Australian Government

Department of Social Services

Activity Work Plan: Guidance

Find and Connect and Forced Adoption Support Services

Contents

Purpose

This document is designed to assist with completing the required Activity Work Plan (AWP) for Find and Connect and Forced Adoption Support Services providers.

The AWP process must occur in consultation and negotiation with your Funding Arrangement Manager (FAM). If you have additional questions about completing your AWP that are not answered in this document, you should contact your FAM.

<u>Timeframes and AWP updates</u>

Please refer to your funding agreement reporting milestones**.**
If there are any issues with these timeframes, you should contact your FAM.

While these are timeframes within which AWPs need to be provided, AWPs are 'living documents' and may be updated to reflect changes in service delivery.

Terminology

For the purpose of this document:
- *Activity* – refers to the activity details described in your Grant Agreement and includes the provisions of the Reporting Material.
- *Client* – refers to the individuals accessing a program.
- *Department* – the Department of Social Services.
- *Program* – means the overarching 'program' under which the activity is funded e.g. Find and Connect, Forced Adoption Support Services.
- *Service* – refers to the interventions (or activities) being delivered by your organisation under an Activity e.g. a counselling service, records tracing, support groups.

Activity Work Plan guidance

The following sections offer guidance in developing your AWP. For guidance on AWP reports see the [Activity Work Plan Report section](#) of this guidance document.

If you are a national service or have multiple Grant Agreements with AWPs, please speak with your FAM to ensure the template meets your reporting needs. If you have multiple Grant Agreements you must submit separate AWPs reflecting the Activity ID.

1. Activity Details Section

Organisation Name:

From your Grant Agreement. This should always reflect the current legal name of your organisation. Please notify the department immediately should there be an upcoming change to your organisation's name.

Grant Activity Name:

I.e. Find and Connect Support Services, Forced Adoption Support Services, Find and Connect Representative Organisation, Find and Connect Web Resource.

Grant Activity ID:

From your Grant Agreement.

Total Activity Funding:

From your Grant Agreement.

Activity Work Plan Start and End Date:

For the reporting transition year, 1 July 2021- 30 June 2022.

2. Activity Deliverables Section

Please note: You may duplicate the table to better describe the services delivered, or if you deliver multiple services or projects under your Activity. For example, you may wish to fill in one table per location or per activity/service or project type according to your Activity Details. However you provide the information, all Activity Details in your Grant Agreement must be covered.

Objective:

Provide appropriate support to Forgotten Australians, Former Child Migrants and people affected by forded adoption. peer support group, a counselling service, records tracing.

Deliverable:

Peer support group, a counselling service, records tracing.
For example, *We will deliver 12 two hour sessions over a three-month period*

Timeframes:

This section should outline when your organisation expects to achieve a milestone or makes an impact that moves you towards your stated outcome.

Depending on your outcomes, progress could be expected to occur in the short, medium or long term.

Measure(s) of success:

You are required to identify measures of success against your stated outcomes. This should include information/indicators that will, once collected, demonstrate the impact of the action/s you have taken. Your 'measures of success' include:

- **what you intend to measure** (e.g. "percentage of clients with improved wellbeing and family reconnection", "percentage of clients with increased engagement", etc.)
- **how it will be measured** (e.g. tools/mechanisms such as internally developed client surveys and questionnaires, or specific outcomes measurement tools)
- **when it will be measured** (e.g. pre, during, and post the deliverable action).

Measurement tools / Evaluation

You may also wish to consider evaluating the impact your actions have had on the clients that access your service. Information on how to undertake an evaluation of your service includes "Planning for evaluation", and "Evaluate your program or service." These references include guidance on selecting outcomes to measure, identifying indicators, and collecting data to measure those indicators.

You may wish to consider using an appropriate measurement tool to demonstrate the impact of the actions you have taken. You may wish to consider the available resources on measurement tools, such as "How to choose an outcomes measurement tool" on the AIFS website, and the "Guide to measuring client outcomes" on the department's Data Exchange website.

