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| Individual, Child and Family Support  31435 |
| Outcome objective: Victorians have capabilities to participate  Output group: Child Protection and Family Services  Output: Family And Community Services |

**OFFICIAL**

**1. Service objective**

Child and family services aim to promote the safety, stability, wellbeing, development and cultural safety of vulnerable children, young people and their families (inclusive of unborn children, infants, children, young people, mothers, fathers, parents, siblings, kin, carers, and carer families) and build capacity and resilience for children, families and their communities.

**2. Description of the service**

Individual, Child and Family Support provides a comprehensive range of services for vulnerable children (from pre-birth up to 17 years old) and their families to promote children’s safety, stability and healthy development.  
Individual, Child and Family Support services provide a range of service responses, including:  
• a strengths-based approach and comprehensive needs and risk assessment  
• development and implementation of a family action plan  
• multidisciplinary interventions  
• authorisation to consult with, or make reports to, child protection when a child is believed to be in need of protection  
• joint response between child and family services where child protection has an open case  
• providing flexible packages to support a family action plan, such as meeting the cost of baby safety equipment or undertaking specialised counselling or treatment services (see activity description for 31437 Flexible funding).  
Individual, Child and Family Support includes sub activities of varying intensity. These sub activities are designed so that service providers can provide flexible, needs based support to vulnerable children and families – support that can flex up and down as families’ needs change. For more information see Program requirements for family and early parenting services in Victoria <https://providers.dhhs.vic.gov.au/program-requirements-family-and-early-parenting-services-word>.  
Family services sub activities can be used for all vulnerable children and their families:  
• Brief intervention (10 hours) – Family services  
• Foundation (40 hours) – Family services  
• Sustained (110 hours) – Family services  
• Intensive (200 hours) – Family services.  
Placement prevention and reunification sub activities can be used for vulnerable children and their families who have been referred from child protection for a specific response:  
• Sustained (110 hours) – Preservation and reunification  
• Intensive (200 hours) – Preservation and reunification.

**3. Client group**

The target group for Individual, Child and Family Support is vulnerable children, young people and their family (inclusive of unborn, infants, children, young people (to 17 years), mothers, fathers, parents, siblings, carers, and carer families) who need:   
Early help – early intervention and prevention activity often provided in collaboration with universal services. Target group includes children and their families with lower level needs that are not being met by universal services alone. These children and families require additional and early help.  
Targeted and specialist support – more intensive and sustained activity to achieve change for families and increase safety and wellbeing of children.   
Targeted and specialist support is also provided to carer families to support and strengthen their capacity to care for children who are temporarily in their care.  
Continuing care – support activity provided to birth families to maintain and strengthen connection with their children who are in permanent care and to carer families to support and strengthen their capacity to care for children who are in their permanent care.

**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.
* Registration under the Children, Youth and Families Act 2005

**4b. Program requirements and other policy guidelines**

* [A Strategic Framework for Family Services](https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf)

<https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf>

* [Best Interests Case Practice Model - Summary Guide](https://dhhs.vic.gov.au/publications/best-interests-case-practice-model-summary-guide)

<https://dhhs.vic.gov.au/publications/best-interests-case-practice-model-summary-guide>

* [The Best Interests Framework for Vulnerable Children and Youth](https://providers.dffh.vic.gov.au/best-interests-framework-vulnerable-children-and-youth-pdf)

<https://providers.dffh.vic.gov.au/best-interests-framework-vulnerable-children-and-youth-pdf>

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

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

* [Program requirements for family and early parenting services in Victoria](https://providers.dffh.vic.gov.au/program-requirements-family-and-early-parenting-services-victoria-word)

<https://providers.dffh.vic.gov.au/program-requirements-family-and-early-parenting-services-victoria-word>

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

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

* [Family Violence referral protocol between the Department of Health and Human Services and Victoria Police 2015](https://dhhs.vic.gov.au/family-violence-referral-protocol-between-dhhs-and-victoria-police-2015)

<https://dhhs.vic.gov.au/family-violence-referral-protocol-between-dhhs-and-victoria-police-2015>

* [Practice guidelines: NDIS and mainstream services interface](http://providers.dffh.vic.gov.au/practice-guidelines-ndis-and-mainstream-services)

<http://providers.dffh.vic.gov.au/practice-guidelines-ndis-and-mainstream-services>

* [Victorian Family Preservation and Reunification Response and Aboriginal Family Preservation and Reunification Response - Service Guidelines and Requirements](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi2)

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**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 service hours**

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| **Aim/objective** | This performance measure provides information about the number of service (agency) hours provided directly to clients |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Annual targets provided to service providers are divided by 12 to translate to indicative monthly targets. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Family Services, Cradle to Kinder, Stronger Families |
| **Definition of terms** | Service hours are defined as hours spent by the service provider’s staff providing casework to clients. A casework approach includes a range of service activities such as assessment, active engagement, counselling and/or group work.  Example: One service provider staff member provides a two hour group session to four clients. This is counted as 1 service provider staff member x 2 hours equals 2 service hours. Two service provider staff members provide a two hour group session to ten clients. This is counted as two service hours for each staff member, so 2 service provider staff members x 2 hours each = 4 service hours. One service provider worker provides a two hour case work session to one client. In addition this support includes 30 minutes of travel each way. This is counted as one service provider worker x two hours of case work + one hour of travel = three service hours.  Service hours include time spent writing case notes and other activities directly related to clients. Note: the group function is to be used for group work service activities only. A client is defined as the family receiving the service. A non-substantive case is a case which requires less than 2 hours of service. A substantive case is a case which has received more than 2 hours of service. |

**Performance measure 2: Number of cases**

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| **Aim/objective** | This performance measure provides information about the number of new cases of support provided to clients. |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | Count cases in the first reporting period of each financial year as: • substantive cases open at the start of the period, and  • new substantive cases opened during the period.  Count cases in the remaining periods of the financial years as: • new substantive cases opened during the period. |
| **Data source(s) collection** | * Family Services, Cradle to Kinder, Stronger Families |
| **Definition of terms** | A case is an episode of support provided to a client. A client is defined as the family receiving the service. |

**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 | Service Delivery Tracking Data Set | Monthly |
| Family Services, Cradle to Kinder, Stronger Families | IRIS | Family services Cradle to Kinder (phasing out) | Monthly |

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