

Making Decisions in Our Way

**(Delegated Authority
Support Services)**

Investment Specification



Version 1.1

Effective 01/12/2023



**Queensland
Government**



Acknowledgement of Traditional Owners

The Department of Child Safety, Seniors and Disability Services (the department) acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of Country on which the department operates. We respect the self-determination of Aboriginal and Torres Strait Islander peoples and recognise their deep cultural, physical and spiritual connections to unceded lands, winds, sky and waters. We pay our respects to Elders past and present and value their ongoing contribution in empowering communities to determine their own futures.

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1. Introduction

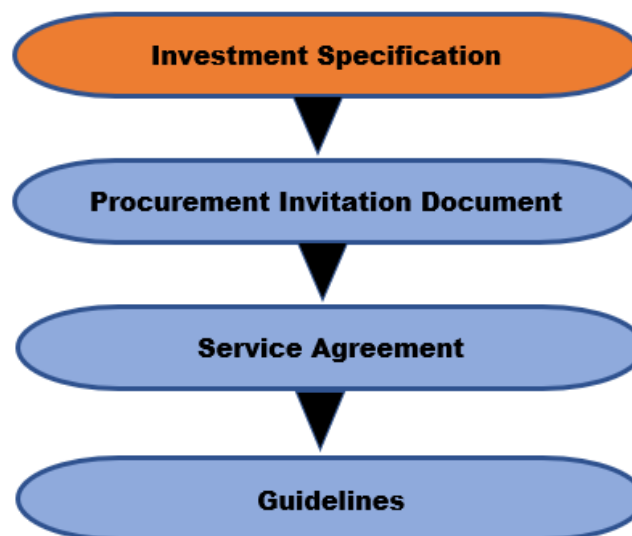
In line with the strategic intent of the Department of Child Safety, Seniors and Disability Services (the department), delegated authority has been designated as a Funding Area to support and guide investment in Aboriginal and/or Torres Strait Islander Community Controlled Organisations.


This Investment Specification promotes self-determination and enables flexibility and responsiveness in service delivery aligned to delegated functions and powers of the [Child Protection Act 1999](#) (the CP Act) under Chapter 4, Part 2A (section 148BB), known as delegated authority. Delegated authority is grounded in evidence that demonstrates self-determination is a key determinate of health and social outcomes for Aboriginal and/or Torres Strait Islander children and families. Providing children and families the opportunity to have certain child protection functions and powers delivered by the organisations that understand their needs best, better supports their self-determination and recognises that connection the family, kin, culture and community are primary protective factors to facilitate safety and wellbeing.

This Investment Specification describes the intent of funding, the service types, and associated service delivery requirements for funded services. The department may update this Investment Specification in response to ongoing co-design with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) and sector stakeholders, emerging evidence and changing needs of service users or to support a different combination of responses.

Investment specifications form part of the department's hierarchy of funding documents. Refer to Section 9 for more information and links to other associated documents found on the department's website.

Figure 1 – Funding document hierarchy





The department's funding documents underpin the *business* relationship between the department and the funding recipient. This Investment Specification should therefore be read in conjunction with the procurement invitation document (new funding), and service agreement for organisations that are currently funded to deliver a service.

1.1 Funding Intent

Service delivery funded through this Investment Specification is designed to align to the high level outcomes identified in the Investment Logic on page 7.

Delegated authority aims to transform how child protection services are delivered by developing culturally safe and responsive ways of working with Aboriginal and/or Torres Strait Islander children and families who are involved in (or at risk of becoming involved in) the child protection systems. Funding is provided to enable development and delivery of the practice responses and administrative processes required to implement the delegations made to the CEO of the funded service as the prescribed delegate.

A delegation is made through an instrument of delegation, which includes information about the specific delegated functions and powers in relation to a particular child, and any conditions of the delegation. The instrument is the legal vehicle for the delegation of functions and powers to the prescribed delegate and the service agreement does not require amending or updating based on approval of each delegation.

