

## SUMMARY OF FUNDED SERVICES CONTRACTUAL/REPORTING REQUIREMENTS

This document provides a summary of the contractual and reporting requirements for Juvenile Justice Funded Services. It is to be used in conjunction with funding agreements issued by the Department of Justice, Juvenile Justice and the specific service specifications and reporting requirements outlined in the agreements.

### 1) Juvenile Justice funding agreements and service provision

Funded services are required to provide services as outlined in the funding agreements issued by the Department of Justice, Juvenile Justice. The annual reporting requirements require services to provide:

- An **annual self-assessment report** by 31 July as described in the *Funded Services Annual Performance Reporting Framework*.
- Audited Income and Expenditure Statements annually as per the funding agreement.
- Equal Remuneration Order Statements annually as per the funding agreement.
- A copy of their organisation's Annual Report at the end of each year.

### 2) Working with Children Checks (WWCC)

Funded services are required to ensure that all new and existing employees, volunteers, mentors and students who are appointed to work in positions that have direct face-to-face contact with Juvenile Justice clients and those who have access to the personal information of Juvenile Justice clients, have Working with Children Check (WWCC) clearances.

Information regarding WWCC requirements is available from the Office of the Children's Guardian website <https://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

The funded service has a responsibility to verify and maintain records of WWCC clearances for all existing and new employees, volunteers, mentors and students who are engaged in child-related work.

Original WWCC clearance notifications for employees, volunteers and students must be sighted by Juvenile Justice staff (i.e. the Area Manager, Assistant Manager or Regional Executive Officer), and copies will be retained on the Juvenile Justice funded service's file.

So that Juvenile Justice can verify the WWCC clearances with the Office of the Children's Guardian, **Appendix A WWCC Clearance List** is to be completed and provided to Juvenile Justice staff **prior** to commencement of the service.

The *WWCC Clearance List* is to be kept up to date and provided to Juvenile Justice staff every quarter during the contract to ensure that WWCC Clearances for any new employees have been sighted and verified.

Sighting each employee's clearance may be impractical for Rural Rehabilitation Services and Crisis Accommodation Services. In this instance, the funded service must provide a *WWCC Clearance List* to Juvenile Justice staff prior to commencement of the service and provide an updated list every quarter.

Juvenile Justice will then forward the *WWCC Clearance List* to the mailbox [careers@justice.nsw.gov.au](mailto:careers@justice.nsw.gov.au) for verification of the clearances.

### **3) Voluntary Out of Home Care (VOOHC)**

The NSW Government has introduced legislation to better safeguard the interests of children and young people in Voluntary out Of Home Care (VOOHC). The legislation is designed to improve the consistency and quality of intake, assessment, case planning and interagency coordination for children and young people using VOOHC and their families.

Each crisis bed placement that is funded by Juvenile Justice will require an assessment of the relevant individual circumstances, including the conditions of bail to determine whether the service provided to the child is deemed to be VOOHC.

Funded services should contact the Registration Systems Team on 02 8219 3600 or email [voohc@kidsguardian.nsw.gov.au](mailto:voohc@kidsguardian.nsw.gov.au) for assistance in situations where it is difficult to make a determination.

Further information re: VOOHC is available on the Office of the Children's Guardian website. <http://www.kidsguardian.nsw.gov.au/out-of-home-care/voluntary-out-of-home-care>

### **4) Coordinated Service Delivery and Reporting Requirements**

A key component of coordinated service delivery involves the implementation of the Referral Review and Exit (RRE) procedures. There are slight variations for the Rural Rehabilitation Service's procedures.

Juvenile Justice will conduct a single client assessment and develop a case plan to ensure coordinated case management. Funded services are not to conduct alternate needs assessments.

#### **Joint Support Program**

Funded services are to:

- Attend referral/intake meetings with Juvenile Justice staff and the young people to agree on target outcomes and discuss progress in completing the agreed target outcomes. (The referral meeting determines the target outcomes that Juvenile Justice requires the funded service to achieve with the young person and defines the roles, responsibilities and timeframes for completion. This includes defining

how services and programs relate to the young person's court order and the purpose of the intervention.)

