



**Government of South Australia**

Department for Education and  
Child Development

## Service Agreement

Minister for Education and Child  
Development

and

ABN:

For the period:

**Service: Family Based Foster Care**

Project

ID:

# Table of Contents

<b>1</b>	<b>Preliminary Information</b>	<b>4</b>
<b>2</b>	<b>Introduction and Term</b>	<b>5</b>
2.1	Statement of Intent	5
2.2	Purpose of Funding	5
2.3	Service Provision Framework	5
2.4	Term	6
2.5	Service Discontinuance	6
<b>3</b>	<b>Definitions</b>	<b>6</b>
3.1	Definitions and Interpretations	6
<b>4</b>	<b>Services</b>	<b>10</b>
4.1	Service Description	10
4.2	Provision of Services General Requirements	10
<b>5</b>	<b>Hours of Operation</b>	<b>11</b>
<b>6</b>	<b>Target Group</b>	<b>11</b>
<b>7</b>	<b>Geographical Coverage</b>	<b>12</b>
<b>8</b>	<b>Outcomes and Key Performance Indicators</b>	<b>12</b>
8.1	Outcomes	12
8.2	Key Performance Indicators	12
<b>9</b>	<b>Outputs and Data</b>	<b>14</b>
9.1	Outputs	14
9.2	Service Data	15
9.3	Carer Data	16
9.4	Staff Data	16
9.5	Other Data Requirements	17
<b>10</b>	<b>Reporting</b>	<b>17</b>
10.1	Service Accountability and Reporting	17
10.2	Financial Accountability and Reporting Measures	17
<b>11</b>	<b>Criminal History Assessment</b>	<b>19</b>
<b>12</b>	<b>Funding and Contact Details</b>	<b>19</b>
12.1	Commencement Date	19
12.2	Expiry Date	19
12.3	Name of Service	19
12.4	Funding Program	19
12.5	Additional Funding	19
12.6	Address for Notices	19
12.7	Allocated Funds	19
12.8	Time and Manner of Payment of Allocated Funds	19
12.9	Minister's Contract Manager	19
12.10	DECD Liaison Officer	19
12.11	Service Provider's Contract Manager	20
12.12	Service Provider's Contact Person for the Service	20
<b>13</b>	<b>Termination of this Service Agreement</b>	<b>21</b>
	<b>SCHEDULE 1</b>	<b>23</b>
	<b>Family Based Care Services</b>	<b>23</b>
<b>1</b>	<b>Service Details</b>	<b>23</b>

1.1	Model of Care	23
1.2	Description of Services	23
<b>2</b>	<b>Recruitment, Assessment Training and Support of Carers</b>	<b>25</b>
2.1	General	25
2.2	Registration of Carers	26
2.3	Compulsory Orientation Training	26
2.4	Mandated Training	27
2.5	Specialised Training	27
2.6	Apply First Aid Certificates	28
2.7	Service Provider Support of Carers	28
2.8	Carer Recruitment and Child and Young Person Placement Growth Target	28
<b>3</b>	<b>Recruitment, Training and Support of Staff</b>	<b>28</b>
3.1	General	28
3.2	Competency Based Training	28
3.3	Service Provider's Staff	29
3.4	Service Provider Support	31
3.5	Service Provider's Support of Assessment and Placement Support Workers	31
3.6	Health, Safety and Welfare Matters	32
3.7	Licensing and Regulation Requirements	32
<b>4</b>	<b>Funding Details</b>	<b>32</b>
4.1	Allocated Funding	32

# 1 Preliminary Information

**Service Agreement** dated the

between:

**Minister for Education and Child Development** a body corporate by virtue of the *Education Act 1972* and the operation of the *Administrative Arrangements Act 1994* of Level 9 Education Centre 31 Flinders Street Adelaide South Australia 5000 ("**Minister**")

and

.....incorporated association pursuant to the Associations Incorporations Act 1985 of .....("Service Provider")

**Postal address:**

## **The Parties agree as follows:**

In consideration of the payment by the Minister of the Allocated Funds pursuant to the Master Agreement between the Minister and the Service Provider and this Service Agreement, the Service Provider must provide the Services on the terms and conditions set out in the Master Agreement and this Service Agreement.

This Service Agreement is to be read in conjunction with the Master Agreement, and the terms and conditions of the Master Agreement are incorporated into this Service Agreement.

## 2 Introduction and Term

### 2.1 Statement of Intent

This Service Agreement reflects the Parties' commitment to a relationship in which both have rights and responsibilities that are to be upheld and respected.

A co-operative approach will incorporate agreed values, mutual respect for the roles and responsibilities of government and the community services sector. Parties agree to working in partnership to increase out-of-home care service capacity, quality, value for money and improve service monitoring, reporting and accountability. The Parties recognise the importance of taking a long-term view, as well as responding to immediate and urgent needs, and recognise that social, environmental and financial outcomes are all equally important.

The ultimate vision is for a service provision that supports a democratic, fair, accountable body of services that accommodate and value diversity, and which address the particular needs of vulnerable and marginalised people. The service provision will recognise regional and rural differences and deliver high quality outcomes in accordance with agreed standards.

### 2.2 Purpose of Funding

Family Based Foster Care Services provide emergency, short term or long term care for Children and Young People referred by Families SA who are unable to live with their families and for whom relative or kinship care is not an option. This service aims to provide a supportive, stable and nurturing placement for Children and Young People and the Guardianship or Custody of the Minister. It also aims to provide high levels of support and training for carers, in order to ensure the best placement outcome possible.

### 2.3 Service Provision Framework

The Service(s) will meet the following policy imperatives:

#### **State Strategic Plan (2011)**

Out-of-home care services for Guardianship Children and Young People aligns with the State Strategic Plan (2011) through one of its key priorities, associated visions and goals as follows:

*Our Community:*

- Everyone has a place to call home,
- Strong families help build communities,
- We are safe in our homes, community and at work, and
- We are connected to our communities and give everyone a fair go.

### **Directions for Alternative Care in South Australia, 2011 – 2015**

- Direction 1: Designing Flexible and Integrated Alternative Care Services.
- Direction 2: Creating an Enhanced Service Continuum of Placement Options and Support Services.

### **Keeping Them Safe: In Our Care Implementation Action Plan**

- Direction 2: Care Planning – Improve our care planning to provide greater stability and certainty for Children and Young People .
- Direction 5: Connected Care – Ensure better connected care through better integrated teams and care families.
- Direction 6: Children and Young People with Complex Needs – Respond more effectively to Children and Young People with serious and complex needs.

### **Standards of Alternative Care in South Australia (2008)**

The Standards promote consistent, quality care for Children and Young People . This Service aligns with the Standards of Alternative Care in South Australia.

## **2.4 Term**

This Service Agreement commences on the Commencement Date and, subject to early termination pursuant to this Service Agreement, the Master Agreement or by operation of law, terminates on the Expiry Date.

## **2.5 Service Discontinuance**

The Minister will provide three months prior written notice to the Service Provider if the Minister does not intend to extend the Services provided under this Service Agreement at the end of the Term.

# **3 Definitions**

## **3.1 Definitions and Interpretations**

Except as follows, the definitions and rules of interpretation in the Master Agreement apply to this Service Agreement:

### **3.1.1 Aboriginal Person** means a person:

- 3.1.1.1 who is a descendant of the Indigenous inhabitants of Australia; and
- 3.1.1.2 who regards himself or herself as Aboriginal or, if he or she is a young Child, is regarded as Aboriginal by at least one of his or her parents.

### **3.1.2 Background Checks** means obtaining and checking information in relation to a particular person including:

- 3.1.2.1 previous employment and relevant experience;
  - 3.1.2.2 verification of qualifications and professional registration; and
  - 3.1.2.3 reference checks and work history reports.
- 3.1.3 **Care Plan** means the agreement between Families SA, the Service Provider, the Carer, Service Provider Staff and the Young Person as it pertains to the out-of-home care placement of the Child or Young Person.
- 3.1.4 **Carer** means a person who has the responsibility of providing day-to-day care of a Child or Young Person and who for monetary or other consideration, maintains a Child or Young Person on a residential basis. It includes Carers who are relatives and foster Carers and who are registered with the DECD Carer Assessment and Registration Unit.
- 3.1.5 **Case Planning** and **Case Plan** means the process of establishing agreed goals and outcomes to meet the identified needs of the Child or Young Person in out-of-home care. The Child or Young Person, birth parents, Families SA staff, foster Carers, out-of-home care Provider staff and other involved agencies should be included in the Case Planning process. Case planning ensures both immediate and long term needs of the Child or Young Person across the life domains are addressed whilst they are in care. The Case Plan is the agreed goals and outcomes of the Case Planning process and should include an outline of the responsibilities of the Child/Young Person, birth family, Carers, Families SA and relevant Service Provider Staff.
- 3.1.6 **Child** or **Children** means a Child or Children under the age of 18 years who are under the Guardianship of the Minister or other order or authority.
- 3.1.7 **Children in State Care Commission of Inquiry** means the Inquiry into allegations of sexual abuse of a person who, at the time that the alleged abuse occurred, was a Child in State care, or criminal conduct which resulted in the death of a person who, at the time that the alleged conduct occurred, was a Child in State care (report dated 1 April 2008).
- 3.1.8 **Children's Residential Facility Licence** means a licence for a facility issued in accordance with section 51 of the *Family and Community Services Act 1972*.
- 3.1.9 **Commencement Date** means the date as specified in clause 11 of this Service Agreement.
- 3.1.10 **DECD or Department** means the Department for Education and Child Development.
- 3.1.11 **Direct Client Contact** means direct personal contact between the Service Provider and the client, (being the Child or Young Person), pursuant to the provision of the Services, being meetings, case conferences and/or telephone discussions between the Service Provider and the Child or Young Person or such other contact as may be approved by the Minister.
- 3.1.12 **DECD Carer Assessment and Registration Unit** means the Unit authorised to undertake registration services in relation to Carers administered by the Department for Education and Child Development.

- 3.1.13 **DCSI** means the Department for Communities and Social Inclusion formerly known as **DFC** or the Department for Families and Communities
- 3.1.14 **Emergency Placement** is a short-term interim placement service for Children and Young People in crisis situations that are referred by DECD as being in need of out-of-home care. Emergency placements are unplanned and require an immediate response.
- 3.1.15 **Exit Interview** is a survey for Carers when they leave the Service Provider and is used to gather information to identify issues or trends that will assist in strengthening recruitment and retention processes
- 3.1.16 **Expiry Date** means the date as specified in clause 11 of this Service Agreement.
- 3.1.17 **Families SA Case Manager** means the person nominated by the Families SA office with responsibility for the stated Child or Young Person's Case Plan. Every Child or Young Person under Guardianship of the Minister must be allocated a Families SA Case Manager.
- 3.1.18 **Foster Care Agency Licence** means a licence for an agency issued in accordance with section 48 of the *Family and Community Services Act 1972*.
- 3.1.19 **Guardianship of the Minister** means where the Youth Court has granted guardianship of a Child for a specified period not exceeding 12 months or until the Child or Young Person reaches 18 years of age to the care of the Minister. Families SA has statutory responsibilities where a Child or Young Person is placed under Guardianship of the Minister.
- 3.1.20 **Life Domains** means areas of a Child or Young Person's developmental progress, their needs and strengths. This includes taking into account the Child's or Young Person's age and stage of development, paying close attention to the Child's or Young Person's vulnerabilities and/or special needs. Assessment of developmental needs and strengths can be based on the following dimensions of health, education, emotional and behavioural development, identity and culture, family/Carers relationships, social/peer relationships and life skills.
- 3.1.21 **Long-Term Placement** means the provision of safe, nurturing and sustainable placements for Children and Young People for periods in excess of 18 months. These placements are designed to promote longer term placement stability for Children and Young People for whom out-of-home care is deemed the most appropriate long term option.
- 3.1.22 **Quarter** means the three-month period commencing 1 January, 1 April, 1 July and 1 October in each year.
- 3.1.23 **Respite Placement** means planned, regular, short-term care, e.g. one weekend per month for a discrete period of time, aimed at supporting and maintaining out of home care placements with Carers or helping families achieve their goals by giving the birth parent(s) a break from Child care responsibilities.
- 3.1.24 **Reunification** means the planned process of reconnecting Children and Young People with their birth families by means of a variety of services and supports to the Child or



Young Person, their birth families and their Carers. Reunification is a dynamic process that will begin as soon as Children are placed in alternative care, and ends when they return home and the family is no longer in need of ongoing intervention. It aims to help each Child or Young Person and their birth family to achieve and maintain, at any given time, their optimal level of reconnection – from full re-entry into the family system to other forms of contact, such as visiting, that affirm the Child or Young Person’s membership in his or her family.

- 3.1.25 **Services** means the out-of-home care services described in this Service Agreement to be provided by the Service Provider in accordance with the terms and conditions of the Master Agreement (including Annexure B - Alternative Care Services) and this Service Agreement.
- 3.1.26 **Service Provider’s Staff** means all employees, agents, consultants, contractors or subcontractors employed or engaged by the Service Provider in respect of the Services (including any person assisting in the provision of services in a voluntary capacity or as a volunteer, and any students on placement with the Service Provider) who has provided proof of having a current and satisfactory Criminal History Assessment from the DCSI Screening Unit.
- 3.1.27 **Short-Term Placements** means the provision of safe, nurturing and sustainable placements for Children and Young People for periods of up to 18 months. These placements are designed to enable Children and Young People to move to a more permanent placement option or return to birth families.
- 3.1.28 **Screening Unit** for the purpose of this Agreement means the DSCI Screening Unit which is authorised to undertake Criminal History Assessment and Background Checks on all Service Provider’s Staff who may be involved in providing the Services.
- 3.1.29 **Torres Strait Islander Person** means a person:
- 3.1.29.1 who is a descendant of the Indigenous inhabitants of the Torres Strait; and
  - 3.1.29.2 who regards himself or herself as a Torres Strait Islander or, if he or she is a young Child, is regarded as a Torres Strait Islander by at least one of his or her parents.
- 3.1.30 **Training** means training provided or arranged by the Service Provider and includes:
- 3.1.30.1 the process of imparting information, knowledge and skills required for the provision of the Services;
  - 3.1.30.2 where appropriate, internal training and external training such as formal accreditation programs through recognised tertiary institutions or competency-based training; and
  - 3.1.30.3 where appropriate, the input of information, experiential learning, group tasks and case studies, elective topics relevant to the type of care being provided in all areas essential to deal with the legal and welfare requirements of Children and Young People .

- 3.1.31 **Young Person or Young People** means a person or people between the ages of 10 and 18 years who are under the Guardianship of the Minister or other order or authority, and includes persons who receive ongoing support from the Minister for Education and Child Development after they turn 18 years of age.
- 3.1.32 **Youth Worker** means any person employed or sub-contracted by the Service Provider to provide care for Children or Young People who can provide proof of having a current and satisfactory Criminal History Assessment from the DCSI Screening Unit.

## 4 Services

### 4.1 Service Description

The Service Provider must provide the Services described in Schedule 1 and in accordance with this Service Agreement.

### 4.2 Provision of Services General Requirements

- 4.2.1 The Service Provider must ensure that Services are provided in accordance with the following legislation:
- 4.2.1.1 the *Adoption Act 1988* (SA);
  - 4.2.1.2 the *Bail Act 1985* (SA);
  - 4.2.1.3 the *Children's Protection Act 1993* (SA) including the Aboriginal Child Placement Principles;
  - 4.2.1.4 the *Coroner's Act 2003* (SA);
  - 4.2.1.5 the *Disability Services Act 1993* (SA);
  - 4.2.1.6 the *Emergency Management Act 2004* (SA);
  - 4.2.1.7 the *Family and Community Services Act 1972* (SA);
  - 4.2.1.8 the *Freedom of Information Act 1991* (SA);
  - 4.2.1.9 the *Occupational, Health Safety and Welfare Act 1986* (SA);
  - 4.2.1.10 the *Immigration (Guardianship of Children) Act 1946* (Cth);
  - 4.2.1.11 the *State Records Act 1997* (SA);
  - 4.2.1.12 the *Supported Assistance Accommodation Act 1994* (Cth);
  - 4.2.1.13 the *Young Offenders Act 1993* (SA); and
  - 4.2.1.14 the *Youth Court Act 1993* (SA).
- 4.2.2 The Service Provider must ensure that the Services are provided in accordance with, and are consistent with, the following guidelines and policies:
- 4.2.2.1 Families SA Guardianship and Alternative Care Manual of Practice and all associated policies, procedures, practice guides and protocols;

- 4.2.2.2 Families SA Child Protection Manuals 1 and 2 and all associated policies, procedures, practice guides and protocols;
  - 4.2.2.3 DECD Step by Step South Australia;
  - 4.2.2.4 DECD Carer Assessment and Registration Manual;
  - 4.2.2.5 DFC Alternative Care Support Payment Manual;
  - 4.2.2.6 DFC Information Sharing and Client Privacy Statement;
  - 4.2.2.7 DFC Adverse Events Policy, Practice and Procedures;
  - 4.2.2.8 DFC Special Investigations: Care Concerns Procedures (October 2006);
  - 4.2.2.9 Office of the Guardian for Children and Young People Charter of Rights for Children and Young People in Care;
  - 4.2.2.10 DFC Standards of Alternative Care in South Australia 2008;
  - 4.2.2.11 DFC Care Planning Policy;
  - 4.2.2.12 DFC Family Based Care Policy;
  - 4.2.2.13 DFC Non-Family Based Care Policy;
  - 4.2.2.14 DFC Mandatory Training in Caring for Infants (0 to 2 years of age);
  - 4.2.2.15 DFC Rapid Response – Whole of Government Services for Children and Young People under Guardianship of the Minister;
  - 4.2.2.16 DFC Child Safe Environments: Policies and Procedures; and
  - 4.2.2.17 SAPOL and Families SA Missing Persons Protocol.
- 4.2.3 The Service Provider must take every reasonable step to ensure the safety and proper care of the Child or Young Person. This includes ensuring that all the Service Provider's Staff and Carers are appropriately qualified, properly trained, assessed and supported.
- 4.2.4 The Service Provider will work with the Minister in the transition of Children and Young People from the current service model to an existing service model, or a new service model, that meets the needs of the Child or Young Person.

## 5 Hours of Operation

The Service Provider undertakes to provide the Services on a 24 hour per day, 7 days per week basis inclusive of public holidays.

## 6 Target Group

The Service Provider will provide Services to Children and Young People from a non-Aboriginal background.

## 7 Geographical Coverage

The Service Provider undertakes to provide Services in the following State Government Regions: .....

## 8 Outcomes and Key Performance Indicators

### 8.1 Outcomes

In providing the Services, the Service Provider will endeavour to achieve the following outcomes for Children and Young People :

- 8.1.1 Children and Young People are living in safe, secure and stable out-of-home placements.
- 8.1.2 Children and Young People in out-of-home care develop a sense of personal and cultural identity.
- 8.1.3 Out-of-home care placement capacity is increased.
- 8.1.4 Timely placement of Children and Young People in out-of-home care according to their needs and circumstances.
- 8.1.5 Children and Young People in out-of-home care succeed in education and training.
- 8.1.6 Carers are skilled to meet the care needs of Children and Young People placed with them;
- 8.1.7 A stable and skilled workforce to care for Children and Young People in out-of-home care is established.

### 8.2 Key Performance Indicators

In providing the Services, the Service Provider must achieve the following key performance indicators which have been identified and agreed as appropriate key performance indicators in relation to the Services:

- 8.2.1 The Service Provider will report 100% of Carer Concerns to the Child Abuse Report Line within 24 hours of becoming aware of the care concern.
- 8.2.2 The average Carer household to Child ratio to not exceed 1:1.8.
- 8.2.3 Less than 10% of Children or Young People have three or more placement starts (excluding respite) from this Service Provider.
- 8.2.4 80% of Children and Young People receive Respite Placements from the same Carer/s each time that they are placed in a respite placement.
- 8.2.5 The Placement Support Worker to Carer household ratio is less than 1:18 per annum;
- 8.2.6 90% annual Carer retention rate is achieved.
- 8.2.7 95% of initial placement referral requests from Families SA Placement Services Unit / Crisis Response Unit were responded to within 24 hours.
- 8.2.8 95% of initial Emergency placement referral requests from Families SA Placement Services Unit / Crisis Response Unit were responded to within 2 hours.

- 8.2.9 100% of referrals are accepted or declined by the Service Provider within 21 days, following an extensive matching process.
- 8.2.10 100% of referrals for long term care accepted by the Service Provider commence placement within 14 days or in accordance with the transition plan.
- 8.2.11 90% of accepted Emergency Care placements are placed in less than 24 hours.
- 8.2.12 100% of declined referral responses include reasons for the referral being declined.
- 8.2.13 100% of Placement Review Meetings are facilitated by the Service Provider every 28 days for Emergency Placements.
- 8.2.14 The service never exceeds capacity unless otherwise agreed by the Minister.
- 8.2.15 100% of Children who are excluded from school are supported to return by their Carers / Service Provider's Staff.
- 8.2.16 100% of Children who are suspended from school are supported to return by their Carers / Service Provider's Staff.
- 8.2.17 100% of Carers have been approved by DECD Carer Assessment and Registration Unit.
- 8.2.18 100% of Carers complete (at a minimum) the Carer competencies outlined in *Shared Stories Shared Lives* training package.
- 8.2.19 90% of Carer households' assessments are completed and submitted to the DECD Carer Assessment and Registration Unit within 5 months of assessment commencing.
- 8.2.20 100% of Carers' ongoing training requirements are identified and addressed within 3 months of being identified.
- 8.2.21 100% of Carers have an Annual Review completed by the Service Provider and approved by the DECD Carer Assessment and Registration Unit.
- 8.2.22 90% of Carers receive face-to-face contact from their Placement Support Worker within 7 days of a Child or Young Person's placement commencement.
- 8.2.23 100% of Carers have Learning and Development Plan developed within 6 months of their Carer approval.
- 8.2.24 95% of Carer Learning and Development Plans are reviewed as part of the Carer's Annual Review.
- 8.2.25 100% of Service Provider's Staff receive induction training.
- 8.2.26 95% of Service Provider's Staff have a current Performance Development Plan in place.
- 8.2.27 100% of Staff Performance Development Plans are reviewed every 12 months

## 9 Outputs and Data

### 9.1 Outputs

The following have been identified and agreed upon as appropriate outputs in relation to the Services:

- 9.1.1 Documented policies and procedures in relation to safety (security) in out-of-home care are in place in accordance with Families SA Licensing requirements and are reviewed annually.
- 9.1.2 The Service Provider holds a current Foster Care Agency Licence or Children's Residential Facility Licence.
- 9.1.3 A satisfactory Background Screening and Criminal History Assessment is completed for all Carers, Placement Support Workers and Service Provider's Staff.
- 9.1.4 Quarterly service data reports are received within the prescribed timeframes.
- 9.1.5 Quarterly expenditure reports are received within the prescribed timeframes.
- 9.1.6 Quarterly report about all Care Concerns to be provided by the Service Provider.
- 9.1.7 A Placement Support Worker is allocated for every Carer household.
- 9.1.8 Access to respite for all Children and Young People and their Carers.
- 9.1.9 Quarterly report on placement breakdowns for Children and Young People with more than two placements during their current period of out-home-care.
- 9.1.10 A minimum 189 out-of-home care placement is maintained for Children and Young People.
- 9.1.11 17 additional out-of-home care placements are established and maintained for Children and Young People per annum.
- 9.1.12 Quarterly report on placement referrals declined with explanations provided.
- 9.1.13 Service Provider participation in regular placement review meetings with the Placement Support Unit and the Families SA Case Manager in all instances where an emergency placement exceeds 42 days.
- 9.1.14 5 additional Carer households are established and maintained per annum.
- 9.1.15 Services to Children and Young People are delivered in accordance with the Case Plans.
- 9.1.16 All school suspension and exclusions of Children and Young People in out-of-home care are reported to Families SA.
- 9.1.17 A Step by Step assessment package is completed for every new Carer household.
- 9.1.18 Every Carer household completes Orientation Training.
- 9.1.19 Every Carer has a current Apply First Aid Certificate.
- 9.1.20 Annual review for all Carer households.

- 9.1.21 Ongoing training to Carers to meet the individual care needs of Children and Young People placed in their care.
- 9.1.22 Carers are provided access to support 24 hours a day, 7 days a week.
- 9.1.23 Learning and Development Plans for all Carer Households are established, maintained and actioned.
- 9.1.24 All Carers receive a face-to-face home visit by their allocated Placement Support Worker every eight weeks.
- 9.1.25 An Induction Training Program for Service Provider Staff is in place and adopted for training of all new staff.
- 9.1.26 A current Apply First Aid certificate is held by all staff employed in direct care roles.
- 9.1.27 Every staff member has a Performance Development Plan in place within three months of commencement of employment.
- 9.1.28 An annual review of all Staff's Performance Development Plans is conducted.
- 9.1.29 Two (2) hour of supervision per Placement Support Worker per month.
- 9.1.30 Two (2) hour of supervision per Assessment Worker per month.
- 9.1.31 Training sessions are delivered to staff which target identified training needs.
- 9.1.32 An Annual Training Plan is documented and actioned.
- 9.1.33 A recruitment plan to address staff attrition and meet service growth/needs is established and actioned.

## **9.2 Service Data**

The Service Provider must provide:

- 9.2.1 The number of referrals for Emergency, Long Term and Short Term Placements received.
- 9.2.2 The number of Children and Young People placed during this reporting period.
- 9.2.3 The number of each type of placement (Emergency, Short Term and Long Term Placements) during this reporting period.
- 9.2.4 The average number of placement starts (excluding respite) with this Service Provider experienced by each Child or Young Person exiting or transitioning out of alternative care, or otherwise ceasing to receive placements from the Service Provider, in the reporting period.
- 9.2.5 The number of Children or Young People currently receiving a placement for this service provider that have received four or more placement starts (excluding respite) from this Service Provider.
- 9.2.6 The number of placement breakdowns.
- 9.2.7 The number of placements that exceed the approved numbers for the carer household.

### **9.3 Carer Data**

- 9.3.1 The number of new Carer households recruited, registered and approved by the Carer Assessment Registration Unit during this reporting period.
- 9.3.2 The total number of approved Carer households at the end of this reporting period.
- 9.3.3 The number of active Carer households at the end of this reporting period.
- 9.3.4 The number of Carer households on hold for reasons other than a care concern or special investigation.
- 9.3.5 The number of Carer households both with and without an allocated Placement Support Worker (PSW) at the end of each reporting period.
- 9.3.6 The number of Carer households that received a PSW home visit at least every eight weeks.
- 9.3.7 The Carer household to Placement Support Worker ratio at the end of the period.
- 9.3.8 The number of Carer households who ended their Carer role during the reporting period.
- 9.3.9 The number of Carer households who required an exit interview.
- 9.3.10 The number of Carer households who required a Carer Review over the reporting period.
- 9.3.11 The number of Carer households who received a Carer Review over the period.
- 9.3.12 The number of Carers who have received all mandatory Training in this reporting period.
- 9.3.13 The number of Carers who will require further mandatory Training in the next reporting period.
- 9.3.14 The number of Carers who have received competency based Training during the reporting period.

### **9.4 Staff Data**

The Service Provider must provide:

- 9.4.1 The average number of Service Provider' Staff (FTE) during this reporting period.
- 9.4.2 The number of Service Provider's staff who received mandatory training in this reporting period.
- 9.4.3 The total number of Service Provider's Staff (FTE) assessing Carers.
- 9.4.4 The total number of Service Provider's Staff (FTE) supporting Carers.
- 9.4.5 The number of out of hours calls received and made over the reporting period.
- 9.4.6 Any further training developed and provided, not including orientation or induction.



## **9.5 Other Data Requirements**

- 9.5.1 The Service Providers will work with the Minister in the development of other data reports, as determined by the contract managers, from time to time.
- 9.5.2 The Service Provider must provide such information on volunteers associated with the Service to the Minister as reasonably required by the Minister, from time to time.

# 10 Reporting

## **10.1 Service Accountability and Reporting**

- 10.1.1 The Service Provider must provide quarterly service data reports in the prescribed format. Quarterly Service Data Reports must be received by the 30th day of the month immediately following the close of each Quarter.
- 10.1.2 The Service Provider must participate in a formal service monitoring process that will occur each Quarter.
- 10.1.3 The service monitoring process may include discussions on Services, outcomes, key performance indicators, outputs, data, target group, use of allocated funds, quality, financial viability of the Service Provider, management and organisation structure relevant to the Service Provider, Service Provider's Staff, linkages and partnerships, management of care concerns, implementation issues and other relevant issues.
- 10.1.4 The Service Provider must participate in evaluation of the Service, as required from time to time.

## **10.2 Financial Accountability and Reporting Measures**

- 10.2.1 The Service Provider must:
  - 10.2.1.1 provide reports to the Minister detailing receipt and expenditure of the Allocated Funds at such times, including such information and in such form as is reasonably required by the Minister. This will include quarterly written reports to be received by the 30th day of the month immediately following the close of each Quarter;
  - 10.2.1.2 provide a final expenditure report for the year ending 30 June in each year of the term of this Service Agreement, which must be certified by at least two senior officers of the Service Provider, affirming that the expenditure is in accordance with the provisions of the Master Agreement and this Service Agreement and in particular with clause 7 of the Master Agreement;
  - 10.2.1.3 provide to the Minister by 30 November each year of the term of this Service Agreement an audited financial statement for the previous financial year, which may be incorporated in the Service Provider's annual report or be provided as a separate report;

- 10.2.1.4 provide such other financial information in relation to the provision and administration of the Services as is reasonably required by the Minister and must make the financial records relating to the provision of the Services available for inspection by the Minister within 10 Business Days of a written request to that effect by the Minister;
  - 10.2.1.5 ensure that all financial statements prepared in respect of the Allocated Funds are prepared in accordance with Australian Accounting Standards and are signed by an appropriate senior officer of the Service Provider; and
  - 10.2.1.6 where the Allocated Funds are in excess of \$1,000,000 (GST exclusive) over the term of the Service Agreement, or where the total Allocated Funds the Service Provider receives from the Department on behalf of the Minister or any other Minister to whom the Department is responsible pursuant to any Service Agreement or otherwise are in excess of \$1,000,000 (GST exclusive) in any one financial year, the Service Provider must prepare its financial statements in the nature of a general purpose financial report.
- 10.2.2 Following expiry or early termination of the Service Agreement, the Minister may require any Unexpended Allocated Funds to be recovered in accordance with clause 9 of the Master Agreement.

## 11 Criminal History Assessment

The Service Provider must comply with the requirements of clause 12 of the Master Agreement. The Service Provider acknowledges that the Minister's rights in that clause which relate to Criminal History Assessment and Background Checks for all Service Provider Staff and all Carers are fundamental to this Service Agreement.

## 12 Funding and Contact Details

### 12.1 Commencement Date

### 12.2 Expiry Date

### 12.3 Name of Service

Family Based Foster Care

### 12.4 Funding Program

### 12.5 Additional Funding

### 12.6 Address for Notices

#### 12.6.1 Minister's address for notices:

Department for Education and Child Development

Level 7, HP Centre

108 North Terrace

Adelaide SA 5000

Facsimile: (08) 8463 6188

Attention: Manager, Service Development and Accountability

#### 12.6.2 Service Provider's address for notices:

### 12.7 Allocated Funds

### 12.8 Time and Manner of Payment of Allocated Funds.

### 12.9 Minister's Contract Manager

### 12.10 DECD Liaison Officer

Level 7, HP Centre

108 North Terrace

Adelaide SA 5000

**12.11 Service Provider's Contract Manager**

**12.12 Service Provider's Contact Person for the Service**

## 13 Termination of this Service Agreement

Notwithstanding, and in addition to, any other provision in the Master Agreement, the Minister may terminate this Service Agreement immediately, or on a later nominated date, by written notice to the Service Provider if:

13.1.1 the Service Provider breaches any of the provisions set out in clause 4 and clause 10 of this Service Agreement; or

13.1.2 either:

13.1.2.1 a Child or Young Person the subject of the Services; or:

13.1.2.2 Child, Young Person or Client, the subject of any other services being provided by the Service Provider pursuant to any other Service Agreement entered into under the Master Agreement is put at risk; or

13.1.3 without cause at any time by giving three months' written notice to the Service Provider and the Service Provider will have no claim against the Minister in respect of such termination other than in respect of the following:

13.1.3.1 payment of any Allocated Funds (if any) due to the Service Provider in respect of the provision of the Services under this Service Agreement; and

13.1.3.2 any antecedent breaches of this Service Agreement by the Minister:

**THE PARTIES EXECUTE THIS SERVICE AGREEMENT AS FOLLOWS:**

**SIGNED** for and on behalf of the **MINISTER FOR EDUCATION AND CHILD DEVELOPMENT**

Signed: ..... Date: .....

Name: ..... Title: .....

Minister's Authorised Signatory

(having been duly authorised in that regard)

In the presence of:

Signed: ..... Date: .....

Name: ..... Title: .....

**SIGNED** for and on behalf of

Signed: ..... Date: .....

(Having been duly authorised in that regard)

Name: ..... Title: .....

In the presence of:

Signed: ..... Date: .....

Name: ..... Title: .....

# SCHEDULE 1

## Family Based Care Services

### 1 Service Details

#### 1.1 Model of Care

Family Based Care Services

#### 1.2 Description of Services

- 1.2.1 The Service Provider will provide Emergency, Short and Long Term Placements for Children and Young People under Guardianship or Custody of the Minister
- 1.2.2 The Service Provider will respond to requests for placement from the following sources only:
- 1.2.2.1 Families SA, Placement Service Unit during business hours; or
  - 1.2.2.2 Families SA, Crisis Response Unit outside of business hours.
- 1.2.3 The Service Provider will place Children and Young People with Carers who have been approved and registered by the DECD Carer Assessment and Registration Unit.
- 1.2.4 The Service Provider will use a matching process to place Children and Young People with Carers who have the appropriate skills and training. This will help ensure the requested placement duration is achieved, and minimise the number of placement starts per request. The Service Provider will consult with the Families SA Case Manager of any Child or Young Person who has had a previous placement, before placing the Child or Young Person.
- 1.2.5 The Service Provider will ensure that the Families SA Placement Services Unit is aware of all decisions being made in relation to the placement.
- 1.2.6 The Service Provider is committed to providing a minimum of 189 placements the term of the Service Agreement, which number will be reviewed annually and funding will be adjusted according to the outcome of that review.
- 1.2.7 Any placement that will result in exceeding the approved number of placements for the Carer household will require express approval from the Minister.
- 1.2.8 Where a Child or Young Person from the Service Provider's target group is unable to be placed, the Service Provider will work with the Minister to either:

- 1.2.8.1 provide a placement that is in the best interests of the Child or Young Person with other placement Providers in the out-of-home care sector; or
- 1.2.8.2 provide a sustainable and nurturing placement from within their Carer cohort provided that such placements are in the best interests of the Child or Young Person and approved by the Minister.
- 1.2.9 Where Children or Young People are unable to attend school due to illness, suspension, exclusion or for other similar reasons, the Service Provider will work with the Families SA Case Manager to develop contingency care arrangements.
- 1.2.10 The Service Provider will work with other out-of-home care services to implement transition plans where transition planning is part of a Child or Young Person's Case Plan.
- 1.2.11 The Service Provider will contribute to Families SA's case management and planning for Children and Young People in out-of-home care.
- 1.2.12 The Service Provider will advise the Minister of placement capacity and Carer capacity and availability.
- 1.2.13 The Service Provider will advise the Minister of recruitment drives and strategies aimed at increasing Carer and placement capacity, and any specific recruitment required or undertaken for specific Children.
- 1.2.14 The Service Provider will implement appropriate recruitment drives and strategies in conjunction with DECD Foster Care Services.
- 1.2.15 In the event of problems arising with the placement, the Service Provider will immediately contact either the:
  - 1.2.15.1 Families SA Case Manager during business hours, or
  - 1.2.15.2 Families SA Crisis Response Unit outside of business hours.
- 1.2.16 In the event that the Child or Young Person requests to stay with another person, for whatever reason, approval must be sought and given by
  - 1.2.16.1 Families SA Case Manager during business hours, or
  - 1.2.16.2 Families SA Crisis Response Unit outside of business hours.
- 1.2.17 At the commencement of all Short and Long Term Placements the Minister will have responsibility to formulate or review the Child or Young Person Case Plan. This will be done in consultation with the Service Provider Support Worker, the Child or Young Person and Carer (where appropriate).



## 2 Recruitment, Assessment Training and Support of Carers

### 2.1 General

- 2.1.1 The Service Provider will have, or develop, and implement a Carer Recruitment Strategy.
- 2.1.2 The Service Provider will provide services to recruit, assess, train and support prospective Carers, and provide training and support to Carers in accordance with relevant service provision principles set out in this Service Agreement.
- 2.1.3 The Service Provider will complete assessments of potential Carers for approval and registration by the DECD Carer Assessment and Registration Unit using the *South Australian Step by Step South Australia Carer Assessment Tool* and the DECD Carer Approval and Registration Manual. These assessments must include
  - 2.1.3.1 an evaluation of the applicant's ability to provide safe and accountable placements that meet the legislative requirements and the Standards of Alternative Care in South Australia
  - 2.1.3.2 the existence of any risk factors in the prospective Carer's household
  - 2.1.3.3 collating information that will allow appropriate judgements regarding the suitability of each applicant; and
  - 2.1.3.4 provision of written assessments to the Minister to allow the Minister to make informed decisions regarding the appropriateness of the applicants.
- 2.1.4 The Service Provider must assess all members of the applicant's household throughout the Carer Assessment Process.
- 2.1.5 For all Carers approved and registered by the DECD Carer Assessment and Registration Unit, the Service Provider will have ongoing Training and support programs.
- 2.1.6 The Service Provider will keep accurate records of all Training undertaken by each Carer under the terms of this Service Agreement, and all Training required to be undertaken by Carers within each reporting period.
- 2.1.7 The Service Provider will ensure that all Carers have received compulsory orientation and mandatory Training in accordance with the requirements of this Service Agreement.
- 2.1.8 The Service Provider will ensure that all Carers are made aware of any upcoming mandatory Training.
- 2.1.9 The Service Provider will ensure that each Carer has an allocated Placement Support Worker, and the Service Provider will provide support to Carers through their Placement Support Workers. Placement Support Workers will have regular face to face contact with the Carers, with face to face visits occurring on a minimum eight weekly basis.
- 2.1.10 The Service Provider must provide out of business hours telephone support to their Carers.

- 2.1.11 The Service Provider must, in relation to each Carer supported by the Service Provider, undertake regular assessments of the person's role as a Carer as required by the DECD Carer Assessment and Registration Unit.
- 2.1.12 The Service Provider will immediately advise the DECD Carer Assessment and Registration Unit of any change in the circumstances of any Carer.
- 2.1.13 The Service Provider will immediately advise both the DECD Carer Assessment and Registration Unit and the Placement Services Unit once a Carer comes under a care concern or the special investigation process.
- 2.1.14 The Service Provider will provide all Carers will an opportunity for an Exit Interview when they leave the Service Provider.

## **2.2 Registration of Carers**

No Child or Young Person referred to the Service Provider for placement will be placed with a Carer unless the Carer has been approved and registered by the DECD Carer Assessment and Registration Unit or such other registration authority or entity as may be approved by the Minister in writing from time to time.

The Service Provider must initiate and conduct Carer reviews in accordance with the requirements of the DECD Carer Assessment and Registration Unit or such other registration authority or entity as may be approved by the Minister in writing from time to time.

## **2.3 Compulsory Orientation Training**

- 2.3.1 The Service Provider will provide competency based Training to Carers on various topics covered in the *Shared Stories Shared Lives South Australia* Training Package which include:
- 2.3.1.1 foster care in context;
  - 2.3.1.2 bonding and attachment;
  - 2.3.1.3 grief and loss;
  - 2.3.1.4 abuse and trauma;
  - 2.3.1.5 identity and birth family contact;
  - 2.3.1.6 responding to challenging behaviours;
  - 2.3.1.7 team work;
  - 2.3.1.8 maintaining cultural connections; and
  - 2.3.1.9 the story continues (life story work, concluding placements and dealing with the demands of being a Carers).
- 2.3.2 The Service Provider will provide competency based training to Carers who will be caring for Aboriginal Children and Young People on the following topics

- 2.3.2.1 Aboriginal foster care in context;
- 2.3.2.2 bonding and attachment;
- 2.3.2.3 Aboriginal Children who have experienced abuse;
- 2.3.2.4 grief and loss;
- 2.3.2.5 coping with challenging behaviours;
- 2.3.2.6 maintaining connections;
- 2.3.2.7 team work; and
- 2.3.2.8 the next step.

## **2.4 Mandated Training**

- 2.4.1 The Service Provider will provide mandatory training for all Carers about Mandatory Reporting – reporting Child abuse and neglect.
- 2.4.2 Where the Service Provider provides care for infants (0-2 years), the Service Provider will provide mandated training to Carers on various topics including:
  - 2.4.2.1 safe caring practices towards infants, sleeping, feeding, including advice against using U or V-shaped pillows;
  - 2.4.2.2 bathing;
  - 2.4.2.3 prevention of scalds and burns, drowning, falls, choking and poisoning;
  - 2.4.2.4 detailed safety checklist for Carers households with up-to-date information on safety products; and
  - 2.4.2.5 current legislation and safety information relating to transporting Children in cars.

## **2.5 Specialised Training**

- 2.5.1 The Service Provider will provide specialised and ongoing training and support for Carers of Children and Young People with high or complex care needs or disability
- 2.5.2 The Service Provider will provide specialised training to all Carers and potential Carers of Children and Young People on Child sexual abuse prevalence, tactics used to silence Children, protective behaviours and caring for a Child or Young Person who has been sexually abused, per Recommendation 17 of the *Children in State Care Commission of Inquiry*.
- 2.5.3 The Service Provider will provide training to all Carers and potential Carers of Children and Young People on therapeutic supports for Children and Young People in care. The Service Provider will also provide specialised training for all Staff who work with Children and Young People with high or complex care needs or disability. Specialised training includes issues concerning the prevalence of sexual abuse of Children and Young People with disabilities, assessing behaviours as indicators of sexual abuse, supporting and

responding to disclosure per Recommendation 18 of the *Children in State Care Commission of Inquiry*.

## **2.6 Apply First Aid Certificates**

2.6.1 The Service Provider must ensure that all Carers have an Apply First Aid Certificate issued by an appropriately certified authority.

## **2.7 Service Provider Support of Carers**

2.7.1 The Service Provider will support, supervise and manage Carers to ensure compliance with the requirements of this Service Agreement by various means including

- 2.7.1.1 regular face to face contact with Carers;
- 2.7.1.2 regular visits to Carers' homes;
- 2.7.1.3 providing an allocated Placement Support Worker for every Carer;
- 2.7.1.4 24 hour access to telephone advice;
- 2.7.1.5 support to Carers who may be the subject of a care concern or special investigation; and
- 2.7.1.6 ongoing training relevant to the role.

## **2.8 Carer Recruitment and Child and Young Person Placement Growth Target**

Quarter 1:1 July 2012 – 30 September 2013	144 Carer Households/227 Placements
Quarter 2:1 October 2012 - 31 December 2013	145 Carer Households/231 Placements
Quarter 3:1 January 2013 – 31 March 2013	147 Carer Households/236 Placements
Quarter 4:1 April 2013 – 30 June 2013	149 Carer Households/241 Placements

# **3 Recruitment, Training and Support of Staff**

## **3.1 General**

3.1.1 In providing Family Based Foster Care Services the Service Provider must have an ability and willingness to provide appropriate service responses to the entire cross section of the client community (in this context being Children and Young People ) regardless of their cultural, religious or spiritual background through organisational policies and practices.

