

Schedule 2 – Performance and Outcomes Data Reporting

This Schedule sets out performance and outcomes data reporting requirements for the Permanency Support Program, including the Key Performance Indicators and other outcomes measurement data that Service Providers will be required to report on.

Service Provider Name	
PLA ID	
Program	Permanency Support Program

1. Purpose and background

- (a) The purpose of this Schedule 2 is to set out in detail the Service Provider's obligations in respect of Performance and Outcomes Data Reporting.
- (b) The contents of this Schedule have been prepared to ensure:
 - (i) accurate and timely reporting of Performance and Outcomes Data Reporting requirements;
 - (ii) Children and Young People's privacy and confidentiality have been maintained and preserved; and
 - (iii) the voice of the Child or Young Person is heard at all times, including in self-reports.
- (c) The data collection and reporting requirements set out in this Schedule are focused on:
 - (i) managing and monitoring individualised Services provided to Children and Young People;
 - (ii) identifying and monitoring outcomes for individual Children and Young People; and
 - (iii) evaluating Service Providers on an aggregate level based on the services provided and outcomes achieved for the Children and Young People in their care.

2. Definitions

For the purposes of this Schedule, the Definitions set out in the Program Level Agreement will apply as supplemented by the following definitions:

Abatement means an amount deducted from the Service Provider's Service Payment in accordance with Schedule 3. The delegation for decision maker for abatements is at the Executive Director level.

Annual Outcomes Data Report means an annual submission prepared in compliance with the data requirements and reporting periods set out in section 4.4 and in the Quality Assurance Framework.

Annual Performance Report has the meaning given in section 4.3.

Children and Young People has the meaning as defined in the *Children and Young Persons (Care and Protection) Act 1998*, where **Child** is "a person who is under the age of 16 years" and **Young Person** is "a person who is aged 16 years or above but who is under the age of 18 years". 'Children and Young People', 'Child', 'Children' are sometimes used interchangeably in this document.

ChildStory means the Child protection IT system being developed by FACS that places the Child at the centre of the story and builds a network of family, carers, caseworkers and service providers around them. ChildStory will include a Partner Community that allows Service Providers to view information and interact with FACS in real-time about the Children and families they are working with.

Health, Education or Justice means the NSW government agencies that sit within these clusters.

Intermediary Organisation means the subject matter expert on trauma informed therapeutic care for NSW, who will support therapeutic practice across the Service Providers and have responsibility for workforce development activities.

ITC Web Based Tool means the web based tool determined by the Service Provider to meet FACS program requirements and which has the ability to integrate data reporting to ChildStory.

Key Information and Directory System means the system by that name maintained by FACS.

Key Performance Indicators or **KPI** means the indicators set out in Appendix A of this Schedule 2 of the Program Level Agreement.

Minimum Data Set means the data requirements set out in Appendix B of this Schedule 2 of the Program Level Agreement.

National Standards for Out-of-Home-Care Template or **Template** means the template developed by the FACS Representative for the purposes of:

- (a) collecting data for the National Standards for Out-of-Home-Care; and
- (b) reporting the relevant data to the Australian Institute of Health and Welfare. **NSW**

Ombudsman means the independent and impartial watchdog of that name.

Office of the Children's Guardian or **OCG** means the independent government agency by that name that works to protect Children by promoting and regulating quality, Child safe organisations and Services.

Operating Year means:

- (a) for the first Operating Year, the period commencing on the date the Agreement is signed and ending on the next 30 June;
- (b) each subsequent 12 month period commencing on 1 July and ending on 30 June; and
- (c) for the final Operating Year, the period from the end of the last full Operating Year to the date the Agreement ends.

Outcome Domains means those set out in Appendix C of this Schedule 2 of the Program Level Agreement.

Performance Failure or Failure means a failure to meet any of the Key Performance Indicators.

Placement Change has the meaning given in KPI 103 (Appendix A).

Placement Data means the information specified in Appendix B of this Schedule 2 which relates to a Child or Young Person who is currently or has been receiving Services.

Quality Assurance Framework (QAF) is an organising framework setting out the outcomes for all Children and Young People in statutory OOHC across 3 overarching domains: safety, permanency and wellbeing. QAF indicators are set out in Table 3, Appendix C of this Schedule 2.

QAF Trial means a trial of the QAF by Service Providers at selected sites which started in early September 2016.

QAF Trial End Date means 30 June 2018, unless otherwise notified by FACS.

Quarterly Outcomes Data Report means an annual submission prepared in compliance with the data requirements and reporting periods set out in section 4.4 and in the Quality Assurance Framework.

Quarterly Performance Report has the meaning given in section 4.2.

Reportable Conduct Unit means the group responsible for investigating allegations of reportable conduct made against FACS employees, specifically FACS authorised carers.

Service Provider means an organisation contracted by the NSW Government to provide Permanency Support Services.

3. General obligations

3.1 Key outcomes

The Service Provider must deliver reports against and meet the Key Performance Indicators set out in the provisions and Appendices of this Schedule 2.

3.2 Reporting requirements under Performance and Outcomes Data Reporting

- (a) The Service Provider must meet all data reporting requirements, including:
- (i) the performance and outcomes data requirements set out in section 4.1 and Appendix B (the Minimum Data Set) of this Schedule 2;
 - (ii) the outcomes data requirements set out in Appendix C (the Quality Assurance Framework) of this Schedule 2, from the QAF Trial End Date; where the data is not to be provided by:
 - A. FACS (via the Key Information and Directory System, or Reportable Conduct Unit); or
 - B. other government agencies (Health, Education or Justice); and
 - (iii) providing any other information reasonably required and requested by the FACS Representative to assess the performance of the Service Provider,
- in accordance with this Schedule 2.
- (b) The Service Provider must provide the:
- (i) Quarterly Performance Report;
 - (ii) Annual Performance Report;
 - (iii) Quarterly Outcomes Data Report; and
 - (iv) Annual Outcomes Data Report,

within one month of the end of the relevant Quarter or Operating Year in both electronic and hard copy formats, or as otherwise specified by the FACS Representative.

