide or regional community service organisations that provide support and policy advice on youth services and youth justice.

Internal/external service delivery

Youth justice and youth services development services are provided by community service organisations.

Target group

Community service organisations providing support and advice on youth services and youth justice.

Output

Community-based services

Performance measures and data collections

There are no predefined performance measures for this activity. All performance accountabilities are specified in the 'other requirements' section of the service agreement.