

2011-12 Annual Service Report

Final draft – 30 November

Background

The Annual Service Report (ASR) is a requirement of the Family and Relationship Services (FaRS), Specialist services and Family Law services providers under their Funding Agreement with FaHCSIA. The ASR collects data complementary to the ongoing client and activity information collected through FRSP Online.

Consultation process

Early draft versions were circulated for comment during September. Feedback was received from service providers and FaHCSIA Network offices. Teleconferences were held on 28 September and 26 October with the Annual Service Report working group convened by FaHCSIA with assistance from FRSA. The teleconferences discussed the initial feedback received through the consultation process and went into greater depth about opportunities for further improvement including wording of questions and format of responses.

Attorney General's Department were also consulted in October as to whether the report continued to meet their reporting needs.

The final draft aims to reflect the outcomes of the consultation process outlined above.

Once the draft is approved by the FSP National Program Manager, the finalised content of the 2011-12 report template will be distributed to stakeholders.

Definition of key terms

Feedback received (particularly during the working group teleconferences) highlighted a number of terms featured in the ASR template that will benefit from the inclusion of definitions to ensure a common understanding exists between FaHCSIA and service providers. The final electronic form provides the opportunity to have definitions of key terms displayed to users when the mouse cursor is hovered or clicked on the term. Terms for definition are footnoted throughout.

Responses relevant to activities and / or locations

Questions throughout the ASR require responses at different levels of detail – some a single response for the entire organisation, others a response for each funded activity and / or response for each Activity Delivery Area or Outlet.

Content

Questions are presented below in a simplified text format. The final 2011-12 report template will have an overall look and feel similar to 2010-11. A number of questions are included verbatim from the 2010-11 Annual Service Report. Other questions have been reworded, or are entirely new.

1. Organisation Details

- 1.1 Organisation's legal name.
- 1.2 Contact officer details for report follow up.
- 1.3 List of FSP activities your organisation received funding to deliver in 2011-12: *(intention to pre-populate this information)*

2. Collaboration

- 2.1 How has your organisation¹ collaborated with other relevant services and agencies during this reporting period? Please complete the table below:

Name of other collaborative agency or service	Type of service	Identify your FSP activities involved in this collaborative relationship	Type of collaborative relationships (check all that apply for each partner)				
			Shared knowledge / training / mentoring	Joint community planning	Community partnership joint service delivery	Formal referral policy / procedures	Other, please describe:
	<i>E.g. local government, legal service, mental health service, counselling service, advocacy service, etc.</i>	<i>Ability to select all or some of the activities identified in 1.3.</i>	<i>E.g. sharing resources; formal and informal mentoring or advice; participation in networking meetings, etc.</i>	<i>E.g. community council representation; active board membership with/from other family support providers; joint family support service or event planning</i>	<i>E.g. sub-contracting arrangements; consortia; collaboration in one-off activities or ongoing service delivery.</i>	<i>E.g. agreements and MOUs with other agencies; documented "warm" referral processes;</i>	
North Sydney Psychology	Mental Health Service	KIF, FaRS	x	x	✓	✓	x
FRC Bondi	FRC	RFDR	x	✓	✓	✓	x

- 2.2 Further comments on collaborative activities (optional):

¹ Including sub-contracted organisations

3. Service availability

3.1 At any time during the reporting period was the next available² appointment offered for new clients more than 2 weeks away? Provide details for each instance in the table below:

Activity	Outlet	Peak (longest) waiting period in weeks	Major contributing factor(s)	Current waiting time for this Activity and Location
<i>FaRS</i>	<i>North Sydney</i>	<i>8</i>	<i>Staff vacancies impacting capacity</i>	<i>4</i>
<i>CCS</i>	<i>Parramatta</i>	<i>7</i>	<i>Service operating at capacity with full staffing</i>	<i>7</i>

3.2 Further comments on service availability (optional):

4. Staffing / workforce

We are interested in a greater understanding of staff recruitment and retention across activities and locations as well as the make up of part time and casual staff in the sector (as opposed to FTE).

4.1 How many positions³ are for FSP service delivery and administration for each Activity?

Activity	FTE		Actual positions / staff		Volunteers
	Service delivery	Admin / Support	Service delivery	Admin / Support	

4.2 Staff vacancies for service delivery positions, by location type during the reporting period (estimations are acceptable):

	Metropolitan ⁴	Regional ⁵	Remote ⁶
Number of vacancies by FTE			
Number of vacancies by actual positions advertised			
Average vacancy time in weeks			

4.3 Further comments on staffing / workforce (optional):

² In instances of service providers operating with their 'books closed', waiting period equals the period between the closure and re-opening to accept new clients.

³ For example, 2 part time vacancies working 2.5 days per week each equals 1 Full Time Equivalent (FTE) and 2 actual positions.

⁴ Metropolitan, regional and remote areas are clearly defined by the Australian Bureau of Statistics. Refer to [:Australian Statistical Geography Standard](#) (ASGS)The following map showing classifications may also be useful: [Doctor connect](#)

⁵ Classifications RA2 and RA3 are combined and considered Regional.

⁶ Classifications RA4 and RA5 are combined and considered Remote.