- (c) The Service Provider must provide the Minimum Data Set in electronic format via the DoCS Connect portal, or as otherwise specified by the FACS Representative for the purposes of section 3.2(b).

4. Specific obligations

4.1 Minimum Data Set

- (a) The Service Provider must:
 - (i) collect the data that is required to meet the Minimum Data Set requirements set out in Appendix B of this Schedule 2; and
 - (ii) provide the Minimum Data Set in a manner compliant with section 3.2(c).
- (b) The Service Provider must update Placement Data as and when:
 - (i) a Child's or Young Person's circumstances change; or
 - (ii) the Service Provider becomes aware of new information relating to a Child or Young Person,including but not limited to instances of entries, exits, or respite.

4.2 Quarterly Performance Report

- (a) The Service Provider must prepare, implement and document a Quarterly Performance Report for every Quarter of the Operating Year.
- (b) For those Key Performance Indicators specifying a quarterly reporting period as set out in Appendix A of this Schedule 2, the Quarterly Performance Report must specify the following information and the number of Failures reported to or identified by the Service Provider within each Quarter during an Operating Year, including:
 - (i) the number of repeat Performance Failures reported over successive Quarters;
 - (ii) the number of Performance Failures including:
 - A. the unique Failure number;
 - B. the nature of the Performance Failures; and
 - C. the date of the Performance Failures if applicable;
 - (iii) any other information reasonably required by the FACS Representative to assess the performance of the Service Provider.
- (c) In respect of the Key Performance Indicators, FACS recognises that there may be circumstances beyond the reasonable control of the Service Provider that have directly contributed to a Performance Failure. On this basis, in the situation where:

- (i) there are circumstances beyond the reasonable control of the Service Provider that have directly contributed to the Performance Failure; and
- (ii) the Service Provider can demonstrate to the satisfaction of the FACS Representative that it has used reasonable endeavours to mitigate the Performance Failure and the contributing circumstances,

then, if the Service Provider submits additional information to FACS that demonstrates the above, a Performance Failure exception can be reported for the purposes of section 4.2(b) and no Abatement would apply for that incident of Failure.

4.3 Annual Performance Report

- (a) The Service Provider must prepare, implement, and document an Annual Performance Report for every Operating Year.
- (b) For those Key Performance Indicators specifying an annual reporting period as set out in Appendix A of this Schedule 2, the Annual Performance Report must specify the following information and the number of Failures reported to or identified by the Service Provider within an Operating Year, including:
 - (i) the number of repeat Performance Failures reported over successive Operating Years; and
 - (ii) the number of Performance Failures including:
 - A. the unique Failure number;
 - B. the nature of the Performance Failure; and
 - C. the date of the Performance Failure if applicable.
- (c) The Annual Performance Report must include the following information:
 - (i) a consolidated summary and reconciliation of information provided in each Quarterly Performance Report for that Operating Year; and
 - (ii) any other information reasonably required by the FACS Representative to assess the performance of the Service Provider.

4.4 Outcomes Data Reporting

- (a) The Service Provider will be required to comply with the requirements set out in Clause 4.4 of Schedule 2 from the date of the QAF Trial ends, unless otherwise notified by FACS in accordance with Clause 9.2 of the Program Level Agreement. The Service Provider will be notified of Aboriginal Children and Young People outcome indicators in accordance with Clause 9.2 of the PLA.
- (b) The Service Provider must collect the data that is required to meet the reporting requirements in Appendix C of this Schedule 2, excluding those data items which are to be sourced from FACS or other government agencies. The parties acknowledge and agree that where data collection requires the cooperation of, and voluntary participation from Children or Young People, the Service Provider must use reasonable endeavours to obtain the information, but in doing so, may not be able to collect it.
- (c) The Service Provider must prepare, implement, document and update:

- (i) a Quarterly Outcomes Data Report for every quarter of the Operating Year; and
 - (ii) an Annual Outcomes Data Report for every Operating Year,
- for submission of the outcomes data in compliance with the data requirements and reporting periods as set out in Appendix C of this Schedule 2.
- (d) The Annual Outcomes Report must include the following information:
 - (i) a consolidated summary and reconciliation of information provided in each Quarterly Outcomes Data Report for that Operating Year; and
 - (ii) any other information reasonably required and requested by the FACS Representative to assess the performance of the Service Provider in facilitating positive outcomes for Children and Young People in their care.
 - (e) The Annual Outcomes Report may also include information that the Service Provider deems relevant information to pass to FACS, that demonstrates that it has delivered high quality Services.
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5. Other obligations

5.1 Performance of activities to collect data

- (a) In circumstances where ascertaining the information from a Child or Young Person for the purposes of complying with sections 4.1 and 4.2 requires:
 - (i) a caseworker to ask a Child or Young Person a question;
 - (ii) Child or Young Person scoring;
 - (iii) a survey to be administered; or
 - (iv) other methods of manual collection,

the Service Provider must use reasonable endeavours to use valid and reliable instruments that are culturally appropriate to collate this information.
- (b) The Service Provider agrees and acknowledges that it is required to cooperate with the FACS Representative with respect to the use of instruments in accordance with section 5.1(a).

5.2 Information to be submitted to FACS for Intensive Therapeutic Care

- (a) The Service Provider must comply with all of FACS requirements in respect of information sharing for the purposes of:
 - (i) delivering quality Services; and
 - (ii) developing an evidence base of quality therapeutic care.

