

# Schedule 2 – Performance and Outcomes Data Reporting

This Schedule sets out performance and outcomes data reporting requirements for Family Preservation Services, including the information that Service Providers will be required to report on.

Service Provider Name	«Provider_name»
PLA ID	«PSP_PLA_ID»
Program	Family Preservation 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 that they work with.

## 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:

**Care Act** means the *Children and Young Persons (Care and Protection) Act 1998*.

**Children and Young People** has the meaning as defined in the Care Act, 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 developed by DCJ 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 DCJ 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.

**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.

## 3. General obligations

### **3.1 Reporting requirements under Performance and Outcomes Data Reporting**

- (a) The Service Provider must meet all data reporting requirements, as notified to the Service Provider in writing from time to time by DCJ. Such requirements may include providing any information reasonably required by the DCJ Representative to assess the performance of the Service Provider's obligations under this Agreement. Such information shall be provided in such format (including electronically) as required by the DCJ Representative.

## **4. Other obligations**

### **4.1 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 section 3.1 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 DCJ Representative with respect to the use of instruments in accordance with section 4.1(a).

### **4.2 Information to be provided**

- (a) The Service Provider must advise the DCJ 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 DCJ Representative, the Service Provider must provide copies of any reports or investigations undertaken in response to any incident or event.

### **4.3 Program evaluation**

- (a) The Service Provider must participate in evaluation and research activities with DCJ as required by the DCJ Representative, including providing all reasonable information available to the Service Provider to support DCJ's evaluation and research activities.
- (b) The Service Provider must comply with any reasonable request from the DCJ Representative for statistical or other information relating to the Program to be used for surveys or research authorised by DCJ.

## 6. Service Provider Declaration

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

**Service Provider:** «Provider\_name»

Delegated Signatory

Name:

Position in Organisation:

Date:

Signature:

**Department of Communities and Justice:**

Delegated Signatory

Name:

Position in Organisation:

Date:

Signature: