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| Sexual Assault Support Services38016 |
| Outcome objective: Victorians are safe and secureOutput group: Family Violence Service DeliveryOutput: Family Violence Service Delivery |

**OFFICIAL**

## 1. Service objective

Sexual assault support services aim to:

* provide high quality service responses to children, young people and adults who are victims/survivors of sexual assault, and
* develop and participate in community education strategies that work towards the prevention and early identification of sexual assault.

## 2. Description of the service

Sexual assault support services provide direct services to adults, young people and children who have experienced sexual assault, as well as to their non-offending family members and support people. Services include crisis care, counselling, casework, advocacy and group work.

The crisis care response includes:

* an after-hours telephone service providing counselling, information and coordination of crisis care support.
* services to victims/survivors of recent sexual assault including e crisis intervention, counselling, advocacy, liaison and coordination of support with child protection, police, forensic and other medical personnel.

Counselling advocacy and support services are also provided to adult survivors of childhood sexual assault or past adult sexual assault who present for assistance.

## 3. Client group

The client group this activity is targeted at women, men, young people and children who have experienced sexual assault, and non-offending family members and support people.

## 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

* [Family Violence Information Sharing Guidelines: Guidance for Information Sharing Entities](https://www.vic.gov.au/familyviolence/family-safety-victoria/information-sharing-and-risk-management.html)

<https://www.vic.gov.au/familyviolence/family-safety-victoria/information-sharing-and-risk-management.html>

* [Assessing children and young people experiencing family violence](https://providers.dffh.vic.gov.au/assessing-children-and-young-people-experiencing-family-violence-practice-guide-word)

<https://providers.dffh.vic.gov.au/assessing-children-and-young-people-experiencing-family-violence-practice-guide-word>

* [Family Violence Risk Assessment and Risk Management Framework](http://providers.dffh.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework)

<http://providers.dffh.vic.gov.au/family-violence-risk-assessment-and-risk-management-framework>

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

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

* [Standards of Practice for Victorian Centres Against Sexual Assault (November 2008)](http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies%2C-guidelines-and-legislation/standards-of-practice-for-victorian-centres-against-sexual-assault)

<http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/standards-of-practice-for-victorian-centres-against-sexual-assault>

* [Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)](https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management)

<https://www.vic.gov.au/family-violence-multi-agency-risk-assessment-and-management>

## 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 new cases

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| **Aim/objective** | The aim of this performance measure is to monitor the number of new clients who received sexual assault support services during the reporting period |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of new cases that are opened during the reporting period.The counting rule seeks to capture new instances where either casework or crisis support is provided to clients. A new case is counted when a client receives services from a service provider for the first time within the past three months or when a client moves from crisis support to casework. For example, a new case is counted when a client receives crisis support and then moves into short, medium or long term casework with the same service provider. However, a new case is not counted when a client moves from short term to medium term casework with the same service provider.Count a new case when a client:• starts casework with this service provider for the first time• starts crisis support with this service provider for the first time• is moved from crisis support to casework (if that client has not received casework from this service provider within the past three months)• presents for services after a previous case has been closed or requires services relating to the same incident of assault, but has not received services from this service provider for three months or more. Do not count a new case when: • a client moves to a new term of casework (for example, from short term casework to long term casework, or medium term casework to long term casework)• the client has received the same service from the service provider relating to the same incident within the last three months• an existing case carries over into a new financial or calendar year • an existing case carries over into a new month. |
| **Data source(s) collection** | * Sexual Assault
* Service Delivery Tracking (SDT)
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| **Definition of terms** | Clients refer to women, men and children who are victims of sexual assault.The client is defined as the primary person to whom the service is being delivered. It is not an attending guardian or support person.The receipt of a service during the reporting period is defined as having provided at least one hour of continuous service to the client during the reporting period |

### Performance measure 2: Percentage of clients receiving an initial response within five working days of referral

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| **Aim/objective** | The aim of this performance measure is to monitor the timeliness of sexual assault support services’ responses to clients |
| **Target** | 90 per cent |
| **Type of count** |  Non-cumulative |
| **Counting rule** | Count the number of clients who received an initial service response within five working days of referral divided by the total number of clients referred.For example:Number of clients receiving initial response within five working days = 3Total number of clients referred to a sexual assault support service = 4Percentage of clients receiving initial response within five working days of referral= 3/4 x 100= 75% |
| **Data source(s) collection** | * Sexual Assault
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| **Definition of terms** | A service response is defined as initial contact with the client that includes an assessment of the client’s needs and may include a telephone call, letter, etc.Working days are defined as Monday to Friday |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system**  | **Data set**  | **Reporting cycle** |
| --- | --- | --- | --- |
| Sexual Assault | IRIS  | IRIS sexual assault services  | Monthly |
| SASS wait list | Manual Data Collection  | Template provided to funded services  | Quarterly |
| Service Delivery Tracking (SDT) | My Agency/SAM  | SAMS2/Service delivery tracking data set  | Monthly |

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