- (b) For Intensive Therapeutic Care (ITC) services, the Service Provider must use a web based data collection system to record daily observations of client level data to support Reflective Practice, Care Team Meetings and the formulation of Case Plans. The client level data should be both informed by and provided to the Independent Support Needs Assessment (where applicable), Care Team meetings and Therapeutic Specialist to support planning and the review of the Child or Young Person's progress towards achieving outcomes. For Intensive Therapeutic Care Significant Disability, the Service Provider should record the client level data set out in both the:
 - (j) Intensive Therapeutic Care Service Overview; and
 - (ii) Intensive Therapeutic Care Significant Disability Service Overview.
- (c) Daily observations should align with the domains of the Quality Assurance Framework. The data set may develop as the ITC Intermediary Organisation is established and ITC matures.
- (d) The Central Access Unit (CAU) will require, on a weekly basis, service providers to exchange data on the movement of children and young people within ITC service types and details on the capacity of individual Intensive Therapeutic Care Homes and Intensive Therapeutic Significant Disability homes. This information is required to support the CAU's role in effectively matching placements to contracted capacity.
- (e) The FACS representative may request this data from the Service Provider. The data must also be made available to other Service Providers when a Child or Young Person transitions to another service.
- (f) The Program Manager may share data from ITC providers with the ITC Intermediary Organisation to obtain an independent opinion on integrity of the ITC model.
- (g) The Service Provider must use reasonable endeavours to collect all information required by FACS for the purposes of section 5.2(a) and 5.2(b), including developing and implementing accessible, culturally appropriate and repeatable methodologies to collate this information.
- (h) For Children and Young People in Intensive Therapeutic Care Significant Disability, the Service Provider must collect and make available to the FACS Representative all outputs from Care Team meetings (including but not limited to formulated Case Plans and Behaviour Support Plans) that will support the application of the Menu Items of the Child needs package. These outputs should correlate to the Child or Young Person's short, medium and long-term goals.

5.3 Information to be submitted for the National Standards for Out-of-home-care

The Service Provider must complete and return the National Standards for Out-of-Home-Care Template provided by the FACS Representative for each Operating Year. The data requirements and dates for submission will be consistent with the requirements set by the Australian Institute of Health and Welfare for each Operating Year.

5.4 Information submitted to the Office of the Children's Guardian

The Service Provider must make available to FACS a copy of all documents or any other information submitted by the Service Provider to the Office of the Children's Guardian within 5 Business Days of submitting that information to the extent the documents or other information relate to the Program or this Agreement.

5.5 Information to be provided

- (a) The Service Provider must advise the FACS Representative of:
- (i) any allegations of sexual misconduct or serious physical assault against any Children or Young People;
 - (ii) all serious incidents of abuse and/or neglect of any Children or Young People;
 - (iii) any incidents involving media, police or adverse outcomes for Children or Young People,
- within 5 Business Days of the incident.
- (b) On request from the FACS Representative, the Service Provider must provide copies of any reports or investigations undertaken in response to any incident or event.

5.6 Program evaluation

The Service Provider must participate in evaluation and research activities with FACS as required by the FACS Representative, including providing all reasonable information available to the Service Provider to support FACS' evaluation and research activities.

The Service Provider must comply with any reasonable request from the FACS Representative for statistical or other information relating to the Program to be used for surveys or research authorised by FACS.

5.7 National Disability Insurance Scheme information

- (a) For Children and Young People in Intensive Therapeutic Care Significant Disability, the Service Provider must make available to FACS a copy of all documents and information relating to the National Disability Insurance Scheme within 5 Business Days of the request being made by the FACS Representative. This includes but is not limited to information relevant to a Child or Young Person's application, review, plan, or the utilisation of any funding allocated under a plan.
- (b) The Service Provider must notify the FACS Representative when a Child or Young Person's plan:
- (i) ceases to be in effect;
 - (ii) is varied as the result of a review;
 - (iv) Is suspended or has a suspension lifted; or
 - (v) Is replaced by another plan.

6. Service Provider Declaration

I have read, understood and agree with the Schedule 2: Performance and Outcomes Data Reporting as it relates to the Program Level Agreement.

Service Provider:

Delegated Signatory

Name: _____

Position in Organisation: _____

Date: _____

Signature: _____

Department of Family and Community Services:

Delegated Signatory

Name: _____

Position in Organisation: _____

Date: _____

Signature: _____

APPENDICES

Appendix A: Key Performance Indicators

Table 1: Key Performance Indicators

KPI No.	Key Performance Indicator	Performance Failure	Application	Abatement value per Performance Failure (\$)	Abatement value per additional Performance Failure (\$) per Incident within the same reporting period	Reporting period
KPIs that apply to all Service Providers						
Service Activity Compliance KPI						
101	<p>The required plans have been appropriately developed on time, for all Children and Young People required to have such plans in place in compliance with the Service Requirements.</p> <p>The required plans include the:</p> <ul style="list-style-type: none"> • Case plan including elements where appropriate, <ul style="list-style-type: none"> ○ behaviour support; ○ contact; ○ cultural support; ○ education; ○ health management; ○ therapeutic; and • Future Plan, as described in the relevant sections of the Services Requirements. 	<p>For the avoidance of doubt, a separate Performance Failure should be reported where:</p> <ol style="list-style-type: none"> 1. a plan has not been developed on time; or 2. the development of a plan has not been appropriately reported to FACS. 	<p>Each Incident of failure applies to: per Child or Young Person, per Plan, per Performance Failure</p>	2,000	n.a.	Quarterly
102	<p>The required plans (set out in KPI 101) have been appropriately reviewed on time, for all Children and Young People required to have such plans in place in compliance with the Service Requirements.</p>	<p>For the avoidance of doubt, a separate Performance Failure should be reported where:</p> <ol style="list-style-type: none"> 1. a plan has not been reviewed on time or a plan could not have been reviewed on time because it was not developed on time; or 2. the review of a plan has not been appropriately reported to FACS. 	<p>Each Incident of failure applies to: per Child or Young Person, per Plan, per Performance Failure</p>	200	n.a.	Quarterly
103		<p>For the avoidance of doubt, a separate Performance Failure should be reported where the temporary or</p>	<p>One Failure shall apply for the initial incident of Failure and for each period</p>	80	80	Quarterly

