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| Residential Care - Case Management31416 |
| Outcome objective: Victorians have capabilities to participate  Output group: Child Protection and Family Services  Output: Specialist Support Services |

**OFFICIAL**

## 1. Service objective

To provide case management for children and young people placed in residential out-of-home care facilities.

## 2. Description of the service

Residential care – case management is the provision of assessment, planning, facilitation and advocacy for options and services to meet the needs of children and young people in residential care through communication and available resources to promote cost effective outcomes.

Placement in residential care is based on assessment of each individual’s needs. This includes consideration of alternative placement in home-based care, and in particular kinship care, wherever possible.

Each year, the department funds the delivery of the Residential care learning and development strategy through the Centre for Excellence in Child and Family Welfare. The strategy provides training and professional development opportunities to support the skill development of the residential care workforce.

### Therapeutic residential care

Therapeutic residential care is a contemporary model of residential care informed by an understanding of trauma, attachment and child development.

A therapeutic loading, in addition to residential care base funding, is allocated for all therapeutic placements. The therapeutic loading provides for additional staffing, including a therapeutic specialist as outlined in the program requirements for the delivery of therapeutic care in Victoria. These program requirements set out the department’s expectation for delivery of the therapeutic residential care model, including additional mandatory training requirements. The program requirements for therapeutic residential care are in addition to the program requirements for residential care services in Victoria.

## 3. Client group

Children and young people and/or larger sibling groups in out-of-home care, 100 per cent of whom are subject to current protective involvement.

## 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

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

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

* [Improving safety for children and young people in residential care Overnight Safety Plan Template](https://providers.dffh.vic.gov.au/improving-safety-children-and-young-people-residential-care-overnight-safety-plan-word)

<https://providers.dffh.vic.gov.au/improving-safety-children-and-young-people-residential-care-overnight-safety-plan-word>

* [Improving safety for children and young people in residential care Overview guidelines](https://providers.dffh.vic.gov.au/program-requirements-out-home-care-services)

<https://providers.dffh.vic.gov.au/program-requirements-out-home-care-services>

* [Program Requirements for Residential Care Services in Victoria](https://providers.dffh.vic.gov.au/program-requirements-residential-care-victoria-oct-2016-word)

<https://providers.dffh.vic.gov.au/program-requirements-residential-care-victoria-oct-2016-word>

* [Program requirements for the delivery of therapeutic care in Victoria](https://providers.dffh.vic.gov.au/program-requirements-delivery-therapeutic-residential-care-victoria-word)

<https://providers.dffh.vic.gov.au/program-requirements-delivery-therapeutic-residential-care-victoria-word>

* [Labour Hire Procedures](https://providers.dffh.vic.gov.au/labour-hire-procedures%3e)

<https://providers.dffh.vic.gov.au/labour-hire-procedures>>

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

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

* [Minimum Qualification Requirements for Residential Care Workers in Victoria](https://providers.dffh.vic.gov.au/minimum-qualification-requirements-residential-care-workers-victoria-word)

<https://providers.dffh.vic.gov.au/minimum-qualification-requirements-residential-care-workers-victoria-word>

## 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: Daily average number of clients

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| **Aim/objective** | To monitor the daily average number of children and young people receiving residential care case management |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Non-cumulative |
| **Counting rule** | Total number of placement days being case managed during the reporting period, divided by number of days in the reporting period The placement days includes the first day (i.e. the day the child enters placement) and excludes the last day (i.e. the day the child departs from the placement). This is not a cumulative measure. For example: 1 child, placed for 29 day = 29 placement days 3 children, placed for 31 days = 93 placement days 10 children, placed for 28 days = 280 placement days No. of placement days used in June quarter = 402 (29 + 93 + 280) Total days June quarter = 91 Daily average placements 402/91 = 4.4 |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) |
| **Definition of terms** |  |

### Performance measure 2: Number of clients

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| **Aim/objective** | To monitor the daily average number of children and young people receiving residential care case management |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Non-cumulative |
| **Counting rule** | Number of placement days in the reporting period, divided by number of days in the reporting period. The placement days includes the first day(i.e. the day the child enters placement) and excludes the last day(i.e. the day the child departs from placement). |
| **Data source(s) collection** | * Out of Home Care |
| **Definition of terms** |  |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Out of Home Care | CRISSP | CRISSP | Quarterly |
| Service Delivery Tracking (SDT) | My Agency/SAM | SAMS/Service delivery tracking data set | Monthly |

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