Funding for delegated authority does not duplicate funding provided for other programs and initiatives such as Family Wellbeing Services or the Family Participation Program. It is intended that delegated authority funded services enhance, leverage, and coordinate relevant supports for Aboriginal and/or Torres Strait Islander children and families, as aligned to the delegated functions and powers, which may include working closely with other departmental and Government funded programs to provide holistic wrap around support. The local co-design process undertaken to develop a delegated authority response should give regard to service level coordination and the need to work in partnership to coordinate different service types.

2. Strategic context

2.1 The Department's Strategic Plan

The department's vision, outlined in the [Strategic Plan](#), is that Queensland's children, young people, and families are safe, thriving, and empowered in their culture and communities. The implementation of this Investment Specification will support the objectives and strategies within the department's Strategic Plan to:

- Support families, and enable the safety and wellbeing of children, especially those in or leaving care.
- Reduce the disproportionate representation of Aboriginal and/or Torres Strait Islander children in the child protection system.



2.2 Our Way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families 2017-2037

[Our Way](#) represents a partnership between the Queensland Government and Family Matters Queensland to fundamentally change the way child and family services respond to Aboriginal and/or Torres Strait Islander children and their families experiencing vulnerability.

Our Way is built on a joint commitment to eliminate the disproportionate representation of Aboriginal and/or Torres Strait Islander children in the child protection system by 2037 and close the gap in life outcomes for Aboriginal and/or Torres Strait Islander children and families.

Delegated authority is a key initiative of the overarching Our Way strategy and is specifically linked to the objective of increasing the participation of Aboriginal and/or Torres Strait Islander peoples and organisations in the decisions that affect children and families (Family Matters Building Block 2). Delegated authority is also one of the eight priority areas under the [Breaking Cycles](#) action plan (priority area 3).

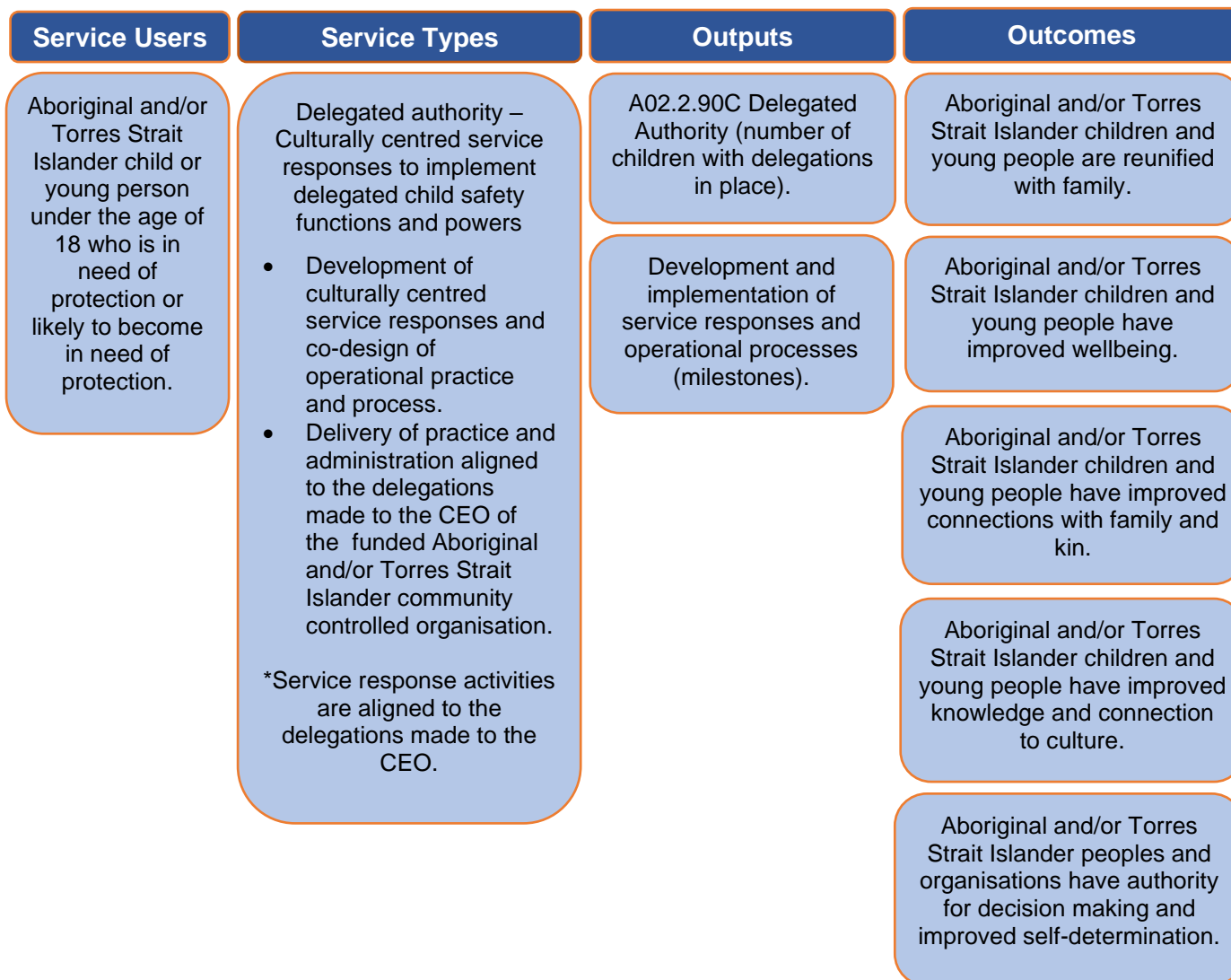
2.3 Reclaiming our Storyline: Transforming systems and practice by making decisions in our way

