Families and Children

End of Agreement

Annual Service Report

User Guide 2014-2015

February 2015

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# What is the End of Agreement Annual Service Report?

The Report is designed to collect additional programme information from Family and Children (FaC) providers to complement client level data entered into the Family Support Program Data System (FSPDS).

Providers are required to complete only one report per organisation.

**Providers who deliver the following Families and Children services will be required to submit an Annual Service Report for the period 1 July 2014 to 28 February 2015 by 30 April 2015:**

* **Specialised Family Violence Services**
* **Kids in Focus**
* **Family Relationships Services for Humanitarian Entrants**
* **Find and Connect**

Providers who deliver the following Families and Children services will be required to submit an Annual Service Report for the period 1 July 2014 to 30 June 2015 by 31 July 2015:

* Children’s Contact Services
* Family and Relationship Services
* Regional Dispute Resolution
* Family Dispute Resolution
* Family Relationship Advice Line (including TDRS)
* Family Relationship Centres
* Supporting Children after Separation Program
* Parent Orders - Post Separation Co-operative Parenting Services
* Royal Commission Community-Based Support Services
* Find and Connect services

# How your information is used

The End of Agreement Annual Service Report is designed to gather the necessary information to:

* Assess your performance in meeting your Grant Agreement deliverables and fulfilling the requirements of the [FaC Performance Framework](https://www.dss.gov.au/our-responsibilities/families-and-children/programs-services/family-support-program/families-and-children-performance-framework).
* Assess the overall performance of the FaC Activity within the FaC Performance Framework.
* Fulfil departmental obligations to:
  + - Promote the efficient, effective, economical and ethical use of Commonwealth funding as required by the *Public Governance, Performance and Accountability Act 2013;*
    - Report against the Department’s Key Performance Indicators in its Annual Report to Parliament; and
    - Inform the Minister of progress towards programme outcomes.

# PDF template

The template is developed using Smartform technology, which gathers data in a uniform manner that is automatically attributed against the correct provider and Activity in the Department’s funding management system (FOFMS).

Each organisation’s template is automatically generated by FOFMS and is linked to the organisation’s funding record. Only one template per organisation can be submitted, so data for the whole organisation, regardless of Activities and locations, should be combined and entered into the one form.

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 2014-15 Report

A ‘not applicable’ box has been added to the question regarding the development and display of an equitable fees policy that addressed access for people on low incomes. This is to accommodate providers that do not charge fees.

# Part 1: Organisation Details

## Activities your organisation administers with funding from DSS

This information shows all Activity types that your organisation is funded to deliver. This information will be prepopulated by FOFMS.

# Part 2: Service Availability & Staffing/Workforce

## Do you wish to provide any comment on factors that affected the availability of your service/s?

This is a free text field. Include any information about factors that impacted on the availability of your service.

## How many positions are devoted to FaC service delivery and administration for each Activity?

Enter the total number of paid full-time equivalent positions allocated to ‘Administration Support’ and to ‘Service Delivery’ for each activity your organisation is funded to deliver. Where applicable, also enter the number of volunteers working in each activity.

## Do you wish to provide any further comments on staffing/workforce?

This is a free text field. Include any information about issues affecting recruitment and staffing availability.

# Part 3: Funding

## Does your organisation receive funding from other sources to deliver similar activities to those funded by FaC?

For activities similar to those funded by FaC only:

* select those sources of funding that are applicable; and
* state the percentage of total funding provided by FaC.

**Why?** This information provides a snapshot of where co-funded services are being delivered and provides insight into areas of greatest need.

# Part 4: Performance Indicators of Client Outcomes

## Families and Communities Programme Objectives

All services work to support families, improve children’s wellbeing and increase participation of vulnerable people in community life to enhance family and community functioning.

Key objectives are to:

* strengthen relationships,
* support families,
* improve children’s wellbeing and increase the participation in community life to strengthen family and community functioning, and
* reduce the costs of family breakdown.

## FaC Outcomes

### Long Term Outcomes

* Improved child, adult and family functioning
* Increased economic engagement
* More cohesive communities

### Intermediate Outcomes

* Improved adult functioning
* Improved family functioning
* Improved child wellbeing
* Improved community functioning

### Immediate Outcomes

* Increased personal agency
* Stronger family relationships
* Increased parental capacity
* More cooperative post-separation arrangements
* Increased positive community connectedness

### Service quality Outcomes

* Increased use of evidence-based practice
* Increased use of early intervention and prevention
* Increased service integration and collaboration
* Improved access for vulnerable or disadvantaged individuals and families

## Completing the Table

Complete the table using data collected through your survey processes using the following notes:

* Multiple questions may be listed against each Performance Indicator;
* Only one response per Performance Indicator per client;
* The number of responses in the ‘Yes’, ‘No’ and ‘Don’t Know’ columns must equal the total responses;
* Intermediate Performance Indicators are not required. Please enter Not Applicable (N/A).

# Part 5: Statement of Compliance against Approval Requirements

The [FAC Activity Administrative Approval Requirements](https://www.dss.gov.au/our-responsibilities/families-and-children/programs-services/family-support-program/families-and-children-activity-administrative-approval-requirements) are a set of 15 quality service standards, covering the five key risk areas of governance, financial management, viability, performance management and issues management that must be complied with under the terms of FaC Grant Agreements.

If relevant, verify that all statements against approval requirements are representative of all consortium members or subcontracting arrangements.

Complete the table using the drop list to select if your organisation was ‘fully compliant’, ‘partially compliant’ or ‘non-compliant’ against each of the Approval Requirements.

If your organisation does not fully comply with an Approval Requirement, enter details of your plan to ensure future compliance, including timelines, in the final column.

**Why?** This information is used to monitor and assess compliance rates across the programme.

You are not required to provide evidence of compliance in the table but your Grant Agreement Manager may require evidence to be supplied separately.