

Local Connections

Resource Guide

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Children & Young People

Aboriginal Child Specialist Advice and Support Services – Activity 31263

Description of the service - The Aboriginal Child Specialist Advice and Support Service (ACSASS) provides specialist advice and case consultation to Child Protection regarding an Aboriginal perspective in the assessment of risk and case planning and culturally appropriate intervention for reports of abuse or neglect of Aboriginal children. Child protection practitioners are required to consult with ACSASS at the point a report is received regarding an Aboriginal child and regarding all significant case decisions thereafter, across all phases of child protection involvement.

The role of ACSASS workers includes case consultation, liaison between Child Protection and Aboriginal children and their families, participation in meetings and joint visits with child protection practitioners where appropriate.

Target group - Aboriginal children reported to Child Protection or subject to Child Protection investigation or intervention.

Agency Contact Details

- VACCA 5482 6955

Aboriginal Family Services – Activity 31165

Description of the Services - There are two components of the Aboriginal Family Services activity, the Aboriginal Family-led Decision Making Program (AFDM) and the Aboriginal Family Restoration and Preservation Program.

AFDM is an approach to decision-making and planning for Aboriginal children subject to child protection intervention where abuse has been substantiated. AFDM is guided by cultural tradition, actively involves the child's family and Aboriginal community and is grounded in a partnership between area based Department of Human Services child protection services and the local Aboriginal community.

Significant preparatory work with family members occurs prior to the decision-making meeting which is co-chaired by the Department of Human Services convenor and an Aboriginal community convenor and attended by a community Elder, the family and relevant professional. Aboriginal Family-led Decision Making has as its primary goal the safety and wellbeing of Aboriginal children and young people who are at risk of abuse and neglect.

The Aboriginal Family Preservation Program services work intensively with families over a period of up to 12 weeks, who have been referred by Child Protection with the aim of family preservation or reunification. The program provides an intensive, short-term service aimed at strengthening the ability of families to protect and care for their children, thereby preventing the need for placement in out-of-home care. Where it has been necessary for a child or young person to be placed away from the family home, the program works to facilitate reunification.

Target group - Within the Aboriginal family services activity, the two services provided within this activity have defined target group as follows:

Aboriginal Family-led Decision Making (AFDM) – Aboriginal children subject to child protection intervention where abuse or neglect has been substantiated.

Aboriginal Family Restoration/Preservation – Aboriginal children for whom placement in out-of-home care is being considered or where family reunification of an Aboriginal child living in out-of-home care is being considered.

Agency Contact Details

- Bendigo & District Aboriginal Cooperative
5442 4947
- Njernda Aboriginal Corporation
5482 4217

Adolescent Mediation (Finding Solutions) - Activity 32129

Description of the Services - Finding Solutions is a state-wide program that actively engages with young people and their families to provide mediation and support, to assist them to address the issues leading to potential family breakdown, including diversion to community based services and parental support services. Involvement with the Finding Solutions program is voluntary.

The Finding Solutions program provides case management and direct case work to young people and their families referred to the program. Case management may include case planning, coordination of support services, referrals as required and case reviews. Case work may involve mediation, individual and/or family counselling, practical support, and related assistance to the young person and their family.

Target Group - Young people of secondary school age and their families who are at risk of being involved with Child Protection and being placed in out-of-home care.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Adolescent Support Program - Activity 32130

Description of the Services: - The Adolescent Support Program (ASP) provides support to young people who demonstrate challenging behaviours or are in immediate crisis to assist them to safely live with their families or in the community. The program also assists young people living independently to address issues preventing them from returning home.

Depending on the needs of the client, the ASP may provide a variety of services, from early intervention through to case management and case contracting for statutory clients.

Target Group - Young people aged 12 to 17 years who are current past or at risk of being clients of the Child Protection and Youth Services systems.

Note - 90 per cent of referrals to come from Child Protection.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Client Placement Support Services (Koori) – Activity 32127

Description of the Services - The client placement support services activity funds the provision of a range of services, including intensive case management and innovative support services.

Intensive case management services are targeted at young people aged 12 to 18 years in out-of-home care, who are subject to child protection involvement and who demonstrate a high level of risk behaviours.

Innovative support services are area specific models of support

Target group - Children and young people who are placed in out of home care 100 per cent of whom will be subject to current protective involvement.

Agency Contact Details

- Bendigo & District Aboriginal Co-operative
5442 4947
- Njernda Aboriginal Corporation
5482 4217

Educational Support (Children in Residential Care) – Activity 31219

Description of the Services - The educational support–children in residential care activity provides education related support services for children and young people residing in residential care services. The program funds specialist educational support workers and other educational support staff to undertake comprehensive assessments develop individual education plans and provide targeted support to children and young people in residential care services to improve their education outcomes

Target group - Children and young people in residential care who have special and additional educational support needs

Agency Contact Details

- St Luke’s Anglicare 5440 1100

Family Violence Support Services - Activity 31233

Description of the Services - The family violence support services activity funds a range of organisations providing counselling and support services to women and children throughout Victoria.

Services directed to women experiencing or recovering from family violence aim to enhance their safety, confidence, life skills and independence. Services aim to break the cycle of violence for children and young people experiencing or recovering from family violence by enhancing coping skills and self-esteem and facilitating the development of non-violent life strategies.

Services provided may include assessment, information and referral, education, individual and group counselling, and support and case coordination. The program may also provide assistance to women seeking intervention orders through court support, advocacy and referral services.

Counselling and support services are a component of an integrated, area-based suite of family violence services and will develop strong linkages and partnerships with women’s and children’s outreach services; after hours services and accommodation services; Indigenous family violence services; and family violence services for men.

Funding is also provided for the Victorian Court Information and Welfare Network for support to women and children in both the Magistrate’s and Children’s Courts.

Target group - Services will support women and their children who have experienced family violence or are at risk of being unsafe in the family environment. The target group includes those who are no longer in abusive relationships, those who choose to remain in an abusive relationship and those who have never called police or used family violence crisis services. At a state-wide level a minimum of thirty per cent of services provided through this activity are targeted to children and young people affected by family violence.

Agency Contact Details

- Centre for Non Violence 5430 3000

High Risk Family Violence Responses – Activity 31267

Description of the service - Case-management is provided to support women and children experiencing family violence to access a range of services so as to live free from violence and rebuild their lives. This includes information, referral, advocacy and support to enhance the safety of women and children and assist clients to address the range of issues impacting on their ability to access and maintain safe and secure long-term housing options. An assertive case management framework is used and builds on the client’s strengths and aspirations.

Family Violence Outreach Workers/ case workers provide direct support which typically includes assistance to meet the goals and outcomes identified in a client’s individual support plan.

The average support period will last around 13 weeks.

Strengthened case management responses are needed to support the identification, engagement and safety planning (including risk assessment and risk management) for women and children at serious and imminent risk of death or injury from family violence. Case managers and family violence services may refer women and children at imminent risk from family violence to local Risk Assessment and Management Panels (RAMPs).

RAMPs bring together key agencies including Police, Corrections, Health, Child Protection, Housing and family violence to share information and plan for the safety of women and children at high risk from family violence and to increase the accountability of perpetrators. RAMPs enable multi-agency, rapid, coordinated responses to assess and manage risk to women and children. RAMP coordinators have responsibility for supporting the operations and actions of the RAMP in line with the Strengthening Risk Management Program Guidelines. Brokerage funding is available to help support actions and strategies, required to keep women and children safe that arise from the RAMP or assist in the engagement of women and children at high risk from family violence.

Flexible post crisis support packages are allocated in accordance with a client directed support plan.

Target group - Women and children experiencing family violence or at risk of being unsafe in the family environment.

The target group for consideration at RAMPs includes women and children at serious and imminent risk from family violence.