[Reclaiming our Storyline](#) has been co-designed and co-developed by QATSICPP and the department to outline the strategic approach to implementation of delegated authority arrangements over a ten-year period (from 2023). The approach includes principles and processes to guide the design and delivery of delegated authority, through three implementation plans aligned with the Our Way action plans.

In addition to the requirements outlined in this Investment Specification, the department and funded services will partner with each other to work in accordance with the principles and objectives outlined in these strategic documents, which are consistent with the principles of the CP Act. This approach prioritises the safety and wellbeing of children and recognises the right of Aboriginal and/or Torres Strait Islander peoples to self-determination and acknowledges the long-term impacts child protection service responses have had, and continue to have, on Aboriginal and/or Torres Strait Islander children and young people, their identity, and their connection to family, culture and country.

3. Investment Logic

A broader monitoring and evaluation framework is being developed by QATSICPP in partnership with the department to support the delegated authority implementation process. A high level Investment Logic is presented below:



4. Service Delivery Overview

The CP Act allows for one or more of the functions and powers of the chief executive (Child Safety),¹ in relation to an Aboriginal and/or Torres Strait Islander child who is either in need of protection, or at risk of becoming in need of protection, to be delegated to an Aboriginal and/or Torres Strait Islander CEO of an Aboriginal and/or Torres Strait Islander Community Controlled Organisation (prescribed delegate) when certain requirements are met.

¹ Director-General, Department of Child Safety, Seniors and Disability Services.

The funding approach outlined in this Investment Specification enables Aboriginal and/or Torres Strait Islander Community Controlled Organisations to develop and deliver self-determined, place-based, culturally grounded service responses to support the delivery of delegated functions and powers to Aboriginal and/or Torres Strait Islander children and their families in a way that best meets their needs (in accordance with all relevant legislative requirements).

This Investment Specification can be applied flexibly to support the breadth of functions and powers that may be delegated over time.

The following table outlines the Service Users and Service Types in scope for the Delegated Authority Funding Area:

Service User	Service Type
U8117 – Aboriginal and/or Torres Strait Islander child or young person under the age of 18 who is in need of protection or likely to become in need of protection	T810 – Delegated authority – Development and delivery of culturally centred service responses to implement delegated child safety functions and powers

4.1 Description of Service Type

Delegated authority as a Service Type supports Aboriginal and/or Torres Strait Islander Community Controlled Organisations to:

- Develop culturally centred service responses to support the delivery of delegated functions and powers, including partnering with the department to co-design operational procedures and collaboration processes, to promote child centred, seamless service responses across the department and the funded service delivering the response; and
- Deliver the day-to-day practice activities and administrative processes to support the exercise of the functions and powers delegated to prescribed delegates by the Director-General of the department.²

Delegated authority is also accompanied by peak body sector development and capability building (outlined in the [Service System Support and Development Investment Specification](#)).

