



Australian Government

Department of Social Services

Guide to Completing the CfC and CP Performance Report due 28 February 2014

Family Support Program

December 2013

Contents

What is the Performance Report for?	4
How your information is used	4
PDF template	4
Improvements made to the February Report	5
Client data – Who have you assisted this reporting period?	5
1. How many clients participated directly in eligible activities?	6
a) Total Clients	6
b) Of the clients at 1a, how many attended your service during the previous July to December reporting period?	6
c) Aboriginal or Torres Strait Islander?	6
d) Culturally and Linguistically Diverse?	7
e) Having a disability	7
2. How would you describe each adult client identified at 1a?	7
3. How many of the clients at 1 a) fall into the following categories?.....	7
a) Young parents <20.....	7
b) Young parents 20-25	7
c) from a family whose main source of income is believed to be from Centrelink or Department of Veterans' Affairs	8
d) From a family known to have Centrelink income support payments subject to income management.....	8
e) From a family known to be referred by, or involved with, child protection.	8
Key Service Activities	8
What were the key service activities undertaken to deliver your service? Error! Bookmark not defined.	
What were the key service activities undertaken to deliver your service?	10
a) Title of activity	10
b) Type of activity	10
c) Suburb/town/community where this activity was delivered?	11
What did you plan to achieve?.....	11
Total clients for the activity for this reporting period.....	11
Was this activity designed for or targeted at clients from a particular demographic group/s? ...	11
Demographic group/s targeted	12
What outcomes has this activity achieved?	13
With which FSP Outcome does this activity align?	13
Provide any additional comments about the service activity here.....	13

Deliverables	14
In reviewing services delivered by this Activity, how many of the deliverables in the Funding Agreement are being met?	14
Were there any challenges in meeting the deliverables?	14
Which deliverables have not been met and why? Please provide details below.	14
Confirmation of changes to service delivery locations.	14
What Works?	14
Case studies.....	15
Promising Practice	15
Additional Information / Feedback	16
Do you have any further comments on your organisation’s achievements during this period?..	16
If your organisation has undertaken any research or evaluation activities relevant to FSP, are there any findings you would like to share with the Department?	16
Do you have any feedback regarding this Performance Report?	16
Additional Information	17
Objectives.....	17
Program Outcomes	18
Types of Activity	18
Demographic Target Groups	19
Collaborative Relationships.....	20
Attachment A - What should be included in a case study?	21
Attachment B - FSP Performance Framework	23
Attachment C - Abridged Version of the CfC and CP Performance Report Template.....	27

What is the Performance Report for?

Under the terms of the Family Support Program Funding Agreement, the FSP Performance Report must be completed twice annually and submitted by 28 February and 31 July. The Report is designed to collect Communities for Children and Community Playgroups data as evidence to support ongoing funding for the Family Support Program.

CfC Facilitating Partners are responsible for compiling and completing the Performance Report. Community Partners should not be given the template to complete. To collect necessary data from Community Partners, it is suggested that Facilitating Partners provide Community Partners with an abridged version of the template. An example, which can be adapted to individual Facilitating Partner specifications, is provided at **Attachment C**.

How your information is used

The CfC and CP Performance Report template is designed to gather the necessary information to:

- 1) Assess your performance in meeting your Funding Agreement deliverables and fulfilling the requirements of the FSP Performance Framework. For more information see the [FSP Performance Framework](#) (**Attachment B**)
- 2) Assess overall performance of the program within the FSP Performance Framework:
 - a) How well we are reaching vulnerable and disadvantaged families.
 - b) How well the FSP is achieving its objectives.
 - c) Identifying trends, gaps, etc. to build the evidence base and inform future funding decisions and policy development.
- 3) Fulfil departmental obligations to:
 - a) Promote the efficient, effective, economical and ethical use of Commonwealth funding as required by the Financial Management Act 1997
 - b) Report against the Department's Key Performance Indicators in its Annual Report to Parliament
 - c) Inform our Minister of progress towards program outcomes

PDF template

Organisations funded to deliver more than one Activity must complete a separate template for each Activity delivered, i.e. CfC Direct, CfC Facilitating Partners, CfC Indigenous Parenting Services or Community Playgroups.

Note: CfC Indigenous Parenting Services – Intensive Family Support Service providers will not be asked to complete all questions in the template.

Each template is automatically generated by the Department's funding management system (FOFMS) and is linked to a particular funded Activity. Once issued, a template cannot be transferred to a different funded Activity.

The template is developed using Smartform technology, which gathers data in a uniform manner which is automatically loaded against the correct provider and Activity in FOFMS.

It is therefore important that details for each Activity are entered into the correct template, identified by the prefilled *Activity Title* and *Activity ID* details printed on the front page of the template.

In order to fit into system capabilities, the template includes limits on the size of text boxes, with the maximum number of characters or words identified where relevant. Providers may, however, submit further information as attachments.

Improvements made to the February Report

Only minor adjustments have been made to the February 2014 reporting template. The table asking providers to rank Eligible Activities has been removed, All other questions remain unchanged from questions in Part 1 and Parts 3 to 6 of the July 2013 report.

Improvements have been made to the tool tips and explanatory text providing additional guidance for completing the report. Additionally, a quick reference section, which contains definitions of counting rules and terms used, is now included.

Client data – Who have you assisted this reporting period?

A **client** is anyone who receives a direct FSP service. This term is used generically and encompasses similar terminology such as 'participant', 'member' and 'customer'.

