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| Client Placement Support Services31217 |
| Outcome objective: Victorians have capabilities to participate  Output group: Child Protection and Family Services  Output: Specialist Support Services |

**OFFICIAL**

## 1. Service objective

To provide specialist case management and support services to children and young people who are placed in out-of-home care.

## 2. Description of the service

The client placement support services activity funds the provision of a range of services, including intensive case management and innovative support services.

Intensive case management services are targeted at young people aged 12 to 18 years in out-of-home care, who are subject to child protection involvement and who demonstrate a high level of risk behaviours.

Innovative support services are area specific models of support developed to meet the needs of clients.

## 3. Client group

Children and young people who are placed in out-of-home care, all subject to current protective involvement.

## 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

* [Human Services Standards policy](https://providers.dffh.vic.gov.au/human-services-standards-policy)

<https://providers.dffh.vic.gov.au/human-services-standards-policy>

* [Child Protection Practice Manual](http://www.cpmanual.vic.gov.au)

<http://www.cpmanual.vic.gov.au>

## 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 provides information about the support services provided to children placed in out-of-home care and includes the following services: • Intensive case management services (ICMS) • Innovative support (IS) |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Non-cumulative |
| **Counting rule** | Count total number of clients receiving a service during the reporting period |
| **Data source(s) collection** | * Out of Home Care |
| **Definition of terms** | This performance measure provides information about the support services provided to children placed in out-of-home care and includes the following services: • Intensive case management services (ICMS) • Innovative support (IS) |

### Key performance measure 2: Number of clients

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| **Aim/objective** | This performance measure provides information about the support services provided to children placed in out-of-home care and includes the following services: • Intensive case management services (ICMS) • Innovative support (IS). |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Daily average number of clients subject to protective involvement divided by daily average number of clients receiving a placement support service during the reporting period. For example: Daily average number of clients subject to protective involvement (CRIS/CRISSP) = 32  Daily average number of clients (CRISSP) = 145 |
| **Data source(s) collection** | * Out of Home Care |
| **Definition of terms** | Child or young person is defined in accordance with the Children, Youth and Families Act 2005. Protective involvement refers to children/young people who are either subject to current protective order, investigation or where on-going risk has been substantiated by protective services |

### Performance measure 3: Number of clients

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| **Aim/objective** | This performance measure provides information about the support services provided to children placed in out-of-home care and includes the following services: • Intensive case management services (ICMS) • Innovative support (IS). |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Daily average number of clients subject to protective involvement divided by daily average number of clients receiving a placement support service during the reporting period. For example: Daily average number of clients subject to protective involvement (CRIS/CRISSP) = 32  Daily average number of clients (CRISSP) = 145 |
| **Data source(s) collection** | * Out of Home Care |
| **Definition of terms** | Child or young person is defined in accordance with the Children, Youth and Families Act 2005. Protective involvement refers to children/young people who are either subject to current protective order, investigation or where on-going risk has been substantiated by protective services |

### Performance measure 4: Percentage of children and young people who are subject to protective involvement

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| **Aim/objective** | This performance measure provides information which is used to analyse whether the service is being targeted to the appropriate client group |
| **Target** | 100 per cent |
| **Type of count** | Non-cumulative |
| **Counting rule** | Daily average number of clients subject to protective involvement divided by daily average number of clients receiving a placement support service during the reporting period. For example: Daily average number of clients subject to protective involvement (CRIS/CRISSP) = 32  Daily average number of clients (CRISSP) = 145 Percentage = (32/145) x 100 = 22.0% |
| **Data source(s) collection** | * Out of Home Care |
| **Definition of terms** | Child or young person is defined in accordance with the Children, Youth and Families Act 2005. Protective involvement refers to children/young people who are either subject to current protective order, investigation or where on-going risk has been substantiated by protective services |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Out of Home Care | CRISSP | Client placement support services | Quarterly |

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