- Complete a *Funded Service Provider Review and Exit Report (Appendix B)* for each individual young person and submit to the Juvenile Justice Caseworker (along with other appropriate documents) prior to review date(s) (or review meetings if required) and exit meetings (approx. **6 weekly**) with the young person and Juvenile Justice staff.
- Meet **quarterly** with the Area Manager to ensure quality service provision and review the *Service Delivery Summary Report (Appendix E)* which has been submitted prior to the meeting.
- Provide an updated *WWCC Clearance List* at the **quarterly** meetings with the Area Manager.
- Attend other meetings as required with Juvenile Justice staff to discuss performance matters and young people's case plans.
- Raise with Juvenile Justice Caseworkers or Assistant Managers any issues/problems in respect to service provision or funding (as they arise).

For the Mentoring programs, the Program Coordinator will provide the *Funded Service Provider Review and Exit Reports* for each young person to the Area Manager or Centre Assistant Manager responsible prior to meeting with Juvenile Justice staff regarding the progress of the young people on the program.

### **Rural Rehabilitation Services (Coffs Harbour and Dubbo)**

For each program location a Joint Advisory Committee and a Referral Committee will oversee the operation of the program.

The Joint Advisory Committee, consisting of the Juvenile Justice Regional Director, the funded service Regional Leader and other relevant participants, will meet **quarterly** at the facility to oversee the management of the program.

The Referral Committee will discuss new referrals and make decisions regarding acceptance of referrals, review general progress on current referrals and discuss any general management issues.

The Referral Committee will meet **monthly** or on a needs basis in each location.

The services are to:

- Complete a *Residential Rural Rehabilitation Review, Exit and Aftercare Report (Appendix C)* **every 6 weeks**, when a young person's exits and when a young person's Aftercare program concludes. The report is to be provided to Juvenile Justice staff prior to review and exit meetings. These reports will be reviewed at the monthly Referral Committee meetings.
- A copy of the report forms part of the funded service's quarterly report to Rural Rehabilitation Advisory Committee.

- Complete and submit a *Residential Rural Rehabilitation Quarterly Report* (**Appendix D**) prior to the **quarterly** Joint Advisory Committee meeting. Also at the meeting the Agency will provide an updated WWCC Clearance List and every six months, a YTD income and expenditure statement for the program.
- Attend other meetings as required with Juvenile Justice staff to discuss performance matters and young people's case plans.
- Raise with Juvenile Justice Caseworkers or Assistant Managers any issues/problems in respect to service provision or funding (as they arise).

In addition to the reports mentioned above funded services are to:

- Provide a YTD Income and Expenditure and Expenditure statement (**unaudited**) when providing the **six monthly** invoices for payment of funding.
- Collect and report on all data as required to meet funding requirements.

## 5) Other Requirements

### Insurance Policies

Funded services are required to maintain throughout the funding term current insurance policies for the following:

- i) Public Liability
- ii) Workers Compensation
- iii) Professional Indemnity

Juvenile Justice is required to **annually** verify that the funded service has the above insurance. Copies of the Certificates of Currency will be retained on the Juvenile Justice funded service's file.

### Work Health and Safety

It is the responsibility of the funded service to have Work Health and Safety policies and systems in place in accordance with the *Work Health and Safety Act 2011* (NSW) and the *Work Health and Safety Regulations 2011*. Juvenile Justice will verify that funded services have current Work Health and Safety policies at commencement of funding and review **annually**.

### Equipment Register

The funded service must maintain an equipment register of all equipment purchased and leased with Juvenile Justice funding. This is to be a written register and include:

- i) A description of each item
- ii) Date of purchase or lease
- iii) Address of item
- iv) The purchase or lease price of each item, exclusive of GST
- v) Amount of funding used to purchase or lease each item
- vi) Where applicable, the lease term of each item

- vii) Details of whether the purchase price will be acquitted as a capital expense or depreciation in the Expenditure Report.

The register must be kept up to date and a copy provided to Juvenile Justice (Area Manager) **annually**.

## **6) Funding Instalments – Biannual payment process**

Funding instalments are paid every six (6) months from the commencement of the funding agreement.

The payment is made on receipt of a correctly rendered tax invoice and on the condition that the funded service has met their obligations under the funding agreement.

Further instructions regarding the payment process to funded services are outlined in the funding agreement.

## **7) Performance measures**

Juvenile Justice is responsible for monitoring the performance of funded services. The purpose of performance monitoring is to provide evidence that funded services:

- Comply with the funding agreement issued by the
- Achieve the intended results/outcomes and service levels set out in the Funding Deed of Agreement and service specification(s).