Agency Contact Details

- Centre for Non Violence 5430 3000

Home based Care – Complex – Activity 31216

Description of the Services - Home-based care - approved foster carers look after children and young people in their own homes and receive reimbursement for the costs associated with providing this care. Community service organisations (CSOs) are responsible for recruiting, assessing, training and supporting foster carers and for client case management.

Complex placements are highly resourced, consisting of specific service responses and individualised interventions. 'Complex' placements represent ten per cent of all home-based care, foster care placements.

Tailored Care Packages are flexible funding packages 'attached' to a child or young person and can only be used where existing foster care options and supports available to all children in care have been explored and found to be unavailable or inappropriate.

Target group - Home-based care complex - Children and young people aged from 0 to 18 years who are, or have been, registered on the High Risk Adolescent Register, or whose behavioural, emotional and physical needs place them in the extreme upper percentage of all children in out-of-home care, 100 per cent of whom will be subject to current protective involvement. Children and young people may move between the respective care categories (general, intensive and complex), depending upon the level of support and specialisation required by the CSO supporting the placement and corresponding demand on the carer.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Home based Care – General – Activity 31214

Description of the Services - This service provides responsive and timely service interventions to prevent escalation of emerging issues and divert young people away from the youth justice system. Young people referred by Victoria Police are prioritised. The service response includes assessment, case planning and implementation undertaken in partnership with the young people.

The service utilises a community development approach in order to proactively divert groups of young people away from the criminal justice system.

Target group - Children and young people aged from 0 to 18 years, who are unable to live with their families due to issues of abuse and neglect and require placement in out-of-home care. Ninety per cent of the target group will be subject to current protective involvement, and up to ten per cent of the target group may include children and young people aged from 0 to 18 years on Child Care Agreements

Agency Contact Details

- St Luke's Anglicare 5440 1100

Home based Care – Kinship Care – Activity 31202

Description of the Services - Placement Support Services - Placement establishment support and case contracted cases are managed similarly to other types of out-of-home care cases. The service is consistent with the Best Interests Case Practice Model.

Information and Advice Services – includes brief face to face contact and/or telephone information and advice, group work and dissemination of community information and resources needed by carers.

Cultural Connections Services - includes advice and information to mainstream agencies supporting Aboriginal children in kinship placements.

Family Services – includes brief, occasional and short term family support when needed to enable self-managing kinship care arrangements, manage changes in circumstances/emerging issues.

Cultural Connections - includes support to Aboriginal children in kinship placements supported by mainstream agencies.

Target group - Placement Support Services - contracted case management and placement establishment support

Children and young people 0–17 years who have been placed in a kinship care arrangement as a result of a protective intervention and their carers. 100 per cent of children in these target groups will be placed in kinship care through child protection intervention.

Information and Advice and Family Services and Cultural Connections/Support

Children and young people aged 0-17 years living with kinship families in both statutory and private placements and their carers.

Agency Contact Details

- | | |
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| • St Luke's Anglicare 5440 1100 | • Njernda Aboriginal Corporation 5482 4217 |
| • Bendigo & District Aboriginal Co-operative 5442 4947 | |

Home based Care – Therapeutic – Activity 31413

Description of the Services - Therapeutic foster care (Circle) is a home-based care service provided by voluntary carers specifically recruited, trained and supported to provide a therapeutic model of care. Therapeutic foster care supports child centred practices and recognises that children entering out-of-home care require a therapeutic response.

Each Circle placement has a care team with a therapeutic specialist who provides focused training and support to the child, carer and significant others to facilitate the ability of those in the care environment to effectively support the child to recover from the effects of abuse related trauma.

Community service organisations providing Circle program are responsible for the specialised recruitment, supervision and training of carers and the provision of enhanced placement support. In addition, they work in partnership with a specialist therapeutic support service who provides therapeutic assessment, guidance and support to placements.

Aboriginal therapeutic home-based care

Aboriginal therapeutic home based care provides enhanced therapeutic care for Aboriginal children and young people in foster and kinship care placements through the enhanced capacity of care teams and staff to deliver a trauma-informed therapeutic response.

This model includes a state wide therapeutic clinician to work in collaboration with locally based therapeutic clinicians/services. This role will provide focused training and support to assist the child, carer and significant others in the care environment to effectively support the child to recover from the effects of abuse related trauma.

The development of local models of service delivery is achieved through regional service planning processes, which are self-determining, holistic and responsive to Aboriginal communities

Target group - Therapeutic foster care (Circle)

Children aged 0 to 17 years who are entering care for the first time and who have not been in care at any time in the past six months, these children represent two thirds of the target group.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Home based Care – Intensive – Activity 31418

Description of the Services - Home-based care – approved foster carers look after children and young people in their own homes and receive reimbursement for the costs associated with providing this care. Community service organisations are responsible for recruiting, assessing, training and supporting foster carers and for client case management.

Intensive placements are resourced at a higher level to general home-based care as an assessment has been made based on the child's support needs, a child or young person's challenging behaviour or additional care needs.

Intensive home-based care can also be used to meet the higher level of intervention required by a funded community service organisation (CSO) in supporting the co-placement of large sibling groups.

Intensive placements represent 30 per cent of all home-based care, foster care placements.

Target group - Children and young people aged from 0 to 18 years, who demonstrate a significant level of challenging behaviour or have high care needs – 100 per cent of whom will be subject to current protective involvement.

Children and young people may move between the respective care categories (general, intensive and complex), depending upon the level of support and specialisation required by the CSO supporting the placement and corresponding demand on the carer.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Integrated Family Services - Activity 31245

Description of the Services - Integrated Family Services provides a comprehensive range of services and approaches, including:

- Identification of pathways and key transition points that focus on earlier intervention and diversion to prevent families' progression into the statutory child protection system
- A strengths-based approach and comprehensive needs and risk assessment
- Capacity to provide intensive, multidisciplinary responses
- Authorisation to consult with or make reports to child protection when a child is believed to be in need of protection.

Note that Integrated Family Services includes Child and Family Information, Referral and Support Teams (Child FIRST), which

- Provides a visible and accessible entry into family services in a designated sub-regional catchment, and
- Ensures that vulnerable children, young people and their families are linked effectively into relevant services.

Target group - The target group is primarily vulnerable children, young people and their families who are: likely to experience greater challenges because the child or young person's development has been affected by the experience of risk factors and cumulative harmat risk of concerns escalating and becoming involved with child protection if problems are not addressed.

Agency Contact Details

• Bendigo Community Health Services 5448 1600	• Echuca Regional Health 5485 5000
• Castlemaine District Community Health 5479 1000	• Kyabram Community & Learning Centre 5852 0000
• CatholicCare Sandhurst 5443 9577	• St Luke's Anglicare 5440 1100
• Cobaw Community Health Services 5421 1666	

Leaving Care – Activity 31414

Description of the Services - Leaving care services are provided in all Department of Human Services regions and include the following:

- Leaving Care Mentoring (LCM) program that provide young people, aged between 15 – 18 years, with the opportunities to
- Interact with safe and supportive adults who will assist them to engage in community activities beyond out-of-home care.
- Leaving Care Brokerage funding provides a flexible support fund for those young people 16 – 18 years transitioning from state care, and those young people up to 21 years who need support subsequent to their leaving state care.
- Leaving care support for Aboriginal young people.

Target group - Young people aged 16 -21 years of age who have been subject to Custody or Guardianship to the Secretary on their 16th birthday (or after) who need assistance in their transition to independence from out-of-home care, including kinship care, or subsequently seek post care assistance.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Local Adoption – Activity 31137

Description of the Services - Adoption is one of a range of options used to provide permanent care for children unable to live with their birth family. Local adoption refers to the placement of a child who has been born in Australia, where consent to adoption has been given by birth parents or dispensed with by a court and the child placed with approved adoptive parents.

When an adoption order is granted the legal rights of the child become the same as if they were born to the adopted parents.