5. Indigenous Access Plans

5.1 If your organisation has an Indigenous Access Target are you on track to meet this Target?

Note: If you completed a *Vulnerable and Disadvantaged Client Access Strategy* including *Indigenous Access Plan* and target in Dec 2010, you must submit information separately from this report on your achievements against the actions you committed to. This information should be provided in the relevant section of the *Vulnerable and Disadvantaged Client Access Strategy* template.

6. Complaints

6.1 Please provide details of any complaints escalated to organisational management regarding the FSP activities your organisation delivered during 2011-12:

Activity complaint is related to:	Activity Delivery Area complaint is related to:	Summary of complaint:	Complaint substantiated:	Summary of outcome ⁷
			Y/N	

6.2 Have any of these complaints resulted in adverse media attention?

6.3 Have any of these complaints resulted in litigation or compensation?

6.4 Have any of these complaints resulted in changes to policies or procedures?

6.5 Further comments on complaints (optional):

7. Fees and Funding

7.1 For each Activity identified at 1.3, please provide the total fees collected from clients during the 2011-12 financial year in the table below:

Activity	Outlet	Fees collected	Number of clients paying fees	Clients exempt / paid no fees
CCS		\$228,000	680	182
FRC		\$155,000	900	1356
Total ->		\$383,000	1580	1538

7.2.1 Does your organisation receive funding from different sources to deliver similar activities to those funded by FSP? For example: counselling, dispute resolution, mediation, education etc.

⁷ Progress update if complaint remains unresolved.

7.2.2 For these similar activities **only**, please estimate the proportions of funding against the table below:

Funding source	Approximate % of 2011-12 funding	Is this funding available in 2012-13?	Activity description / comments
FSP Funding		N/A	N/A
Local Government / Council			
State Government			
Commonwealth Government (excluding FSP)			
Fee income			
Donations and philanthropy,			
Other, please specify:			

7.3 Further comments on fees and funding (optional):

8. Performance Indicators of Client Outcomes

This new section reports combines Funding Agreement performance indicators and Performance Framework performance indicators. In addition to intermediate client outcome data, questions relating to immediate client outcomes will now appear in the Annual Service Report as these are no longer collected through the FRSP Online system.

Service providers will be supported to collect client outcome data through the Performance Framework Service Provider Help Guide. The Help Guide will assist organisations to select or develop their own questions to measure immediate and intermediate client outcomes.

8.1.1 Has your organisation developed any questions being used for Client Outcome collection that have **not** been selected from the Performance Framework Service Provider Help Guide?

8.1.2 Have any questions not selected from the Help Guide been approved for use by your FaHCSIA agreement manager?

8.2 The below table is representative of questioning which would be **repeated for each activity** listed at 1.3:

Immediate Performance Indicators	Question(s) used	Number of clients seen in collection period	Number of client responses	Number of positive responses (yes / agreed)	Number of negative responses (no / disagree)	Number of responses don't know / no answer
Immediate outcome 2.1 –						
Immediate outcome 2.2 –						
Immediate outcome 2.3 –						
Immediate outcome 2.4 –						
Intermediate Performance Indicators	Question(s) used	Sample size identified by FaHCSIA	Sample size achieved	Number of positive responses (yes / agreed)	Number of negative responses (no / disagree)	Number of responses don't know / no answer
Intermediate outcome 1.x						
Intermediate outcome 1.x						

8.3 Further comments on Client Outcome data collection (optional):

9. Additional Information / Feedback

9.1.1 Has your organisation undertaken any research or evaluation activities relevant to the FSP?

9.1.2 Are there any findings you would like to share? Briefly describe below and provide any documentation and materials directly to your Agreement Manager.

9.2 (Optional) Please provide a story of innovation, outcomes, best practice or success in the implementation of new FSP reforms or requirements. This may or may not involve clients – if so please omit any details or circumstances that could identify an individual or family.

9.3 Do you have any further comments on your organisation's performance not identified elsewhere?

9.4 Do you have any feedback regarding this performance report?

The Department would appreciate your feedback on this report and welcomes any suggestions you have for future improvements that would make the report easier to complete and/or to report your organisation's achievements.

10. Statement of Compliance against Approval Requirements

10.1.1 Does your organisation deliver any activities as part of a consortium or through sub-contracting arrangements?

10.1.2 Please note that all statements against approval requirements are representative of all consortium members or sub-contracting arrangements

I understand

10.2.1 - 10.2.15

Self assessment of compliance against each of the approval requirements, 1 to 15 –

Fully compliant	Partially compliant:	Non-compliant:
- what evidence ⁸ do you have to support this statement	- details of partial compliance and describe remediation strategy	- details of non-compliance and describe remediation strategy

11. Declarations

- 11.1 I verify that client and activity data for all funded activities and locations is submitted and complete in the FRSP Online system for the 2011-12 financial year.
- 11.2 I verify that this organisation has advised the relevant FaHCSIA agreement manager of any changes to service delivery locations or the activities delivered at existing locations since July 1 2011.
- 11.3 I verify that this organisation has developed and displays an equitable fees policy that addresses access for people on low incomes.
- 11.4 I verify that this organisation maintains an Asset Register which records all assets purchased with funding from the Family Support Program.

⁸ See [guide to compliance rating](#)