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| Outreach support17008 |
| Outcome objective: Victorians have the capabilities to participateOutput group: Disability servicesOutput: Disability services |

# 1. Service Objective

Outreach support aims to develop the skills of people with a disability to enable them to live independently in their own home and participate in their community.

# 2. Description of the service

Funding for this activity is being withdrawn progressively as clients transition to the National Disability Insurance Scheme (NDIS).

Outreach support delivers a combination of services which are provided flexibly in the home or community. Outreach support assists people with a disability to undertake daily living activities, access and participate in their community, and strengthen their personal relationships.

The provision of outreach support incorporates an assessment of a person’s support needs and the development of an individual support plan, which is regularly reviewed and monitored. Some informal case coordination support may also be provided. Services are to be provided to individuals based on their assessed need for support.

# 3. Client group

The client group this activity is targeted at is people with a disability as defined under the Disability Act 2006 and who are considered a priority for access to services.

# 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 Disability Act 2006.

##  4b. Program requirements and other policy guidelines

* [Senior Practitioner – Authorised Program Officer practice advice](https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice) <https://dhhs.vic.gov.au/publications/authorised-program-officer-practice-advice>
* [Senior Practitioner – Independent Person toolkit](https://dhhs.vic.gov.au/publications/senior-practitioner-disability-independent-person-toolkit)

<https://dhhs.vic.gov.au/senior-practitioner-disability-independent-person-toolkit>

# 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: Number of clients

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| Aim/objective | The aim of this performance measure is to monitor the number of clients receiving outreach support. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative  |
| Counting rule | Count the number of clients who received outreach support during the reporting period. |
| Data source(s) collection | Service delivery tracking (SDT) and quarterly data collection (QDC). Monthly and Quarterly |
| Definition of terms | A client refers to a person receiving outreach support services during the reporting period.The receipt of a service during the reporting period is defined as time spent on outreach support either with the client or directly in relation to the client. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| Service delivery tracking | FAC/SAMS2 | SAMS2/Service delivery tracking data set | Monthly |
| Quarterly data collection | Quarterly data collection tool | Quarterly data collection – minimum data set | Quarterly |

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