Services provided through this activity include: relinquishment counselling, assessment and approval of adoption applicants, placement of infants and children with a family, supervision of placements, provision of court reports, and facilitation of ongoing access and information exchange.

Target group - Client group consists of infants relinquished by their birth parent(s), infants with special needs, older children available for adoption, and children for whom an adoption application has been made by a relative or step parent.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Men's Family Violence Services – Activity 31240

Description of the Services -The men's family violence services; assist men with a history of violent and abusive behaviour towards family members to develop non-abusive behaviours and new relationship and parenting skills. Services provided to men may include: intake and assessment, individual or group counselling, telephone counselling and referral.

These services include the Men's Referral Service and Men's Behaviour Change Programs (including enhanced intake provided on a divisional or sub-divisional basis).

The Men's Referral Service provides an anonymous and confidential telephone counselling, information and referral service for men who are violent or abusive towards family members.

Enhanced Intake provides an entry point for active referrals (i.e. not self referrals) from a range of sources (including police) as well as referrals via other pathways. Intake services actively attempt to engage men who use violence.

Men's Behaviour Change Programs aim to promote the safety of women and children by holding men accountable for their use of violence towards family members and by changing their attitudes and behaviour. Group programs are provided as well as individual counselling and partner contact.

Family violence services for men are a component of an integrated, area based suite of family violence services and will develop strong linkages and partnerships with women's and children's family violence services, Indigenous family violence services, police and courts.

Target Group - Men who are attempting to address their violent behaviour and women and children family members of men who have used violence towards them.

Agency Contact Details

- Centre for Non Violence 5430 3000

Parenting Skills & Assessment Services – Activity 31255

Description of the Services - Description of the Services - Parenting assessment and skill development services (PASDS) are specialist, intensive parenting services for children involved with child protection. PASDS are provided by community services organisations in the home, in a residential or community setting.

PASDS accept referrals from child protection for vulnerable, at-risk infants aged from birth to two years of age, but may be inclusive of three-year old children as appropriate.

PASDS provide independent, specialised assessments of vulnerable infants and young child/rens health, development, safety and wellbeing. This includes an assessment of the parent/s capacity and ability to take on new parenting skills to care for child/ren and improve their child/ren's outcomes.

The specialised assessments conducted by PASDS are key to informing decision makers under the Children, Youth and Families Act 2005, namely child protection, registered community service organisations and the Children's Court of Victoria, about the care of a child and to ensure appropriate supports are provided to these vulnerable children and their families.

PASDS also include an intensive skill development service component for parents of these vulnerable infants and young children involved with child protection, to assist them to develop their skills, knowledge and capacity to safely care for and nurture their children.

Target group - PASDS receive referrals from child protection for vulnerable infants and young children from birth to two years of age, but may include three-year old children where appropriate.

Note – Child Protection referrals only

Agency Contact Details

- St Luke's Anglicare 5440 1100

Permanent Care – Activity 31138

Description of the Services - The provision of permanent care placements appropriate to the needs of children when a decision has been made that they cannot live with their family of origin on a permanent basis. Permanent care placements are provided by volunteer caregivers, who receive reimbursement for the costs of care.

Permanent care is categorised as a home-based care placement. Services provided through this activity include assessment and approval of applicants, preparing children for placement, placing children with approved caregivers, supervision of placements, provision of court reports, and facilitation of ongoing access and information exchange.

Target Group - Children unable to live with their birth family on a permanent basis.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Placement Prevention – Activity 31218

Description of the Services - Placement Prevention Services includes a number of support programs including: intensive case management, family first / family preservation and innovative support services:

Intensive case management services provide multidisciplinary, intensive case management and youth outreach services targeted at young people 12 to 18 years not in out-of-home care, who are subject to protective services involvement and who demonstrate a high level of risk behaviours.

Family preservation services (including Families First) provide an intensive, short-term service aimed at strengthening the ability of families to protect and care for their 'at risk' children, thereby avoiding the need for placement in alternative care. The service is targeted at families where there is an imminent risk of the child or young person (aged 0 – 18 years) being placed in alternative care because of suspected or unresolved child abuse concerns.

Experienced practitioners undertake a comprehensive assessment and provide families with support for six to eight weeks.

Innovative support services are division-specific models of support developed to meet the needs of clients.

Target group - Children and young people who are subject to protective services involvement and living at home or independently, and who are at risk of significant harm or abuse and in need of additional case support.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Residential Care – Activity 31415

Description of the Services - Residential care in community-based houses is for children and young people in out-of-home care who are unable to be placed in home-based care. Children and young people who live in residential care are often those who have experienced the greatest level of trauma and who, therefore, require the most expert therapeutic care and support.

This activity has historically comprised two sub-activities: residential care intermediate (RP2) and residential care complex (RP3).

In the 25 March 2014 release of the Out-of-home care: A five year Plan, the Government announced that at the end of this five year plan, every young person living in residential care will have a therapeutic placement with therapeutic supports that appropriately and effectively addresses their complex needs.

In the lead-up, new therapeutic residential placement will be converted and/or established.

Residential care intermediate is for children and young people, who either display a significant level of challenging behaviour or are a part of a large sibling group.

Residential care complex is for children and young people, who display a significant level of complex behaviours, have multiple and complex needs and engage in high-risk behaviours.

Target group - Young people 12 to 18 years, or larger sibling groups who are unable to be placed in home-based care – 100 per cent of whom are subject to current protective involvement.

Agency Contact Details

- HomeStyle Respite 5441 3537

Residential Care - Case Management – Activity 31416

Description of the Services - Residential care – case management is the provision of assessment, planning, facilitation and advocacy for options and services to meet the needs of children and young people in residential care through communication and available resources to promote cost effective outcomes. This activity has historically comprised two sub-activities that align with the residential care activities: residential care intermediate (RP2) and residential care complex (RP3).

In the 25 March 2014 release of the Out-of-home care: A five year Plan, the Government announced that at the end of this five year plan, every young person living in residential care will have a therapeutic placement with therapeutic supports that appropriately and effectively addresses their complex needs.

In the lead-up, new therapeutic residential placement will be converted and/or established

Target group - Children and young people 12 to 18 years, and/or larger sibling groups who are unable to be placed in home- based care – 100 per cent of whom are subject to current protective involvement.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Sexual Assault Support Services – Activity 31235

Description of the Services - The priority of this service system is to provide direct services to adults, young people and children who have experienced sexual assault and their non-offending family members and support people. Services include crisis care, counselling, casework, advocacy and group work. The crisis care response includes an after-hours telephone service providing counselling, information and coordination of crisis care support.

Crisis care services are provided to victims/survivors of recent sexual assault and include crisis intervention, counselling, advocacy, liaison and coordination of support with child protection, police, forensic and other medical personnel.

Counselling advocacy and support services are also provided to adult survivors of childhood sexual assault or past adult sexual assault who present for assistance.

Sexual assault services provide community education, training and specialist consultation to other professionals and individuals to facilitate meeting the broader needs and concerns of victims/survivors of sexual assault.

Target group - Women, Men, and Young people; children who have experienced sexual assault and non-offending family members and support people.

Agency Contact Details

- Centre Against Sexual Assault (CASA) 5441 0430

Sexually Abusive Behaviour Treatment Services – Activity 31242

Description of the Services - Sexually abusive behaviour treatment services are for children and young people up to and including 17 years of age who display problem sexual behaviour or sexually abusive behaviour towards others (but do not have a conviction related to sexual offending). Using an ecological model, these services provide a common assessment framework, an increased focus on interventions with the child /young person's family, school and community and collaborative service provision with child protection and police to address the broader needs of children / young people (rather than a narrow focus on the behaviours).

Target group - Children and young people up to and including 17 years of age who are engaging in problem sexual behaviour or sexually abusive behaviour and do not have a conviction for a sexual offence.

