



VACCA
Connected by culture

Project Plan

Project Title: Development of a Culturally informed addendum to the Department of Human Services Standards Evidence guide

Prepared By: Victorian Aboriginal Child Care Agency (VACCA) | **Date:** 18/11/2014

Project Scope:

This project will develop a culturally informed addendum to the Department of Human Services evidence guide that provides example evidence for each of the standards (including reference to governance and management standards) that are reflective of culturally appropriate and competent practice.

The addendum will include a culturally appropriate resource tool that stipulates a set of measurable mandatory requirements that funded organisations will need to demonstrate, in order to meet the Department of Human Services (department) standards.

The addendum will be culturally informed, inclusive of the breadth of services delivered by the department and funded organisations, and will incorporate evidence indicators to support:

- Service providers and Independent Review Bodies to be culturally aware in the application/review of the standards
- Service providers and Independent Review Bodies to assess their practice and strengthen their workforce and organizational capabilities
- Aboriginal clients to experience the same culturally appropriate and inclusive services, irrespective of the mainstream service provider they access
- Improvements in service delivery to Aboriginal peoples
- Case studies to illustrate some of the evidence indicator types.

The addendum will reflect the following seven key access criteria's for effective service design as detailed in the Victorian Aboriginal Affairs Framework (VAAF). These are:

- Cultural safety – the service provider understands client needs, including cultural needs
- Affordability – clients can afford to use the required services
- Convenience – clients can get to the service easily
- Awareness- current and potential clients are informed by about the availability of the service and its value
- Empowerment – current and potential clients know which services they are entitled to seek
- Availability – services that a client needs are accessible
- Respect – the service provider treats the client with respect

These criteria's will be used to guide future evaluations of service effectiveness and accountability, to ensure there is more effective access to services by Aboriginal Victorians, and there are improved outcomes consistent with VAAF priorities.

Business Need:

In July 2012, the department streamlined the former Industry Standards for Disability Services, Registration Standards for Community Services Organisations (Registration Standards) and the Homelessness Assistance Service Standards. This resulted in the development of the Department Human Service Standards, which represent a single set of quality standards for department-managed and funded organisations. The standards comprise of the following four service delivery standards:

- Empowerment
- Access and engagement
- Wellbeing
- Participation

Funded organisations are required to be independently reviewed against the department's standards every 3 years and to achieve and maintain their accreditation. The Department of Human Services Evidence Guide (Evidence Guide) supports organisations to undertake an independent review and meet the requirements of these standards.



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The department's standards also require all organisations that are funded to work directly with clients, to deliver services in a culturally competent way. To assist organisations to achieve this, the department has identified a need to develop a resource that builds upon the Aboriginal Cultural Competence Framework and Matrix developed by VACCA in 2008. This resource will supplement the Evidence Guide, making it relevant to all funded organisations, regardless of the service types they deliver.

Related Projects and Plans:

In undertaking this project consideration needs to be given to the following related projects and plans:

- Department of Human Services Standards (2011)
- Department of Human Services Evidence Guide (2012)
- Aboriginal Cultural Competence Framework (2008)
- Aboriginal Cultural Competence Matrix (2008)
- DHS Cultural Support Plans (2005)
- Aboriginal Inclusion Action Plan (2014)
- VACCA Client Service Program and Procedure Manuals (2014)
- Victorian Aboriginal Affairs Framework and Access Criteria (2013)
- Access and Equity Framework (2013)
- Enabling choice for Aboriginal people living with Disability- Promoting access and inclusion (2011)
- Services Connect Guideline for Outcomes Planning with Aboriginal Clients- Operational Guideline 7 (2014)
- Building Respectful Partnerships 2010 (VACCA)

Key Deliverables

Deliverables	Timing
Submission of the project plan	18 November 2014
Letter sent to stakeholders inviting them to participate in the project	27 November 2014
Undertake initial consultation with key stakeholders	Initial consultation with stakeholders to be completed in December 2014
Submission of the draft addendum and resource tool to the DHS internal Steering Committee	27 February 2015
Stakeholders pilot/trial the addendum and resource tool.	March 2015
Submission of the final project addendum and resource tool.	30 April 2015

Exclusions

The scope of this project will not include the cultural competence overview and historical policy context of the Aboriginal Cultural Competency Framework, pages 9-40.



