



Australian Government  
Department of Social Services

# Guide to Completing the Annual Service Report 2013-14 Family Support Program

July 2014



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## What is the Annual Service Report for?

Under the terms of the Family Support Program Funding Agreement, the FSP Annual Service Report must be completed annually by 31 July. The Report is designed to collect additional program information to complement client level data entered into the Family Support Program Data System (FSPDS).

Providers are required to complete only one report per organisation.

## How your information is used

The Annual Service Report template is designed to gather the necessary information to:

- 1) Assess your performance in meeting your Funding Agreement deliverables and fulfilling the requirements of the FSP Performance Framework. For more information see the [FSP Performance Framework](#).
- 2) Assess overall performance of the program within the FSP Performance Framework and identify trends, gaps, etc. to build the evidence base and inform future funding decisions and policy development.
- 3) Fulfil departmental obligations to:
  - a) Promote the efficient, effective, economical and ethical use of Commonwealth funding as required by the *Financial Management Act 1997* and the *Public Governance, Performance and Accountability Act 2013*;
  - b) Report against the Department's Key Performance Indicators in its Annual Report to Parliament; and
  - c) Inform our Minister of progress towards program outcomes.

## Improvements made to the 2013-14 Report

The Government's red tape reduction programme aims to reduce unnecessary regulation and red tape costs on business, community organisations, and individuals. The following questions have been removed from the July template:

- The 'What Works' section;
- The 'Additional Information/Feedback' section;
- The requirement to indicate if alternative Performance Indicator questions other than those set out in the Performance Framework Service Provider Help Guide have been used and if these questions were approved by FSP Agreement Manager;
- The question asking for further comments on client outcome data collection;
- The requirement to report on any complaints received; and
- The Vulnerable and Disadvantaged Client Access Strategy (VADCAS) questions have been reduced.

## PDF template

The template is developed using Smartform technology, which ensures data is provided in a uniform manner that allows the completed data to be automatically attributed against the correct provider in FOFMS (the Department's online funding management system).

Each organisation's template is automatically generated by FOFMS and is linked to the organisation's funding record. Only one template per Organisation can be submitted, therefore data for the whole organisation – regardless of Activities and locations – should be amalgamated and entered onto the one form. Providers should not attempt to submit duplicate versions of this form providing different information for different locations.

It should be noted that in order to fit into system capabilities the template includes limits on the size of text boxes, with the maximum number of characters or words identified where relevant. Providers have the opportunity to submit further information as attachments.

## Part 1: Organisation Details

### **Activities your organisation administers with funding from DSS and / or Attorney-General's Department.**

This information shows all Activity types that your Organisation is funded to deliver. This information will be prepopulated by FOFMS.

## Part 2: Collaborative Relationships

The aim of strengthening effective collaboration is to provide improved access to family support services for vulnerable children, families and individuals. Ideal collaborative practice has all levels of government and the community services sector working to improve family support services in a co-ordinated and co-operative manner. Forms of collaboration include:

- a) Networking to build connections, knowledge and trust;
- b) Coordinating your service with others to increase service access and reduce gaps; and/or
- c) Integrating your service with others to support highly vulnerable children and families.

### **What collaborative relationships have you developed with other services/agencies to provide improved services and outcomes for vulnerable and disadvantaged families?**

DSS is interested in learning about your regular, on-going, committed relationships to deliver outcomes that could not be achieved working alone, rather than once-off or ad hoc type referrals. <sup>1</sup>

Assign each of your collaborative partners into one of eight categories below:

- Other FSP/DSS;
- Commonwealth;
- State/Local Government;
- Community service/Non –Government organisation;
- Welfare/charity;

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<sup>1</sup> For more information please read [“Advancing Collaboration Practice - Fact Sheet 1 - What is collaboration”](#), and [“Promoting successful collaboration in the communities for children context”](#) on the Australian Research Alliance for Children & Youth (ARACY) website.

- Health/medical;
- Education/training; and
- Other.

Consider all types of collaboration you have undertaken with organisations from each category. To complete the table, select a new row from the drop list for each service type relevant to collaborative partners for your Activity and place a tick in all Collaborative Relationships Type columns (as set out below) that apply:

- Shared knowledge/training mentoring (e.g. shared resources; formal mentoring or advice; joint research);
- Joint community planning (e.g. active participation on community council; active board membership with/from other family support providers; joint family support service or event planning);
- Joint service delivery (both organisations jointly accountable for outcomes);
- Formal referral policy/procedures (e.g. agreements and MOUs with other agencies; documented referral processes; “warm” referrals); and/or
- Other, please describe

**Example:** Your service has a joint service delivery relationship with another FSP service **and** a formal referral policy with a separate DSS funded homelessness service.