5. Service Delivery Requirements for all Services

5.1 General Information for all Services

Services funded under this Investment Specification must comply with the relevant statements under the headings of “**Requirement**” as specified in the Service Agreement. Services should also have regard to the relevant best practice statements and guidance provided under the headings of “**Considerations**”.

Requirements for all services are outlined in **Sections 5.1.1** and **5.1.2** and considerations for all services are outlined in **Section 5.1.3** of this Investment Specification. Service delivery requirements for specific Service Users and Service Types are outlined in **Sections 6** and **7** of this Investment Specification.

² In their role as a Prescribed delegate under section 148BB of the CP Act.

5.1.1 Requirements for all Services — Target client numbers and methodology

The actual level of service delivery required will be discussed regularly with the funded service and as part of ongoing governance. Considerations in determining the quantum of service delivery (target number of children/young people supported through delegated authority) include:

- Place-based considerations (urban, regional, remote locations).
- The scope of delegations to be provided to each child during the funding period.
- Planning for expansion of functions and powers.

5.1.2 Requirements for all Services – Delegated authority – Development and delivery of culturally centred service responses to implement delegated child safety functions and powers

All services funded under this Investment Specification will develop and deliver their systems, service delivery frameworks, and practice in alignment with the general requirements below. Funded services (and the department) will also commit to the principles and objectives outlined in Reclaiming Our Storyline in developing and delivering their service responses.

Guidelines developed by the department and QATSICPP provide further information about the legislative, administrative, policy and practice requirements needed to support consistency across responses and should be read in conjunction with this Investment Specification. In addition, funded services can access practice, policy, procedures and training utilised by the department and tools and practice support resources designed by QATSICPP leveraging the findings of the early adopters of delegated authority. Funded services may also access relevant departmental specialist advice (practice, legislative etc) where it is required to support to the prescribed delegate to exercise delegated functions and powers.

Co-design, collaboration and community engagement:

Establishing and delivering delegated authority responses involves funded services partnering with relevant Child Safety Service Centre/s and nominated departmental contacts to co-design the local systems and processes required to support the delegation of functions and powers to the CEO of the funded Aboriginal and/or Torres Strait Islander Community Controlled Organisation in their role as a prescribed delegate.³ This requires:

- Developing and delivering practice approaches that meet all legislative requirements (including accessing the necessary expertise to ensure that practice and administration meets all requirements).
- Development of solid communication and practice processes including key documentation (collaboration agreements and local operational guidelines) which outline the service delivery approach.
- Partnering with the department to proactively plan and identify local opportunities for expansion to further delegations and functions as experience grows.
- Engagement with local stakeholders, cultural authority and community members as part

³ S148BB of the Act

of co-design and ongoing service delivery.

- Communicating and collaborating with other organisations funded to deliver delegated authority to promote consistent standards of service delivery.

Legislative requirements:

Funded services must comply with Chapter 4, Part 2A of the CP Act that relate to requirements for the CEO and the Aboriginal and/or Torres Strait Islander Community Controlled Organisation. In addition, the legislative requirements governing statutory child protection responses also apply to the delivery of delegated functions and powers by a CEO of an Aboriginal and/or Torres Strait Islander Community Controlled Organisation. These requirements include:

- Ensuring that delegated functions and powers are delivered in a timely manner and in accordance with the requirements of the CP Act, including delivering decision making and service responses that consider the safety, wellbeing and best interests of a child, both through childhood and for the rest of the child's life as paramount.
- In circumstances where a funded service is providing a delegated authority response in conjunction with a broader range of funded services, ensuring the role of delegated authority support staff/practitioners and the CEO as the prescribed delegate are clearly defined and adhere to legislative requirements.
- Complying with all other relevant legislative requirements relating to the delegated sections of the CP Act, and broader guiding provisions or conditions of delegations, including:
 - the [Aboriginal and Torres Strait Islander Child Placement Principle](#)
 - [Charter of Rights of a Child in Care](#)
 - the Statement of Standards
 - confidentiality provisions.
- Supporting the rights of all services users under the [Human Rights Act 2019](#), having special regard to the needs of children and families as a 'public entity' under that Act.
- Complying with the information sharing requirements under the CP Act, the [Right to Information Act 2009](#), the [Information Privacy Act 2009](#), and [Information Privacy Principles](#) when collecting, storing, using and disclosing personal information.
- Documenting decisions and functions provided for children and retaining and storing records in alignment with the [Public Records Act 2002](#) and providing this information to the department (via the agreed mechanism) to ensure a child has a complete record of their time in care. This may include seeking approvals (using legislative honorary officer provisions) for appropriately qualified and suitable staff to access certain child protection records.
- Complying with the requirements under the [Working with Children \(Risk Management and Screening\) Act 2000](#).