Agency Contact Details

- Centre Against Sexual Assault (CASA) 5441 0430

Springboard Brokerage (Leaving Care) – Activity 31421

Description of the Services - Springboard provides intensive one to one assistance to young people aged 16-18 in residential out-of-home care, or up to 21 years who have left residential care and are disengaged from education, vocational training or employment, to gain secure, long-term employment by re-engaging with appropriate education, training and/or supported employment opportunities.

Target group - Young people 16 to 18 years of age in residential out-of-home care on Custody or Guardianship orders, or after these orders have lapsed up to 21 years of age.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Stronger Families – Activity 31262

Description of the Services - Stronger Families provides an integrated placement prevention and family reunification service, providing intensive case work support to vulnerable children and families, together with specialist youth services, therapeutic care and early parenting and specialist infant support. Services work with parents to address underlying issues that may lead to, or that have resulted in the need for their child to be placed in out-of-home care, and to build capacity of parents to safely care for their children.

The placement prevention and reunification activity funds the provision of a range of service responses as part of the 'Stronger Families: An Intensive Family Coaching and Support Service'. The service model includes:

- Intake and case work service - provides up to 12 months of case work support to children, young people and their families, which includes a child and family assessment, co-ordination of child and family action plans, therapeutic support and practical support. Integrated intake into specialist service packages is also available.
- Flexible family support packages - provide practical assistance such as purchasing of childcare, respite and other supports as required.

Specialist service packages: Intensive in-home parenting support services for children aged birth to two years, including antenatal/pre-birth response. Parenting Assessment and Skill Development Service Plus (PASDS Plus) provides up to 180 hours of in-home skill development to parents with children aged 0-2 years. It also includes an antenatal response and a post service consultation.

In-home parenting support of 60 hours following an Early Parenting Centre residential stay.

- Finding Solutions Plus for young people aged 10-15 years and their family - provides an average of 45 hours of mediation and support to young people at imminent risk of entering out-home-care who are referred from Child Protection with substantiated concerns.

The target group are families with children who: are involved with Child Protection, where protective concerns have been substantiated (or likely to be substantiated upon birth) are considered to be at imminent risk of being placed in out-of-home care for the first time if appropriate supports are not available to the child

Agency Contact Details

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| • St Luke's Anglicare 5440 1100 | • Bendigo & District Aboriginal Co-operative
5442 4947 |
| • Njernda Aboriginal Corporation 5482 4217 | |

Youth Justice Community Support Services – Activity 32135

Description of the Services - This activity has been developed recognising that youth justice clients present with a range of complex and varied needs that require an individualised service response.

The objectives of the Youth Justice Community Support Service are to:

- Reduce the rate, severity, and frequency of offending behaviour
- Contribute to the effective transition of young people from intensive tertiary services to mainstream services in the community
- Assist young people to develop independent living skills, increase capacity for social inclusion and develop resilience for adulthood
- Develop a young person's capacity for economic participation and engagement in education, training and employment opportunities.

The YJCSS provides a broad range of services to better meet the needs and deliver outcomes for youth justice clients at a regional and local level.

Many youth justice clients require intensive support and assistance to access integrated service networks including employment, education and training, mental health, drug and alcohol, and housing options to enhance rehabilitation, increase economic participation and social connectedness in the community.

Through the YJCSS, community service organisations have formed partnerships/consortia to collaboratively provide intensive support and a referral pathway to the broader youth service system to enhance outcomes for youth justice clients. Where appropriate, it will also enable youth justice clients to continue to access the services they need post-statutory youth justice involvement.

The YJCSS provides; intensive case work support, integrated access and supported referrals and transitional housing and support. The Transitional Housing Management – Youth Justice Housing Pathways Initiative (THM-YJHPI) has been integrated into the YJCSS (and is no longer a separate activity under 32122), providing transitional housing properties, assistance and housing outreach support for eligible Youth Justice clients.

Target Group - All young people who are on a community-based court order or have been released from a youth justice custody facility consented to participate.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Youth Justice Support Services – Activity 32133

Description of the Services - Youth Justice Group Conferencing is a legislated diversionary program providing a community rehabilitation intervention to the Children's Court at the pre-sentence stage. Based on restorative justice principles, it aims to divert young people from more intensive supervisory outcomes and progression into the justice system.

The group conference involves a decision making process that brings together people affected by an offence(s) to talk about what happened, how they were affected and to develop an outcome plan that sets out how the young person can make reparation and prevent further offending. Following the group conference, the young person returns to Court for sentencing.

Those who must attend a group conference include the young person, their lawyer, a police member and the convenor. Those who may attend include the young person's family/significant other, the victim(s) or their representative and any other person permitted to attend by the convenor.

Target Group - The target group is young people who have offended when aged 10 to 17 years presenting at the Children's Court

Agency Contact Details

- CatholicCare Sandhurst 5438 1300

Youth Outreach & Diversion Services – Activity 32137

Description of the Services - Placement Prevention Services; include a number of support programs including: intensive case management, family first / family preservation and innovative support services:

Intensive case management services provide multidisciplinary, intensive case management and youth outreach services targeted at young people 12 to 18 years not in out-of-home care, who are subject to protective services involvement and who demonstrate a high level of risk behaviours.

Target group - The target group for this program is young people aged from 10 up to 18 years who are not clients of either youth justice or child protection and who are at risk of becoming involved with the criminal youth justice system.

Agency Contact Details

- St Luke's Anglicare 5440 1100

Disability

Behaviour Intervention Services – Activity 17026

Description of the Services - Behaviour intervention services (BIS) manage and prevent behaviours of concern through the development and implementation of evidence-based programs that promote and maintain positive behaviour.

BIS broadly include the following:

- An intervention that is provided directly with the person, or via carers or staff. This form of service delivery requires comprehensive assessment, intervention and support strategies relative to the person's presenting needs and circumstances. Strategies may be delivered simultaneously rather than sequentially.
- Consultation and skills building that is designed to build systemic capacity. This form of service delivery involves the application of clinical knowledge and skills to enhance service policy and procedures, as well as the knowledge and skills through training and consultation of those who provide direct support to people with disability.

Target Group - Adults and young people who meet the criteria for disability service provision under the Disability Act 2006 and display behaviours that are a barrier to participation and contribution to the community (including both active and passive behaviours) and pose a risk to the health and safety of a person and those with whom they live or work. These behaviours of concern may include aggressive, self-injurious, or dangerous behaviour.

Agency Contact Details

- Bendigo Health Care Group 5454 8188

Building inclusive communities – Activity 17061

Description of the service - Known in local communities as MetroAccess, RuralAccess and deafaccess, this program aims to build the capacity of local communities across Victoria so they are more accessible, welcoming and inclusive of people with a disability.

Using a community development approach, the program works to bring together the strengths, resources and creativity of individuals, communities and government to increase citizenship and participation opportunities for people living with a disability.

Key strategies associated with the program include:

- Increasing community awareness about the needs and aspirations of people living with a disability
- Developing a framework for integrated and coordinated planning in local communities
- Developing local projects that respond to identified community needs and priorities
- Developing strategic partnerships between disability support providers, local and state government, community organisations and local communities
- Providing assistance to families and individuals, that improves access to relevant services and supports
- Improving access to information regarding relevant services and community activities available to people living with a disability.

The program has been implemented in partnership with local government, community health services and other local funded organisations. This builds on the strengths of local organisations to promote equal access and inclusion of people living with a disability. These initiatives provide the opportunity for the state government, local government and the funded organisation sector to create a coordinated approach to building capacity and supporting change in local communities for people living with a disability.

Target group

- People with a disability as defined by the Disability Act 2006
- Service providers within the disability and generic service systems
- Mainstream community.