Those who enjoy a flow on benefit from a family member's access to FSP services are not counted as clients.

Example: If a mother and her child receive direct case management services, other family members may benefit indirectly from this service (e.g. siblings); however only the mother and child are counted as clients.

A **direct service** is a service delivered to a client by an FSP provider with the specific intent to contribute to achieving an FSP outcome.

Make sure that you read and understand the introductory notes and examples.

Provide details of all clients who have attended your service and received a direct service.

Note:

- Community Playgroups should provide details of current playgroup association members and their children

- Providers who do not deliver direct services to clients – e.g. peak bodies, services who only undertake research or deliver web based activities, etc. –should enter ‘0’ at 1a and are not required to complete further questions in Part 1
- Where possible, provide a count of unique clients. i.e. if a client attends more than one of your service activities, count that person only once, rather than once per service activity
- CfC Facilitating Partners should direct each Community Partner to provide unique client counts. CfC FPs are not expected to track unique clients who access services delivered by different Community Partners.

Do not include clients who:

- Attended promotional events and family fun days
- Received straightforward referrals and were redirected to another service
- Received assistance that involved the provision of information, with no direct participation in your service

1. How many clients participated directly in eligible activities?

a) Total Clients

Record (by age group) all clients who received an FSP service during the reporting period.

b) Of the clients at 1a, how many attended your service during the previous July to December reporting period?

Note: Do not complete this question on the February reporting template.

This question is only asked in the July reporting template each year.

Record the number of those clients who received an FSP service during this reporting period, *who also received an FSP service from your Organisation in the July – December reporting period of this financial year.*

Why? Asking this question in the second reporting period each year (i.e. January to June) allows FSP to more accurately identify the total number of unique clients assisted in any given financial year. This is necessary for the FSP to report to government in the Department’s Annual Report.

Of the clients in 1a, how many have identified themselves as:

c) Aboriginal or Torres Strait Islander?

Record the total number of clients who identify as Aboriginal or Torres Strait Islander.

Why? People who are of Aboriginal or Torres Strait Islander descent are a priority target group for CfC services.

The percentage of FSP clients who are of Aboriginal or Torres Strait Islander descent is published in the Department’s Annual Report.

d) Culturally and Linguistically Diverse?

Record the total number of clients who were born overseas and who speak little or no English at home.

Do not include any Aboriginal or Torres Strait Islander clients in this count.

Why? Those whose cultural and/or linguistic diversity presents a disadvantage to fully participating in the community (e.g. poor language skills inhibit participation in education, employment, social activities) are a priority group for CfC services.

The percentage of FSP clients who are CaLD is a known “vulnerable and at-risk of disadvantage” priority target group and reported in the Department’s Annual Report.

e) Having a disability

Record all clients who have a disability that affects their quality of life and/or hinders their ability to fully participate in the community, e.g. participation in education, employment, social activities.

Why? People with a disability are known to be at greater risk of disadvantage. FSP uses this as a proxy measure for vulnerability.

2. How would you describe each adult client identified at 1a?

Count each of the adult clients who attended your service in one of the categories listed. The total of clients listed in questions 2 a) to 2 f) must be equal to the total adults listed in 1 a).

Do not count youth who are also parents here. This section collects data on adult demographics only. Young parents are recorded in the next set of categories section.

All adult clients who do not fit into categories a) to e) should be entered at f).

Why? Analysis of this data provides an insight into the level of:

- Services provided to demographic groups of particular interest to FSP and
- Professional skills development and community capacity building provided by CfC.

3. How many of the clients at 1 a) fall into the following categories?

Record all clients (adults, youth and children) who fall into any of the demographic categories listed. Include clients as in as many categories as relevant.

a) Young parents <20

Why? Young parents less than 20 years and their children are particularly vulnerable to disadvantage and are a priority target group for CfC services.

b) Young parents 20-25

Why? Young parents, 20-25 years may be at risk of disadvantage.

c) from a family whose main source of income is believed to be from Centrelink or Department of Veterans' Affairs

- If services collect this data for their own purposes, or if it is appropriate to ask clients for this information, services should report this figure.
- Where appropriate, the provider may use professional judgement to answer this question.
- Providers are not expected to ask clients for this information in a way that causes distress or if it is inappropriate to do so. Discuss alternatives with your Funding Agreement Manager.

Why? Income support is used as a proxy measure of disadvantage and vulnerability. We gather this to assess how well FSP reaches appropriate target groups.

d) From a family known to have Centrelink income support payments subject to income management.

This data is only required of providers who have reason to collect this information.

Why? Responses will be used to compare against the BAFW trial site results.

e) From a family known to be referred by, or involved with, child protection.

Provide this if your service has received a *warm referral* from a child protection agency or if your service works in collaboration with child protection in relation to a client.

This data is only required of providers who have reason to collect this information.

Why? This is used to assess the extent of FSP collaboration with Child Protection Agencies in line with the National Framework for Protecting Australia's Children 2009–2020.

Key Service Activities

Key service activities are the individual components of a service provider's FSP service delivery.

Each service activity includes all components that, in combination, contribute towards a common initiative. e.g. a provider delivers the "Education for a Future" initiative, that aims to promote positive education outcomes for children of newly arrived refugee families. While including the individual components out of school hours groups and parent education support, and casework, the "Education for a Future" initiative is one key service activity.

