

## SERVICE PLAN TEMPLATE (specify the FRC and period of time it relates to)

Attribute	Comments/Successes/Challenges since the last service plan/report	Planned Action/ Strategies for the future	Timeframe
<p><b>Staffing – Profile, Recruitment, Retention, Training, Supervision</b></p> <ul style="list-style-type: none"> <li>• Profile (i.e. type) of staff now in FRC (including number of staff currently employed and number of positions vacant)</li> <li>• Has this changed since last report/plan and if so, why?</li> <li>• Retention of staff</li> <li>• Training</li> <li>• Supervision</li> <li>• Strategies in place to support all staff in relation to issues of self-care.</li> </ul>			
<p><b>Referrals into the FRC (including procedures in place with referrers)</b></p> <ul style="list-style-type: none"> <li>• Do current protocols with local services support referrals into the FRC?</li> <li>• Outline your source of referrals into the FRC from the legal sector (eg. Courts; Legal Aid; Solicitors,)</li> <li>• Outline your source of referrals into the FRC from other agencies (eg. Other FRSP funded orgs, state-funded agencies, GP's etc)</li> </ul>			
<p><b>Referrals out of the FRC (including procedures in place with agencies where clients being referred to)</b></p> <ul style="list-style-type: none"> <li>• Do current protocols with local</li> </ul>			

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<p>services support referrals out of the FRC?</p> <ul style="list-style-type: none"> <li>List your five most common referral points out of the FRC.</li> </ul>			
<p><b>Working with Other Centres</b> Provide information (where applicable) on how your Centre engages with other Centres: eg.</p> <ul style="list-style-type: none"> <li>How referrals are made between Centres?</li> <li>Any engagement with other Centres in your State or Territory?</li> <li>Any engagement between broader auspicing groups (eg Anglicares, Centacares, Interrelates, RAs etc)?</li> <li>Any other processes established?</li> </ul>			
<p><b>Venue(s) – primary site(s)</b></p> <ul style="list-style-type: none"> <li>Are there any proposed changes to the structure of the FRC venue as a result of operational issues (eg. Sound proofing, emergency exits, waiting rooms etc?)</li> </ul>			
<p><b>Communication and Liaison with Departments (Attorney-General's Department and Department of Families, Community Services and Indigenous Affairs, National Office and State/Territory Office)</b></p> <ul style="list-style-type: none"> <li>Is there any way that the two Departments can support you further?</li> </ul>			

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<p><b><i>Liaison with Child Support Agency and/or Centrelink</i></b></p> <ul style="list-style-type: none"> <li>Outline any changes to FRC processes to deal with clients presenting with CSA change of assessments post 1 July 2008?</li> </ul>			
<p><b><i>Establishing and maintaining networks</i></b></p> <ul style="list-style-type: none"> <li>What is the membership of your reference group, outcomes and frequency of meetings?</li> <li>Are there any further issues in establishing networks with 'difficult to engage' local groups in your area?</li> </ul>			
<p><b><i>Client Diversity</i></b>  <b>Indigenous clients</b> (for those FRCs <i>not</i> receiving additional funds for Indigenous advisers) <b>and CALD clients:</b></p> <ul style="list-style-type: none"> <li>What steps have been taken/planned to engage with local services</li> <li>What co-operative arrangements have been made with local services</li> <li>Outline any additional FRC staff training provided/planned to better engage with these clients</li> </ul>			
<p><b><i>Client management</i></b></p> <ul style="list-style-type: none"> <li>After being referred to the Centre or approaching the Centre, how long do clients have to wait for their initial individual interview?</li> <li>After both parties have been referred</li> </ul>			

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<p>to take part in other programs prior to joint sessions and then return to the Centre (if applicable), and/or have agreed to undertake joint sessions, how long do they have to wait for the first joint session?</p> <ul style="list-style-type: none"> <li>• What types of processes do you have in place to manage client waiting lists and/or prioritise clients?</li> </ul>			
<p><b>Local promotion</b></p> <ul style="list-style-type: none"> <li>• What steps have been taken/planned to promote your Centre in relation to:             <ul style="list-style-type: none"> <li>▪ Community education</li> <li>▪ Local media</li> <li>▪ Schools</li> <li>▪ Workplaces</li> <li>▪ Resources</li> </ul> </li> </ul>			
<p><b>Outreach</b></p> <ul style="list-style-type: none"> <li>• Required locations?</li> <li>• Locations established?</li> <li>• Services delivered?</li> <li>• Frequency in each location?</li> <li>• Modality (i.e. type of outreach)?</li> <li>• Safety and security of outreach venues?</li> <li>• Details provided on FRO and webpage?</li> <li>• Networking in outreach locations to support/establish outreach?</li> </ul>			

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<p><b>Consortium arrangements (if applicable)</b></p> <ul style="list-style-type: none"> <li>• Have there been any changes to these arrangements?</li> </ul>			
<p><b>Sub contracting (if applicable)</b></p> <ul style="list-style-type: none"> <li>• What services are being delivered through sub-contracting arrangements?</li> </ul>			
<p><b>Child Inclusive Practice (optional under the Operational Framework)</b></p> <ul style="list-style-type: none"> <li>• Is it provided?</li> <li>• In house or clients referred out?</li> </ul>			
<p><b>Provision of joint sessions</b></p> <ul style="list-style-type: none"> <li>• Describe processes: <ul style="list-style-type: none"> <li>▪ leading up to initial joint session</li> <li>▪ engagement of both parties</li> <li>▪ client preparation</li> </ul> </li> <li>• Any new practice models of dispute resolution emerging from the FRC?</li> </ul>			
<p><b>Monitoring performance, data collection and evaluation</b></p> <ul style="list-style-type: none"> <li>• Any local FRC evaluation taking place?</li> <li>• Are there any research partners involved?</li> </ul>			
<p><b>Safety and security issues, including critical incidents</b></p> <ul style="list-style-type: none"> <li>• How are staff familiarised with the safety and security plan that is specific to your Centre?</li> </ul>			

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<ul style="list-style-type: none"> <li>• Have all staff received general training on domestic violence?</li> <li>• Any critical incidents taken place?</li> <li>• Any denial of service to clients because of their behaviour?</li> </ul>			
<p><b>Opening hours</b></p> <ul style="list-style-type: none"> <li>• How does this compare with what was outlined in your last report/plan?</li> <li>• If they have changed, how have they changed and why?</li> <li>• Is your Centre's information on FRO up to date?</li> </ul>			
<p><b>Other issue1:</b> (insert details)</p>			
<p><b>Other issue2:</b> (insert details)</p>			
<p><b>Other issue3:</b> (insert details)</p>			