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| Assertive Outreach and Support  17085 |
| Outcome objective: Victorians are healthy and well  Output group: Disability Services  Output: Client Services And Capacity |

**OFFICIAL**

**1. Service objective**

The objective of the Assertive Outreach and Support (AOS) Pilot Program is that individual protective factors are increased through the delivery of welfare services, health services, mental health services, disability services, drug and alcohol treatment services, and housing support services to certain persons within the target cohort.   
  
AOS will deliver assertive outreach and case management to ensure the health, wellbeing, clinical and functional support needs of these clients are met, resulting in reduced risk of harm to the community.

**2. Description of the service**

The AOS Pilot Program delivers a targeted, time-limited service response to a small number of people with complex needs who experience significant service gaps and present an unacceptable risk of harm to others. The AOS program will be piloted initially for up to 12 months and will deliver assertive outreach and case management services.   
  
Assertive outreach will support people with complex needs to overcome barriers to accessing services and improve their engagement with targeted interventions and services.  
  
Case management will enhance a person’s access to services through a collaborative, structured process of assessment, planning, intervention, and review of services delivered, that responds to the risk and needs of a person with complex needs.   
  
An Engagement Plan and/or Individual Support Plan will be developed by the service provider for every client referred to the AOS Pilot Program.

**3. Client group**

The client group this activity is targeted at are individuals who meet the following criteria:  
• Has attained 16 years of age  
 Appears to satisfy the following criteria:  
• Has complex functional needs that are causally linked to mental illness, psychological distress, cognitive   
 impairment, neurodiversity, substance use or trauma  
• Poses an unacceptable risk of harm to others   
• Are experiencing significant service system gaps, such that the current service system is not addressing their   
 needs or reducing the risk to community safety.

**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**

* [Assertive Outreach and Support Pilot Program requirements](https://fac.dffh.vic.gov.au/assertive-outreach-and-support-program-requirements)

<https://fac.dffh.vic.gov.au/assertive-outreach-and-support-program-requirements>

* [Trauma-informed care](https://www.health.vic.gov.au/practice-and-service-quality/trauma-informed-care)

<https://www.health.vic.gov.au/practice-and-service-quality/trauma-informed-care>

* [Responding to Diversity](https://www.health.vic.gov.au/populations/designing-for-diversity)

<https://www.health.vic.gov.au/populations/designing-for-diversity>

* [Involvement of people with lived experience](https://www.health.vic.gov.au/publications/mental-health-lived-experience-engagement-framework)

<https://www.health.vic.gov.au/publications/mental-health-lived-experience-engagement-framework>

* [Community Services Client Voice Framework and Safer Care](https://www.safercare.vic.gov.au/sites/default/files/2019-02/Partnering%20in%20healthcare%20framework%202019_WEB.pdf)

<https://www.safercare.vic.gov.au/sites/default/files/2019-02/Partnering%20in%20healthcare%20framework%202019\_WEB.pdf>

* [Child Safe Standards](https://ccyp.vic.gov.au/child-safe-standards/who-do-the-standards-apply-to-page/)

<https://ccyp.vic.gov.au/child-safe-standards/who-do-the-standards-apply-to-page/>

* [Charter of Human Rights and Responsibilities Act 2006](https://content.legislation.vic.gov.au/sites/default/files/2020-04/06-43aa014%20authorised.pdf)

<https://content.legislation.vic.gov.au/sites/default/files/2020-04/06-43aa014%20authorised.pdf>

**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** | This performance measure aims to monitor the number of cases of support provided to clients. |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the total number of new cases allocated to AOS provider to receive AOS service  The provider is expected to commence service delivery within 48 hours of allocation. Annual targets provided to service providers are divided by 11 (length of pilot) to provide an indicative monthly target across the Pilot Program |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) |
| **Definition of terms** | AOS Pilot Program eligible clients as set out in the Assertive Outreach and Support Pilot Program requirements Client refers to an individual receiving assertive outreach and case management services through the AOS Pilot Program.  Assertive outreach is defined as an early intervention service to address barriers to access and are provided flexibly in the place of residence or community. Case management is defined as a collaborative, structured process of assessment, planning, intervention, and review of services delivered, that responds to the risk and needs of a person with complex needs. The Engagement Plan will identify creative strategies the AOS service provider will use to maintain open communication with the client and encourage their participation in the AOS Pilot Program. An Individual Support Plan is a document that results from a person-centred planning process that details the supports, activities and resources required for an individual to achieve their personal goals. |

**Performance measure 2: Number of reports**

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| **Aim/objective** | The aim of this performance measure to monitor the expenditure of brokerage. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the brokerage expended in the reporting period.  The total yearly allocation of Brokerage is divided by 11 (length of pilot) to provide an indicative monthly target across the Pilot Program |
| **Data source(s) collection** |  |
| **Definition of terms** | ‘Expended’ refers to funds actually spent and not funds approved for spending. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service delivery tracking data set | Monthly |
| Acquittal Form - Brokerage | Manual Data Collection | Acquittal to Program Area and DFFH Adviser | Quarterly |

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