3.1.2 The Service Provider will maintain a current Foster Care Agency Licence.

## **3.2 Competency Based Training**

- 3.2.1 The Service Provider will provide competency based training to their Staff on various topics, including but not limited to:
- 3.2.1.1 induction / orientation to the role;
  - 3.2.1.2 Child development;
  - 3.2.1.3 behaviour management, including adolescent behaviour;
  - 3.2.1.4 grief, loss and attachment;
  - 3.2.1.5 mandated notification – Child Safe Environments: reporting abuse and neglect;
  - 3.2.1.6 dealing with aggressive and potentially violent behaviour; and
  - 3.2.1.7 the effects of abuse and neglect on Children and Young People .
- 3.2.2 Where the Service Provider provides care for infants (0-2 years), the Service Provider will provide mandated training to Staff on various topics, including but not limited to:
- 3.2.2.1 safe caring practices towards infants, sleeping, feeding, including advice against using U or V-shaped pillows;
  - 3.2.2.2 bathing;
  - 3.2.2.3 prevention of scalds and burns, drowning, falls, choking and poisoning;
  - 3.2.2.4 detailed safety checklist for households with up-to-date information on safety products; and
  - 3.2.2.5 current legislation and safety information relating to transporting Children in cars and safe travel.

### **3.3 Service Provider's Staff**

- 3.3.1 The Service Provider will ensure a Criminal History Assessment and Child Protection Background Check is completed by the DCSI Screening Unit for all relevant Service Provider Staff.
- 3.3.2 The Service Provider must ensure that all Service Provider's Staff working in the area of placement support possess either or both of the following
- 3.3.2.1 an appropriate tertiary qualification relevant to working in the area of placement provision and support; and/or
  - 3.3.2.2 demonstrated knowledge and competencies in the area of youth or community services work appropriate for working in the area of placement support.
- 3.3.3 The Service Provider must ensure that all Service Provider's Staff undertaking assessment of potential Carers possess a demonstrated knowledge and competencies of *Shared Stories Shared Lives South Australia* Training Package.
- 3.3.4 The Service Provider must ensure all Service Provider's Staff have:

- 3.3.4.1 a personal aptitude to undertake the work;
- 3.3.4.2 the ability to work within guidelines;
- 3.3.4.3 knowledge and understanding of:
  - 3.3.4.3.1 the *Family and Community Services Act 1972* (SA) as it relates to approval, review and support of Carers;
  - 3.3.4.3.2 the *Children's Protection Act 1993* (SA) in particular the focus on the safety of Children and Young People ;
  - 3.3.4.3.3 the *Family and Community Services Act 1972* (SA) as it relates to the licensing of foster care agencies;
  - 3.3.4.3.4 the effects of abuse and neglect on Children and Young People ;  
and
  - 3.3.4.3.5 the procedures required for the assessment and review of Carers as specified by the DECD Carer Assessment and Registration Unit and the *Family and Community Services Act 1972* (SA).
- 3.3.4.4 knowledge and experience:
  - 3.3.4.4.1 in strategies to deal with challenging and difficult behaviours displayed by Children and Young People
  - 3.3.4.4.2 in the recruitment of the range of Carers required to meet the need of Children and Young People who receive home based foster care
  - 3.3.4.4.3 of the procedures required to undertake Criminal History Assessment and Background Checks for potential and current Carers and members of their household
  - 3.3.4.4.4 in assessing potential Carers in terms of identifying appropriate skills and meeting of standards, along with areas in which further competency based training is required
  - 3.3.4.4.5 in the provision of supervision to Carers and helping them develop their competencies
  - 3.3.4.4.6 in the facilitation of training for Carers to develop the skills required for high quality care and meeting the needs of Children and Young People
  - 3.3.4.4.7 in assisting Carers with problem resolution
  - 3.3.4.4.8 in supporting Carers of Children and Young People during the reunification of the Child or Young Person with their birth families; and
  - 3.3.4.4.9 in supporting Carers when an allegation of abuse is made against a Carer.

- 3.3.4.5 an ability to liaise with the DECD Carer Assessment and Registration Unit with regard to potential risks among potential and/or current Carers identified on the Justice Information System and Connected Client Case Management System
- 3.3.5 The Service Provider will provide training to its Staff on Child sexual abuse prevalence, tactics used to silence Children, protective behaviours and caring for a Child or Young Person who has been sexually abused, per Recommendation 17 of the *Children in State Care Commission of Inquiry*.
- 3.3.6 The Service Provider will provide training to its Staff on therapeutic supports for Children and Young People in care. The Service Provider will also provide specialised training for all Staff who work with Children and Young People with high or complex care needs or disability. Specialised training includes issues concerning the prevalence of sexual abuse of Children and Young People with disabilities, assessing behaviours as indicators of sexual abuse, supporting and responding to disclosure per Recommendation 18 of the *Children in State Care Commission of Inquiry*.

#### **3.4 Service Provider Support**

- 3.4.1 The Service Provider will support, supervise and manage Service Provider's Staff to ensure compliance with the requirements of this Service Agreement by various means including
  - 3.4.1.1 orientation to the role;
  - 3.4.1.2 ongoing training relevant to the role;
  - 3.4.1.3 regular supervision and performance review;
  - 3.4.1.4 24 hour access to telephone advice;
  - 3.4.1.5 support to Service Provider Staff who may be the subject of a care concern or special investigation;
  - 3.4.1.6 access to Employee Assistance Program for counselling services; and
  - 3.4.1.7 ensure the safety and proper care of Children and Young People by appropriately qualified and trained Service Provider's Staff.

#### **3.5 Service Provider's Support of Assessment and Placement Support Workers**

- 3.5.1 The Service Provider must ensure that the Service Provider's full-time assessment and placement support workers will receive supervision for a minimum of one hour per fortnight and part-time Workers will receive supervision at a minimum of one hour per month. The supervision will
  - 3.5.1.1 address practice issues;
  - 3.5.1.2 be provided by a suitably qualified and experienced supervisor;
  - 3.5.1.3 be provided face to face individually or in group sessions; and

- 3.5.1.4 be conducted with supervisors who themselves receive guidance in respect of their supervisory work.
- 3.5.2 The Service Provider must ensure that the Service Provider's support workers
  - 3.5.2.1 participate in the periodic review of their performance, to be conducted by persons with the relevant status, qualification and experience; and
  - 3.5.2.2 have access to reputable and appropriate programs to enhance professional development.

### **3.6 Health, Safety and Welfare Matters**

- 3.6.1 The Service Provider will have in place, and maintain and practice, appropriate Occupational, Health, Safety & Welfare procedures.
- 3.6.2 The Service Provider will keep documentation and provide training on emergency and critical incident procedures to all Service Provider's Staff and Carers.
- 3.6.3 The Service Provider will have crisis intervention and support policies and procedures.

### **3.7 Licensing and Regulation Requirements**

- 3.7.1 The Service provider will be responsible for adhering to licensing requirements under the *Family and Community Services Act 1972 (SA)*
- 3.7.2 The Service Provider must maintain a current Foster Care Agency licence at all times.

## **4 Funding Details**

### **4.1 Allocated Funding**