



Community Services Directorate May 2016 update

A message from the Executive Director

It is hard to believe we are already in May. In this month's newsletter I have included an update on the new *Service Funding Agreement* and associated *Working with Vulnerable People* registration requirements, an update from the Human Services Registrar, and the development of the Community Sector Industry Plan.

I imagine we have all been watching the Commonwealth Budget on May 3 closely for items relevant to community services.

The ACT Budget will be handed down on June 7 this year and thank you to everyone who took the time to prepare a submission for the Government's consideration.

Maureen Sheehan

Executive Director, Service Strategy and Community Building

Community Services Industry Plan

KPMG has been engaged on behalf of the Industry Plan Steering Group to conduct research and consultations and draft the plan.

The Steering Group has approved a scoping paper to support consultation with community services providers and other stakeholders. The scoping paper can be found at:

<http://www.communityservices.act.gov.au/hcs/community-sector-reform>

KPMG is continuing to conduct consultations to capture the views of different parts of the industry, identify and articulate the industry's views on current and future strengths, weaknesses, opportunities and threats, priority areas for development and co-design the Industry Plan with the sector so that there is ownership of the Industry Plan.

The next engagement activity is an Industry wide workshop being hosted by Minister Berry on **25 May 2016** at the National Portrait Gallery. This is an exciting opportunity for industry leaders to come together and hear from the Minister for Community Services about her vision for the Community Services Industry as well as contribute ideas on what the Industry Plan is, what it will be used for and to start the conversation about what the next steps might be.

Invitations will be sent out to organisations this week, and Steering Group members will be following up with organisation CEOs to ensure participation and their engagement with this project.





Revised Service Funding Agreement

The community sector has provided valuable feedback during the process to review, update and streamline the Service Funding Agreement template.

The new template has been developed over the past 18 months with input from a number of ACT Government directorates, and community sector organisations.

A community information session was held on 30 March 2016 with a briefing by the ACT Government Solicitor's Office. Information presented at this session, along with the revised Service Funding Agreement, is available at:

<http://www.communityservices.act.gov.au/hcs/community-sector-reform>

In the previous version of the Service Funding Agreement template, the Territory required organisations to conduct AFP checks on all of their engaged staff. This was in addition to the requirement to ensure that each person an organisation engaged to be involved in any way with children and/or vulnerable adults were "fit and proper persons".

In the April 2016 version of the Service Funding Agreement template, the introduction of the *Working with Vulnerable People (Background Checking) Act 2011* (ACT) required the AFP checks to be substituted with WWVP registration. However, the requirement for organisations to only engage fit and proper persons remains the same and is still applicable in the updated template.

The fit and proper person test has always been required of organisations and is a stand-alone obligation separate to the WWVP registration.

Verifying Working with Vulnerable People registrations

Did you know an agency can verify staff registrations with the Background Screening Unit? Access Canberra will require the person's full name, their WWVP card number and registration number. You will then be provided with a 'yes or no' response advising you whether the registration is still valid. If you would like to verify a staff registration, please contact Access Canberra on (02) 6207 3000 or email wwwvp@act.gov.au

ACT Quality Portal member orientation webinar sessions





Seventy community organisations have now registered as subscribers to the Standards & Performance Pathways (SPP), a leading online service for completing service and quality standards, compliance activities, as well as for managing risk and quality performance. SPP is provided by BNG NGO Services Online.

We hope you will be able to join one of the two orientation webinar sessions we have scheduled for ACT Quality Portal users. The webinar will take you through the key features and functions of the Quality Portal, and provide some handy tips on how to best use it.

Topics covered will include:

- How to best approach evidence and managing your documentation
- Preparing your account for accreditation, review or verification
- Using the portal's workflow management tools to manage team responsibilities
- Accessing policy and procedure templates
- Plus we'll share some handy shortcuts.

It's also a great opportunity to ask any questions. The webinar will be presented by BNG's standards consultant, Ms Tanya Merinda.