KPI No.	Key Performance Indicator	Performance Failure	Application	Abatement value per Performance Failure (\$)	Abatement value per additional Performance Failure (\$) per Incident within the same reporting period	Reporting period
	FACS is advised of any temporary or permanent change to the primary placement or any placement details for a Child or Young Person other than respite (as specified in Item 2 of the Contract Particulars in the PLA) within 5 business days of the change to the primary placement (Placement Change).	permanent change to a placement or any placement details for Child or Young Person is not reported to FACS on time.	the Failure has not been rectified per Business Day.			
Service Reporting Compliance KPI						
201	The required Quarterly and Annual Reports are complete and submitted on time.	<p>For avoidance of doubt, a separate Performance Failure should be reported where:</p> <ol style="list-style-type: none"> The Service Provider does not submit on time, in compliance with the relevant sections of this Schedule the following reports: Quarterly Performance Report; Annual Performance Report; Quarterly Outcomes Data Report; or Annual Outcomes Data Report. The Service Provider does not submit a complete and properly recorded: Quarterly Performance Report; Annual Performance Report; Quarterly Outcomes Data Report; or Annual Outcomes Data Report. 	<p>One Failure shall apply for the initial incident of Failure and for each period the Failure has not been rectified per Operating Week.</p> <p>Each incident applies to: per Report per Performance Failure</p>	500	500	<p>Quarterly for reports labelled as such</p> <p>Annual for reports labelled as such</p>
202	Service Provider meets the 'General Reporting Requirements of Service Providers', including Notification Requirements, as set out in the Program Level Agreement.	Number of instances where the Service Provider has failed to meet the 'General Reporting Requirements of Service Providers', including Notification Requirements, as set out in the Program Level Agreement.	One Failure shall apply for each incident of Failure.	540	n.a.	Quarterly
KPIs that apply to all Service Providers						
Service Provision KPI						
301	Care provided by the Service Provider is made available to Children and Young People (new cases) in accordance with the specified timeframe.	A Service Provider with an Actual Vacancy undertakes a Referral Refusal.	Determined accordance with the relevant section (3.7 or 4.8) of the Payment Provisions Schedule.	Determined accordance with the relevant section (3.7 or 4.8) of the	Determined accordance with the relevant section (3.7 or 4.8) of the Payment Provisions Schedule.	Quarterly

KPI No.	Key Performance Indicator	Performance Failure	Application	Abatement value per Performance Failure (\$)	Abatement value per additional Performance Failure (\$) per Incident within the same reporting period	Reporting period
				Payment Provisions Schedule.		
KPIs that apply to Intensive Therapeutic Care Services only						
Qualified, Trained and Consistent Staff KPI						
401	All staff are compliant with minimum qualifications requirements and the Service Provider has provided training for all staff as required under this Agreement (applies to ITC Services only).	Number of staff members who have provided Services without meeting the minimum qualifications requirements within the reporting period, with the exception that in the five years of the contract term a Failure to meet the qualifications or training requirements set in respect of this KPI is not a Performance Failure (and therefore no Abatement will apply).	One Failure shall apply for each incident of Failure.	1,900	n.a.	Quarterly

Appendix B: Minimum Data Set

Table 2: Minimum Data Set

Data Reporting Requirement	Unit Record Level	Reporting period	Submission Method
<p>1. Registration of Children or Young Person</p> <p>When registering a Child or Young Person, the Service Provider must report:</p> <ul style="list-style-type: none"> 1.1. NGO Reference 1.2. If the Child or Young Person is entering into Voluntary Care with your agency 1.3. Person Number: 1.4. First Name 1.5. Family Name 1.6. Name Type (preferred or other) 1.7. Add other names (as required) 1.8. Date of Birth 1.9. DOB Status (Approximate, Confirmed, or Reported) 1.10. Gender of the Child or Young Person 1.11. Main language spoken by the Child or Young Person at home other than English 1.12. Indigenous Status (Aboriginal, ATSI, Not Indigenous, Not Stated, or Torres Strait Islander) 1.13. Diagnosed by a qualified professional as having any disabilities 1.14. Diagnosed Disability (Intellectual inc. Down Syndrome, Learning Disorder, Autism, Development Delay Child under 6, Psychiatric, Deaf/Blind (dual sensory), Vision, Hearing, Speech, Physical, Acquired Brain Injury, Neurological inc. epilepsy, or Disability group not yet classified) 	Child or Young Person	Quarterly	Submit online via the DoCS Connect portal, or as otherwise specified by the FACS Representative
<p>2. Registration of Carer</p> <p>When registering a Carer, the Service Provider must report:</p> <ul style="list-style-type: none"> 2.1. NGO Reference: 2.2. First Name 2.3. Family Name 2.4. Name Type (Aboriginal Tribal Name, Alias, Birth Name, Business Entity Name, Cultural Name, Legal Name, Pre-Adoptive Name, Previous/Maiden Name, Professional Name, or Trading Name) 2.5. Date of Birth 2.6. Gender of the Carer 2.7. Carer's Indigenous Status 2.8. Street Address 2.9. Suburb 2.10. State 2.11. Postcode 2.12. Property 	Carer	Quarterly	Submit online via the DoCS Connect portal, or as otherwise specified by the FACS Representative
<p>3. Primary Placements (Entry)</p> <p>The Service Provider must report:</p> <ul style="list-style-type: none"> 3.1. The main reason for entering a care period (Child protection reasons (Child at risk), Parent/ Carer need of periodic relief, Parent/Carer illness (physical, psychological), or Significant family breakdown) 3.2. The Services, if your agency provided the Child or Young Person prior to entering care period (Family, Restoration, Family Support, Adolescent Support, Advocacy, or None) 	Child or Young Person	Quarterly	Submit online via the DoCS Connect portal, or as otherwise specified by the