Providers should think about how each service activity works toward achieving FSP outcomes. This provides data in a format that:

- Aligns to the FSP Performance Framework Objectives and Outcomes, consistent with the move to evidence based, outcomes focussed reporting

- Provides key outcome information in a shortened, uniform format that can be readily collated and analysed at the program level
- Reduces the amount of mandatory data required, while allowing providers to present additional information if they wish
- Allows plenty of room to provide additional information that providers feel is important, including in the form of an attachment if necessary

This Report only requires information about your **performance in achieving FSP objectives**. Providing details of day-to-day activities that are unrelated to achieving FSP objectives is not necessary.

Complete only one *Key Service Activity* sub-form entry per service activity. The aim is to gather necessary service activity information, reducing the time taken to complete the report.

New service activity sub-forms can be added as required (up to a limit of 25). If your organisation delivers more than 25 service activities, these may be attached as separate documents.

*Note: if attaching additional service activity information, ensure that the same format used in the Performance Report template is followed. The template at **Attachment C** may be used for this purpose.*

- There are seven questions for each service activity sub-form. The first six focus on collecting information about what was achieved (i.e. performance information - outputs and outcomes), rather than a detailed description of how it was achieved. This provides the key information required for FSP assessment.
- The final question allows additional information to be provided about the service that is used to assess individual service performance. Supporting detail can be attached if desired.

Examples

1. A provider delivers kindy gym in four different locations, to four different client demographic groups. This should be reported as one service activity, with any differentiating details of the four different groups (e.g. if a particular target group, or different community partner) included against the final question in Part titled Key Service Activities.
2. A provider delivers a “Building Better Parks” community strategy which aims to involve a number of communities in improving their local parks. The strategy involves engaging community organisations and businesses, a promotion campaign, community forums, weekend busy bees, a colouring competition for school children and family group activities. This would be included as one service activity which might be recorded as follows:
Title: Building Better Parks
Type of Activity: community development/capacity building
Objectives: To improve family social and economic participation
Outputs: at the demographic question select NO – as the program is aimed at the whole Community
Outcome Statement: Parktown businesses and residents have built a stronger sense of community, developed skills, and established new connections and friendships while collaborating to plan, design and construct safe, quality community spaces for their families.
FSP Outcomes:
Organisations provide integrated services and work in collaboration with other services and the community

Narrative describing the individual components, their achievements, client groups, etc. would be included against the final question in Key Service Activities.

What were the key service activities undertaken to deliver your service?

a) Title of activity

This should be a descriptive name for the service activity only.

b) Type of activity

Select the most appropriate value from the pick list. The “other” category should only be selected where your service activity **clearly does not fit** with one of the categories listed.

If more than one category in the pick list is applicable to your activity, select the category that best describes the main focus of the activity. If required, further explanation can be included at the final question in Key Service Activities.

Why? These activity service types were designed to be generic rather than specific to enable the types of services to be categorised and analysed for mapping and planning purposes, including the identification of service gaps. They were derived from the most commonly reported service types in past reports.

Examples

- 1) A provider delivers the “Education for a Future” initiative, that aims to promote positive education outcomes for children of newly arrived refugee families. The initiative involves running out of school hours groups, providing parent education support, as well as casework. Rather than selecting the “other” category (and listing all components e.g. “out of school program”, “parenting/family skills training” and “case management” select the following one category:

Type of Activity: “Multidisciplinary/Whole Family”

- 2) A provider delivers a “kindy gym in four different locations, to four different client demographic groups. This would be included as one service activity. The kindy gym employs a family support worker who assists parents with referrals and parenting/family skills sessions are also arranged as part of the program. Rather than selecting the “other” category (and listing all components e.g. “Early childhood, Parenting/family skills training and referral for ATSI children and families), select the following single category:

Type of Activity: early childhood

For each example above, narrative describing the individual components would be included against the final question in Key Service Activities.

c) Suburb/town/community where this activity was delivered?

Include the location name/s of where the service activity is delivered.

If service activity is delivered in multiple nearby locations, the regional name may be recorded instead. e.g. City of Logan, rather than listing five individual suburbs within the City of Logan.

What did you plan to achieve?

Select the FSP [Objective/s](#) that this particular service activity aims to achieve.

Total clients for the activity for this reporting period

Record the total clients who participated in this service activity during the reporting period. If a non-direct service type that has no direct clients e.g. Community Development, enter “0”.

Was this activity designed for or targeted at clients from a particular demographic group/s?

Select ‘Yes’ only if the service activity is **designed for** or **targeted at** a particular demographic group. If designed for a specific target group but open to all families with young children, tick “Yes” and record only those clients in the target demographic.

Do not include details of untargeted demographic groups. If the activity is designed for a generic audience, but happens to be attended by participants who share a common demographic background, select ‘No’. More details may be included in the question: *How was the activity delivered?*

Examples				
Activity and focus	Attendees	For particular demographic group/s?	What would be recorded.	
			Demographic	Count
<i>Family Day activity</i>	<i>35 women/mothers, 22 men/fathers, 66 children.</i>	<i>No</i>	<i>NA</i>	
<i>Family Day activity for families who live in remote geographical areas</i>	<i>35 women/mothers, 22 men/fathers, 66 children</i>	<i>Yes</i>	<i>Isolated families</i>	<i>123</i>
<i>Information day for families of a child with disability</i>	<i>35 women/mothers, 22 men/fathers, 26 children with disability 40 siblings.</i>	<i>Yes</i>	<i>People with a disability; and/or family/carers</i>	<i>123</i>
<i>Parenting Program</i>	<i>12 Mothers 8 fathers 6 grandparents</i>	<i>No</i>	<i>NA</i>	
<i>Parenting support for Grandparent carers</i>	<i>12 grandparents 2 kinship carers</i>	<i>Yes</i>	<i>Grandparents/kinship carers</i>	<i>14</i>

Why? The data assists the Department to identify services designed for and delivered to specific demographic groups in response to local need. It also identifies where specific demographic groups are located and what their needs may be.