Agency Contact Details

• Bendigo Health Care Group 5454 8188	• Greater Bendigo City Council 5434 6000
• Campaspe Shire Council 5481 2200	• Macedon Ranges Shire Council 5422 0333
• Central Goldfields Shire Council 5461 0610	• Mount Alexander Shire Council 5471 1700

Case Management – Activity 17028

Description of the Services - Best practice case management is based on self-directed planning and support principles. A self-directed planning and support approach is about self-determination, choice, inclusion, transparency, accessibility and citizenship and involves:

- Individuals directing the planning process to the greatest extent possible and making their own choices about how they wish to live their life, assisting the person to identify their goals, aspirations and needs and ways that these may be achieved and the supports required
- Exploring supports that are flexible, wide ranging and may include, but are not limited to, those that may be available from the existing disability service system, planning that is respectful of the needs of family members and carers and their role in the life of the person
- Family-focused planning and support for children and young people with a disability, inclusion and participation of people with a disability in community life.

Case management involves:

- Addressing immediate needs and risks where required and undertaking tasks and responsibilities as set out in the self-directed plan, planning with people with a disability and their chosen support network and developing a plan that specifies, at minimum:
- Family-focused planning and support for children and young people with a disability, working in partnership with people with a disability and their families, and having respect for their culture, values and priorities
- Empowering people to coordinate their supports from different sources and, where appropriate, carrying out support coordination activities, monitoring, implementation of, and regularly reviewing, a person's plan and support.

Agency Contact Details

• Bendigo Health Care Group 5454 8188	Bendigo & District Aboriginal Cooperative 5442 4947
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Community Based Respite – Activity 17078

Description of the Services - Support is provided through community-based (or in-home) activities or assistance.

Examples of community based respite include:

- In home respite
- Recreational programs
- Holiday programs (and camps)
- Supported community activities
- Support is provided on an individual or group basis.

Target Group - People with a disability, their families and carers as defined under the Disability Act 2006

Agency Contact Details

• Amicus 5441 2666	• HomeStyle Respite 5441 3537
• Asteria Services 5459 0300	• Interchange 5441 1599
• Australian Home Care Services 9835 9100	• Murray Human Service 5480 6611
• Bendigo Health Care Group 5454 8188	• RADIUS 5440 8900
• CatholicCare Sandhurst 5443 9577	• Scope 9894 8966
• Cobaw Community Health Services 5421 1666	• St Luke's Anglicare 5440 1100
• Community Living & Respite Services 5480 2388	• Vista 5442 8441
• Golden City Support Services 5434 2777	• Windarring 5422 7001

Facility Based Respite – Activity 17019

Description of the Services - Facility based respite offers the opportunity for individuals with a disability to experience some time away from home in a supported share-house arrangement while also providing an opportunity for families and carers to experience a break from their caring role.

Support is provided through short-term stays that can involve:

- Overnight stays
- Multiple night stays.

Facility based respite also provides the person with a disability with opportunities to enjoy new experiences, socialise and meet new people, be involved in leisure activities, learn new skills and experience more independence.

Target Group - People with a disability who have high and complex support needs

Agency Contact Details

• Asteria Services 5459 0300	• Golden City Support Services 5434 2777
• Community Living & Respite Services 5480 2388	

Flexible Support Packages – Activity 17034

Description of the service - Flexible support packages provide discretionary funding and/or case management to support individuals, families and carers on a short or long-term basis. The development and implementation of a flexible support package is based on a self-directed planning and support approach. The principles of the self-directed approach are self-determination, choice, inclusion, transparency, accessibility and citizenship.

The plan should specify at a minimum:

- The goals identified by the person, strategies to achieve these goals, along with details of supports that may assist and how these may be accessed
- Who is responsible for implementing the strategies
- Potential sources of funding, if any.

Planning and support for children and young people with a disability is family centred.

Planning in partnership with individuals and families is characterised by:

- Planning based on interests, strengths, needs and goals
- Sharing ideas, knowledge, skills and strategies to support individuals and families making choices and decisions
- Respect for the culture, values and priorities of individuals and families.

Supports provided will complement informal and other community supports and assist individuals to maintain and develop informal networks and participate in their community.

Case management services (activity code 17028) may also assist in the implementation of an individual's plan and coordination of supports, where required.

Target group - for flexible support packages comprises:

- People with a disability as defined under the Disability Act 2006 and considered a priority for access to services (refer to Disability Services Access Policy 2009 http://www.dhs.vic.gov.au/__data/assets/pdf_file/0011/595082/dis_act_2006_access_policy_pdf_0709.pdf)
- Children under school age who have a disability and high support needs.

Agency Contact Details

• Bendigo Health Care Group 5454 8188	• Windarring 5422 7001
• Golden City Support Services 5434 2777	

Futures for Young Adults – Activity 17201

Description of the Services - Description of the Services - Supports young people to explore a range of post-school options, including further education and training, employment and community-based activities or specialist disability supports aimed at greater community inclusion and skill acquisition

Provides funding to support young people with a disability aged 18 to 21 years in their transition from school to a range of post-school options

Aims to work in partnership with individuals and provide tailored support to respond as best as possible to unique needs and goals, and maximise independence

Supports, where possible and to the fullest extent, the pursuit of paid work as a powerful and valued option, is underpinned by a self-directed planning and support approach. May consist of a package of services for an individual in relation to their needs, links people into activities that are offered in the community.

Target Group - School leavers who must be: currently receiving support through the Department of Education and Early Childhood Development's Program for Students with Disabilities or equivalent in the Catholic or independent sector , 18 years of age before 31 December in their final year of school a permanent resident of Victoria.

Students seeking support for the FFYA program must complete a registration form. These forms are distributed through schools and the department's divisions and areas.

Agency Contact Details

• Amicus 5441 266	• Murray Human Service 5480 6611
• Asteria Services 5459 0300	• RADIUS 5440 8900
• Community Living & Respite Services 5480 2388	• Scope 9894 8966
• Golden City Support Services 5434 2777	• St Luke's Anglicare 5440 1100
• HomeStyle Respite 5441 3537	• Vista 5442 8441
• Interchange 5441 1599	• Windarring 5422 7001

Individual Support Packages – Activity 17081

Description of the Services - The development and implementation of an Individual Support Package is based on a self-directed planning, funding and support approach. The principles of the self-directed approach are self-determination, choice, inclusion, transparency, accessibility and citizenship.

Individual Support Packages involve: the person directing the planning process to the greatest extent possible and making their own choices about the supports they need, who will provide them, and how and when they will be provided

- Including family members and carers in the development and implementation of supports where appropriate for the person
- A family-centred approach for children and young people with a disability, the person receiving assistance to identify their goals, ways that these can be achieved and the supports required
- The person being empowered to make choices and decisions through provision of up-to-date accessible information about the broadest possible range of options and resources available, from within their informal networks, the general community, and specialist services such as disability services
- A choice in how the funding allocation is administered depending on the level of control and administrative effort the person desires (this may be subject to some limitations)
- Flexibility to change supports or service providers if circumstances change, the provision of information to the person about funding, services provided and expenditure
- Recording, monitoring and reporting funding for each individual, a review at least every three years to ensure that the funding and supports continue to meet the person's needs and goals.

Target Group - People with a disability as determined under the Disability Act 2006 considered a priority for access to services (refer to Disability Services Access Policy 2009)

Agency Contact Details

- Application needs to be made to DSR to access this service

Multiple and Complex Needs Initiative – Activity 17250

Description of the Services - MACNI delivers a highly targeted, time-limited service response to a small number of high risk, highly complex individuals 16 years and over, whose needs cross usual service boundaries.

MACNI has client-attached brokerage funds to support the implementation of care plans for individuals with multiple and complex needs.

Target Group - Services are targeted to individuals who meet the eligibility criteria set out in the Human Services (Complex Needs) Act 2009.

Agency Contact Details

- St Luke's Anglicare 5440 1100
- Healthscope 9926 7500

Outreach Support – 17008

Description of the Services - Outreach support comprises a flexible combination of services provided in the home or community. These services provide supports to assist individuals to enhance activities of daily living; access and participate in their chosen community and strengthen personal relationships.