Funded services will be measured against:

- Standards and key performance indicators listed in the service specifications
- Individual target outcomes agreed for each young person
- Service provision capacity (i.e. the flow of referrals to ensure the service is being fully utilised).

All funded services will be required to participate in any other evaluation or reviews of the programs that projects under which projects are funded and that Juvenile Justice may decide to undertake.

## **8) Performance Management**

Juvenile Justice has a responsibility to implement a performance management process if there are concerns regarding a funded service meeting service specification requirements or conditions of funding.

### **i) Performance Improvement Notice (PIN)**

Juvenile Justice may issue a *Performance Improvement Notice* (PIN) where it considers that the funded service's performance has failed, may have failed or is reasonably likely to fail to meet their obligations under the Agreement. If a PIN is to be issued, the funded service will be notified in writing.

A PIN may include a requirement to develop a *Performance Improvement Plan* (PIP) and if so, the funded service will be requested to prepare relevant documents for a meeting with the manager/representative to discuss concerns and to negotiate and agree on actions to be taken and the time frames.

## ii) Performance Improvement Plan (PIP)

A *Performance Improvement Plan* (PIP) is developed using the PIP template (**Appendix F**). Negotiation will ensure that the PIP:

- Accurately describes the issues
- Describes solutions that are specific, measurable and achievable
- Describes actions with clear time frames
- Tasks or actions are prioritised.

If there is no agreement between Juvenile Justice and the funded service about PIP actions, the dispute resolution processes outlined in the Agreement will be used.

Juvenile Justice staff will actively monitor the progress of any PIP. A PIP remains current until such time that all the actions/outcomes have been achieved or it is replaced by a new PIP. Some PIP actions may extend beyond 12 months.

## iii) Performance Improvement Plan Review Report

A *Performance Improvement Plan Review Report* template (**Appendix G**) has also been developed to assist with the PIP review.

If the funded service fails to remedy the issues listed in the PIP within the agreed timeframe, consideration may be given to withholding funding or termination of the Funding Deed of Agreement.

## 9) Dispute Resolution

Effective relationship management and performance monitoring should keep disputes to a minimum. It is important that parties take steps to negotiate, seek agreement and document issues that may be in dispute.

Funding agreements issued by the Department of Justice, Juvenile Justice describe the steps to be taken in the event of a dispute arising in relation to the agreement. It is important that the parties agree that neither will engage in any conduct or communications intended to disparage the other.

If a dispute cannot be resolved, then escalation processes as detailed in the relevant funding agreement must be followed.

## 10) Client Feedback and Complaints

Funded services need to have their own client complaints procedures in place. Should a complaint about a funded service be received directly by Juvenile Justice, the *Juvenile Justice Policy and Procedures for Managing Client Complaints* will be used.

These procedures can be found on the Juvenile Justice website:  
<http://www.juvenile.justice.nsw.gov.au/Documents/policies/Complaints%20Policy%20-2015.pdf>

Complaints or allegations regarding services funded or contracted by Juvenile Justice will be forwarded to the Regional Director for resolution.

If the complaint is about an alleged criminal offence the police will be notified immediately.

## **11) Further Information for Funded Services**

Funded services are to contact local Juvenile Justice staff in the first instance if there are any queries regarding their funding agreement, conditions of funding or program requirements.

A list of Juvenile Justice service locations is available at:

[http://www.juvenile.justice.nsw.gov.au/Pages/Juvenile%20Justice/contactus/contactus\\_contactus.aspx](http://www.juvenile.justice.nsw.gov.au/Pages/Juvenile%20Justice/contactus/contactus_contactus.aspx)

A dedicated mailbox has been set up by the Funded Services Unit to receive enquiries regarding Juvenile Justice Funded Services: [FundedServices.JJ@justice.nsw.gov.au](mailto:FundedServices.JJ@justice.nsw.gov.au)

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## **List of Appendices**

- A. WWCC Clearances List
- B. Funded Service Provider Review and Exit Report
- C. Residential Rural Rehabilitation Review, Exit and Aftercare Report
- D. Residential Rural Rehabilitation Quarterly Report
- E. Service Delivery Summary Report
- F. Performance Improvement Plans
- G. Performance Improvement Plan Review Report