Demographic group/s targeted

If 'Yes' is selected for the above question, this section should be completed. Up to three demographic groups per service activity can be selected from the pick list.

Select the most appropriate value from the pick list where possible. If your service activity is targeted to more than three listed demographic groups, select the main three.

The "other" category should only be selected where your service activity clearly does not fit with one of the categories listed. Do not use the "other" category to further refine an existing category. More information may be entered at the final question in Part 3 if necessary.

Why? The demographic group options are designed to be generic rather than specific to enable demographics to be readily analysed for mapping and planning purposes. Values were derived from the most commonly reported demographics in past reports.

Enter the number of clients who attended from each group.

Note: Individual demographic groups need not be mutually exclusive. If applicable, a client may be recorded against more than one demographic group. Therefore the

sum of clients recorded here may exceed the total clients entered for the service activity.

Example: . A total of 100 clients attended a playgroup activity designed for young Aboriginal and Torres Strait Islander parents. A total of 100 clients attended the activity

- 50 were young parents but only 30 of these were Aboriginal and Torres Strait Islander clients; and
- 50 clients were children 0<5 but only 30 of these were Aboriginal and Torres Strait Islander clients

The number of clients would be entered as follows:

1. Aboriginal and Torres Strait Islander (60)
2. Young parents <20 (50)
3. Children 0-5 years (50)

What outcomes has this activity achieved?

Provide a precise statement or abstract that summarises the activity specific outcomes achieved by this service activity.

Example. “Socially isolated parents were taught new social skills in a casual, supportive environment and encouraged to engage in their community.”

- Do not describe the methods used to achieve outcomes – e.g “a playgroup was run two days per week for socially isolated parents”. This should be provided under “any additional comments about the service activity”.
- Do not enter a prescribed FSP Objective here.

Why? This provides specific information on what each service activity is meant to achieve. When collated, this information will build a picture of the varied elements involved in achieving the FSP Performance Framework Outcomes.

With which FSP Outcome does this activity align?

From the options provided, select the FSP Outcome that most appropriately describes what this particular service activity aims to achieve.

Why? This information is used to align all FSP service activities to the FSP Performance Framework.

Provide any additional comments about the service activity here.

This is a free text field where you can include all qualitative information that may be required for your Agreement Manager to properly assess your performance.

Information reported here should include:

- A description of the service activity. Keep details *precise* and *relevant to the FSP*
- An explanation of the community need/s this activity addresses
- Community Partner details (if a CfC FP Activity)

- Unexpected outcomes or achievements, if any
- Challenges to achieving desired outcomes and strategies used to overcome those challenges, if any

Enter text directly into the box. If there is not enough room, or if you have supporting information in another document, you may attach it here.

Why? This information provides a precise snap shot of:

- what your service activity is doing
- the issues in the community where the service activity is delivered and
- how you are working to address these issues

Deliverables

In reviewing services delivered by this Activity, how many of the deliverables in the Funding Agreement are being met?

Select from the options provided.

Were there any challenges in meeting the deliverables?

Include information about anything that made it difficult to achieve your agreed deliverables.

Why? This helps Agreement managers to assess your performance and for the Department to identify any trends or significant issues that may need to be addressed.

Which deliverables have not been met and why? Please provide details below.

Column 1 – copy deliverable from your Funding Agreement Schedule.

Column 2 – provide a summary of the reasons this deliverable could not be met.

Column 3 – provide brief details of the strategies you plan to use to meet the deliverable.

Why? This allows Agreement Managers to understand your circumstances and your plans to address any difficulties.

Confirmation of changes to service delivery locations.

It is a requirement of the FSP Funding Agreement that, if you change a delivery location during the reporting period, you must advise the Department of the changes within 30 Business Days.

Why? Accurate service delivery location information is required to meet the Department's reporting requirements, and to accurately understand where services are delivered.

What Works?

Only complete if your organisation has relevant information to share, otherwise select 'No'.

The “FSP Future Directions” consultations process received an overwhelming number of requests by providers to share information on “what works”. Although not mandatory, FaHCSIA would encourage your organisation to submit your case studies, promising practices and information on research and evaluation activities.

Why? Information on what works for FSP providers adds to the evidence base. the Department will compile the best examples for distribution to providers.

Case studies

Provide details of a de-identified case study that demonstrates how one or more FSP Outcome has been achieved. Identify the FSP Outcome/s you believe this case study demonstrates.

It is preferred that you include at least one case study within the limited space provided. You may attach an additional document if there is insufficient space on the form. Further guidance on what should be included in a case study can be found at **Attachment A**.

