

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2010-11 Supplementary Estimates Hearings

Outcome Number: 1

Question No: 090

Topic: Family Violence Services

Hansard Page: Written

Senator Cash asked:

With reference to the 42 Specialised Family Violence Services funded through a Family Support Program in 2009-2010:

- a. In which locations were these services provided.
- b. What was the extent of the funding for each of these locations?
- c. Which Specialised Family Violence Services locations will be funded in 2010-2011 and what is the anticipated funding for each of these locations.
- d. What governance procedures are in place to determine that the funding achieves value for money for the services provided?
- e. What key performance indicators are employed to determine the extent of value for money for the services provided?

Answer:

A table of Specialised Family Violence Services locations and funding for the 2009-10 and 2010-11 financial years, is at Attachment A.

Performance information (e.g. client characteristics and service usage) is collected by funding recipients and entered into or transferred to FRSP Online, the Family Support Program's online data collection system.

A funding recipient's performance is measured against Funding Agreement requirements, which include an annual Service Assessment, an annual Service Report, the timeliness of data input into FRSP Online, and meeting client targets which are specified in the Funding Agreement.

Client feedback forms, which are completed by registered clients at the end of service delivery, provide data on key performance indicators such as client satisfaction with the level of support they received from a service, their improved knowledge and skills relating to their presenting need, and improvement in their relationship with their partner. This enables the Department to monitor funding recipient's performance and determine value for money for the services provided.

With the implementation of the Family Support Program, a new Performance Framework is under development which will include additional performance indicators and data, which will assist in determining that Commonwealth funding achieves value for money for the services provided.

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Service providers must also be compliant with Family Relationship Services Approval Requirements. These are a set of 15 standards including governance, data provision, training, confidentiality and safety. Compliance against these standards is externally assessed and reviewed by an independent body. Ongoing self-assessment against the Approval Requirements is recorded in the annual Service Report which is signed off by the funding recipient's Board. This process helps to provide families and staff with assurance that quality services are being delivered.

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Attachment A

Family Support Program: Specialised Family Violence Services

Organisation	Location	2009-10 Funding	2010-11 Funding
Anglican Community Care	Mt Gambier	58,538	59,357
Anglicare SA	West Adelaide/Southern Adelaide	117,076	118,715
Anglicare WA	Broome	78,978	80,083
Anglicare WA	North Metropolitan (Joondalup)	58,538	59,357
Bethany Community Support	Geelong	117,076	118,715
CatholicCare NT	Alice Springs/Tennant Creek	117,076	118,715
CatholicCare NT	Top End Regional Areas	117,076	118,715
CatholicCare NT	Darwin	92,016	93,305
Centacare Ballarat	Mildura	58,538	59,357
Centacare Brisbane	Sunshine Coast	117,076	118,715
Centacare Brisbane	Gold Coast	122,398	124,111
Centacare TAS	Hobart	58,538	59,357
Centacare TAS	Burnie/Devonport	58,538	59,357
Centacare TAS	Greater Hobart and Burnie-Devonport	92,016	93,305
Centacare Townsville	Mt Isa	58,538	59,357
Centacare Townsville	Townsville	117,076	118,715
Centrecare Inc	Kalgoorlie	58,538	59,357
Centrecare Inc	Perth and Goldfields	153,361	155,508
EACH	Ringwood	117,076	118,715
Family Life	Frankston	117,076	118,715
Interrelate	Lismore	58,538	59,357
Interrelate	Port Macquarie	58,538	59,357
Interrelate	Sutherland	58,538	59,357
Kinections	Brisbane	153,361	155,508
Lifecare	Sydney	122,689	124,406
Lifeline Community Care	Wide Bay / Burnett	117,076	118,715
Pine Rivers	Caboolture/Strathpine	117,076	118,715
Relationships Australia Canberra and Region	Australian Capital Territory, Goulburn and Murrumbidgee	92,016	93,305
Relationships Australia Canberra and Region	Canberra	58,538	59,357
Relationships Australia NSW	Greater Sydney and Newcastle	122,689	124,406
Relationships Australia NSW	Maitland/Singleton	58,538	59,357

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Organisation	Location	2009-10 Funding	2010-11 Funding
Relationships Australia NSW	Penrith	117,076	118,715
Relationships Australia NSW	Wollongong	117,076	118,715
Relationships Australia SA	Northern Adelaide	117,076	118,715
Relationships Australia SA	Riverland	58,538	59,357
Relationships Australia VIC	Morwell/Traralgon (Gippsland)	58,538	59,357
Relationships Australia VIC	Sunshine	117,076	118,715
Relationships Australia VIC	Melbourne Outlets include Cranbourne, Greensborough, Kew and Croydon	245,378	248,813
Relationships Australia WA	Albany	58,538	59,357
Relationships Australia WA	Port Hedland	77,700	78,788
UnitingCare Wesley Adelaide	Various Adelaide	153,361	155,508
Youth and Family Services (Logan)	Logan	117,076	118,715