

# Integrated Family Violence Services

## DHS Stage 2 Funding Process

### Frequently Asked Questions

#### **What are the goals of the Stage 2 funding process?**

The DHS Stage 2 funding round aims to use new and existing funding to encourage the development of partnerships and links between service providers at the local level, in order to achieve better outcomes for people affected by family violence. To support this aim, DHS expects to receive one joint submission from a number of community service organisations in the region (or sub-region) to provide an integrated area-based response to family violence.

This method of allocating new and existing funding will support the Government's commitment to a new approach to addressing family violence, and build on existing examples of good practice in integrated, client-focused service delivery.

#### **Has there been communication with peak bodies about the integrated funding and service development process?**

Yes –the reform objectives and the Stage 2 funding approach have been discussed with DV Vic, Council to Homeless Persons, and No to Violence.

#### **Does DHS have a commitment to gender-specific specialist family violence services?**

DHS is looking for service providers with an extensive understanding of the nature and dynamics of family violence and experience in delivering these services.

Both the women's and children's services and men's services specifications highlight the gendered nature of family violence. All funded family violence services must incorporate a gendered analysis and approach to addressing family violence.

#### **What are the implications of this funding process for those DHS funded family violence services that are not included in the specification eg refuges?**

Core funding for women's refuges to operate residential services is not included in the advertised submission process. However, outreach funds allocated to refuges, as the auspice agency, will be part of the Stage 2 submission process.

Under the new Whole of Government approach to family violence, refuges providing residential services are expected to be part of the delivery of integrated services at the local level as well as maintaining capacity to accept statewide referrals for women who need to be relocated from their local community to another area. Requirements relating to integrated family violence services will be included in new three year service agreements for the period 2006/07 to 2008/09. Women's refuges are encouraged to take part in local discussions about partnerships and a joint submission in order to facilitate the integration of their existing services into the local area based response.

#### **Why are outreach services included in the specification and not refuge residential services?**

A major focus of the integrated family violence response is enabling women and children experiencing family violence to remain in the family home and/or in the community when it is safe for them to do so. To support this goal, significant additional funds have been provided for the delivery of outreach services in a range of accommodation settings, including the woman's own home. It is important that these vital support services can be provided in a flexible way, within the integrated family violence model of service provision, as a key mechanism to achieve service system reform and better outcomes for women (and children) affected by family violence.

### **Where do Statewide services fit into the new service system?**

The Department of Human Services is committed to a service system that includes statewide services as well as integrated regionally based services. Statewide services include those delivering direct services as well as training organisations. Funding for statewide services is not included in the Stage 2 regional submission process, as these services cover the whole state, and it would not make sense to divide them up by region or sub-region.

The Stage 2 funding specification includes reference to the role of the statewide services in the context of the broader reform. These statewide services, including the Men's Referral Service, Women's Domestic Violence Crisis Service, and Immigrant Women's Domestic Violence Service, have been directly allocated additional funding to enhance their service capacity. Under the new integrated approach to family violence, statewide services are expected to work collaboratively with integrated services at the local level. Requirements relating to integrated family violence services will be included in new three year service agreements for the period 2006/07 to 2008/09.

### **Will some organisations lose their existing funding allocation when current funding agreements end in June 2006?**

The aim of the family violence reforms is to build on the existing examples of integrated and collaborative approaches and to develop a consistent, coordinated service system for people affected by family violence. The development of effective partnerships within the sector is therefore a core requirement of the funding allocation process.

The Stage 2 advertised submission process for DHS funding seeks joint submissions from a range of organisations. It sets expectations of all providers involved in the joint submission that differ from current service agreement requirements. This will create a stronger service system comprising the most capable providers with increased funding levels to deliver more effective services.

The intent of the process is not to disadvantage particular types of services, for example, small, specialised or gender specific service providers; to force agencies to amalgamate; or to 'mainstream' all family violence services. However, at the end of this process, some existing service providers may cease to be part of the DHS-funded family violence sector from 2006/07.

DHS regional representatives will work with any organisations that do not continue to receive funding for family violence service elements from July 2006 to facilitate the transition process for clients, staff and organisations.

### **What support is there for small organisations to be part of joint submissions?**

Existing smaller providers were given the opportunity to begin moving towards reform objectives during the invited submission process in Stage 1. During Stage 1 concerns were raised by, and on behalf of, small organisations (gender specific and others) regarding their capacity to participate in the development of joint submissions. Issues of capacity related primarily to time and resources.

As part of the Stage 2 process, grants will be provided to groups of organisations to facilitate the development of partnerships and joint submissions for regional (or sub-regional) family violence services. This will help smaller organisations to be part of the submission process. Further information about these grants can be obtained from the regional DHS contact person.

### **Are organisations required to form a consortium when applying for funding for these services?**

DHS is seeking a joint submission that includes a range of organisations, acknowledging the diversity of the client group, the multiple pathways by which they enter the service system and the range of service responses they may require. DHS expects to receive one joint submission covering all service components in the specification for the region or sub-region.

DHS does not require organisations to form new consortiums. DHS does not prescribe the nature of the legal relationship between the organisations that are preparing the joint submission, or the type of documentation that these organisations may like to develop to record their commitment to work collaboratively.