Funded activities may include the following: community access, support to link with community recreation, leisure and cultural activities, support and education to build skills in using local facilities and services (banks, shops, public transport, recreational facilities), support to link with natural supports and generic services used by an individual to enable them to remain in the housing of their choice (for example, home nursing, general health care, dental care), support to become involved with others in their chosen community, to experience a variety of activities and relationships, travel training, support to build household management skills (cooking, menu planning, laundry,

budget planning), support in mobility and orientation and use of adaptive equipment for individuals with vision impairments, support to build skills in decision making, problem solving and conflict resolution, support to develop and access advocacy groups, support to develop skills in managing emotions or personal responses (for example, anger management, behaving within accepted limits, or coping with feelings), support and education in developing human relationship skills including protective behaviours.

The provision of outreach support services incorporates assessment of support needs and the development of an individual support plan, which is regularly reviewed and monitored. Some informal case coordination support may also be provided. Services are to be provided to individuals on the basis of their assessed need for support.

Target Group - People with a disability

Agency Contact Details

• Asteria Services	5459 0300	• Golden City Support Services	5434 2777
• Australian Community Support Organisation (ACSO) 9413 7000		• Haven	5444 9000
• Community Living & Respite Services	5480 2388	• St Luke's Anglicare	5440 1100
• CatholicCare	5443 9577	• Windarring	5422 7001

Shared Supported Accommodation – Activity 17016

Description of the Services - Supported accommodation provides housing with linked support to one or more people with a disability on a long-term basis. Support is provided by staff employed by disability service providers in order to enrich a person's quality of life and enhance their independence through the provision of high-quality housing and skilled support.

In supported accommodation every opportunity is utilised to actively promote a person's:

- Participation in household and community activities
- Relationship building
- Choice, dignity and respect in all aspects of their lives
- Abilities and sense of achievement.

The nature of the skilled support provided is identified through a person-centred planning process.

Supported accommodation is provided to people living in a variety of environments, mostly group homes, formerly referred to as community residential units.

Other residential services included under this activity are:

- Transitional accommodation
- Crisis accommodation
- Supported accommodation targeted at specific needs, for example, people with older carers; and the my future my choice initiative.

Target Group - People with a disability who have high and complex support needs who require supported accommodation to live in the community.

Agency Contact Details

• Australian Community Support Organisation (ACSO) 9413 7000		• Homestyle Respite	5441 .3537
• Community Living & Respite Services	5480 2388	• Murray Human Services	5480 6611
• Golden City Support Services	5434 2777	• Scope	8311 4000
• CatholicCare	5443 9577	• St Luke's Anglicare	5440 1100

Therapy – Activity 17042

Description of the Services - Disability therapy supports: assist people living with a disability to maintain skills or enhance their quality of life in their existing environment respond to barriers relating to mobility, social interaction or occupation that may prevent community inclusion of people living with a disability increase the capacity of services to respond to people living with a disability assist carers to continue to care and support people living with a disability.

Target Group - The target group for therapy comprises people assessed as having complex needs.

Agency Contact Details

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| • Bendigo Health Care Group | 5454 8188 |
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Family Violence

CRISIS Supported Accommodation – Activity 20081

Description of the Services - The provision of accommodation and associated support services to the target group.

The average duration of a single episode of crisis supported accommodation is six weeks.

Crisis supported accommodation typically includes but is not limited to services such as: tenancy management, minor property maintenance, intake of clients, client case management and exit planning, monitoring, review and evaluation of clients progress against an agreed plan, assisting clients to access transitional housing or other long term housing and support options.

Target Group - People who are homeless or at risk of homelessness or who are experiencing family violence and who are in acute crisis and whose short term needs can be addressed through the provision of a short stay in crisis accommodation.

Agency Contact Details

• Annie North	5441 3024	• Maryborough District Health Services	5461 0333
• Centre for Non Violence	5430 3000	• Njernda Aboriginal Corporation	5482 4217
• Cobaw Community Health Services	5421 1666	• St Luke's Anglicare	5440 1100
• Haven	5444 9000		

Family Violence Support Services – Activity 31233

Description of the Services - The family violence support services activity funds a range of organisations providing counselling and support services to women and children throughout Victoria.

Services directed to women experiencing or recovering from family violence aim to enhance their safety, confidence, life skills and independence. Services aim to break the cycle of violence for children and young people experiencing or recovering from family violence by enhancing coping skills and self-esteem and facilitating the development of non-violent life strategies.

Services provided may include assessment, information and referral, education, individual and group counselling, and support and case coordination. The program may also provide assistance to women seeking intervention orders through court support, advocacy and referral services.

Counselling and support services are a component of an integrated, area-based suite of family violence services and will develop strong linkages and partnerships with women's and children's outreach services; after hours services and accommodation services; Indigenous family violence services; and family violence services for men.

Funding is also provided for the Victorian Court Information and Welfare Network for support to women and children in both the Magistrate's and Children's Courts.

Target group - Services will support women and their children who have experienced family violence or are at risk of being unsafe in the family environment. The target group includes those who are no longer in abusive relationships, those who choose to remain in an abusive relationship and those who have never called police or used family violence crisis services. At a state-wide level a minimum of thirty per cent of services provided through this activity are targeted to children and young people affected by family violence.

Agency Contact Details

- Centre for Non Violence 5430 3000

Housing Establishment Fund – Activity 94113

Description of the Services - Housing Establishment Fund (HEF) provides community service organisations with the capacity to meet a diverse range of clients' housing needs in a flexible manner.

Funds are primarily used to:

- Assist clients to gain entry to or maintain private rental accommodation by covering the cost of private rental bonds, rent in advance and rental arrears
- Purchase overnight emergency accommodation, such as hotels, caravans or boarding houses in response to people who are homeless when no other accommodation is available.

Target Group - People who are homeless or at risk of homelessness or experiencing family violence

Agency Contact Details

• Annie North	5441 3024	• Haven	5444 9000
• Castlemaine Health	5472 4299	• Maryborough District Health Services	5461 0333
• Centre for Non Violence	5430 3000	• St Luke's Anglicare	5440 1100
• Cobaw Community Health Services	5421 1666		

Indigenous Family Violence Services – Activity 31244

Description of the Services - This activity funds prevention and support services to indigenous women, children, men and Elders throughout Victoria.

Indigenous family violence services include: holistic healing services, time out services, Men's Family Violence Group Programs, Indigenous Family Violence Community Initiatives Fund, Regional Action Group funds.

Services aim to provide a holistic approach in a cultural and spiritual environment, underpinned by the integration of Aboriginal teachings into individual services and interventions.

Target Group - Aboriginal women, men, children, families and communities affected by family violence.

Agency Contact Details

- Njernda Aboriginal Corporation 5482 4217

Men's Family Violence Services – Activity 31240

Description of the Services - Assist men with a history of violent and abusive behaviour towards family, to develop non-abusive behaviours and new relationship and parenting skills. Services provided to men may include: intake and assessment, individual or group counselling, telephone counselling and referral.

These services include the Men's Referral Service and Men's Behaviour Change Programs (including enhanced intake provided on a divisional or sub-divisional basis).

Enhanced Intake provides an entry point for active referrals (i.e. not self-referrals) from a range of sources (including police) as well as referrals via other pathways. Intake services actively attempt to engage men who use violence.

Men's Behaviour Change Programs aim to promote the safety of women and children by holding men accountable for their use of violence towards family members and by changing their attitudes and behaviour. Group programs are provided as well as individual counselling and partner contact.

Family violence services for men are a component of an integrated, area based suite of family violence services and will develop strong linkages and partnerships with women's and children's family violence services, Indigenous family violence services, police and courts.

Target Group - Men who are attempting to address their violent behaviour and women and children family members of men who have used violence towards them.

