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| Targeted Support28208 |
| Outcome objective: Victorians are healthy and well  Output group: Primary, Community and Dental Health  Output: Maternal and Child Health and Parenting Services |

**OFFICIAL**

## 1. Service objective

The NEP is a brokerage program that aims to reduce physical risk associated with inadequate or unsafe cot ensembles and car safe seats for infants and young children. The NEP supports vulnerable Victorian families with free safe sleeping and car travel equipment where a safety concern has been identified by a local Maternal Child Health Service.

## 2. Description of the service

The Nursery Equipment program (NEP) complements Victoria’s Maternal and Child Health (MCH) Service as an additional support for eligible families. The NEP provides safe nursery equipment for Victorian families experiencing vulnerability and where a safety concern has been identified by a MCH Nurse. The program provides new cot ensembles and/or new car seats. The NEP is open to families in the Universal and Enhanced MCH programs who meet the eligibility criteria.  
Registration and Accreditation  
All products provided as part of the NEP must meet Australian Safety Standards.   
Car Seat installers must be suitably qualified. 52778WA Course in Type 1 Child Car Restraint Fitting incorporates two units of competency:  
RSCICR301A Provide information and advice on correct child car restraint use  
RSCICR302A Install child car restraints (Type 1 Fitter)   
Installers and Assemblers must hold their own appropriate insurances.

## 3. Client group

This activity seeks to support families who are experiencing, or at risk of, vulnerability or disadvantage where a safety concern has been identified. These families are then supplied with new safe sleeping and/or safe travel equipment, depending on the identified need.

## 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

* Accreditation through the National Safety and Quality Health Service (NSQHS) Standards.

### 4b. Program requirements and other policy guidelines

* [Program standards and guidelines related to the delivery of the MCH Service are available from the department’s website.](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/maternal-child-health-program-standards)

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* [Program requirements are outlined in the NEP Brokerage Agreement. This document provides detailed roles and responsibilities to deliver the NEP.](file:/F:/Oracle/Middleware/Oracle_Home/user_projects/domains/bi)

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* [The Nursery Equipment Guidelines are available from the department’s website.](https://www2.health.vic.gov.au/about/publications/policiesandguidelines/nursery-equipment-program-guidelines.)

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* [The MCH NEP Ordering portal instruction manual is available from the service providers website](https://www.each.com.au/service/maternal-and-child-health-nursery-equipment-program)

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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 Products delivered, installed and assembled

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| **Aim/objective** | To count the number of products delivered, installed and assembled within required timeframes for metropolitan and regional orders |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Non-cumulative |
| **Counting rule** | Metropolitan orders delivered, installed and or assembled equal to or less than 5 working days Regional and Rural orders delivered, installed and or assembled equal to or less than 10 working days |
| **Data source(s) collection** | * MCH Monthly Dashboard Report |
| **Definition of terms** | Metropolitan orders: From date of order approval in the NEP portal, the product is delivered, installed and assembled to the nominated address within 5 working days and reported in the MCH Monthly Dashboard Report.  Regional and rural: From date of order approval in the NEP portal, the product is delivered, installed and assembled to the nominated address within 10 working days and reported in the MCH Monthly Dashboard Report.  Reports received on the 10th of each month or the closest business day where the 10th falls on a non-business day. |

## 6. Data collection

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| MCH Monthly Dashboard Report | Manual Data Collection | Excel Spreadsheet | Monthly |

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