Part A, section 3 Funding Approach and Part C of the specifications provide further information.

### **Does DHS require a minimum or maximum number of organisations to be involved in the joint submission?**

DHS is seeking a joint submission from a range of Community Service Organisations. DHS expects to receive one joint submission covering all service components in the specification for the region or sub-region.

There is no minimum or maximum number of service providers; rather, groups of prospective providers need to demonstrate how they will provide an integrated and area based suite of family violence services, covering all components, that is responsive to clients at a local community level.

### **Does DHS expect one provider for each service component or could one organisation provide all components? In rural areas, would DHS accept one provider?**

DHS expects to receive one joint submission covering all service components for the region or sub-region.

There may be different options in different regions. There may be different providers for different components, with strong linkages between providers. There may be more than one provider for a specific component. One provider may provide more than one component.

In rural sub-regional areas for example, there may only be one provider with the capacity and expertise to provide most or all the service components. This may particularly apply to the men's services. However, the submission should demonstrate integration and collaborative working partnerships with police, courts and other community services.

In all instances, it is important for providers to demonstrate in their joint submission the partnerships and linkages that will contribute to an integrated response as well as describing the proposed service model.

### **What will happen to family violence networker positions?**

Family violence networker positions will cease on 30 June 2006. Many of the roles of the networker will be covered by the regional or sub-regional 'leadership, service integration and planning' service component. This component is included in the service specification for integrated family violence services for women and children and as Attachment 1 in the specification for services for men.

The capacity to undertake strategic planning and service coordination across sectors (police, courts and human services) is recognised as an important component of the reforms to the family violence service system in Victoria. Embedding a leadership, service integration and planning role within the Stage 2 specification will enable a focus on the development of stronger links between police, courts and human services, including a broad range of generalist community services, at a local level. Local agencies will come together to determine how the leadership, service integration and planning role will operate in their region or sub-region.

In addition, regional committees will be established and these committees will be involved in service coordination and planning as well as developing new and different responses to meet the varied community needs to address family violence.

### **How will family violence networks be maintained from July 2006?**

Existing local family violence networks will not be disbanded. Rather, regional (or sub-regional) committees will be established, building on existing networks where they exist and are effective. The regional committee will be expected to meet on a regular basis and receive input from other networks where these exist at a local community level.

A key function of the regional 'leadership, service integration and planning' service component will be to support the establishment and maintenance of the regional (or sub-regional) committee. The committee will be made up of key partners and support agencies required for system integration. The committee will draw together family violence specific services, police, courts, community legal services and child protection services as well as accommodation services, victims of crime and sexual assault support services and other child and family services. Representatives from Indigenous Family Violence Regional Action Groups and culturally and linguistically diverse organisations will also be invited to attend. As the work of the committee evolves, committee members may decide to establish sub-committees to focus on particular topics or target groups.

### **Is the funding described in the specifications for twelve months or three years?**

Funding is not for twelve months - it is for the three year period 2006/07 – 2008/09. The total funding and targets for some service components increase over the three year period. Organisations will need to identify, in the submission, how the additional service growth will be delivered.

### **How was the amount of funding per region calculated?**

New funding over the four years 2005/06 – 2008/09 was allocated to regions based on percentage of population, with the aim of achieving greater regional funding equity by 2008/09. This has been done keeping in mind the need to fund at viable levels in rural areas.

In some regions, sub-regional catchments may have been identified based on local knowledge, demand, existing service configurations and geographic limitations. Funding allocations have then been calculated on a similar basis at that catchment level.

### **How were targets calculated?**

Targets were calculated by dividing the funding of the service component by the unit price.

### **What flexibility will we have to renegotiate targets if we are unable to meet the targets within the time period?**

There may be some limited flexibility to renegotiate targets as part of the standard DHS service agreement variation and review process. However, statewide targets are required to be met as part of the annual DHS reporting requirements to the Department of Treasury and Finance, Ministers and the Parliament. Organisations that have any concerns about meeting targets should discuss this with their regional program and service adviser at the earliest possible opportunity.

### **How were the unit prices developed for services?**

Moving to unit prices for the new integrated family violence services is consistent with the DHS approach of providing funding to agencies/organisations on an output based model. The unit price takes into consideration staff salaries and associated salary on costs, plus a range of other operating costs incurred by providers in delivering services.

The unit price is an average price for an average episode of service. This will enable organisations to support clients with varying levels of intensity and duration, according to need.

The elements that build to the unit price are:

- Award based salaries based on an agreed workforce model
- Salary on costs (Superannuation, WorkCover, Leave Loading and Long Service Leave)
- Accommodation (rates, cleaning, power, water, heating)
- Other operating costs such as communications, stationery, printing, photocopying, motor vehicle expenses, training, computer/printer lease, furniture (depreciated) and 'other' service management costs (these other service management costs are set at a minimum of 10% of total salary cost).

The unit price does not include the cost of new infrastructure or establishment costs. It does however include depreciated costs for office furniture and lease of computer/printer, motor vehicle (based on average number of persons per vehicle) and photocopier.

