

# Approved Panel of Provider Practice guide

## A guide on Deed requirements for approved providers

This fact sheet outlines the best practices which each provider must include in their organisation to ensure that they meet the expectations of the Department around the quality of services and reporting provided under the Deed of Agreement.

### Suitability of personnel

- Personnel submit screening renewal applications three to six months before expiry.
- Organisational policy requires that personnel cannot deliver services without a DCSI clearance.
- Staff/volunteers are supervised and observed in their roles and any inappropriate conduct towards children and young people by persons engaged by provider is documented and acted upon.
- Personnel must be informed in writing and/or sign by way of declaration their ongoing responsibility to notify DECD and require full and honest disclosure of specified matters throughout the period of engagement. The specified matters may include but are not limited to relevant offence, charges and convictions, interventions orders, injunctions, allegations of misconduct resulting in investigations and/or disciplinary proceedings, allegations of improper conduct or conduct considered inappropriate to the role undertaken with the DECD site/service.
- In selecting personnel, organisations:
  - Verify identity as part of the screening process.
  - Undertake enquiries with former employers to verify employment history credentials such as employment dates and positions held.
  - Sight academic qualifications, professional memberships and registration if required.
  - Undertake checks of any gaps (periods of no information) or anomalies (changes of name) in the person's curriculum vitae.
  - Obtain character reference checks to establish confidence in the person's suitability.

### Service provision

- No services are provided to schools unless a service agreement has been signed.
- Only the recommended service agreement template available on the DECD website or in the annexure to the Deed of Agreement is used.
- Suitable practicum supervision is available for all case managers.

### Confidential student information

- Case managers should only leave keys to their filing cabinets in a secure location.
- All personnel are educated about the risk of accidentally uploading confidential information to the Cloud and other risks related to use of virtual servers and sites.
- Case managers do not carry case management files or any other related records to their homes.
- Case Managers do not leave any file or electronic equipment with student information in their car or at home.

- Discussions by case managers with Employee Assistance Program counsellors, psychologists or social work consultants do not include identifiable personal information about the DECD student.
- Reports sent to the department are accurate and provided within the stipulated time frame.

### **Student hardship**

- If the student cannot travel to meet the case manager due to financial hardship, the case manager may meet with the student close to their place of residence or makes another arrangement e.g. provides the student with a metro card or bus/train ticket. Such assistance will be acknowledged as a form of value added services which your agency agreed to provide to DECD students.
- Providers ensure students are aware that a qualified case manager will be available during school holidays to assist them with any of their wellbeing and engagement related needs.

### **Records management**

- The department is informed promptly about
  - any changes in staffing
  - the expiry and renewal of DCSI clearances
- Case notes for students commence from the first day of referral.
- Acronyms are explained in the case notes.
- A student time table is always in place with detailed information about the planned activities.
- Regular reports are provided to schools and the evidence of this is attached to the case files.
- Case files contain evidence of regular reviews of student performance with schools.
- Gaps of more than two weeks in delivery of services must be explained in the case notes.
- The FLTP, Engagement Matrix and any other resources are completed and dated with copies stored with the case file.
- Case managers have regular progress reviews with the FLO coordinators and regular contacts family/carer of student and document it.
- Where a student is enrolled in accredited learning, the file has evidence of enrolment and any certificate of completion.
- Schools provide the written consent from parents/carers of the student or else the provider organises a consent form from the parents/carers of the student each year on their own initiative. This is placed in the case file.

### **Key Performance Indicators for 2016**

- Each student receiving case management services has a documented case plan.
- Initial contact is made within seven days of receiving a referral from the school.
- Students attend at least 70% of scheduled sessions.
- At least one review of each student's engagement and learning pathway every six months.
- Each student is enrolled in an accredited learning program within six months of commencing FLO enrolment.
- During school holidays, students have access to case management support and/or engagement activities.