If your organisation uses a non-standard outcomes measurement tool (i.e. an outcomes measurement tool not translated in SCORE (Standard Client/Community Outcomes Reporting) as outlined in the SCORE translation matrix), or have adapted a standard tool to suit your needs, you may wish to provide this tool with your AWP.

The department encourages you to **contact your FAM and provide tangible examples of the tools you are using or how you are measuring outcomes**. Examples will allow FAMs to progress these issues to the policy and DEX teams based in the department's Canberra office who will then assess whether and how these measurements could potentially be adapted to SCORE.

Please go to the Data Exchange website for a copy of the Community Outcomes SCORE Fact Sheet.

3. Risk Management Section

Risk:

This section should outline the risks/barriers to successful service delivery that may be faced by your organisation and the clients that access your services. These risks / barriers could include such things as:

Activity risks – those that could cause the intended outcome to fail / not be realised e.g. the service and its outputs do not lead to the desired outcome, impact of coronavirus on collaboration and awareness raising activities, including provision of advice to service providers, or on face-to-face service delivery.

Staff safety risks – this could include risks related to client violence or long-distance travel. This could also include risks related to the mental health of staff providing the service, particularly relating to their level of training and experience.

Operational risks – those resulting from inadequate or failed procedures, systems or policies e.g. internal processes hindering client outcomes, or lack of suitably qualified staff.

Privacy risks – risks associated with the handling of clients' personal information.

Financial risks – resulting from financial loss or uncertainty e.g. committed funding not being used, resulting in a program underspend.

Reputational risks – resulting from negative publicity and public perception e.g. target clients do not engage with the organisation / activity.

How the risk will be managed:

This section should outline how your organisation intends to mitigate or manage the risks you have identified.

This should include consulting your FAM ahead of any media contact referencing activities or issues related to your Grant Agreement, where you participate in television/radio/newspaper and other media interviews, public statements and campaigns.

4. Stakeholder Engagement Section

This section allows your organisation the opportunity to **identify how you promote your service and work with stakeholders** to get better outcomes for Australian families and children.

Stakeholder:
This section should include details of stakeholders, collective networks, partnerships or initiatives that your organisation has a connection with to support the delivery of your service and achieve better outcomes for Forgotten Australians, former Child Migrants (pre-1990 Care Leavers) and people affected by forced adoption. This should also include established referral pathways you have with other organisations or services.

Activity Work Plan Progress Reports

This section is intended to offer guidance on completing your AWP Progress Reports. Please consult with your FAM if you have any questions.

1. Activity Deliverables Section

This section should outline if your intended outcomes have been achieved, or outline the status if they have not been. The status of an outcome should reflect and be consistent with your **measures of success** i.e. an outcome is 'achieved' if the specified measure of success can demonstrate it has been achieved.

This section also allows you to elaborate on your progress against outputs towards meeting your outcomes. You may wish to outline what steps you have taken so far and the steps you will take in the future.

Please consider if you have not achieved outcomes as intended, what were the reasons for any delays or unintended outcomes, challenges and variations to service or project delivery?

You may also wish to consider if your outputs and outcomes remain appropriate/effective for your community, stakeholders or clients, and whether you wish to update these.

Your final Progress Report should note changes you have made, any learnings, and what has been achieved since the previous Progress Report. It should also outline any differences, for example new resources developed, and changes in support provided. It should also discuss overall achievements for the financial year.

Good news story: You are encouraged to include a de-identified case example to demonstrate the impact your service has had on Forgotten Australians and Former Child Migrants (pre-1990 Care Leavers) and people affected by forced adoption.

2. Risk Management Section

Progress Report:

Reflect on the risks you have identified, if your risk management strategies were successful and/or provide an update on how they are progressing.

You should also consider if current risk management strategies require updating, or if new risks are identified, and new management strategies are required.

3. Stakeholder Engagement Section

Progress Report:

Outline whether or not your stakeholder engagement strategies were successful and/or provide an update on how they are progressing.

You should also consider if your current stakeholder engagement strategy requires updating, such as if new stakeholders of interest have been identified, and new engagement strategies are required.