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| Client Information and Support34004 |
| Outcome objective: Victorians are connected to culture and community  Output group: Drug Services  Output: Drug Prevention And Control |

**OFFICIAL**

## 1. Service objective

To facilitate the provision of mutual support and information for people with alcohol and drug problems.

## 2. Description of the service

To provide information, training, support, advice and referrals to equip people to manage and respond to harmful drug use.

## 3. Client group

The target group for this activity is people who use drugs, peer workers and other harm reduction workers, families, carers, schools and professionals.

## 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

* [Alcohol & Other Drug Program Guidelines](https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines)

<https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines>

* [Policy and funding guidelines for health services](https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services)

<https://www.health.vic.gov.au/policy-and-funding-guidelines-for-health-services>

* [Protocol between Drug Treatment Services & Child Protection for working with parents with alcohol & other drug issues](https://www2.health.vic.gov.au/about/publications/researchandreports/Protocol-between-drug-treatment-services-amp-child-protection-for-working-with-parents-with-alcohol-amp-other-drug-issues--August-2002)

<https://www2.health.vic.gov.au/about/publications/researchandreports/Protocol-between-drug-treatment-services-amp-child-protection-for-working-with-parents-with-alcohol-amp-other-drug-issues--August-2002>

## 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 contacts**

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| **Aim/objective** | The aim of this performance measure is to report on the agreed deliverables to support client information and support |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Non-cumulative |
| **Counting rule** | Submit report on the number of contacts of the range of initiatives and programs |
| **Data source(s) collection** | * Victorian Alcohol and Drug Collection (VADC) / Alcohol and other drug treatment services national minimum dataset * Manual Data Collection |
| **Definition of terms** | information, training, support, advice and referrals to equip people to manage and respond to harmful drug use |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Victorian Alcohol and Drug Collection (VADC) / Alcohol and other drug treatment services national minimum dataset | VADC |  | Quarterly |
| Manual Data Collection | Manual Data Collection |  | Quarterly |

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