Why? Case studies:

- Informs your Agreement Manager about how your service performs
- Informs the Department about how the FSP has made a difference
- May be used as an example of a ‘Good News Story’ for the Minister, media or other publications
- May be used to share with other providers as examples of good practice

Promising Practice

Provide details of a flexible or innovative practice (even a small practice) your organisation has employed and found successful. Include in your description:

- Whether this is a new practice or an adaption of an existing practice
- What makes it “innovative” or “better”
- Why it works
- Who it works for (demographic)
- Which FSP Outcome/s this practice achieves
- How it is effective at achieving FSP Objectives

It is preferable that you include an example which best illustrates flexible or innovative practice within the limited space provided. You may attach an additional document if there is insufficient space on the form.

Why? CfC activities allow for tailored approaches at a local level so communities can develop flexible and innovative approaches that best reflect their circumstances. Organisations are required to make use of strong evidence of what works in early intervention and prevention. (see [CfC Guidelines](#) Part C). By sharing those practices:

- Services have an opportunity to demonstrate their innovation and responsiveness to a community need
- The Department can add to the evidence base of what works
- Examples of “promising practice” can be shared with other FSP providers

Additional Information / Feedback

If you wish to provide additional information and/or feedback, select ‘Yes’ and provide information in the space provided. You may attach any supporting documentation and materials.

Do you have any further comments on your organisation’s achievements during this period?

Include information about any achievements not recorded in Key Service Activities. You may attach an additional document if insufficient space.

Examples:

- Overarching comments relating to FSP outcomes
- General or unintended outcomes for the community
- Community trends of relevance to the FSP

Do not include details or explanations of day to day activities.

If your organisation has undertaken any research or evaluation activities relevant to FSP, are there any findings you would like to share with the Department?

Provide details of relevant information or findings that would be valuable to add to the FSP evidence base.

You may provide this information as an attachment.

Do you have any feedback regarding this Performance Report?

This is an opportunity to provide feedback to the Department about the Performance Report. The Department takes all feedback into consideration when revising the Report’s format.

Objectives

All FSP services work towards the following objective:

- To provide integrated services for families, particularly vulnerable and disadvantaged families, to improve child wellbeing and development, safety and family functioning.

FSP objectives:

- To improve family functioning
- To improve child development
- To increase the safety of family environments
- To increase community connectedness / social inclusion
- To improve family's knowledge and skills for life and learning
- To provide services in a manner appropriate to client which satisfies their needs
- To improve the client's access to and engagement with support services
- To improve family, social and economic participation

CfC Key Objectives

Key objectives are to:

- Improve the health and well-being of families and the development of young children, from before birth to school age, paying special attention to:
 - Healthy young families — supporting parents to care for their children before and after birth and throughout the early years
 - Supporting families and parents — support for parents to provide children with secure attachment, consistent discipline and quality environments that are stable, positive, stimulating, safe and secure
 - Early learning and care — provide access to high quality, affordable early learning experiences in the years before school; early identification and support for children at risk of developmental and behavioural problems; and assisting parents with ways they can stimulate and promote child development and learning from birth
- Create strong child-friendly communities that understand the importance of the early years and apply this capacity to maximise the health, well-being and early development of young children at the local level
- Building stronger links with state government child protection services - as well as services primarily targeted at adults - to tackle known parental risk factors e.g. mental health, family violence, housing and substance abuse (children will be supported as part of an integrated treatment plan for adults)

- Link universal services with specialist support services and adult secondary services to ensure vulnerable children who are identified as being at high risk receive appropriate referral and case management in the family context
- Build the evidence base for best practice targeted early intervention and prevention family support services for families where children are at risk of abuse or neglect
- Reduce the incidence of families and individuals from falling into crisis
- Ensure parents and children have increased connections and social networks
- Link early childhood services with other Commonwealth services such as Family Relationship Centres, Centrelink and Job Services Australia, as well as with maternal and early-childhood nurses and
- Integrate Commonwealth, State/Territory, local government and non-government sector services in response to local needs

Program Outcomes

- Families function well in nurturing and safe environments
- Children and families have the knowledge and skills for life and learning
- Families, including children, especially those who are vulnerable or disadvantaged benefit from better social inclusion and reduced disadvantage
- Organisations provide integrated services and work in collaboration with other services and the community
- Services focus on vulnerable and disadvantaged families and children

Types of Activity

Category from Drop Down List	Examples include
<i>Advocacy</i>	<i>Co-ordinated Advocacy for Referral and Early Intervention in Schools Strategy</i>
<i>Antenatal/postnatal</i>	<i>Future Parenting Program Pregnancy support group, First time Mother's group</i>
<i>Case Management/therapy</i>	<i>Speech Therapy and Speech Awareness Whole of family therapy program</i>
<i>Community development/capacity building</i>	<i>Improved access to recreation, sporting facilities via community infrastructure redevelopment programs</i>
<i>Cultural awareness/support</i>	<i>Closing the Gap strategy - enhancing Indigenous understanding</i>
<i>Development/disability</i>	<i>Special needs program</i>
<i>Drug & alcohol education/support</i>	<i>Alcohol and other Drugs Residential Treatment Program for parents and their accompanying children Perinatal & Family Drug Mothers drop in clinic Smoke, Alcohol & Drug Free Family Fun Day</i>
<i>Early Childhood</i>	<i>Indigenous early years focussed network Child Health Checks Mobile Toy and Parenting Resource Service</i>
<i>Family Counselling/support</i>	<i>Specialist Child and Family Support Program</i>
<i>Family Violence/safety/awareness</i>	<i>Men's Behaviour Change Group for men with a history of abusive behaviour</i>
<i>Granparent/Carer Support</i>	<i>My Time for Grandparents Peer support for Kinship Carers</i>

