



# Fact Sheet: Operational Guidelines

## New FaC Activity requirements from 1 July 2021

### What is the purpose of the Operational Guidelines?

The purpose of the Operational Guidelines is to assist service providers to work in a nationally-consistent, coordinated and cooperative way. They outline the key elements of service delivery and seek to clarify policy and process questions that may arise during the delivery of the activity.

The department has included specific guidance to support implementation of the new service improvement measures, which are a requirement of the new funding extensions commencing 1 July 2021 for:

- Communities for Children Facilitating Partner (CfC FPs)
- Children and Parenting Support (CaPS) services
- Budget Based Funded (BBF) services
- Family and Relationship Services (FaRS)
- FaRS Specialised Family Violence Services (SFVS)
- Family Mental Health Support Services (FMHSS)

It is important that service providers read the Operational Guidelines in conjunction with their grant agreement/s and become familiar with these requirements.

The department is releasing the Guidelines now to give service providers visibility of what the expectations are under the terms of the new grant agreements. However, the Guidelines will become effective from 1 July 2021 to coincide with the start of the new agreements.

### Our program never had Operational Guidelines before, why now?

The Operational Guidelines aim to provide the necessary guidance to assist service providers under specific sub-activities to work in a consistent manner. New and updated Guidelines provide a greater level of detail than is currently available and supports the grant agreement documentation.

### Our program has existing Operational Guidelines, how do the new guidelines (effective 1 July 2021) differ?

Updates to the CfC FP and FMHSS Operational Guidelines aim to align processes and guidance (where relevant) across the above listed activities, and incorporates specific guidance on the new

service improvement measures. It is recommended CfC FP and FMHSS providers re-acquaint themselves with the Operational Guidance material.

## Operational procedures can change over time. Can the Operational Guidelines be updated?

The Operational Guidelines are intended to be a living document. As additional issues arise, and policy clarifications are developed, these will be included in an updated version of the relevant Operational Guidelines at regular intervals.

The department is keen to ensure Operational Guidelines are clear, provide sufficient guidance and contain accurate information. We encourage service providers to discuss any operational guidance issues with their Funding Arrangement Manager (FAM) in the first instance. The department can then work to adjust the relevant Operational Guidelines as required.

## Who do I talk to if I have questions about the Guidelines?

You should contact your Funding Arrangement Manager in the first instance to discuss any issues.