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| Client Support Family Violence  38028 |
| Outcome objective: Victorians are safe and secure  Output group: Family Violence Service Delivery  Output: Family Violence Service Delivery |

**OFFICIAL**

**1. Service objective**

Client support family violence promotes the safety and wellbeing of victim survivors of family violence, including children and young people, through the provision and coordination of responses needed to promote safety and wellbeing. This includes the direct provision of crisis support and case management, after-hours responses and the co-ordination of multi-agency Risk Assessment and Management Panels (RAMPs).

**2. Description of the service**

• This activity ensures all victim survivors in a family group including children and young people can access tailored support including crisis support, case management and after-hours responses provided by a Specialist Family Violence Practitioner. Specialist Family Violence Practitioners provide consistent, coordinated, timely and flexible support to victim survivors that responds to their safety and other support needs.  
• Risk Assessment and Management Panels (RAMPs) are a system mechanism that coordinates a multi-agency response to serious risk family violence cases. Cases are referred to RAMP and are determined to be eligible and heard at RAMP, or deemed by the Co-Chairs at the pre-meeting that risk management can be facilitated by the co-ordinator.

**3. Client group**

• This is a client facing activity.  
• The client group for this activity is victim survivors of family violence, including children and young people - specifically:  
 - victim survivors of family violence who require specialist support both during standard business hours and after-hours to be safe, stabilise and live free from violence; and  
 - victim survivors who are assessed as being at serious risk from family violence and where the service system response has not been able to mitigate the risk.

**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**

* [Family violence referral protocol between DHHS, Family Safety Victoria and Department of Justice and Regulation and Victoria Police 2018](https://providers.dffh.vic.gov.au/family-violence-referral-protocol-between-dffh-family-safety-victoria-and-department-justice-and)

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* [Risk Assessment and Management Panel Operational Guidelines](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)

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* [Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim-Survivors](https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/)

<https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/>

* [Strategic funding model overview](https://providers.dffh.vic.gov.au/strategic-funding-model-overview)

<https://providers.dffh.vic.gov.au/strategic-funding-model-overview>

* [Case management program requirements for specialist family violence services which support victim survivors](https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim)

<https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim>

* [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>

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

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-after-hours>

* [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 new support periods**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of new support periods. |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Support Periods and Cases are often used interchangeably and are synonymous with each other. The term support periods has been used in this activity, as it is the current term used by the Specialist Homelessness Services Collection and matches current data systems. A support period is an episode of support provided to a client from your agency. Count the number of new support periods during the monthly reporting period excluding those support periods opened in the funded after-hours program. One support period is counted for each individual, including children and young people, who receive client support. For advice on when to count children and young people please see below under Definition of terms. A support period starts on the day the client first receives support from your agency. A support period ends when:  • the relationship with the client and agency ends • the client has received the maximum support your agency can offer • a client has not received any service from your agency for a whole calendar month and there is no ongoing relationship. If a client’s support period has been closed and the client presents again and is provided with support, this will be counted as a new support period. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Specialist homelessness services collection |
| **Definition of terms** | A support period is the episode of support a client receives from your agency. A client is a person who receives a direct service from your agency. To be a client the person must directly receive a service and not just be a beneficiary of a service. For example, a child or young person who presents with a parent and is provided with specific support is a client. A child or young person who presents with a parent and a parent receives support – for example financial assistance to prevent tenancy failure or other emergency funding, is likely be considered to have received an indirect service, and not be considered a client. A client can be of any age and accompanying children who receive direct services are clients. Services are defined as any work an agency undertakes to support or advocate for a client including administrative tasks directly related to the support of a client and travel incurred by the case worker to assist clients. |

**Key performance measure 2: Number of Service Hours**

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| **Aim/objective** | This performance measure provides information about the number of service (agency) hours provided directly to victim survivors of family violence during the reporting period. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of service hours (time) undertaken during the reporting period that relates to a client including: • Direct client facing work • Case work related to the client • Travel time related to the client • Secondary consultations related to a client • Information sharing about your client with other services • Consultations with a client, where the client prefers to remain unidentified. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Specialist homelessness services collection |
| **Definition of terms** | Service hours are defined as minutes and hours spent by the agency’s staff providing client support including crisis and case management support to victim survivors excluding those service hours incurred in funded after-hours responses.  Client support service hours may be expended on a range of service functions including screening, identification, triage, risk assessment, case planning and risk management, review and case closure. Activities also include safety planning, secondary consultation, referrals, coordinated responses with other services, co-case management, advocacy, and information sharing. Service hours do not include non-client service hours such as attending supervision, attending training, undertaking administrative functions and organisational planning. Example 1:  A worker spends two-hours of contact time with one victim survivor. In addition, the worker travelled 30 minutes each way to meet the victim survivor. The worker then spent one hour writing up the case notes. This is counted as one worker x two hours of contact + one hour of travel + one hour of case work = four service hours.  Example 2: Two workers spend an hour with two victim survivors. This is counted as an hour for each worker, so two workers x one hour each = two service hours. |

**Key performance measure 3: Number of new RAMP cases**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of new high-risk cases that receive a Risk Assessment and Management Panel (RAMP) response. |
| **Target** | The performance measure is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of new cases that are heard at and assisted by RAMP during the reporting period.  Count the number of new cases that are referred to RAMP for assistance and where coordinated risk management is facilitated by coordinators outside of RAMP during the reporting period. If a case has been closed and re-opened following a subsequent referral, count it as a new case. Cases that are already open in the period should not be counted again as they have already been counted in a previous reporting period. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * RAMP quarterly reporting template |
| **Definition of terms** | A new case for the purpose of RAMP, is any new case in the month that is referred to RAMP and was either: • determined to be eligible and heard at RAMP, or • deemed by the Co-Chairs at the pre-meeting that risk mitigation strategies facilitated by the co-ordinator have been established, are in in place and are sufficiently effective to not require a panel hearing.  This can include a new case that was previously closed; either facilitated by coordinators or heard at RAMP. A case is considered to be facilitated by the coordinator where RAMP coordinators support cross agency collaboration with the referral agency to manage the case without it being assisted by and heard at RAMP. |

**Key performance measure 4: Number of responses (after-hours crisis response)**

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| **Aim/objective** | To monitor the number of new local responses provided to people who require after-hours crisis support as a result of family violence. |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of local responses provided by funded after-hours services, to people who require after-hours crisis support as a result of family violence. Where a response is provided to a family, this should be counted once.  A person or household can receive multiple responses in a reporting period. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Specialist homelessness services collection * After-hours responses Specialist homelessness information platform (SHIP) collection |
| **Definition of terms** | Funded after-hours services are specific agencies who are funded to deliver after-hours responses within specified DFFH areas. After-hours is defined as the period outside the traditional business hours of 9am-5pm Monday to Friday. After-hours includes the period between the hours of 5pm and 9am on weekdays, all hours on weekends (between 5pm Friday and 9am Monday) and public holidays. A local response is defined as face-to-face or phone-based contact with an individual or family where support is provided. This may include, but is not limited to, emotional support, risk and needs assessment and management, information and referral, provision of material aid, safety planning, and access to emergency accommodation. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Service Delivery Tracking (SDT) | My Agency/SAM | SAMS2/Service delivery tracking data set | Monthly |
| Specialist homelessness services collection | SHIP | Specialist homelessness services (SHS) | Monthly |
| After-hours responses Specialist homelessness information platform (SHIP) collection | SHIP | After-hours response reporting | Monthly |
| RAMP quarterly reporting template | Electronic Data System | RAMP Information Sharing System (RISS) | Quarterly |

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