Category from Drop Down List	Examples include
<i>Health & nutrition education/support</i>	<i>Cooking activity and playgroup for young children 0-5 years</i>
<i>Home visits/outreach</i>	<i>Visiting Parent Mentors</i>
<i>In-school/Mentoring program</i>	<i>In school Anti-Bullying Program Mentoring program for vulnerable children / youth</i>
<i>Interagency/collaboration/linkages</i>	<i>Create linkages with Aboriginal organisations to develop trust and create soft entry pathways</i>
<i>Literacy/Numeracy</i>	<i>Rainbow Readers Program Learning Centre</i>
<i>Men/fathers program</i>	<i>Mentoring and demonstration of positive male role models and learning</i>
<i>Mental Health</i>	<i>Building Self Worth Program</i>
<i>Multidisciplinary / Whole Family</i>	<i>Multidisciplinary services Family Liaison Worker, Needs assessment</i>
<i>Out of school program</i>	<i>Camp/holiday program/after school program Superkids - afterschool kids program</i>
<i>Parenting/family skills training</i>	<i>1, 2, 3 Magic Workshops Financial Literacy and Advocacy for Young Parents</i>
<i>Peer support/social networking</i>	<i>Support Group for Aboriginal Kinship Carers</i>
<i>Playgroup</i>	<i>Supported playgroup</i>
<i>Professional training / development</i>	<i>Volunteer training Train the trainer program</i>
<i>Promotions/Referral/Information</i>	<i>Distribution of information and resources to support parenting practices</i>
<i>Resource development/research</i>	<i>Development of online training course</i>
<i>Respite/volunteer program</i>	<i>Voluntary Respite Volunteer support with at risk children and families</i>
<i>School readiness</i>	<i>Positive Start to School Program</i>
<i>Training/personal development</i>	<i>Social, Emotional and Life Skill Development Program for teenage girls at risk of disengaging Growing Strong Families and Families Together</i>

Demographic Target Groups

Category from Drop Down List

- Aboriginal and/or Torres Strait Islander
- CaLD
- Carers
- Children at risk
- Early Childhood Professionals
- Grandparent/Kinship carers
- Homelessness
- Isolated families
- Jobless families
- Men//Fathers
- People with a disability
- Pre-school/Infants
- Primary school aged
- Secondary school aged
- Single parents

- Socially isolated families
- Women/Mothers
- Young Parents/Expectant Parents (<20)
- Young Parents/Expectant Parents (20 to 25)

Collaborative Relationships

- Other FSP/DSS
- Commonwealth
- State/Local Government
- Community Service/Non-Government Organisation
- Welfare/Charity
- Other
- Health/Medical
- Education/Training

Attachment A - What should be included in a case study?

The Family Support Program collects case studies to have access to stories of how our program affects the lives of our clients. There are four main points that should be discussed in each case study:

1. **Setting the scene**
2. **the actions taken,**
3. **the results for the client and**
4. **any learnings from the case**

1. When **setting the scene**, include relevant details of the client, their family and the issues that they have presented. This could include how the client came into contact with the service (for example: soft entry through playgroup, warm referral, court ordered), their family structure, any vulnerability the client has and goals identified by the case worker and client.
2. The **actions taken** should include details of the services that the client accessed, any additional needs that were identified and any collaboration made between the service and other agencies. Any challenges faced or innovation made during the case should also be discussed.
3. The **results** of the service should include the outcomes for the client and any flow on effects for the family as a whole. Consider whether a difference was made, how much of a difference was experienced and how well the service worked for the client. Any unanticipated results that benefitted the client may be included.
4. Lastly, discuss any **learnings** from the case. This could include changes made to processes due to any challenges, any improvements made to collaboration with other organisations and changes to the approach that may be made in future.

Other things to consider

- Case studies need not be long. If you can, detail the essentials of the story in one or two paragraphs
- It does not need to be based on the most complex client you can identify. Stories about average people in difficult situations still demonstrate the value of the program
- Dot points are often not the best way of detailing the clients' story
- Consider the aims of the Family Support Program and how the actions and results contributed to the objectives of the program. Keep in mind the indicators in the Performance Framework
- Do not use the clients' real name/s

Example:

1. John was a young separated father with an infant daughter (Jane). He registered for our separated fathers program. John's relationship with Jane's mother (Kate) was one of high conflict with communication between John and Kate emotionally charged and full of blame. John did not have consistent access to Jane.
2. John enjoyed the program, especially the support he received from older dads who were farther along in the process of separation. Upon completion of the program, participants were invited to attend a monthly support group for separated fathers. John has been a regular participant for the past eight months and reports that "it's good to talk to guys in the same situation". He has also attended a parenting course, and a father focussed Triple P and has engaged with our organisation for one on one support.
3. He has reported that he now "feels more confident" communicating with Kate, and has "more understanding of Jane's needs." John currently has regular contact with Jane and still continues to access services through the monthly dads group.
4. This story describes a collaborative approach to engage with young fathers in the community. Through the use of an art medium, this target group were able to develop relationships with local service providers and discuss their experiences as young men in the area. The community service worker described the project as an inspiring venture that achieved successful outcomes.

Attachment B - FSP Performance Framework

What is the Family Support Program? The Family Support Program (FSP) is a national program that provides funding to non-government organisations to support families and children, especially those who are vulnerable or in areas of disadvantage. It provides early intervention and preventative family support focusing on family relationships, parenting and family law services to help people navigate life events. It also aims to protect children who are at risk of neglect or abuse.