Data Reporting Requirement	Unit Record Level	Reporting period	Submission Method
3.3. Child or Young Person's legal status (Court order of Parental Responsibility (Full or Share) order, Care Responsibility of DG Removal or Assumption of Care, Relative/kinship care: no order, Parental responsibility for interstate ward, detached refuge, Temporary care arrangement, After Care, Pre-adoption, or Voluntary Care) 3.4. Placement Start Date 3.5. Level of placement intensity (Low, Medium, or High) 3.6. Purpose of this placement on entry (Emergency Care, Pending Court Decision, Assessment (no court decision pending), Permanent Care, Respite Care, Transition to adoption, Transition to independence, Transition to permanent care, or Transition to restoration) 3.7. Type of placement the Child or Young Person is entering (Residential Care, Family group home, Relative/kin care, Foster care, or Independent living) 3.8. Carer Name 3.9. Facility 3.10. Whether the Child or Young Person has siblings in the placement (All siblings in OOHC are placed together, Placed with at least one sibling, Siblings in care, not placed with siblings, Has no siblings in OOHC, No siblings (not applicable), or Unknown) 3.11. Whether the Child or Young Person is placed with a carer or Service of the same cultural background (Yes, no, or not applicable)			FACS Representative
4. Primary Placements (Exit or change of placement)			
The Service Provider must report: 4.1. Reason for exiting the placement (Planned Move, Placement Breakdown, Carer circumstances changed, Allegation against carer, Child/Young Person is missing, incarcerated, or deceased) 4.2. When did the placement end 4.3. Whether the Child or Young Person is leaving the care period with your agency 4.4. Reason for the Child or Young Person leaving the care period with your agency (Restored to the care of parent or parents, Adoption, Placement with members or a member of the same kinship group, An order for sole parental responsibility under Section 149 has been made, A parenting order under <i>Family Law Act 1975</i> of the Commonwealth has been made, Independent living, Child/Young Person missing, Child/Young Person incarcerated, Child/Young Person deceased, Child/Young Person reached 18 years, Transfer of guardianship to another state/territory, or Transfer to DoCS/NGO) 4.5. Has the Child or Young Person been referred to any after care Services (Internal Services, External Services, None, or Not Applicable) 4.6. On exit, what education program was the Child or Young Person enrolled in (Preschool/day care, Primary (K-6), Secondary (7-12), Special school/program, TAFE, University, or None) 4.7. For Primary (K-6) (Kindergarten, 1, 2, 3, 4, 5, or 6) 4.8. For Secondary (7-12) (7, 8, 9, 10, 11, or 12) 4.9. Whether the Child or Young Person been absent from school due to suspension, expulsion or exclusion (include partial absences) at any time during this placement since the last placement update (yes, no, or unknown) 4.10. How many times did the Child or Young Person get suspended, expelled and/or excluded from school(s) during this placement since the last placement update? 4.11. How many times did the Child or Young Person change school(s) during this placement since the last placement update? 4.12. Did the Child or Young Person receive a health assessment from a qualified professional during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical) 4.13. What kind of treatment did the Child or Young Person receive during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical) 4.14. Has the Child or Young Person participated in a community activity since the last placement update (Yes or No) 4.15. What kind of activities has the Child or Young Person attended consistently since the last placement update? (Community Group, Sporting Group, Hobby Group, Youth Group, Church Group, School Group, Dance/Drama Group, or Other) 4.16. Has the Child or Young Person been involved in incidents, as the non-perpetrator or perpetrator, during the last six months in this placement? (Yes or No) 4.17. How many incidents, either person or property related, has the Child or Young Person been involved in as the non-perpetrator or perpetrator, since the last placement update? 4.18. How many Reportable Conduct incidents has the Child or Young Person been involved in as the non-perpetrator since the last placement update? 4.19. How many Harm to Self-incidents has the Child or Young Person been involved in since the last placement update?	Child or Young Person	Quarterly	Submit online via the DoCS Connect portal, or as otherwise specified by the FACS Representative

Data Reporting Requirement	Unit Record Level	Reporting period	Submission Method
4.20. How many Harm to Others incidents has the Child or Young Person been involved in since the last placement update?			
5. Respite Placement			
<p>The Service Provider must report:</p> <p>5.1. The main reason for entering a care period (Child protection reasons (Child at risk), Parent/ Carer need of periodic relief, Parent/Carer illness (physical, psychological), or Significant family breakdown)</p> <p>5.2. The Services, if your agency provided the Child or Young Person prior to entering care period (Family, Restoration, Family Support, Adolescent Support, Advocacy, or None)</p> <p>5.3. Child or Young Person's legal status (Court order of Parental Responsibility (Full or Share) order, Care Responsibility of DG Removal or Assumption of Care, Relative/kinship care: no order, Parental responsibility for interstate ward, detached refuge, Temporary care arrangement, After Care, Pre-adoption, or Voluntary Care)</p> <p>5.4. Placement Start Date</p> <p>5.5. Level of placement intensity (Low, Medium, or High)</p> <p>5.6. Type of placement the Child or Young Person is entering (Residential Care, Family group home, Relative/kin care, Foster Care, or Independent living)</p> <p>5.7. Carer Name</p> <p>5.8. Facility</p> <p>5.9. Whether the Child or Young Person has siblings in the placement (All siblings in OOHC are placed together, Placed with at least one sibling, Siblings in care, not placed with siblings, Has no siblings in OOHC, No siblings (not applicable), or Unknown)</p> <p>5.10. Whether the Child or Young Person is placed with a carer or Service of the same cultural background (Yes, no, or not applicable)</p> <p>5.11. Reason for exiting the placement (Planned Move, Placement Breakdown, Carer circumstances changed, Allegation against carer, Child/Young Person is missing, incarcerated, or deceased)</p> <p>5.12. When did the placement end</p> <p>5.13. Whether the Child or Young Person is leaving the care period with your agency</p> <p>5.14. Reason for the Child or Young Person leaving the care period with your agency (Restored to the care of parent or parents, Adoption, Placement with members or a member of the same kinship group, An order for sole parental responsibility under Section 149 has been made, A parenting order under <i>Family Law Act 1975</i> of the Commonwealth has been made, Independent living, Child/Young Person missing, Child/Young Person incarcerated, Child/Young Person deceased, Child/Young Person reached 18 years, Transfer of guardianship to another state/territory, or Transfer to DoCS/NGO)</p> <p>5.15. Has the Child or Young Person been referred to any after care Services (Internal Services, External Services, None, or Not Applicable)</p> <p>5.16. On exit, what education program was the Child or Young Person enrolled in (Preschool/day care, Primary (K-6), Secondary (7-12), Special school/program, TAFE, University, or None)</p> <p>5.17. For Primary (K-6) (Kindergarten, 1, 2, 3, 4, 5, or 6)</p> <p>5.18. For Secondary (7-12) (7, 8, 9, 10, 11, or 12)</p> <p>5.19. Whether the Child or Young Person been absent from school due to suspension, expulsion or exclusion (include partial absences) at any time during this placement since the last placement update (yes, no, or unknown)</p> <p>5.20. How many times did the Child or Young Person get suspended, expelled and/or excluded from school(s) during this placement since the last placement update?</p> <p>5.21. How many times did the Child or Young Person change school(s) during this placement since the last placement update?</p> <p>5.22. Did the Child or Young Person receive a health assessment from a qualified professional during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical)</p> <p>5.23. What kind of treatment did the Child or Young Person receive during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical)</p> <p>5.24. Has the Child or Young Person participated in a community activity since the last placement update (yes or No)</p> <p>5.25. What kind of activities has the Child or Young Person attended consistently since the last placement update? (Community Group, Sporting Group, Hobby Group, Youth Group, Church Group, School Group, Dance/Drama Group, or Other)</p> <p>5.26. Has the Child or Young Person been involved in incidents, as the non-perpetrator or perpetrator, during the last six months in this placement? (Yes or No)</p>	Child or Young Person	Quarterly	Submit online via the DoCS Connect portal, or as otherwise specified by the FACS Representative