The three-year Non-Government Organisations Price Index was introduced in 2003, replacing ad hoc changes in prices to meet increases in wages and non-wage costs (CPI). Funding to organisations is adjusted by the advised price index at the commencement of each new financial year. Funding levels advised in the Stage 2 specifications will be adjusted accordingly each financial year.

### ***Office for Children funded service components***

The unit price developed is considered sufficiently broad to cover costs associated with both city and rural areas and across a continuum of brief, short and longer-term interventions.

An hourly rate of \$66.25 based on the SACS award was used to develop the unit price for women's and children's counselling and men's behaviour change programs. The workforce model takes into account a management component and supervision of staff. The model allows for senior social worker staff and a 1:5 supervisor/staff ratio.

- The unit price for counselling and support services is \$1404

This is based on provision of initial interview, planning and coordination, individual and group sessions, follow up and ongoing support.

- The unit price for men's behaviour change programs is \$1608

This is based on provision of initial interview, planning and coordination, individual and group sessions, follow up and ongoing support and partner contact.

### ***Office of Housing funded services components***

The Office of Housing intends to move to unit pricing of all homelessness assistance programs over the next 2 to 3 years. The new funding model will be consistent across the SAAP, THM and HEF programs. Development work will focus on three components:

- a structure of unit prices for outputs (primarily episodes of service);
- service activity definitions for each type of service being funded; and
- performance measures and targets.

Unit prices for family violence services have been developed based on existing levels of funding and the existing levels of service expected for that funding. Unit pricing ensures that the department is purchasing the same amount of service for the same price across all service providers. The unit price is calculated by multiplying an average cost per hour of service by the number of hours required for an average episode of service.

The workforce model, and therefore the salary component of unit price calculations, takes into account a management component and supervision of staff. In line with previous funding arrangements, the model allows for the provision of senior social worker staff and incorporates the provision of management positions at a 1:8 management/staff ratio.

There are three components that contribute to the calculation of unit prices for Office of Housing funded components:

- Salary Costs: \$48,960

- Worker time (75%) - SACS 1/7
- Senior worker time (25%) - SACS 2/4
- Team Leader time (7.5%) - SACS 3/3
- Manager time (5%) - SACS 4/2
  
- On costs: \$13,023
  - Superannuation 9%, Long Service Leave 1.7%, Replacement Staff 7.7%, Call Out 3%, Work Cover 3.8%, Leave Loading 1.4%
  
- Operating Costs: \$13,378
  - (Accommodation, Utilities, Cleaning, Communications, IT, Motor Vehicle, Furniture, Training, Printing and Miscellaneous)

The unit prices for individual service components are set out below:

- The unit price for outreach services is \$1,570.
  - This is based on provision of interview and assessment, planning and co-ordination and on-going support with an average caseload of 1:12 staff client and an average support duration of 13 weeks.
  
- The unit price for intensive case management is \$4,700
  - This is based on provision of interview and assessment, planning and co-ordination and intensive on-going support with an average case load of 1:6 staff client and an average support duration of between three months and six months.
  
- The unit price for after-hours support is \$400
  - This is based on the provision of 3 hours of support and includes penalty rates. It also includes an amount for flexible funding. The breakdown is \$250 for support and \$150 flexible funds.
  
- The unit price for accessing the private rental market incorporates support of \$1,570 and a brokerage component of \$1,500
  - The \$1570 unit price for support is based on provision of interview and assessment, planning and co-ordination, ongoing support to facilitate access to private rental, with an average caseload of 1:12 staff client and an average support duration of 13 weeks. The \$1,500 brokerage funds can be used flexibly.

Emergency housing options (for women and men) are not unit costed as they are dependent on market-driven costs associated with accessing short-term accommodation. The average cost is calculated at \$200 per episode (1-2 nights) for women and \$300 per episode for men (2-3 nights).

### ***Are establishment funds available for new outreach services?***

The anticipated increase in positions for the period 2006/07 to 2008/09 for family violence outreach services totals approximately 15 positions over the three years. A small amount of establishment funds may be made available on a case-by-case basis for this service component once the allocation of Stage 2 funding is finalised.

### **What support is available for services to help them meet data collection requirements?**

Reporting requirements are identified in the service specification (Part B, Specification 2, Service Deliverables). This section describes a number of data items. In addition, some additional information will be required for intensive case management (see separate guidelines for this service component). A short written report will be required against the annual regional or sub-regional plan setting out the annual integration priorities (see Section 4.6.1 of the Women's and Children's submission documentation).

Organisations receiving funding for family violence outreach support, intensive case management and accessing the private rental market will be required to participate in the SAAP National Data Collection Agency data collection using SMART. Agencies that receive funding for these service components will be provided with the appropriate software and training in its use where required.

From July 2006, women's and children's counselling and support services and the men's behaviour change program will meet reporting requirements using the Integrated Reporting Information System (IRIS). Organisations who will be providing these services from July 2006 will be provided with the IRIS software and training in its use prior to July 2006.

### **What are the evaluation requirements?**

Agencies will also be required to participate in the proposed evaluation of the Whole of Government Family Violence reform initiatives.