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| Client support family violence – HA 94875 |
| Outcome objective: Victorians are safe and secure  Output group: Housing assistance  Output: Housing support and homelessness assistance |

# 1. Service Objective

Client support family violence funding promotes the safety and wellbeing of victim survivors of family violence including crisis and ‘after-hours’ support and the coordination of responses needed to promote safety and wellbeing.

# 2. Description of the service

### This activity ensures people who experience family violence can access:

* case management, including the coordination of responses needed to promote safety and wellbeing of victim survivors, and the task-focused case work in support of case management goals.
* ‘after hours’ support to address their immediate needs and risks, and

Specialist Family Violence Practitioners work with victim survivors and their children to identify both immediate and medium-term goals with the focus on reducing risk, regaining control and setting a course for healing and recovery. Case plans are developed with victim survivors to document the plan and goals for the support period. Supports are provided within a therapeutic and recovery-oriented framework with referrals made out for tailored therapeutic services which address the longer-term impacts on the psychological and emotional well-being of victim survivors.

# 3. Client group

This funding is specifically targeted towards victim survivors of family violence who require support to build a life free from violence.

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, your organisation 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 Information Sharing Scheme](https://www.vic.gov.au/family-violence-information-sharing-scheme)

<<https://www.vic.gov.au/family-violence-information-sharing-scheme>>

* Multi Agency Risk Assessment and Management Framework (MARAM)

<https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management>

* [Code of Practice for Specialist Family Violence Services for Women and Children](https://dhhs.vic.gov.au/sites/default/files/documents/201705/code-of-practice-domestic-violence-vic-2006.pdf)[[1]](#footnote-1)

<https://dhhs.vic.gov.au/sites/default/files/documents/201705/code-of-practice-domestic-violence-vic-2006.pdf>

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

<https://providers.dhhs.vic.gov.au/family-violence-referral-protocol-between-dhhs-family-safety-victoria-and-department-justice-and>

* [Guideline: Family Violence Services and Accommodation – Complying with the Equal Opportunity Act 2010](https://www.humanrightscommission.vic.gov.au/home/our-resources-and-publications/eoa-practice-guidelines/item/1577-guideline-family-violence-services-and-accommodation-complying-with-the-equal-opportunity-act-2010)

<https://www.humanrightscommission.vic.gov.au/home/our-resources-and-publications/eoa-practice-guidelines/item/1577-guideline-family-violence-services-and-accommodation-complying-with-the-equal-opportunity-act-2010>

* [Family Violence After-hours Crisis Responses Operational Guidelines](https://providers.dhhs.vic.gov.au/family-violence-after-hours-crisis-responses-operational-guidelines-word)

<<https://providers.dhhs.vic.gov.au/family-violence-after-hours-crisis-responses-operational-guidelines-word>>

* [Homelessness Services Guidelines and Conditions of Funding](https://dhhs.vic.gov.au/sites/default/files/documents/201705/Homelessness-Services-Guidelines-and-Conditions-of-Funding-May-2014.pdf) <https://dhhs.vic.gov.au/sites/default/files/documents/201705/Homelessness-Services-Guidelines-and-Conditions-of-Funding-May-2014.pdf>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Please note that Family Safety Victoria intends to amend the performance measures in this activity and will consult with funded agencies and relevant stakeholders over the course of the 2019-20 financial year

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 is provided in the Service Agreement |
| Type of count | Cumulative  Non-cumulative |
| Counting rule | 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.  One support period is counted for each individual, including children, who is receiving case management support. For advice on when to count children please see below under Definition of terms.  A support period starts on the day the client first receives case management 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 in a new reporting month and is provided with support, this will be counted as a new support period.  Clients are counted once in a support period (noting that a support period may span across several months).  To count a support period a client must receive a minimum of one hour of services over the duration of the support period.  Annual targets provided to service providers are divided by 12 to translate to monthly targets. |
| Data source(s) collection | Service delivery tracking system  Specialist homelessness services collection provided to the Department of Health and Human Services and the Australian Institute of Health and Welfare. |
| 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 who presents with a parent and is provided with support is a client. A child who presents with a parent and a parent receives assistance to prevent tenancy failure/food vouchers is a beneficiary not a client.  A client can be of any age and accompanying children who receive direct services are clients.  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.  Services are defined as any work an agency undertakes to support or advocate for a client and administrative tasks directly related to the support of a client. |

## Performance measure 2: Percentage of clients with an agreed case plan

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| Aim/objective | The aim of this performance measure is to monitor the percentage of agreed case plans to ensure a case plan is developed for each client. |
| Target | 90 per cent |
| Type of count | Cumulative  Non-cumulative |
| Counting rule | At the end of the reporting period, calculate the percentage of clients who have a case plan.  The percentage is calculated as the number of clients who are assisted to identify goals and to develop a case plan, divided by the total number of clients.  The number of clients who are assisted to identify goals and to develop a case plan is required to be reported as a data collection item, in addition to the percentage calculated above. |
| Data source(s) collection | Specialist homelessness services collection provided to the Department of Health and Human Services and the Australian Institute of Health and Welfare. |
| Definition of terms | 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.  A case plan is a personal plan or a support agreement that usually has a statement of the client’s problems or needs, some goals for the client and strategies to achieve those goals. |

## Performance measure3 : 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  Non-cumulative |
| Counting rule | Count the number of local responses provided 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 system  After-hours acquittal report |
| Definition of terms | 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 Victorian 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 |
| --- | --- | --- | --- |
| Service delivery tracking (SDT) | FAC/SAMS2 | Service delivery tracking data set | Monthly |
| Specialist homelessness services collection | Specialist Homelessness Information Platform (SHIP) | Specialist homelessness services collection provided to the Department of Health and Human Services and the Australian Institute of Health and Welfare. | Monthly |
| After-hours acquittal report | Manual | Manual | Quarterly |

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1. This link goes straight to the document, not a landing page [↑](#footnote-ref-1)