Data Reporting Requirement	Unit Record Level	Reporting period	Submission Method
5.27. How many incidents, either person or property related, has the Child or Young Person been involved in as the non-perpetrator or perpetrator, since the last placement update? 5.28. How many Reportable Conduct incidents has the Child or Young Person been involved in as the non-perpetrator since the last placement update? 5.29. How many Harm to Self-incidents has the Child or Young Person been involved in since the last placement update? 5.30. How many Harm to Others incidents has the Child or Young Person been involved in since the last placement update?			
6. Placement Update			
When updating a placement, the Service Provider must report: 6.1. Who has the current Case Management Responsibility? (Non-Government Agency or Community Services) 6.2. Is there a case plan? (Yes or No) 6.3. What is the goal of the case plan (Restoration to the care of parent/parents, Adoption, Placement with member(s) of the same kinship group, Placement under order for sole parental responsibility under Section 149, Placement under a parenting order <i>Family Law Act 1975</i> , Commonwealth Long term placement with an authorised carer, Independent living, or Case plan goal not recorded) 6.4. When was the last case plan review due? 6.5. When was the last case plan review conducted? 6.6. what education program was the Child or Young Person enrolled in (Preschool/day care, Primary, (K-6), Secondary (7-12), Special school/program, TAFE, University, or None) 6.7. For Primary (K-6) (Kindergarten, 1, 2, 3, 4, 5, or 6) 6.8. For Secondary (7-12) (7, 8, 9, 10, 11, or 12) 6.9. Whether the Child or Young Person been absent from school due to suspension, expulsion or exclusion (include partial absences) at any time during this placement since the last placement update (yes, no, or unknown) 6.10. How many times did the Child or Young Person get suspended, expelled and/or excluded from school(s) during this placement since the last placement update? 6.11. How many times did the Child or Young Person change school(s) during this placement since the last placement update? 6.12. Did the Child or Young Person receive a health assessment from a qualified professional during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical) 6.13. What kind of treatment did the Child or Young Person receive during this placement since the last placement update? (Offered and Refused, Speech, Dental, None, Psychological, or General Medical) 6.14. Has the Child or Young Person participated in a community activity since the last placement update (yes or No) 6.15. What kind of activities has the Child or Young Person attended consistently since the last placement update? (Community Group, Sporting Group, Hobby Group, Youth Group, Church Group, School Group, Dance/Drama Group, or Other) 6.16. Has the Child or Young Person been involved in incidents, as the non-perpetrator or perpetrator, during the last six months in this placement? (Yes or No) 6.17. How many incidents, either person or property related, has the Child or Young Person been involved in as the non-perpetrator or perpetrator, since the last placement update? 6.18. How many Reportable Conduct incidents has the Child or Young Person been involved in as the non-perpetrator since the last placement update? 6.19. How many Harm to Self-incidents has the Child or Young Person been involved in since the last placement update? 6.20. How many Harm to Others incidents has the Child or Young Person been involved in since the last placement update?	Child or Young Person	In compliance with section 4.1(b)	Submit online via the DoCS Connect portal, or as otherwise specified by the FACS Representative

Appendix C: Quality Assurance Framework and Aboriginal Children and Young People outcome indicators

Table 3: Quality Assurance Framework

#	Indicator	Outcome Description (Data Requirement)	Broad counting rules	Measure	Data provider	Frequency of collection and reporting
1.	Outcome Domain – Safety					
<i>Outcome Description Children and Young People have the opportunity and support needed to ensure that they are physically and psychologically safe and free from maltreatment.</i>						
1.1.	ROSH reports while in statutory Out of Home Care	The number of ROSH reports for this Child, in the last quarter; while the Child has been in statutory Out of Home Care.	Number of reported incidents occurring in the last quarter, while the Child was in statutory Out of Home Care.	The number of reports during the last Quarter.	FACS' Key Information and Directory System	Quarterly
1.2.	ROSH reports post restoration	The number of ROSH reports for this Child, in the first 12 months after they were restored.	Number of ROSH reports occurring in the first 12 months post-restoration.	The number of cases occurring during in the first twelve months following restoration.	FACS' Key Information and Directory System	Quarterly
1.3.	Substantiated harm or risk that has occurred while in OOHC.	Whether the Child has had a substantiated harm or risk incident while they are in statutory out of home care.	Whether the Child has had a substantiated harm or risk, while in statutory out of home care, and where the judgement decision falls within the past quarter.	Number of substantiated incidents in the past quarter.	FACS' Key Information and Directory System	Quarterly
1.4.	Reportable Conduct Reports	The number of substantiated conduct reports involving this Child, while they have been in OOHC.	Number of substantiated reports while in care	Number of substantiated conduct reports	Reportable Conduct Unit	Annual
1.5.	Return(s) to OOHC post permanency (<i>also Permanency domain</i>)	Number of times the Child has ever been restored to their family, a guardian, or an adoptive home, and then re-entered statutory OOHC.	Re-entries to statutory OOHC occurring at any time in the Child's life, after more than 30 days of restoration, excluding respite placement	Number of times the Child has been restored and then returned to statutory OOHC. Lifetime figure.	FACS' Key Information and Directory System	Annual
1.6.	Injuries while in care (<i>also in Wellbeing: physical health and development</i>)	Number of presentations at emergency department while in statutory out of home care.	Number of separate presentations, per quarter.	The number of times the Child has presented at the emergency department, per quarter.	Health (Emergency Department Data Collection)	Quarterly
1.7.	Injuries post restoration (<i>also in Wellbeing: physical health and development</i>)	Number of presentations at emergency department post-restoration.	Number of separate presentations, per year.	The number of times the Child has presented at the emergency department, since restoration and number of times per year.	Health (Emergency Department Data Collection)	Annual
1.8.	Feelings of safety and security (age range - 3-18)	Does the Child feel safe in their current placement?	Child's answer to "On a scale of 1-5, do you feel safe where you're living now?", or similar question.	1 (low) - 5 (high) rating	Service Provider: caseworker asking question	Bi-annual
1.9.	Presence of relationships that facilitate disclosure of safety and wellbeing concerns (age range - 3-18)	Does the Child feel that they have someone they could talk to, if they didn't feel safe or cared for?	Child's answer to "Do you have an adult you could talk to, if you didn't feel safe?",	1 (low) - 5 (high) rating	Service Provider: caseworker asking question	Bi-annual

