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| Infant Child and Family health and Wellbeing Hubs28092 |
| Outcome objective: Victorians are healthy and well  Output group: Primary, Community and Dental Health  Output: Community Health Care |

**OFFICIAL**

## 1. Service objective

Multidisciplinary and integrated models of care will allow care to be provided early and for families to stay connected with the support they need, resulting in reduced developmental, emotional, relational and behavioural challenges and improved family functioning.

## 2. Description of the service

Provision of integrated and community-based multidisciplinary health services and supports for children experiencing developmental, emotional, relational and behavioural challenges and their families. Hub services delivered in community health will include the establishment of the service and delivery of specialist medical appointments, allied health service hours, intake, care coordination and in reach supports.

## 3. Client group

• Client Facing  
The client group this activity is targeted at is children aged 0–11 years who are experiencing developmental, emotional, relational and behavioural challenges, and their families.

## 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

### 4a. Registration and Accreditation

N/A

### 4b. Program requirements and other policy guidelines

* [Infant, Child and Family Health and Wellbeing Hubs service framework](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [Infant, Child and Family Health and Wellbeing Hubs Reporting Framework](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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## 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

### Key performance measure 1: Number of hours of service

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| **Aim/objective** | This performance measure provides information about the number of hours of service delivered |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Direct and Indirect time are included in the number of hours of service |
| **Data source(s) collection** | * Community Health minimum dataset (CHMDS) |
| **Definition of terms** | Direct time is the time spent in activities directly servicing the registered client, potential client or a family member/significant other of a client e.g. face-to-face, email, video link, telephone communication. Indirect time is the time spent away from a client or clients in essential activities to provide support to a client or clients. Includes time spent on activities such as organising case meetings, preparing case notes, referral, clinical supervision, preparation for group sessions, secondary consultation, preparation for not attended sessions (DNA). |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Community Health minimum dataset (CHMDS) | CHMDS | CHMDS | Quarterly |

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