To register for the orientation webinar on **10 May 2016** at **10am** please follow this link:

<https://attendee.gotowebinar.com/register/1062465057033887234>

To register for the orientation webinar on **11 May 2016** at **2pm**, please follow this link:

<https://attendee.gotowebinar.com/register/4463909830675424514>

After registering, you will receive a confirmation email containing information about joining the webinar.

Information session on the *Information Privacy Act 2014*

The Community Services Directorate is pleased to provide community organisations with an information session on the *Information Privacy Act 2014* (ACT) and how that relates to the collection, recording and storing of personal information of clients. Principal Solicitor, Ms Elissa Clarke, from the Government Solicitors Office will be conducting the privacy information session.

The session will be held at **2.30 to 3.30pm**, Thursday **2 June 2016**

Bullan Room, Ground Floor, Nature Conservation House
Cnr Emu Bank and Belconnen Way, Belconnen

If you would like to attend please RSVP to DHCSContractsandGrants@act.gov.au





Role of Human Services Registrar

The role of the Human Services Registrar is to develop and implement risk responsive regulatory oversight of providers in Specialist Disability Services, non-government Care and Protection Services and Community Housing Services on behalf of the Director-General.

The Human Services Registrar works with providers to increase their capacity to deliver quality human services, and to ensure their ongoing compliance with relevant standards and legislation.

All providers in the Specialist Disability; Care and Protection, and Community Housing sectors are required to report critical incidents to the Human Services Registrar as soon as possible. Targeted compliance reviews may occur in response to complaints or critical incidents.

The Human Services Registrar is currently responsible for oversight of 152 specialist disability providers, 14 registered community housing providers and eight registered care and protection providers.

Housing Registrars hold national discussions

Housing Registrars representing all jurisdictions met in Canberra on 20 and 21 April 2016. Registrars discussed a wide range of topics, including:

- The impact of the NDIS on housing providers to management of the increasingly complex business structures of some large Tier 1 providers
- Risk assessment tools
- Management of reviews
- The relationship between the National Regulatory System for Community Housing and the Australian Charities and Not for Profit Commission (ACNC) and
- Information sharing.

Registrars also met with sector and peak body representatives (including three ACT providers) to discuss compliance matters, industry trends, the ACNC, public reporting on the sector by Registrars that would be of benefit to the sector and to identify common areas for further work. Attendees agreed to meet twice yearly.





Strengthening Families

Since commencing in June 2014, the Strengthening Families initiative has trained over 170 lead workers and assisted 69 families with 304 family members. As we approach the third year of the initiative, it is timely to consider the maturity of the Strengthening Families approach and how it can be embedded as business as usual from July 2016.

A Working Group, including representatives from the community and government sectors, has been established to explore transition options and will report back to the broader Strengthening Families Advisory Group in May 2016.

The Better Services Team is pleased to have established a strong collaborative partnership with Singapore’s Ministry of Social and Family Development since their visit to Canberra in January 2014. This relationship was reinforced in April when the Chief Minister visited Singapore and received a briefing on their approach to supporting vulnerable families. The Better Services Team will continue to share and exchange information and knowledge with our counterparts in Singapore to achieve the best outcomes for our families.