Further guidance and advice on the legislative context is available to assist funded services comply with these obligations.

Service responses for children, young people and families:

Delegated authority practice promotes safety and wellbeing through Aboriginal and Torres Strait Islander ways of knowing and being including through connection to culture, community, family and kin. Responses are delivered by services using approaches that uphold the safety, rights and voices of Aboriginal and/or Torres Strait Islander children.

Key practice requirements include, but are not limited to:

- Meeting children and young people's case plan and support needs as aligned to delegated responsibilities in accordance with local agreements and legislative requirements. This will include a range of practical and collaborative activities as determined by the delegated functions and powers to be delivered (for example, developing connection plans, arranging, and supporting/supervising family time, cultural connection activities, case planning, placement/reunification and post-reunification support).
- Managing day to day communications with children and families (i.e., responding to requests for information and advice, arranging necessary supports, taking actions to respond to emerging issues).
- Collaborating with the department on relevant aspects of a child's support, including participating in joint case management to enhance safety and/or improve wellbeing.
- Communicating relevant issues (including decisions and responses provided) to the department promptly where this impacts on any functions and powers still provided by department.
- Participating in referral and coordination processes to identify and communicate with children and young people (and their families) that are in scope for delegations.
- Providing healing, trauma informed processes that prioritise safety, wellbeing, and self-determination, and provide a voice for children and families.
- Engaging with relevant work units of the department, other government and non-government agencies to meet the needs of children and families.
- Working in consistency and together with other funded programs such as Family Wellbeing Services, the Family Participation Program, Placement and Foster and Kinship Care services to coordinate and navigate supports, with or on behalf of children and families.
- Using information in the general guidelines, brokerage guidelines to manage issues (in partnership with the department) as necessary including implementing strong local governance mechanisms to support local implementation and feed into whole of state governance processes.

Building evidence and delivering quality practice:

As part of providing delegated authority responses, funded services and the department are committed to promoting quality practice for Aboriginal and/or Torres Strait Islander children and young people, including contributing to ongoing learning and knowledge development about best practice grounded in Aboriginal and Torres Strait Islander ways of knowing and being. Funded services are to:

- Partner with QATSICPP and the department to design and implement culturally based

action learning processes.

- Participate in evaluation and review processes to capture evidence and learnings from implementation, outcomes for children and families and other key issues.
- Commit to continuous learning and quality practice.
- Work collaboratively to address professional and personal development needs of staff delivering delegated authority administrative and practice support and provide staff with quality supervision opportunities.
- Support consistent quality practice and identify areas for development and capability building efforts.
- Share practice resources, tools and findings to build culturally based best practice knowledge.

5.1.3 Considerations for all Services

The direct practice responses enabled through delegated authority funding is influenced by the delegations accepted by the CEO of the funded service. The design and development of arrangements for the delivery of delegated functions and powers is a collaborative process.

Other key considerations for all funded services in approaching the design and delivery of delegated authority responses may include, but are not limited to:

Cultural practice:

- Funded services will develop service responses aligned to their cultural practice and from the knowledge that culture underpins and is integral to the safety and wellbeing of Aboriginal and/or Torres Strait Islander children and young people.
- Funded services can access all departmental policy, practice and procedural guidance in shaping their practice approaches, and can access advice about whether their proposed practice approaches address legislative requirements.
- Funded services can also access additional tools to support implementation and delivery of local service responses, provided by QATSICPP.
- Service responses are delivered in a community and place based context and consider community and cultural protocols. Local collaboration agreements should outline how communication about protocols that impact on service delivery will occur.

