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| Support & Safety Hubs - Service Delivery  38010 |
| Outcome objective: Victorians are safe and secure  Output group: Family Violence Service Delivery  Output: Family Violence Service Delivery |

**OFFICIAL**

**1. Service objective**

Support and Safety Hubs – service delivery activity aims to deliver Support and Safety Hubs (Hubs) functions that provide a new way for women and children experiencing family violence, and families in need of support, with the care, development and wellbeing of children and young people, to access coordinated support from community, health and justice services. The Hubs will also focus on perpetrators of family violence, keeping them in view and connecting them to services that assist in holding them accountable for their actions

**2. Description of the service**

Support and Safety Hubs – service delivery activity funds a range of organisations to deliver Hub functions. The Hubs will provide an access network that includes a range of visible, non-stigmatising initial contact points for members of the community, such as telephone, ‘walk-in’, police and other professional referrals.The Hubs will incorporate the access networks for family violence services, children and family services, and perpetrator/men’s services (core services). This includes police L17 and professional referrals regarding family violence, and children and families in need of support (Child FIRST). There will be a focus on a multi-agency risk and needs identification function that includes intake, screening, identification and triage of risks and exploration of needs to determine urgency and type of response needed. Services will focus on the needs of the individual as well as needs of the family.The Hubs will provide coordinated client engagement, initial assessment and service planning, service allocation and targeted interventions including access to crisis accommodation and other short-term supports. The Hubs will also help individuals and professionals navigate the broader range of social and justice services.The Hubs will work in partnership with Aboriginal communities and services to support Aboriginal self-determination and ensure that culturally safe responses are available for Aboriginal people across the state.The Hubs will also provide safe and inclusive services that are tailored to the needs of Victoria’s diverse communities including culturally and linguistically diverse communities (CALD), the specific needs of people with disabilities, lesbian, gay, bisexual, transgender and intersex people (LGBTI), older people, children and young people.  
The Service Innovation service stream manages reinvestment of area-based residual underspends determined by an annual agency performance acquittal process (‘the acquittal process’).  
This service stream, in conjunction with operational outcome measures (as outlined in the reinvestment and redistribution of consolidated area-based residual underspends guidance), will support performance measurement of funding committed under the Service Innovation service stream.

**3. Client group**

The client group this activity is targeted• women, children and young people experiencing family violence• families in need of support with the care, wellbeing and development of children and young people • perpetrators of family violence to keep them in view and connect them to services that assist in holding them accountable for their actions and changing their behavior.

**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.
* Registration under the Children, Youth and Families Act 2005
* Registration under the Disability Act 2006

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

* [Program requirements for The Orange Door brokerage](https://www.vic.gov.au/sites/default/files/2019-04/Program-requirements-for-The-Orange-Door-Brokerage_0.pdf)

<https://www.vic.gov.au/sites/default/files/2019-04/Program-requirements-for-The-Orange-Door-Brokerage\_0.pdf>

* [Support and Safety Hub Interim Integrated Practice Framework](https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html>

* [Support and Safety Hub Service Model](https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html>

* [Support and Safety Hub Service Specifications](https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html>

* [Support and Safety Hub Operational Guidelines](https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html>

* [Family Violence Information Sharing Guidelines: Guidance for Information Sharing Entities](https://www.vic.gov.au/sites/default/files/2019-01/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme.pdf)

<https://www.vic.gov.au/sites/default/files/2019-01/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme.pdf>

* [The Orange Door Access Network - Operational Policy](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [Family violence crisis responses: Roles and responsibilities in providing emergency accommodation](https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation)

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation>

* [Victorian family violence refuge eligibility and prioritisation framework](https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework)

<https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework>

**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 Service Hours**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of hours of service that an organisation is providing |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of service (agency) hours provided during the reporting period. Include the number of service (agency) hours spent on substantive and non-substantive cases. Annual targets provided to service providers are divided by 12 to translate to indicative monthly targets. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Support and Safety Hubs . Client Relationship Management (CRM) |
| **Definition of terms** | Service hours are defined as hours spent by the service provider’s staff providing Intake and Access to clients, including hours spent to engage clients. It also includes hours spent providing advice to families, community and professionals.  Service hours include time spent writing case notes and other activities directly related to clients. For agencies delivering services as part of Support and Safety Hubs – service delivery – A client is defined as an individual receiving the service, including:  • women, children and young people who have experienced, are experiencing or are at risk of family violence; • families (this includes children or parents as individuals) who are in need of support with the care, wellbeing or development of children; • perpetrators of family violence. |

**Performance measure 2: Number of new cases**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of cases that an organisation is -supporting |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of new cases created in the CRM during the reporting period. A new case is created in the CRM following a screening record. Note: not all screening records result in a new case being created.  Cases are recorded for new clients, and for clients who have had a closed case but are reapproaching the Hubs for support. If a case is closed, and the client re-presents to the Hubs for new services, then any new cases created in the same reporting period will be counted. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Support and Safety Hubs . Client Relationship Management (CRM) |
| **Definition of terms** | A case is an episode of support provided to a client. A client for the purpose of this performance measure is defined as an individual receiving the service, including: • women, children and young people who have experienced, are experiencing or are at risk of family violence; • families (this includes children or parents as individuals) who are in need of support with the care, wellbeing or development of children; • perpetrators of family violence. |

**Performance measure 3: Number of Service Hours**

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| **Aim/objective** |  |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** |  |
| **Data source(s) collection** |  |
| **Definition of terms** |  |

**Performance measure 4: Number of equivalent full-time staff employed (EFTs)**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of EFTengaged to deliver services under the Service Innovation sub-activity only. |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of EFT filled under the Service Innovation sub-activity. Reviewed in conjunction with delivered operational outcome measures (as determined by an area’s Hub Leaderhsip Group) |
| **Data source(s) collection** | * Service innovation outcomes report * Service innovation initiative reporting template |
| **Definition of terms** | Service innovation EFT will provide service and support as outlined under the state wide service innovation priorities framework (a component of the reinvestment and/or redistribution of residual underspend guidance – refer 4b above). Operational outcome measures relate to the anticipated operational improvements |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Operational access arrangements Report | Manual Data Collection | Number of operational access arrangements | Annual |
| Service innovation outcomes report | Manual Data Collection | FTE hired and/or service hours delivered; operational outcomes delivered | Quarterly |
| Service innovation initiative reporting template | Manual Data Collection | Reporting Template | Monthly |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service Delivery Tracking data set | Monthly |
| Support and Safety Hubs . Client Relationship Management (CRM) | CRM or other CSO system | Support and Safety Hubs - Service Delivery | Monthly |

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