Agency Contact Details

- Centre for Non Violence 5430 3000

Sexual Assault Support Services – Activity 31235

Description of the Services - The priority of this service system is to provide direct services to adults, young people and children who have experienced sexual assault and their non-offending family members and support people. Services include crisis care, counselling, casework, advocacy and group work. The crisis care response includes an after-hours telephone service providing counselling, information and coordination of crisis care support.

Crisis care services are provided to victims/survivors of recent sexual assault and include crisis intervention, counselling, advocacy, liaison and coordination of support with child protection, police, forensic and other medical personnel.

Counselling advocacy and support services are also provided to adult survivors of childhood sexual assault or past adult sexual assault who present for assistance.

Sexual assault services provide community education, training and specialist consultation to other professionals and individuals to facilitate meeting the broader needs and concerns of victims/survivors of sexual assault.

Target Group - Women, men, young people; who have experienced sexual assault and non-offending family members and support people.

Agency Contact Details

- Centre Against Sexual Assault (CASA) 5441 0430

Tenancy Administration (CRISIS) – Activity 94588

Description of the Services - Transitional Housing Management (THM) providers manage Director of Housing owned and leased properties and are required to ensure that all properties are maintained to an appropriate standard by: furnishing new properties, arranging minor responsive maintenance and refurnishing vacant properties using the property allowance component of the funding, reporting major maintenance requirements to the Department.

The tenancy management function involves: ensuring that those most in need have access to crisis and transitional housing stock, negotiation and monitoring of tenancy/occupancy agreements, collecting rent, ensuring properties are maintained to Director of Housing Standards, assisting tenants in transitional properties to sustain tenancies for periods of up to 12 months (18 months for young people), working collaboratively with support agencies assisting the tenant to sustain tenancies.

In crisis housing residency periods under 14 days are not subject to the provisions of the Residential Tenancies Act 1997 (RTA). Continuous residency periods over 14 days in crisis housing are subject to the RTA provisions as for transitional housing.

Target Group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

- Haven 5444 9000

Transition Support – Activity 20082

Description of the Services - Case-managed support is usually provided in conjunction with transitional housing and aims to assist clients to address the range of issues impacting on their ability to access and maintain long-term housing. An assertive case management framework is used and builds on the client's strengths and aspirations.

Case workers also provide direct support which typically includes assistance to meet the goals and outcomes identified in a client's case plan.

The average support period will last around 13 weeks.

Target Group - People who are experiencing or risk of homelessness; including young people aged 16 to 25, and women and children who are experiencing family violence.

Agency Contact Details

• Annie North	5441 3024	• Haven	5444 9000
• Bendigo District Aboriginal Co-operative	5442 4947	• Maryborough District Health Services	5461 0333
• Castlemaine Health	5472 4299	• Njernda Aboriginal Corporation	5482 4217
• Centre for Non Violence	5440 3000	• St Luke's Anglicare	5440 1100
• Cobaw Community Health Services	5421 1666		

Housing Homelessness Accommodation & Support

Community Building – Activity 91374

Description of the Services - Community building brings together the resources and ideas of residents, governments, local communities businesses and community groups to address disadvantage in areas with a high concentration of public housing.

Target Group - People and organisations in renewal and priority project areas.

Agency Contact Details

- Central Goldfields Shire 5461 0610

CRISIS Supported Accommodation – Activity 20081

Description of the Services - The provision of accommodation and associated support services to the target group.

The average duration of a single episode of crisis supported accommodation is six weeks.

Crisis supported accommodation typically includes but is not limited to services such as: tenancy management, minor property maintenance, intake of clients, client case management and exit planning, monitoring, review and evaluation of clients progress against an agreed plan, assisting clients to access transitional housing or other long term housing and support options.

Target Group - People who are homeless or at risk of homelessness or who are experiencing family violence and who are in acute crisis and whose short term needs can be addressed through the provision of a short stay in crisis accommodation.

Agency Contact Details

• Annie North	5441 3024	• Maryborough District Health Services	5461 0333
• Centre for Non Violence	5430 3000	• Njernda Aboriginal Corporation	5482 4217
• Cobaw Community Health Services	5421 1666	• St Luke's Anglicare	5440 1100
• Haven	5444 9000		

Housing Advocacy & Support (Intervention) – Activity 91424

Description of the Services - SHASP is a Victorian Government initiative to achieve improved housing outcomes for social housing tenants and public housing applicants, forming part of the Government's ongoing commitment to sustainable tenancies.

Target Group - Public housing tenants requiring support to sustain their tenancies

Agency Contact Details

- Housing Justice 5444 4364

Housing Establishment Fund – Activity 94113

Description of the Services - Housing Establishment Fund (HEF) provides community service organisations with the capacity to meet a diverse range of clients' housing needs in a flexible manner.

Funds are primarily used to:

- Assist clients to gain entry to or maintain private rental accommodation by covering the cost of private rental bonds, rent in advance and rental arrears
- Purchase overnight emergency accommodation, such as hotels, caravans or boarding houses in response to people who are homeless when no other accommodation is available.

Target Group - People who are homeless or at risk of homelessness or experiencing family violence

Agency Contact Details

• Annie North	5441 3024	• Haven	5444 9000
• CADARG Castlemaine Health	5472 4299	• Maryborough District Health Services	5461 0333
• Centre for Non Violence	5430 3000	• St Luke's Anglicare	5440 1100
• Cobaw Community Health Services	5421 1666		

Housing Information & Referral – Activity 94589

Description of the service - Under the Housing Information and Referral (HIR) and Initial Assessment and Planning (IAP) activities; clients are assisted through assessment and planning. The key elements of the intervention include:

- Screening to determine whether homelessness services are the appropriate response for the person seeking assistance
- An initial needs-based assessment that includes:
 - client safety and risk assessment
 - identification of a client's immediate and longer-term housing and support needs
 - the development of a course of action to access services as required
- Active referral to appropriate housing, support and material aid services
- Monitoring while the client is waiting for other services.

Target group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

• St Luke's Anglicare	5440 1100	• Cobaw Community Health Services	5421 1666
• Bendigo & District Aboriginal Co-operative	5442 4947	• Haven	5444 9000
• Centre for Non-Violence	5430 3000		

(NPAH) A Place to Call Home – Activity 94654

Description of the service - To assist clients to gain entry to or maintain private rental accommodation by covering the cost of private rental bonds, rent in advance and rental arrears.

To purchase overnight emergency accommodation, such as hotels, caravans or boarding houses in response to people who are homeless when no other accommodation is available.

To support staff work with families and individuals to assist them to make the transition into long-term housing, to sustain their tenancies and develop community connection. This assistance can include reconnecting children with education services, assisting adults and young people to access employment or vocational support.

Target group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

- Centre for Non-Violence 5430 3000
- Haven 5444 9000

(NPAH) Homeless Children's Initiatives – Activity 94655

Description of the service - The Homeless Children's Specialist Support Service incorporates a suite of support responses to children and families, including assessment and case planning support; enhanced case management support and therapeutic group work.

Linked flexible brokerage is available to enhance opportunities for children experiencing homelessness to:

- Engage and maintain their education (including early education services such as childcare and kindergarten)
- Reduce social isolation by enhancing access to a range of support, social and recreational opportunities within their community
- Provide social and emotional growth opportunities for children and provide opportunities to increase relational bonds between parents/carers and children.

Target group - A focus on dependent children aged 0-12 (with capacity to support children up to the age of 18) in families who are receiving case management support from a specialist homelessness support or family violence support agency.

Agency Contact Details

- Centre for Non-Violence 5430 3000
- Bendigo and District Aboriginal Co-operative 5442 4947

(NPAH) Support for Families at Risk of Homelessness – Activity 94653

Description of the service - To assist clients to gain entry to or maintain private rental accommodation by covering the cost of private rental bonds, rent in advance and rental arrears.

To purchase overnight emergency accommodation, such as hotels, caravans or boarding houses in response to people who are homeless when no other accommodation is available.