Development and delivery of local practice approaches and frameworks:

- Delegated authority implementation is guided by the overarching principle of self-determination. Accordingly, the CEO of the funded service, key staff and the department may work together to develop local approaches that respond to community priorities.
- Reclaiming our storyline outlines that most funded services delivering delegated authority arrangements will commence with connection functions (defined as sections 87, 88(2) of the CP Act), expand to reunification (utilising 82(2) and associated powers) and case planning (sections of Part 3A Divisions 1, 2, 3, 4, 5 as relevant to the child's circumstances).

- Funded services may also commence working on particular functions and powers, following robust co-design processes with the department, and assessment that the proposed approach complies with legislative requirements. The governance arrangements to support the co-design process will be agreed between the funded service and the department. In general, co-design will involve key personnel from the funded service and nominated departmental staff from regional and central office teams.
- The process for expanding the type of functions offered through a delegated authority response is collaborative and gives regard to local needs, service delivery contexts and community feedback and aspirations (for example a funded service may prioritise expanding to a particular function in response to a specific or emergent local need).
- The funded service's practice arrangements for the delivery of delegated functions and powers should be documented and attached to local operational guidelines, so departmental staff and the funded service are clear on their respective roles and responsibilities.
- Once a funded service has developed their approach to delivery of particular functions and powers, actual delegations for a child are made on a case-by-case basis, in light of the child and family's views and wishes and other matters.
- Community engagement with other organisations, Aboriginal and/or Torres Strait Islander community leaders, cultural authority and Elders may form part of developing local service responses that have the support of local cultural authority.
- Funded services have the flexibility to develop practice approaches and frameworks that align to their current service offerings and leverage and enhance their existing efforts in the community.
- Guidelines and other implementation tools have been developed to support delegated authority. Implementation tools can be tailored by funded services and local Child Safety Service Centres to meet local needs.
- Funded services and the department may also partner on local strategies to grow child protection practice and other capability priorities (i.e., workforce development strategies or 'as if' models that enable organisations and the proposed 'prescribed delegate' to work as if they were responsible for supporting delivery of the functions and powers and until they communicate they are ready to accept formal delegations across the respective staff of each agency). Guidance to support the implementation of various options can be provided by the department and QATSICPP. These arrangements are to be monitored as part of the agreed local governance process.
- Funded services will also have the opportunity to seek approval for appropriately qualified staff to have access to the departments client management systems (ICMS and Unify) to support accurate and fully informed information decision making processes and to ensure the child's record is up to date. This level of access is provided through, and in accordance with, the honorary officer provisions of the CP Act, and in accordance with other related legislation and comes with significant obligations consistent with those in place for departmental employees.

Staffing:

- Staff will possess a mix of professional experience, lived experience and/or qualifications relevant to their role to support children and families to meet their case plan goals (as aligned to delegations) and to deliver culturally centred supports.
- Specialist staff may be engaged to provide advice to case managers and/or direct support to clients including specialist functions (such as counselling). The guidelines provide contacts for QATSICPP and departmental specialist practice support that may be accessed by funded services as necessary.
- The department understands that in some circumstances, such as in remote parts of Queensland, recruitment of staff with appropriate skills and experience can be challenging. Collaborative strategies to meet the needs of children and families may be developed across the funded service, QATSICPP and the department.
- Funded services will build on their existing strategies to support staff to deliver their respective roles including through internal and external training, communities of practice, professional supervision and further study if the organisation considers this necessary to perform certain functions. QATSICPP and the department may be approached to assist funded services to meet capability needs or where an emerging professional or practice development issue arises.

Catchment areas:

In general, service delivery will be aligned to the catchment areas of partner Child Safety Service Centres to enable local and place-based responses. From time to time, funded services will support children, young people and families across catchment and regional boundaries in recognition that some families may include siblings that live in different locations across Queensland and that families are mobile for a range of reasons including cultural and economic considerations.

For example, a funded service may be working to reunify a family with children living in various locations. Funded services may work with several Child Safety Service Centres with the priority to remain responsive to children and young people and their families and enable their choice and self-determination in the process. The funded service will work in partnership with the department to communicate with key stakeholders as part of providing support across catchment areas, observing relevant cultural protocols and communication processes and necessary approval processes with the department and other service delivery partners.