Select **“Other FSP/DSS”** and place a tick in the **Joint service delivery** and **Formal referral policy/procedures** columns.

**Why?** The information gathered in this report is required to assess how well FSP

- provides an integrated suite of local services;
- makes services easier to access; and
- is supportive of Australia’s most vulnerable families and children.

## Part 3: Service Availability & Staffing/Workforce

**Do you wish to provide any comment on factors that affected the availability of your service/s?**

This is a free text field. Include any information about factors that impacted on the availability of your service.

**How many positions are devoted to FSP service delivery and administration for each Activity?**

Enter the total number of paid FTE allocated to *Administration Support* and to *Service Delivery* for each Activity your organisation is funded to deliver. Where applicable, also enter the number of volunteers working in each Activity.

**Do you wish to provide any further comments on staffing/workforce?**

This is a free text field. Include any information about issues affecting recruitment and staffing availability

## Part 4: Funding

Does your organisation receive funding from other sources to deliver similar activities to those funded by FSP?

For activities similar to those funded by FSP only:

- a) select those sources of funding that are applicable;
- b) state the percentage of total funding that is provided by the Family Support Program.

**Why?** This information provides a snapshot of where co-funded services are being delivered, and provides insight into where the greatest need, as well as where gaps may exist.

## Part 5: Performance Indicators of Client Outcomes

For a more detailed guidance about collecting Immediate and Intermediate client feedback, refer to the [FSP Performance Framework Help Guide](#).

**Immediate outcomes** (or client feedback) are client outcomes expected as a result of the FSP in the short term and are collected at or near the time of service.

From 2013, all CfC providers must address all four immediate performance indicators unless an exemption has been granted in writing by DSS.

**Intermediate outcomes** (or client feedback) are client and community outcomes expected from the FSP in the medium term. Intermediate client outcomes are collected 3-6 months after leaving the service, or, for ongoing clients, 3-6 months after commencing with the service. The survey sample size is determined by DSS.

Service providers are required to report on any two intermediate performance indicators unless an exemption has been granted in writing by DSS.

The [FSP Performance Framework Help Guide](#) contains a list of suggested questions that can be used for collection of data for each of the performance indicators for intermediate and immediate client outcomes.

Alternative questions may be used, subject to approval from your FSP Agreement Manager.

### Table

Complete the table using data collected through your survey processes

- Multiple questions may be listed against each Performance Indicator;
- Only one response per Performance Indicator per client;
- The number of responses in the “Yes”, “No” and “Don’t Know” columns must equal the total responses;
- For Immediate Performance Indicators, do not exceed the sample size identified by DSS. Exceeding this limit affects the statistical validity of the FSP survey results;
- Where an exemption has been granted in writing by DSS, enter zero in table columns.

## Part 6: Statement of Compliance against Approval Requirements

The [FSP Administrative Approval Requirements](#) are a set of 15 quality service standards, covering the five key risk areas of governance, financial management, viability, performance management and issues management that must be complied with under the terms of FSP Funding Agreements.

If your organisation is also required to submit a Performance Report, the Statement of Compliance against Approval Requirements only needs to be completed on the Annual Service Report template.

If relevant, verify that all statements against approval requirements are representative of all consortium members or subcontracting arrangements.

Complete the table using the drop list to select if your organisation was “fully compliant”, “partially compliant” or “non-compliant” against each of the four Approval Requirements.

If your organisation does not fully comply with an Approval Requirement, enter details including a timeline of future improvements planned to achieve compliance in the final column.

**Why?** This information is used by DSS to monitor and assess compliance rates across the program. The results are published in the FSP Report annually. Note, you are not required to provide evidence of compliance in the table but your Agreement Manager may require evidence to be supplied separately.

## Part 7: Progress against Vulnerable and Disadvantaged Client Access Strategy (VADCAS) or abridged Access Strategy

This section contains questions about progress against your VADCAS and must be completed by all service providers, except those who have been granted an exemption in writing by DSS.

The format is designed to prompt service providers to review the effectiveness and relevancy of their VADCAS. A key objective of the VADCAS/ Abridged Access Strategy and/or Indigenous Access Plan (if applicable) documents, is to ensure they are living documents and are updated as community need dictates.