The FSP complements state and territory government services to help support families during critical life events and provide access to a wider range of support for families living in locations of high and/or multiple disadvantage.

Family support services are a vital part of the Australian Government's efforts as part of the National Framework for Protecting Australia's Children to intervene early to guard against the abuse and neglect of our children and to complement the state and territory governments' child protection systems.

The Family Support Program comprises two core streams:

- Family and Children's Services; and
- Family Law Services (FLS).

Family and Children's Services has four services types:

- Communities for Children (CfC);
- Family and Relationship Services (FaRS);
- Specialist Services; and
- Community Playgroups.

What is the FSP Performance Framework?

The FSP Performance Framework is one key way to demonstrate the effectiveness of the whole FSP. The FSP Performance Framework aims to:

- ensure services are clearly focused on achieving positive outcomes for clients;
- provide a logical and consistent approach for measuring outcomes across the program; and
- link the performance reporting of specific activities to the overall program performance including the achievement of FSP outcomes.

How has the Performance Framework been Developed?

The development of a Performance Framework for the new FSP has been a dynamic process involving consultation with FSP service providers. Further feedback is invited through schedule managers at any time. Revisions of the Performance Framework are possible over the life of the Funding Agreement, with new Editions created as required.

Program Outcomes	Ref	Objectives	Performance Indicators	Examples of information to be collected by service providers	Purpose and collection method
<p>Client outcomes</p> <ul style="list-style-type: none"> Families function well in nurturing and safe environments Children and families have the knowledge and skills for life and learning Families, including children, especially those who are vulnerable or disadvantaged, benefit from better social inclusion and reduced disadvantage <p>Service system outcomes</p> <ul style="list-style-type: none"> Organisations provide integrated services and work in collaboration with other services and the community Services focus on vulnerable and disadvantaged families and children 	Intermediate outcomes / impacts: Did we make a lasting difference?				
	1.1	To improve family functioning	% clients with improved family functioning including child wellbeing	<ul style="list-style-type: none"> Number of clients reporting they are better equipped to deal with family issues e.g. <ul style="list-style-type: none"> family conflict harmful behaviours relationships with (ex) partner relationship with children workable parenting arrangements improved communication complex family separation issues 	<p>Used to assess program performance.</p> <p>Data collection via a client follow up survey 3-6 months after the service (or 6 months after commencement of service for ongoing clients) to be undertaken by the service provider.</p> <p>Service providers will be informed of the number of clients to be followed up.</p>
	1.2	To improve child development	% children with improved development	<ul style="list-style-type: none"> Number of clients (parents / carers) reporting they are better able to support their child's development e.g. <ul style="list-style-type: none"> better use of services to support their child's development changed parenting practices that support child development 	
	1.3	To increase the safety of family environments	% clients that live in safer family and community environments	<ul style="list-style-type: none"> Number of clients reporting that they feel safer at home and in their communities 	
	1.4	To increase community connectedness / social inclusion	% clients who are included in and socially connected to their community	<ul style="list-style-type: none"> Number of clients reporting they are able to get support in a time of crisis Number of clients reporting that they feel connected to social support networks and/or their community 	
	Immediate outcomes / impacts: Did we make an immediate difference?				
	2.1	To improve family's knowledge and skills for life and learning	% clients with improved knowledge and skills	<ul style="list-style-type: none"> Number of clients reporting improved knowledge & skills related to: <ul style="list-style-type: none"> parenting practices making parenting arrangements supporting child development seeking help / articulating problems Number of clients demonstrating that they can apply new knowledge & skills 	<p>Used to assess program and service provider performance.</p> <p>Data collection via an anonymous survey of clients, at the time of service. All clients accessing the service during a defined period should be offered the survey.</p>

	2.2	To provide services in a manner appropriate to client which satisfies their needs	<p>% clients satisfied with the service they received</p> <p>% clients reporting that the service was responsive / respectful of their needs and / or cultural / language background</p>	<ul style="list-style-type: none"> Number of clients satisfied that they received adequate information / referrals for their needs Number of clients reporting that the service was responsive / respectful of their needs and / or cultural / language background 		
Program Outcomes	Ref	Objectives	Performance Indicators	Examples of information to be collected by service providers	Purpose and collection method	
	2.3	To improve the client's access to and engagement with support services	% clients with improved access/ engagement with services	<ul style="list-style-type: none"> Number of clients who can find and go to services when needed Number of clients with better voluntary engagement with community services relevant to their needs 	PI 2.3 and 2.4 are compulsory for FaRS, FLS and Specialist Services and voluntary for CfC in 2011-12. All service providers will collect these data from July 2012.	
	2.4	To improve family, social and economic participation	% of clients with improved family, community and economic engagement	<ul style="list-style-type: none"> Number of clients reporting improved relationships / contact with family, friends and / or community members Number of clients assisted to participate in activities with the potential to enhance family incomes (e.g. employment, education and training) Number of clients assisted to increase their civic or community participation 		
	Service delivery quality: How well have we done it?					
	3.1	To increase service to vulnerable and at-risk target groups	% clients from priority groups	<ul style="list-style-type: none"> Number of clients from Indigenous background Number of clients from CALD background 	Used to assess program and service provider performance. Service providers will collect demographic information from clients.	
	3.2	To increase integration and collaboration between service providers and with the community	% partner agencies reporting satisfaction with the contribution of the service providers to integrated service delivery/coordination	<ul style="list-style-type: none"> Number of partner agencies reporting satisfaction with the contribution of the service providers to integrated service delivery/coordination 	Used to assess program and service provider performance. A survey of service provider partner agencies will be conducted to measure partner agency satisfaction.	
	3.3	To provide services that are high quality	% service providers that meet approval requirements	Refer to FSP Approval Requirements	Used to assess program and service provider performance.	