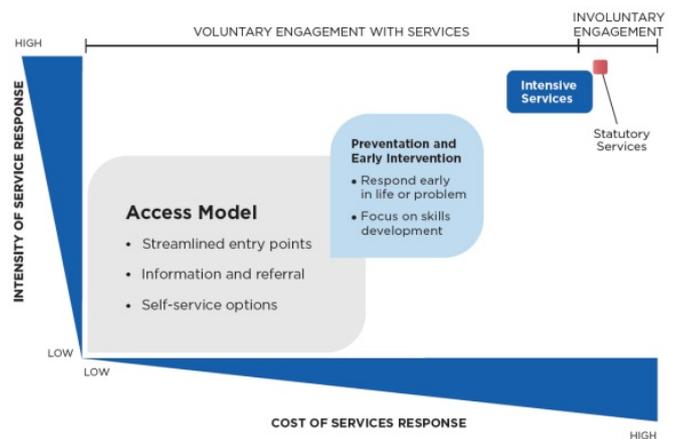
Commissioning for outcomes

The Community Services Directorate is committed to shifting the way it funds services, from output to commission outcomes. This gradual transition is being made to ensure clients receive timely supports and services that are right for them and achieve the outcomes they seek.

The Blueprint Policy Team is working to identify how this shift aligns with the *Human Services Blueprint* (Blueprint). The Blueprint identifies a Service Continuum to ensure the best possible responses and outcomes are supported by an integrated human services system (see Figure 1).

It is founded on the goal of building individual and family resilience and capacity for self management, by placing clients at the centre and leveraging family, friends and community supports and connections to ensure the best possible outcomes for Canberrans.

Figure 1 The Blueprint Service



Continuum





Upcoming workshops

As a starting point, work is being prioritised to work with our community service partners to design outcomes for the *Access layer* of the continuum. These outcomes will inform the current procurement process for the Human Services Gateway in Belconnen. You are welcome to participate in the **Access Outcomes Design Workshop on Wednesday 11 May 2016, 9:00am- 4:30pm**, venue to be shortly confirmed. Professor Paul Flatau, Director, Centre for Social Impact, University of Western Australia will be our facilitator for the day. Any queries are welcome to Ms Vasiliki Bogiatzis on telephone 6205 5175 or email Vasiliki.bogiatzis@act.gov.au

Work is also progressing to support the design of outcomes for Aboriginal and Torres Strait Islander people and communities. These outcomes will support the measurement of change against the seven focus areas identified in the whole of government *Aboriginal and Torres Strait Islander Agreement*. Workshops will be held in **May 2016** to support the development of this framework.

West Belconnen Local Services Network

Youth Employment Hub

The West Belconnen Local Services Network - Youth Employment Hub was launched on 13 April 2016. The hub is a partnership between Riverview Group, Belconnen Community Service, and the Education and Training Directorate, which will provide drop in support and case management to young people seeking to connect with local training and employment opportunities. The Hub will also link young people with the Riverview SPARK project which will provide on-site training and employment to disengaged young people in West Belconnen.

Our Community Grants

The West Belconnen Local Services Network - *Our Community Grants* closed on 27 April 2016. The grants provide up to \$5,000 to individuals and community groups in West Belconnen to deliver local solutions that will contribute to West Belconnen *Commitment to Community* priorities. The grants aim to build social capital and community participation in the Network. 25 applications have been received, including applications for projects connected to every local school in the West Belconnen area. Applications will be assessed in early May with recommendations to be considered by the Network Leadership Group.





Better Services Speaker Series

Better Services Speaker Series and Reflection Sessions are currently being planned for late May and late July 2016. The May forum will focus on co-design to coincide with the launch of *Co-design Online* - a new resource to support services and programs to implement co-design effectively. Northside Community Service has agreed to host the forum, with ThinkPlace to facilitate.

The July forum will focus on access to information to coincide with the launch of *My Canberra* (information portal) and *My Family* (information profile). The forum will be hosted and facilitated by Volunteering and Contact ACT with panel members to be identified to inform the discussions. These sessions will provide an opportunity for people from across the service system to reflect on key themes of importance to Better Services, including where we are doing well and where we can improve what we do.

Additional information and queries

Executive Director, Service Strategy and Community Building
Ms Maureen Sheehan
maureen.sheehan@act.gov.au or (02) 6205 0753

Director, Service Strategy
Ms Melanie Saballa
melanie.saballa@act.gov.au or (02) 6207 5938
melanie.saballa@act.gov.au or (02) 6207 5938.

