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| Parenting Advice and Education Services  31243 |
| Outcome objective: Victorians have capabilities to participate  Output group: Child Protection and Family Services  Output: Family And Community Services |

**OFFICIAL**

**1. Service objective**

Parenting advice and education services aim to:  
• support parents experiencing difficulties coping with their child/ren’s challenging behaviour, particularly during key age and stage childhood transitions, from birth through to adolescence  
• provide parenting information, advice, education resources and referrals to support services where required, as well as training and consultancy to parenting service professionals.

**2. Description of the service**

Parenting advice and education services assist eligible parents to develop parenting skills and knowledge associated with positive, protective, parent/child relationships and social competencies in children. Parenting advice and education services are broadly based on the positive parenting program (Triple P).  
Parenting advice and education services are generally provided over an eight week period through group sessions, individual interventions or telephone advice services.

**3. Client group**

The client group this activity is targeted at is parents with children up to 10 years old, who are experiencing difficulties parenting their child/ren’s challenging behaviour.

**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**

* [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)

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

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

**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 quantitative information about the number of clients provided with Parenting advice and education services |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of new clients who receive a service during the reporting period. Example: Total number of new clients = 100 |
| **Data source(s) collection** | * Parenting advice and education services (PAES) data set (PAES excel spreadsheet) |
| **Definition of terms** | A client is defined as a parent who receives parenting advice and education services, or a professional receiving either training or consultancy during the reporting period |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Parenting advice and education services (PAES) data set (PAES excel spreadsheet) | Manual Data Collection | Client data report | Quarterly |

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