	Service outputs: How much did we do?			
	4.1	To provide appropriate levels of service delivery	<ul style="list-style-type: none"> • Number of clients assisted by demographic characteristics • Number of service events / service episodes / activities • Number and location of service sites 	Used to assess program and service provider performance. Service providers will collect these data.

Client Data – Who have you assisted this reporting period?

Complete this part by counting the number of adults and children who participated directly in FSP service activities during the reporting period. Where possible, count unique clients only once.

Example 1

- A CfC service delivered a mothers’ group that ran once a week during school term. Each participant should be counted only once, even if she attended all sessions.

Example 2

- A CfC service delivered a playgroup once a week. The same CfC service also ran a six week Parenting Program. Jane attended the playgroup with her toddler, and also attended the Parenting Program with her partner. Jane would be counted once.

Note: CfC Facilitating Partners may not be in the position to track unique clients who access services delivered by different Community Partners. In this case the Facilitating Partner should direct Community Partners to follow the advice above.

Exclude clients who:

- attended promotional events and family fun days
- received straightforward referrals and were redirected to another service or
- received assistance that involved the provision of information, with no direct participation in your service

		Adults 18+ years	Youth 13 to <18 years	Children	
				5 to <13 years	0 to <5 years
1a)	How many clients participated directly in eligible activities				
1b)	How many of the clients listed above attended your service in the previous July to December reporting period? (I)				
	Of the clients in 1a), how many have identified themselves as:				
1c)	Aboriginal or Torres Strait Islander ^(I) ?				
1d)	Culturally and linguistically diverse Defined here as “Born overseas and speak little or no English”. Do not include ATSI clients in this count?				
1e)	Having a disability ?				

2. Of the total adult clients identified at 1a), how many are best described in the following categories?

a)	Mother	
b)	Father	
c)	Grandparent	
d)	Related/kinship carer	
e)	Staff/Volunteers receiving a FSP funded community capacity building service ^(I) . Do not include staff delivering services	
f)	Other/unsure	
g)	TOTAL (must equal 1a) above)	

3. Of the clients identified at 1a), how many fall into the following categories? Each client may be counted in as many categories as appropriate. Complete details based on client identification and / or professional judgement

a)	Young parents: < 20 years	
b)	Young parents: 20-25 years	

c)	From a family whose main source of income is believed to be from Centrelink or Department of Veterans' Affairs payments	
d)	From a family known to have Centrelink income support payments subject to "Income Management"	
e)	From a family known to be referred by child protection authorities	

Activity Information

Provide details of each key service activity during the reporting period. Do not include details of routine and administrative activities not integral to achieving FSP Objectives, e.g. committee meetings, routine training, general networking, etc.

Copy questions in table below for each of your service activities.

Service activity 26

What were the key service activities undertaken to deliver your service?			
a)	Title of activity		
b)	Type of Activity	Advocacy	
		Promotions/Referral/Information	
c)	In which suburbs, towns or communities was this activity delivered		
What did you plan to achieve?			
	With which FSP Performance Framework Objective/s does this activity align?	Select up to three Objectives that aligns to this activity	
	a)	Improve family functioning	
	b)	Improve family functioning	
	c)	Improve family functioning	
How much did you do?			
	Total clients this reporting period.		
	Was this activity limited to clients from a particular demographic group/s?	Yes	
	If you answered 'Yes' to 8.	Demographic Group/s targeted	Number of clients from this demographic group
		List up to three	
	a)	Aboriginal and/or Torres Strait Islander	
	b)	Aboriginal and/or Torres Strait Islander	
	c)	Aboriginal and/or Torres Strait Islander	
What difference did you make?			
	What outcomes has this activity achieved? (Provide an outcome statement only)		
	With which FSP Outcomes does this activity align?	Families function well in nurturing and safe envir	
How was the activity delivered?			
	This is a free text field. *Provide any additional comments about the		

What were the key service activities undertaken to deliver your service?	
	service activity here. You can include all qualitative information about the service activity.

*Information reported here may include:

- Description of the service activity: keep details precise and relevant as character and word limits apply.
- Details of unexpected outcomes or achievements.
- Details of challenges to achieving desired outcomes and strategies used to overcome those challenges.

What Works?

Case Study

Do you wish to provide a typical story that **demonstrates how your organisation⁽ⁱ⁾ has achieved FSP outcomes** (refer to the Family Support Program Guidelines Part A) by assisting clients or the community to address or meet their needs?

If yes, your story may be about:

- Personal achievements of particular adults or children involved in the Activity
- How a particular group of adults or children benefited from the Activity
- What some adults or children went on to achieve in their family and/or community as a result of participation in the Activity or
- Some unanticipated results of the Activity that benefitted clients

Explain which FSP Outcome/s you believe this case study supports

Promising Practices

Do you wish to share an example of effective or innovative practice, used by your organisation that could be adapted for wider application by other FSP services?