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Timeframes and key actions

Date	Action
18 November 2014	Project plan due.
19 November 2014	VACCA meets with the Aboriginal Outcomes Branch to discuss the project plan and obtain feedback.
21 November 2014	VACCA attends the first meeting with the DHS Internal Steering Committee.
27 November 2014	VACCA sends letters to DHS funded sector organisations including Aboriginal Community Controlled organisations, explaining the project and inviting them to participate in the consultation process.
27 November 2014	VACCA internal reference group meet.
2 December 2014	VACCA provides the Aboriginal Outcomes Branch with the Engagement Plan. This will detail the key stakeholders to be consulted and the dates of the consultation meetings.
2 December 2014	VACCA finalises questions for sector consult.
9 December 2014	VACCA internal reference group meet.
Date to be confirmed	VACCA meets with the Aboriginal Outcomes Branch to debrief following the DHS Steering Committee meeting.
11 December 2014	VACCA attends the DHS Quality Reference Group to seek input into the project.
31 December 2014	VACCA completes literature review
14 January 2014	VACCA internal reference group meet.
5 February 2014	VACCA internal reference group meet.
20 February 2015	First draft of the addendum provided to the Aboriginal Outcomes Branch.
Date to be confirmed	VACCA meets with the Aboriginal Outcomes Branch for feedback and advice.
27 February 2015	First draft of the addendum provided to the DHS Steering Committee.
Date to be confirmed	VACCA meets with the Aboriginal Outcomes Branch.
26 February 2015	VACCA internal reference group meet.
February-March 2015	Addendum is trialed with selected organisations.
19 March 2014	VACCA internal reference group meet.
9 April 2014	VACCA internal reference group meet.
13 April 2015	VACCA provides final draft of addendum and resource to the Aboriginal Outcomes Branch.
Date to be confirmed	VACCA meets with the Aboriginal Outcomes Branch for feedback and advice.
27 April 2015	Final addendum and resource due to the DHS Steering Committee.
May 2015	VACCA and the Aboriginal Outcomes Branch meet for mutual reflections on the project.



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Stakeholder engagement

Stakeholder	Priority	Engagement
DHS Internal Steering Committee	High	Three meetings have been set for the Steering Committee to meet. The Project Officer and VACCA Director will attend these meetings.
DHS Quality Reference Committee	Medium	The Project Officer and VACCA Director (or their delegate) will attend the DHS Quality meetings as required.
Representatives from Housing, Disability and Children, Youth and Family Service organisations will be contacted.	High	<p>The Project Officer will independently meet with each of the representative groups to gather feedback. At this stage VACCA will invite the following organisations to participate:</p> <ul style="list-style-type: none"> Disability – National Disability Services and First Peoples Disability Network Housing – Council to Homelessness Persons and the Women’s Domestic Violence Crisis Service of Victoria, Hanover, Safe Haven- Shelter and Resource Centre Children, Youth and Family Services – Berry Street, Centre For Excellence in Child and Family Welfare. <p>The DHS internal Steering Committee will be asked to nominate an agency from their sector that they would like VACCA to invite to the relevant consultation forums. Following the stakeholder consultation, targeted services will be invited to trial the product. At this stage VACCA have identified Berry Street and Safe Haven as potential candidates for trialing the product. Other agencies will be identified and contacted for this role as the project progresses.</p>
Aboriginal organisations delivering services in Housing, Disability and Children, Youth and Family Service organisations.	High	<p>The Project Officer will meet with representatives from Aboriginal organisations that are delivering services to gather initial feedback. At this stage VACCA will invite the following organisations to participate:</p> <ul style="list-style-type: none"> Victorian Aboriginal Community Controlled Health Organisation Inc (VACCHO) Aboriginal Housing Board of Victoria Victorian Aboriginal Community Services Association Limited (VACSAL) <p>Other organisations will also be invited to attend.</p>
VACCA Internal Steering Committee	High	The project Officer will meet with the committee through set meeting times and with committee members for advice and information as required to progress the work.
Aboriginal Outcomes Branch	High	The Project Officer and VACCA Director will have regular contact with the Aboriginal Outcomes Branch through face to face meetings, before and after meetings with the internal steering committee, phone calls and emails to ensure the project runs smoothly.



