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| Targeted Case Management for COVID-19 Vaccination  37604 |
| Outcome objective: Victorians are connected to culture and community  Output group: Empowering Individuals and Communities  Output: Multicultural Affairs Policy and Programs |

**OFFICIAL**

**1. Service objective**

The Targeted Case Management for COVID-19 Vaccination program will fund organisations to support priority cohorts (outlined in the program guidelines) to:   
• Improve access by removing practical barriers to COVID-19 vaccinations   
• Promote and increase vaccine confidence through targeted case management.

**2. Description of the service**

The service will provide information sessions and case management services to support increased vaccinations rate for priority groups in the community. The service will also be supported by brokerage funding.

**3. Client group**

The client group this activity is targeted at are priority cohorts identified by DFFH, specifically:   
  
- Children and their families   
- Women and girls   
- Victim survivors of family violence   
- People with disability   
- Foster and/or Kinship carers   
- Young people including those in care and custody   
- Social housing residents, people experiencing housing instability and people living in high-risk accommodation   
- People engaged in the justice system.

**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**

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.

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

* [Targeted Case Management Vaccination Activities for COVID-19 Vaccination](https://www.vic.gov.au/targeted-case-management-vaccination-activities-covid-19-vaccination.)

<https://www.vic.gov.au/targeted-case-management-vaccination-activities-covid-19-vaccination.>

**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 clients**

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| **Aim/objective** | To record number of clients engaged in the COVID-19 vaccination program as a result of this activity |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the Number of clients engaged.   Each person is to be counted once only A client could be engaged through information sessions, telephone or direct contact, case management. If a family group is engaged then count all of the family members.  For example:  • 1 person is engaged by a case manager by phone = 1 client  3 people attend an information session, 1 is a current client, 2 are new to accessing the organisations services = 2 clients counted |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) |
| **Definition of terms** | Count each client once they are engaged. Do not count unique clients more than once. Case management includes engage with clients to understand their unique and specific barriers and the required support to address barriers to receive the vaccine. This may include addressing access requirements such as transport assistance, assistance with booking vaccination and child-minding support. |

**Performance measure 2: Number of individuals receiving a vaccination**

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| **Aim/objective** | To record number of individuals receiving a COVID-19 vaccination as a result of this activity |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Counting will include:  Number of individuals that received a COVID-19 vaccination.  Each dose of COVID-19 vaccination is to be counted as 1 individual receiving 1 COVID-19 vaccination  • 3 individuals receive first dose vaccination by accessing organisation supported transportation to a vaccination clinic = 3 individuals  • The same 3 individuals receive second dose vaccination through organisation support = 3 people • 1 individual receives a third dose of = 1 person |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) |
| **Definition of terms** | Vaccination refers to any COVID-19 vaccination (i.e. first, second or third dose) |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Service Delivery Tracking (SDT) | Manual Data Collection | SAMS/Service delivery tracking data set | Monthly |
| Final Report (covering activity up to 20 May 2022) | Manual Data Collection | Written report through template at project completion | As Required |
| Financial acquittal report (covering activity up to 20 May 2022) | Manual Data Collection | Acquittal template | As Required |
| Qualitative service delivery reporting | Manual Data Collection | Reporting Template | As Required |

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