To support staff work with families and individuals to assist them to make the transition into long-term housing, to sustain their tenancies and develop community connection. This assistance can include reconnecting children with education services, assisting adults and young people to access employment or vocational support.

Target group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

- Haven 5444 9000

(NPAH) Family Violence Initiatives – Activity 94657

Description of the service - Services aim to assist clients to address the range of issues related to their family violence impacting on their ability to access and maintain long-term housing. An assertive case management framework is used and builds on the client's strengths and aspirations. This may or may not be provided while clients are in crisis or transitional accommodation.

Case workers also provide direct support which typically includes assistance to meet the goals and outcomes identified in a client's case plan.

The average support period provides intensive support and referrals for a range of issues and generally up to 13 weeks in duration.

Target group - Women or women and children who are experiencing family violence and men who use family violence, and are homeless or at risk of homelessness.

Agency Contact Details

- Haven 5444 9000
- Centre for Non-Violence 5430 3000

(NPAH) Family violence stage 2 – Activity 94671

Description of the service - Intensive case-managed support aims to assist clients to address the range of issues related to their family violence impacting on their ability to access and maintain long-term housing. An assertive intensive case management framework is used and builds on the client's strengths and aspirations. This may or may not be provided while clients are in crisis or transitional accommodation.

Case workers also provide direct support which typically includes assistance to meet the goals and outcomes identified in a client's case plan.

The average support period provides intensive support and referrals for a range of issues and generally up to six months in duration.

Target group - Women or women and children who are experiencing family violence requiring more intensive support and are homeless or at risk of homelessness.

Agency Contact Details

- Centre for Non-Violence 5430 3000

(NPAH) Opening Doors – Activity 94672

Description of the service - Under the Housing Information and Referral (HIR) and Initial Assessment and Planning (IAP) activities; clients are assisted through assessment and planning. The key elements of the intervention include:

- Screening to determine whether homelessness services are the appropriate response for the person seeking assistance
- An initial needs-based assessment that includes:
 - Client safety and risk assessment
 - Identification of a client's immediate and longer-term housing and support needs
 - The development of a course of action to access services as required
 - Active referral to appropriate housing, support and material aid services
 - Interim response - monitoring while the client is waiting for other services.

Target group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

- Bendigo and District Aboriginal Co-operative 5442 4947
- Haven 5444 9000

(NPAH) Youth Initiatives – Activity 94658

Description of the service

Strengthening youth crisis responses

To enable eight youth refuges in Victoria to employ additional case management staff and a specialist role focusing on early intervention, family reconciliation and young people's wellbeing. This response is available across each former Department of Human Services region to improve outcomes for young people who are homeless as follows:

Young people who are homeless are supported and guided by specialist support teams to address their psychological, emotional, health and social needs.

When young people leave a youth refuge they receive follow up support that assists them to make connections in their local community and to make a successful transition to independent living.

Young people who are sleeping rough or who have nowhere safe to live receive an assessment of their needs and a place at a youth refuge as part of a longer term approach to addressing their housing and support needs.

Young people who are homeless or at risk of homelessness are supported to reconcile with their families and return home where it is safe to do so.

In addition, all youth refuges in Victoria receive additional funding to support the running of crisis facilities and provide brokerage funds to enhance homelessness support responses for young people.

Leaving care

Comprises up to two years case work support to assist young people to obtain and maintain housing, including access to transitional accommodation, and assistance to access services which are critical to maintaining stable accommodation.

Family reconciliation

The family reconciliation practitioners work with young people earlier to address the issues of conflict between young people and their families, with a focus on healing and restoration of relationships to support young people to move forward with their lives.

The family reconciliation response is not a case management role, rather a stand alone position delivering an intensive and targeted approach to addressing family conflict and issues with the young person. The positions take the lead action on family reconciliation approaches with the young person and their family as follows:

- Developing strategies for intervening earlier with young people and their families, taking account of both strengths and potential risks.
- Working with young people who are living at home and who are assessed as being at imminent risk of homelessness.
- Supporting young people to maintain family relationships if they choose to, or are forced to leave home.
- Assisting young people who have left home to re-establish supportive relationships with family.
- Providing support to the homelessness service system to engage family in work with young people.
- Developing linkages with other services offering support to young people and their families around issues of conflict.
- Providing secondary consultation to other homelessness assistance services on family reconciliation issues.

Employment, education and training

Youth foyers and foyer-like services provide young people with affordable medium-term accommodation and a structured pathway out of homelessness.

Young people can live in the accommodation for up to two years while they prepare for the transition to more independent living. The model works towards this by integrating safe, secure and affordable accommodation;

personal support services; life skills development; access to quality health services; social connections; reconnection to learning and skills development; and work experience and access to jobs that are sustainable.

Note that information pertaining to the funding as to which aspect of Youth Initiatives is to be delivered will be detailed in the event description.

Target group

Strengthening youth crisis responses - Young people aged 16-25 years who are at risk of or experiencing homelessness.

Leaving care - Young people who are aged 16 years and up to 18 years who are preparing to leave out of home care and who are identified as being at risk of homelessness.

Family reconciliation - Young people aged 16-18 years who are at risk of or experiencing homelessness.

Employment, education and training - Young people aged 16-25 years who are at risk of or experiencing homelessness and who are motivated to engage in education, employment and training.

Agency Contact Details

- | | |
|-------------------------------------|---|
| • St Luke's Anglicare 5440 1100 | • Cobaw Community Health Services 5421 1666 |
| • Castlemaine Health 5472 4299 | • Haven 5444 9000 |
| • Centre for Non-Violence 5430 3000 | • Maryborough District Health Service 5461 0333 |

Tenancy Administration (CRISIS) – Activity 94587

Description of the Services - Transitional Housing Management (THM) providers manage Director of Housing owned and leased properties and are required to ensure that all properties are maintained to an appropriate standard by: furnishing new properties, arranging minor responsive maintenance and refurbishing vacant properties using the property allowance component of the funding, reporting major maintenance requirements to the department.

The tenancy management function involves: ensuring that those most in need have access to crisis and transitional housing stock, negotiation and monitoring of tenancy/occupancy agreements, collecting rent, ensuring properties are maintained to Director of Housing Standards, assisting tenants in transitional properties to sustain tenancies for periods of up to 12 months (18 months for young people), working collaboratively with support agencies assisting the tenant to sustain tenancies.

Target Group - People who are homeless or at risk of homelessness or experiencing family violence.

Agency Contact Details

- Haven 5444 9000

Tenant Participation – Activity 91431

Description of the Services - Tenant participation is a key part of the Department of Human Services' commitment to creating better opportunities for public tenants to actively contribute to decisions affecting their living environment

Target Group - Public tenant groups, emerging tenant groups, Members of the tenant forums and tenants attending divisional and state-wide forums, Plot holders in community gardens

Agency Contact Details

- | | |
|-----------------------------|---|
| • Housing Justice 5444 4364 | • |
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Transition Support – Activity 20082

Description of the Services - Case-managed support is usually provided in conjunction with transitional housing and aims to assist clients to address the range of issues impacting on their ability to access and maintain long-term housing, an assertive case management framework is used and builds on the client's strengths and aspirations.

Case workers also provide direct support which typically includes assistance to meet the goals and outcomes identified in a client's case plan.

The average support period will last around 13 weeks.

Target Group - People who are experiencing or at risk of homelessness, including young people aged 16 to 25, and women and children who are experiencing family violence

Agency Contact Details

• Annie North	5441 3024	• Haven	5444 9000
• Bendigo District Aboriginal Co-operative	5442 4947	• Maryborough District Health Services	5461 0333
• Castlemaine Health	5472 4299	• Njernda Aboriginal Corporation	5482 4217
• Centre for Non Violence	5440 3000	• St Luke's Anglicare	5440 1100
• Cobaw Community Health Services	5421 1666		