Media:

Funded services must have a policy for social media usage and media engagement that complies with the requirements of the CP Act and the *Youth Justice Act 1992* around confidentiality and non-identification of children and young people (see guidance document).

6. Service Delivery Requirements for specific Service Users

Note: Requirements and considerations for all services are outlined in **Section 5** of this Investment Specification and are not repeated in **Section 6**.

6.1 Aboriginal and/or Torres Strait Islander child or young person under the age of 18 who is in need of protection or likely to become in need of protection:

Definition:

- Aboriginal and/or Torres Strait Islander child or young person under the age of 18 years⁴ who is in need of protection or likely to be in need of protection.

6.1.1 Requirements

Any Aboriginal and/or Torres Strait Islander child may be considered for support by the funded service if they are involved in the child protection system, or at risk of becoming involved. Participation in delegated authority aligns to the guiding principles of the CP Act, in that, subject to the views of the child and family, the safety and wellbeing of the child or young person would be served positively by having decisions about their care and support needs being made by an Aboriginal and/or Torres Strait Islander CEO (prescribed delegate) of an Aboriginal and/or Torres Strait Islander Community Controlled Organisation.

The following requirements must be met in recommending a child or young person for delegated authority arrangements:

- The child or young person is Aboriginal and/or Torres Strait Islander.
- The department (or with funded service by agreement) has sought the views of the child and their parents about participating in delegated authority.
- Any other requirements in relation to Service Users that are reflected in the legislative requirements of the CP Act.

6.1.2 Considerations

Funded services and local departmental leadership (through the agreed local governance process) may prioritise children and young people for referral based on their particular needs and potential for increased benefits from their participation in delegated authority arrangements. This will be determined during the initial co-design process and evolve as the scope of delegations increase. Consideration of priority may include:

- the type of child protection order in place (which relates to the possible scope of delegations)
- the delegations in scope for a child or young person
- individual needs
- the age of the child
- placement type.

⁴ Can include young people up to 25 years for delegations related to transition to adulthood as outlined in section 75 of the CP Act

7. Service Modes

Service delivery modes are the type of physical setting/s in which a service is provided to a client:

Service delivery mode options:

- Services may be provided in various delivery modes (in home, mobile, and virtual) to ensure that services are delivered in the most appropriate and culturally secure mode to meet the needs of children and young people and engage them and their families and other supports.

Hours of operation:

- The service must assist families to access the information, resources and support they need and will be open 52 weeks per year excluding public holidays, with a regular span of hours across Monday to Friday (e.g., certain hours between 8:30am to 5:30pm).
- To increase accessibility for children, young people and families, including working parents, it is a requirement that the service provide flexible appointment times for families who cannot be contacted or access the service during normal business hours.
- The service will not be expected to operate as normal on public holidays or after hours unless this is locally negotiated. Outside of the hours outlined above, the telephone system must be capable of receiving voicemail messages for a call-back on the next working day and with advice about how support can be provided through the Child Safety After Hours Service Centre.
- This consideration does not prevent a service from determining they will provide a reasonable after-hours response through an 'on call' phone system.
- All clients should also be provided information about the Child Safety After Hours Service Centre and any 'on call' service as part of their orientation to the support relationship.
- The funded service and the department must agree procedure for contacting a CEO/prescribed delegate for a decision after hours and for utilising the Child Safety After Hours Service Centre or other departmental delegate when the CEO/prescribed delegate is not available.

8. Contact Information

For further information regarding this investment specification, please contact your nearest service centre, details of which can be found at

<http://www.cyjma.qld.gov.au/contact-us/department-contacts/child-family-contacts/regional-offices>

For information regarding current funding opportunities at the department, please go to www.cyjma.qld.gov.au/about-us/our-department/funding-grants-investment

9. Other Funding and Supporting Documents

Guidelines:

- Guidelines
- Templates (collaboration agreement and local operational guidelines)
- Brokerage guides

Fact sheets for reporting:

- [Output funding and reporting](#)
- [Human Services Quality Framework \(HSQF\)](#)

Investment Specifications:

1. [Child Protection \(Support Services\)](#)
2. [Child Protection \(Placement Services\)](#)
3. [Families](#)
4. [Family Based Care \(Kinship Care\)](#)
5. [Domestic and Family Violence](#)
6. [Individuals](#)
7. [Young People](#)
8. [Community](#)
9. [Service System Support and Development](#)
10. [Sexual Violence and Women's Support Services](#)

10. Reporting

U8117 - Aboriginal and/or Torres Strait Islander child or young person under the age of 18 who is in need of protection or likely to become in need of protection

Relates to Item 6.2 & 7.1 of the Service Agreement		Relates to Item 6.2 of the Service Agreement			Relates to Item 7.1 of the Service Agreement	
Service User Code	Service Type Code	Output	Quantity (hours) per annum	Number of Service Users	Output Measures	
U8117	T810	A02.2.90C	N/A	Number of children/young people supported with delegations made to the Chief Executive Officer of the funded Service Provider	A02.2.90C	Number of children/young people supported with delegations made to the Chief Executive Officer of the funded Service Provider
Relates to Item 7.1 of the Service Agreement						
Service User Code	Service Type Code	Throughput Measures				
U8117	T810	GM07	Number of Service Users who had case plans closed/finalised as a result of majority of their needs being met during the reporting period			
U8117	T810	IS133	Number of existing Service Users at the beginning of the reporting period			
U8117	T810	IS255	Number of New Service Users that commenced receiving a service during the reporting period			
U8117	T810	IS145	Number of Service Users who have exited from the service during the reporting period			
Service User Code	Service Type Code	Outcome Measures				
U8117	T810	OM2.1.03	Number of Service Users with improved family interactions/connectedness (see template and factsheet for guidance)			

Service User Code	Service Type Code	Other Measures	
U8117	T810	GM16	What significant achievements or factors have impacted on the quality of service delivery during the reporting period
U8117	T810	IS63	Upload a Case Study
U8117	T810	IS70	Upload a Milestone Report
U8117	T810	IS142	Number of Service Users receiving brokerage during the reporting period
U8117	T810	IS151	Value of brokerage provided to Service Users during the reporting period
U8117	T810	IS204	Number of cases per case worker (FTE positions) at the end of the reporting period

11. Reporting Templates

Report Template – Delegated Authority Quarterly Case Study (IS63)

Organisation Name:

Contract Number:

Quarterly reporting period: dd/mm/yyyy to dd/mm/yyyy

Case Study:

Please document the experience of a de-identified child and their family with delegated arrangements in place, including any:

- *delegations in place*
- *successes related to participation*
- *barriers to participation and strategies to overcome*
- *outcomes achieved and key learnings*

Report Template – Delegated Authority Quarterly Milestone Report (IS70)

Organisation Name:

Contract Number:

Quarterly reporting period: dd/mm/yyyy to dd/mm/yyyy

Delegated authority data during this reporting period:

Item	Number
Number of children and families referred to [insert organisation] for delegated authority	
Number of children where the CEO has accepted and is exercising a delegation and is actively making decisions for the child	
Number of children and families offered delegated authority that chose not to participate	
Number of children and families referred for delegated authority where the CEO was not willing or unable to accept the delegation	
Number of children and families that requested the delegation to the CEO to cease	
Number of children and families where the delegation to the CEO ceased due to change of circumstances	
Number of children with an active family and community connection plan	
Total brokerage funding expended during the period (GST exclusive)	

Brokerage Expenditure:

Date	Description of brokerage funded activities	Amount (GST Exclusive)
	[add more rows as necessary]	

Progress against key indicators**

Please details progress during this reporting period against each key indicator:

Indicator	Progress
Recruitment of staff and contractors	
Co-design of operational processes and collaborative working arrangements	
Development of practice and procedural documentation	
Participation in action research or other evaluation and review activities	

Barriers to implementation/service delivery:

Please detail any barriers identified during this period and any mitigation strategy applied for each barrier:

Points of difference:

Please include details of new and innovative support or service being provided to children, families and carers during this reporting period and whether brokerage funding was required to deliver support or service:

Key learning examples:

Please include a minimum of three examples of a key learning for your organisation, a child, a family or the community in relation to delegated authority during this reporting period:

Any other comments:

Please include any other comments You have:

** Please note that the data measures may be updated to reflect the delegations delivered by the funded service.