#	Indicator	Outcome Description (Data Requirement)	Broad counting rules	Measure	Data provider	Frequency of collection and reporting
			or similar question. "How confident are you that you have access to..."			
1.10.	Risk taking behaviour (age range - 6-18)	Does the Child think they have been doing anything that could hurt themselves during the past six months?	Child's answer to the question.	1 (low) - 5 (high) rating	Service Provider: caseworker asking question	Bi-annual
2.	Outcome Domain – Permanency					
<i>Outcome Description Children and Young People have permanency and stability in their living situations, and the continuity of family relationships and connections is preserved. This is distinct from the definition of legal permanence.</i>						
2.1.	Time to legal permanence	The time from identifying legal permanence as a case plan goal to achieving permanence (i.e. restoration, guardianship, adoption).	Days from identifying legal permanence as a goal to achieved permanence.	Number of months.	FACS' Key Information and Directory System	Quarterly
2.2.	Time since placement change in statutory OOHC	The time since starting the current placement.	Number of placements in the reporting quarter, and the number of days in each placement. Excludes respite care.	Number of months.	FACS' Key Information and Directory System	Quarterly
2.3.	Time since residential address change in statutory OOHC	The time from starting the current placement until a change in address	Number of days to change, per episode.	Number of months.	Minimum Data Set	Quarterly
2.4.	Time since residential address change in restored home	The time from restoration until a change in address	Number of days to change.	Number of months.	Minimum Data Set	Bi-annual
2.5.	Rate of intact sibling placement	The number/proportion of the Child's siblings that have been successfully placed with them, if applicable.	Is the Child placed with one, some, or all of their siblings or half-siblings? Also include flag where sibling placement not suitable?	The number and proportion of their siblings that the Child is placed with.	Minimum Data Set	Quarterly
2.6.	Number of face to face visits with birth parents	The number of times the Child has seen their birth parents face to face	Number of face to face visits with parents, per year. Also include flag where parental contact not suitable	Number of visits, for the placement and per year (pro-rata). Proportion of scheduled visits completed.	Service Provider: manual collection	Quarterly
2.7.	Number of face to face visits with siblings	The number of times the Child has seen their siblings face to face	Number of face to face visits with siblings, per year. Also include flag where contact not suitable.	Number of visits, for the placement and per year (pro-rata). Proportion of scheduled visits completed.	Service Provider: manual collection	Quarterly
2.8.	Number of face to face visits with other kin and significant others	The number of times the Child has seen kin or significant others face to face	Number of face to face visits with kin or significant others, per year. Also include flag where contact not suitable.	Number of visits, for the placement and per year (pro-rata). Proportion of scheduled visits completed.	Service Provider: manual collection	Quarterly
2.9.	Leaving care plan in place	All Children in care should have a leaving care plan once they reach the age of 15. This helps them develop a level of security as they move towards age 18.	Leaving care plan completed/updated within previous 12 months	Yes/No	Existing process (FACS)	Annual
2.10.	Time in statutory OOHC according to placement type	The number of days/months in statutory out of home care in the current placement type	Number of days since placement start/change.	Number of months.	Minimum Data Set	Quarterly

#	Indicator	Outcome Description (Data Requirement)	Broad counting rules	Measure	Data provider	Frequency of collection and reporting
2.11.	Movement between placement types	The Child's position on the scale of most-least restrictive placements (residential care, authorised carer, kinship care, birth parent(s))	Position on the scale, and days since change. Also include flag where restoration to birth parent(s) not suitable outcome	Number of days in each placement, by position on the scale.	Minimum Data Set	Quarterly
2.12.	CAT scores at entry to statutory OOHC and any subsequent updates	The Child's CAT grading, if completed. At entry and the most recent score.	The Child's grading (Level 1-4) and date(s) of recording. All CATs completed, where Child has completed a CAT assessment.	Grading.	Minimum Data Set	Quarterly
2.13.	Key relationships are supportive, safe, secure (age range - 3-18)	The Child's self-rated assessment of whether they have access to adults and other people who are supportive and make them feel safe and secure.	"Do you have people around you who you could go to if you had a problem?", or similar question.	1 (low) - 5 (high) rating	Service Provider: caseworker asking question	Bi-annual
3.	Outcome Domain – Wellbeing (including Cognitive functioning, Physical health and development, Mental health, Social functioning, and Cultural and spiritual identity)					
<i>Outcome Description Children and Young People have the opportunity and support needed to: maximise their intellectual ability and functioning and to achieve educational success to their fullest potential; maximise their physical health, strength, and functioning; manage their mental health and wellness; cultivate and strong and resilient self identity, to develop supportive and nurturing relationships, and to feel hopeful about life and the future; and to engage with and develop their own cultural, ethnic, and spiritual identity.</i>						
3.1.	Health plan available (<i>also included in Safety. Wellbeing domains: Physical health and development, Mental health, cognitive functioning</i>)	Does the Child have a recent health plan in place and available to case worker	Plan completed/ updated within previous 6 months for 0-2 year olds, 12 months for Children aged 3-18.	Yes/No for available, and Yes/No for completed on time.	Health	Quarterly
3.2.	Education plan available (cognitive functioning)	Does the Child have a recent education plan in place and available to case worker	Plan completed, reviewed, or updated within previous 12 months. For Children aged 5+.	Yes/No for available, and Yes/No for completed on time.	Education	Quarterly
3.3.	Best Start assessment (cognitive functioning for 3-5 year olds)	The Best Start assessment undertaken at Kindergarten to identify literacy and numeracy skills (one-off assessment)	Child's level on the early learning literacy and numeracy scales	Levels, 0-3, compared against the Service provider/sector averages	Education	Annual
3.4.	NAPLAN performance (cognitive functioning)	The band the Child has achieved in their NAPLAN tests, to measure their educational attainment and progress.	Attainment band achieved, or non-attendance.	The band achieved, and comparison to the national minimum standard for their age. And date, for currency.	Education	Annual
3.5.	School attendance (cognitive functioning)	How many times has the Child been absent from school?	Number of day's absence within the previous three months.	Number and proportion of days per term and year.	Education	Quarterly
3.6.	School changes (cognitive functioning)	The number of times the Child has changed school since they entered OOHC, to measure the level of consistency in the Child's educational arrangements.	Number of school changes (and dates of change, reason?).	Number of changes per placement, and per annum	Minimum Data Set	Quarterly
3.7.	School suspensions/ expulsions (cognitive functioning)	The number of times the Child was suspended, expelled, or excluded from school in the past six months.	Numbers of official suspensions, exclusions, and expulsions.	Number of instances, and the number and proportion of days per term and year missed.	Minimum Data Set	Quarterly

#	Indicator	Outcome Description (Data Requirement)	Broad counting rules	Measure	Data provider	Frequency of collection and reporting
3.8.	Special education plan (cognitive functioning)	Does the Child have any special education needs planned for, and are those Services being provided	Is there a plan, and how current is the plan?	Yes/No	Education	Bi-annual
3.9.	School entry questionnaire (cognitive functioning, physical health and development, social functioning)	Questionnaire administered to Children when they enter the school system, to assess their baseline needs and strengths.	Child's score, by domains.	Scores. Number of domains significantly different from the national average.	Education	Annual
3.10.	Youth Justice Referrals (social functioning, mental health)	How many times has the Child been referred to the youth justice system?	Number of separate referrals recorded.	Number of referrals within past three months, and lifetime	Justice	Quarterly
3.11.	Mental health referrals (<i>also in wellbeing domains: social functioning and mental health</i>)	Whether the Child has been referred to mental health Services.	Has the Child been referred to mental health Services during the current placement?	Yes/No	Health	Quarterly
3.12.	Caregiver report; BAC-A (12-17yo) and BAC-C (4-11yo) (mental health, social functioning)	Survey using the caregiver's experiences to report on the Child's mental health and wellbeing, relationships, and behaviour.	Child's score (0-40)	If Child scores 5+ on the Brief Assessment, indicating need for a mental health referral	Service Provider: survey administered by caregivers	Bi-annual
3.13.	Needs & Strengths (0-18yo) (mental health, cognitive functioning, social functioning)	Survey report administered by a mental health provider, or teacher/parent report on Child's behavioural and emotional needs and strengths, risky behaviours, and interpersonal relationships.	Number of items scoring 2 or 3 (scale 0-3).	Items for action, and change in the number of items for action since the previous survey	Service Provider: survey administered by mental health providers and/or parent/teachers	Bi-annual
3.14.	Moods & Feelings (8-18yo) (mental health)	Child and parent report on the Child's behavioural and emotional needs, looking at depression, loneliness, and feeling unloved.	Child's score (0-26)	If Child scores 11+ on the Brief Assessment, indicating possible case of depression	Service Provider: survey administered by Child/parent	Bi-annual
3.15.	Strengths & Difficulties (6-16yo) (mental health, cognitive functioning, social functioning)	Parent/teacher/self-report on the conduct, behaviour, and relationships of adolescents.	Child's score across five sub-scales (emotional problems, conduct problems, hyperactivity, peer problems, total problems), from 0-5.	Score, compared with Australian mean for age/gender.	Service Provider: Child reporting	Bi-annual

Table 4: Indicators for service provision for Aboriginal Children and Young People

#	Outcome	Indicator	Data provider	Frequency of collection and reporting
1.	Aboriginal Children are supported at home with relatives and kin			
1.1.	Aboriginal Children and Young People have stable and permanent homes with relatives and kin. This recognises that statutory care is a short term arrangement and Aboriginal	A reduction in the number of Aboriginal Children and Young People entering out-of-home-care through the provision of Aboriginal designed and delivered targeted early intervention and intensive family support.	FACS	Quarterly

1.2.	Children and Young People should be transitioned to permanent care environments as quickly as possible.	Increase in the number of Aboriginal Children and Young People restored to their family.	Service Provider	Quarterly
1.3.		The number of Aboriginal Children and Young People supported to attain their permanency goal, with particular focus on compliance with the Aboriginal and Torres Strait Islander Child Placement Principles.	Service Provider	Quarterly
2.	Self-Determination			
2.1.	Aboriginal people and communities participate in the care and protection of their Children and Young People with as much self-determination as possible.	Proportion of placement decisions made through Aboriginal-led decision making mechanisms.	Service Provider	Quarterly
2.2.		Proportion of Aboriginal Children case managed by Aboriginal community controlled organisations.	FACS	Quarterly
3.	Cultural identity			
3.1.	Aboriginal Children and Young People in statutory care are connected to their culture and sense of identity	The number and proportion of Aboriginal Children and Young People supported by relatives or kin.	Service Provider	Quarterly
3.2.		The number and proportion of Aboriginal Children and Young People who have a Cultural Plan and Cultural Support Plan endorsed by an Aboriginal community controlled organisation.	Service Provider	Quarterly