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| Strategic Funding Model overview |

## Purpose of this document

This document provides information about funding structures and reporting requirements for organisations that deliver client support, holistic Aboriginal services and supported accommodation services.

This document links:

* the service model
* program outcomes and service delivery described in the Family Violence Case Management Program Requirements (the program requirements)
* the activity descriptors attached to the service agreement.

This document also describes the intent of the funding model, key performance measures, and data and reporting requirements.

The activities covered in this document are:

* Client Support Family Violence – 38028
* Holistic Aboriginal Family Violence – 38032
* Supported Accommodation Family Violence (Refuge) – 38034.

## Family Violence Case Management Program Requirements

The program requirements describe consistent and culturally appropriate service provision for victim survivors across the specialist family violence service system.

Refer to the program requirements for more information about the service model, legislative context, governance and other important information.

## Client Support Family Violence and Holistic Aboriginal Family Violence

Client Support Family Violence (activity 38028) and Holistic Aboriginal Family Violence (activity 38032) refer to client support that includes crisis and case management responses.

Funding provided through the Client Support Family Violence activity targets mainstream organisations. Funding through the Holistic Aboriginal Family Violence activity targets Aboriginal Community Controlled Organisations that deliver culturally appropriate Aboriginal services.

### Service hours

The first key performance measure attached to the service agreement is **number of service hours**. This means that case worker time must be captured and reported. This is done by case workers documenting the minutes and hours of client-related service activity in relevant case management systems.

The activity descriptor describes client-related time as including:

* direct client-facing time
* case work related to the client
* travel time related to the client
* secondary consultations related to a client
* information sharing about your client with other services
* consultation with a client where the client prefers to remain unidentified.

Under the funding model, total case worker time related only to client service delivery is an organisation’s service hours. Organisations must report their total service hours through Service Delivery Tracking as outlined in the activity descriptor.

### New support periods

The second key performance measure is **number of new support periods**. For case work, workers will open a support period, as required by the Specialist Homelessness Services Collection (SHSC). The SHSC manual governs requirements for case management system data capture for activities covered in this document. A support period can be opened for any amount of time if the case worker provides a direct service to the victim survivor. This includes direct services to children and young people in their own right.

Children or young people deemed to have received a direct service under a primary caregiver will have the support period opened and linked from the primary caregiver’s support period (also called the presenting unit head). All support periods will be counted.

If a young person presents alone, they will have a support period opened in their name and they will be the presenting unit head. Each agency can determine if a child or young person has received a direct service. More information is available at <https://www.aihw.gov.au/getmedia/328cf07f-cb94-4d5f-94a5-9149984bfdf9/SHS-collection-manual-2017.pdf.aspx>

The program requirements and funding model recognise that, at any time, a specialist family violence agency will be leading case management responses across intensity and duration continuums. These are described in the case management responses section of the program requirements.

Service hours and support periods are further connected within the funding model. Service hours are divided into support period tiers of:

* average brief (10 hours)
* average intermediate to longer-term (24 hours)
* average intensive (98 hours).

These tiers provide a basis for support periods targets that are more and less intensive. The tiers are averages. Organisations do not have to package support to victim survivors based on the tiers. Instead, organisations must use a service hours approach for flexible, holistic and appropriate service delivery for victim survivor safety and support needs. Organisations are also not required to count support periods by individual tiers. The activity descriptor requires that organisations count total new support periods.

A proportion of case worker hours cannot be delivered inside a support period. For example, secondary consultations, information sharing and time spent with clients who choose not to provide their personal details. In these instances, case worker hours can still be captured and counted under the first key performance measure – service hours. But the funding model allows a performance threshold of 97% for support periods. This allows for a proportion of service hours to occur outside of support periods.

## Supported accommodation

Supported Accommodation Family Violence (Refuge) (activity 38034) refers to providing temporary supported accommodation for victim survivors who cannot stay in their usual residence due to serious risk from the perpetrator.

At the refuge, case workers provide case management support to victim survivors in their family violence accommodation service (crisis and refuge), as per program requirements.

The Royal Commission into Family Violence recommended that refuge accommodation:

* promote safety
* be accessible to people with disabilities
* provide private units
* enable connections with the community, work and school.

### Bed nights

The first key performance measure for this activity is **number of bed nights**. This focuses on ensuring refuges are appropriately filled from a vacancy management perspective. This aligns with the program requirements for refuges to provide and maintain accurate, up-to-date descriptions of:

* services
* bed/household capacity
* disability accessibility
* any eligibility requirements or restrictions on the Family Violence Accommodation Register.

The victim survivor, alone or with accompanying household members, will occupy one of the private units. This is regardless of how many bedrooms the unit has. So, the focus of the funding measure is unit occupancy, and one bed night equals a unit night. Targets for bed nights assume a 20% vacancy rate to allow for turnover, cleaning and required vacancy periods.

The SHSC requires that people presenting together are recorded in the case management system as a presenting unit, with one person being the head of that presenting unit. So, by counting only the head of each presenting unit (whether alone or in a group), refuges can report this count for the bed nights target. For example, if four presenting units stay in a refuge, four units are considered occupied for the night. This means four bed nights will be counted and reported.

### Household stays

The second key performance measure is **number of household stays**. This counts the number of households that have a new stay in refuge accommodation.

As one household leaves, an incoming household is a ‘new stay’ in the refuge. The counting rule aims to count how many households have new refuge stays during a reporting period. Again, noting the SHSC requirements for presenting units, refuges can measure household stays by counting new stays of presenting unit heads. For example, if four presenting units have a new stay in a refuge in a month, this will count as four new household stays.

The activity descriptor defines a ‘household’ as a group of victim survivors that present and stay together to receive refuge accommodation from an agency. A household can be a group receiving refuge accommodation (such as a parent and child/children) or a single victim survivor receiving refuge accommodation (such as a single person without children or dependents).

### Victim survivors in refuge

Each victim survivor in refuge should receive case management in line with the program requirements. This includes children and young people who are victims in their own right.

Organisations must record data according to the SHSC, including creating a support period for each person in refuge. For children and young people in refuge with a caregiver, their support period will be opened and linked to the primary caregiver’s support period (the presenting unit head).

This data is essential for the government to understand the number and needs of children and young people in refuge.

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