

| Financial Year | Quarters     | Date  | Activity   |
|----------------|--------------|---|--|
| 2007 to 2008   | Quarter 3    | January 2008  | CSOs working on initial internal review  |
|                |              | February 2008   | Advertise for providers to undertake external reviews  |
|                |              | February 2008   | First internal review action plan scheduled for completion by 28 February or extension sought <sup>1</sup> . |
|                | Quarter 4    | April 2008  | Secretary, DHS, approves registration for a further two years <sup>2</sup>                                   |
|                |              | April 2008  | First Action plan, where extension provided, due by 30 April 2008  |
|                |              | June 2008   | Training in the use of the review tool   |
| 2008 to 2009   | Quarter 1    | July 2008   | Second round of internal reviews commence  |
|                |              |   | External reviews commence <sup>3</sup>   |
|                |              |   | Aboriginal community controlled organisations start to use review tools                                      |
|                | Quarter 2    | December 2008   | Second internal review action plan scheduled for completion by 31 December                                   |
| Quarter 3      | January 2009 | External reviews of Aboriginal community controlled organisation commence |  |
| 2009 to 2010   | Quarter 1    | 1 July 2009   | Third round of internal reviews commence<br>External reviews scheduled for July 2009 – March 2010 commence   |
|                | Quarter 2    | 31 December 2009  | Third round internal review action plan scheduled for completion   |
|                | Quarter 3    | 1 March 2010  | External reviews need to be completed to allow for re-registration   |
|                | Quarter 4    | 22 April 2010   | CSO re-registration completed  |

If you have any questions or feedback please contact:

Mary Roberts, Children, Youth and Families Division, email, [mary.roberts@dhs.vic.gov.au](mailto:mary.roberts@dhs.vic.gov.au), phone (03) 9096 7819 or your Regional Program and Service Advisor.

<sup>1</sup> An extension can be sought to 30 April 2008 if a brief progress report including a plan of no more than two pages is provided on how your CSO will complete the review and action plan. The request should be provided to the regional Quality Enhancement Officer or Program and Service Advisor.

<sup>2</sup> Under the transitional provisions CSO were initially registered for a period of one year. The Secretary can approve registration for a further two years providing for an initial registration period of three years. Some small family services may decide not to continue with registration and where relevant should discuss this with their Regional Quality Enhancement Officer, Program or Program and Service Adviser or Manager, Family Services.

<sup>3</sup> Registered CSOs participate in a cycle of two internal reviews and an external quality assurance review to assess the implementation of the registration standards. Quality Enhancement Officers, Program and Service Advisors or Children, Youth and Families Division can provide information on the scheduled review dates. The external review will commence with a desktop review of the most recent internal review. Future external reviews will be scheduled three months prior to the CSO's re-registration date. For example, where the new registration period is 15 October 2008 to 14 October 2011, an external review will be scheduled for July 2011. (Date of Issue 24 January 200)