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| Support & Safety Hubs-Flexible Funding & Brokerage38012 |
| Outcome objective: Victorians are safe and secure  Output group: Family Violence Service Delivery  Output: Family Violence Service Delivery |

**OFFICIAL**

## 1. Service objective

The Support and Safety Hubs – Flexible Funding and Brokerage activity (Hubs brokerage) aims to enhance the safety, stability and development of women, children and young people experiencing family violence, and families in need of support with the care, wellbeing and development of children and young people.

## 2. Description of the service

Support and Safety Hubs – service delivery activity funds a range of organisations to deliver Hub functions. The Hubs will provide an access network that includes a range of visible, non-stigmatising initial contact points for members of the community, such as telephone, ‘walk-in’, police and other professional referrals.  
The Hubs will bring together the access points for family violence services, children and family services, and perpetrator/men’s services (core services). This includes police L17 and professional referrals regarding family violence, and children and families in need of support (Child FIRST). There will be a focus on a multi-agency risk and needs identification function that includes intake, screening, identification and triage of risks and exploration of needs to determine urgency and type of response needed. Services will focus on the needs of the individual as well as needs of the family.  
Hubs brokerage will provide immediate and flexible support for people accessing services through the Support and Safety Hubs (Hub), via crisis and non-crisis supports.

Hubs brokerage should be used to:

* support people in a crisis
* support people to avoid crisis or an escalation in need and risk
* engage hard to reach people in services
* support those who can manage independently without an ongoing case manager.

The use of these funds is flexible and can be used to deliver a number of packages, provided the minimum number of packages are met as per the Service Agreement, and funds are fully expended within the financial year. There is no minimum or maximum size of packages. However, the maximum amount of a single package is expected to be no more than $5,000.

Hubs brokerage builds on the success of other flexible funding responses currently available across the service system, including family violence flexible support packages and flexible packages for ChildFIRST and family services. Hubs brokerage will not replace existing flexible funding responses; it will complement them by enabling additional funding responses ‘earlier’ in the service system.

Hubs brokerage will be delivered in close consultation with clients, based on their needs, preferences and goals, providing practical support earlier in the service delivery system, such as at access and intake points. This activity will be used to provide specific supports as part of crisis and longer-term responses including: housing and accommodation, safety and security, health and wellbeing, independence supports and child development and safety requirements.

The activity will support the delivery of targeted interventions, a service response delivered directly by Hub workers. These supports may include providing information and advice, basic assessment and planning, coordinating services for people who are generally able to self-support, material aid and supplies and goal directed, discrete interventions that support behaviour change and/or harm minimisation (e.g. a safety plan).

## 3. Client group

The client groups of Support and Safety Hubs – service delivery are:

* women, children and young people experiencing family violence
* families in need of support with the care, wellbeing and development of children and young people
* perpetrators of family violence to keep them in view and connect them to services that assist in holding them accountable for their actions and changing their behaviour.

The client group this activity is targeted at clients accessing Hub organisations. The target groups for Hubs brokerage are women, children and young people experiencing family violence, and families in need of support with the care, wellbeing and development of children and young people, who are accessing services through the Hubs. Hubs brokerage may be used for perpetrators if it improves the safety of their victims and/or behaviour change but must align with the guidelines.

## 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>

* [Program requirements for The Orange Door brokerage](https://www.vic.gov.au/sites/default/files/2019-04/Program-requirements-for-The-Orange-Door-Brokerage_0.pdf)

<https://www.vic.gov.au/sites/default/files/2019-04/Program-requirements-for-The-Orange-Door-Brokerage\_0.pdf>

* [Support and Safety Hub Interim Integrated Practice Framework](https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html>

* [Support and Safety Hub Service Model](https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html>

* [Support and Safety Hub Service Specifications](https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/service-model-and-specifications.html>

* [Support and Safety Hub Operational Guidelines](https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html)

<https://www.vic.gov.au/familyviolence/sector-and-partners/support-and-safety-hubs-practice-and-operational-guidance-for-hub-practitioners.html>

* [Support and Safety Hub Branding Design and Usage Guidelines](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [Client Relationship Management system Guidelines](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [Central Information Point Guidelines](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [Family Violence Information Sharing Guidelines: Guidance for Information Sharing Entities](https://www.vic.gov.au/sites/default/files/2019-01/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme.pdf)

<https://www.vic.gov.au/sites/default/files/2019-01/Ministerial%20Guidelines%20-%20Family%20Violence%20Information%20Sharing%20Scheme.pdf>

* [Family Violence Risk Assessment and Risk Management Framework](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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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 orange door packages**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of Orange Door packages issued to Orange Door clients/families |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of packages provided to a client during the reporting period.  If a client is given a package as part of the same service plan, this is counted as one. However, if a client presents for assistance after case closure then this counts as two. |
| **Data source(s) collection** | * Service Delivery Tracking (SDT) * Support and Safety Hubs . Client Relationship Management (CRM) |
| **Definition of terms** | Client refers to: • women, children and young people who have experienced, are experiencing or are at risk of family violence • families (this includes children or parents as individuals) who are in need of support with the care, wellbeing or development of children • perpetrators of family violence |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service delivery tracking | Monthly |
| Support and Safety Hubs . Client Relationship Management (CRM) | CRM or other CSO system | Support and Safety Hubs - Service Delivery Brokerage | Monthly |

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