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Monitoring and Control

The departments Internal Project Steering Committee will provide the authorising environment and the endorsement of the final product.

Name	Role
The Aboriginal Outcomes Branch	The Aboriginal Outcomes Branch will oversee and support the project. They will have regular contact via face-to-face meetings and email with VACCA and other key stakeholders to ensure the project runs to time and achieves the outcomes within the timeframes of the project. They provide feedback on the addendum and resource tool prior to it being presented to the Steering Committee.
DHS Internal Steering Committee	This committee will oversee and guide the development of the addendum to ensure it is consistent with the application of the standards for the breadth of services for the department. The committee will be responsible for endorsing the key deliverables such as the project plan, addendum and resource tool. They will ensure the addendum aligns with departmental priorities/policies in key service areas.
VACCA Internal Reference Group	This committee will oversee and guide the internal development of the addendum and resource tool to ensure it is appropriate and includes relevant practice advice in order to meet the needs of Aboriginal people and improve their access to services. The committee will meet regularly throughout the project.
VACCA CEO	The CEO will provide sign off from VACCA on the products that are developed and provide high level input into the project.
DHS Quality Reference Group	This committee will provide feedback on current evidence guide and its capacity to ensure culturally competent services are delivered to Aboriginal people. It will also provide feedback on first draft of products that are developed.
Stakeholders engaged	Relevant stakeholders will be invited to participate in the project and provide input into the development of the addendum and resource tool. Target services will be identified to pilot and test the addendum and tool to ensure its relevance and impact against delivery of the standards.

Risks and Dependencies:

Risk	High/Medium/Low	Management Strategy
Difficulty in bringing all three stakeholder groups together by the end of December 2014 because of the Christmas period and tight timeframes. This could potentially set the project back.	High	Send out letters to organisations by 27 November 2014 asking them to participate in the project and to provide dates for this to occur. Make telephone contact with the services as a courtesy, to secure their participation.
DHS Steering Committee unhappy to endorse products	Low	VACCA will provide draft products to AOB a week before the meetings who will circulate to committee members. VACCA to have all feedback prior to Steering Committee.
Difficulty in testing products in a timely way	Medium	VACCA will advise by mid January of dates for piloting.
Project officer unavailable to complete project	Low	VACCA will assign other project person to complete project.



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Resources:

The contact information of responsible persons associated with this project are identified in the following tables

Aboriginal Outcomes Branch			
Name	Title	Role	Contact information
Josh Smith	Director, Aboriginal Outcomes Branch	Chairperson, DHS Internal Steering Committee	Joshua.smith@dhs.vic.gov.au 9096 8034
Paulleen Markwort	Principal Policy Officer	Oversee and support the project	Paulleen.markwort@dhs.voc.gov.au 9096 7532
Matthew McNamara	Senior Project Officer	Oversee and support the project	Mathew.mcnamara@dhs.vic.gov.au 9096 6110

Victorian Aboriginal Child Care Agency			
Name	Title	Role	Contact information
Connie Salamone	Executive Director Strategy Services	Senior Project Consultant	connies@vacca.org 83881855
Nigel D'Souza	Director of Policy, Planning and Major Strategic Projects.	Project Manager	nigeld@vacca.org 83881855
Isabelle Woodin	Senior Project Officer	Lead project role	isabelle@techinfo.com.au 83881855
Eveanne Liddle	Manager, Child and Family Projects	Senior Project Consultant	eveannel@vacca.org 83881855
Carly Black	Manager, Social Policy and Research	Senior Project Consultant	carlinab@vacca.org 83881855
Diane Kannemeyer	Manager, Continuous Quality Improvement	Senior Standards consultant	dkannemeyer@vacca.org 83881855
Megan Van Dan Berg	Executive Manager, Community and Organisational Development	Internal training development consultant	meganc@vacca.org 83881855