



All licensed out-of-home care services must participate in a monitoring process throughout the three-year licence duration. The process consists of the following activities:

- quarterly review meetings
- planned and unscheduled service visits
- annual self-assessments.

### Quarterly review meetings

Upon commencement of the licensing term, quarterly review meetings occur at the end of each quarter. The community resource officer arranges a suitable time for these meetings to occur and ensures that all relevant reports and documents are ready and available for the meeting.

The meetings are to be attended by any relevant stakeholders and may be held at any suitable location; however the service site is preferred. In some cases (e.g. residential services or places with insufficient space) on-site meetings may not be appropriate. For these service providers, the community resource officer will also conduct regular planned site visits to assist with the monitoring process.

Standard agenda items for quarterly review meetings include:

- financial reporting (this applies to departmentally funded services only – see departmental policy: 133-2 *Non-Government Services – Procurement and Agreement Management*)
- performance reporting (this applies to departmentally funded services only and involves review of service milestones as per the funding service agreement, and written quarterly performance)
- concerns from the child safety service centre(s) including issues arising from matters of concern reports
- issues from any planned visits
- issues from monitoring undertaken by other departments providing funding to the service provider, or from community visitor reports
- significant changes within the organisation
- progress of review of the *Self-Assessment Workbook*
- non-compliance action plans (as necessary).

### Planned service visits

The monitoring process requires community resource officers to conduct at least four planned visits to residential services and one planned visit to non-residential services (e.g. coordinating office for specialist foster care and fostering services) each year. These visits can occur as part of the quarterly review meetings or at a time suitable to both the community resource officer and your organisation.

The planned service visits allow the community resource officer to inspect the appropriateness of a service site in regard to the:

- physical safety of children and young people
- the age range of the children and young people
- the type of licensed service being provided i.e. direct or indirect care.

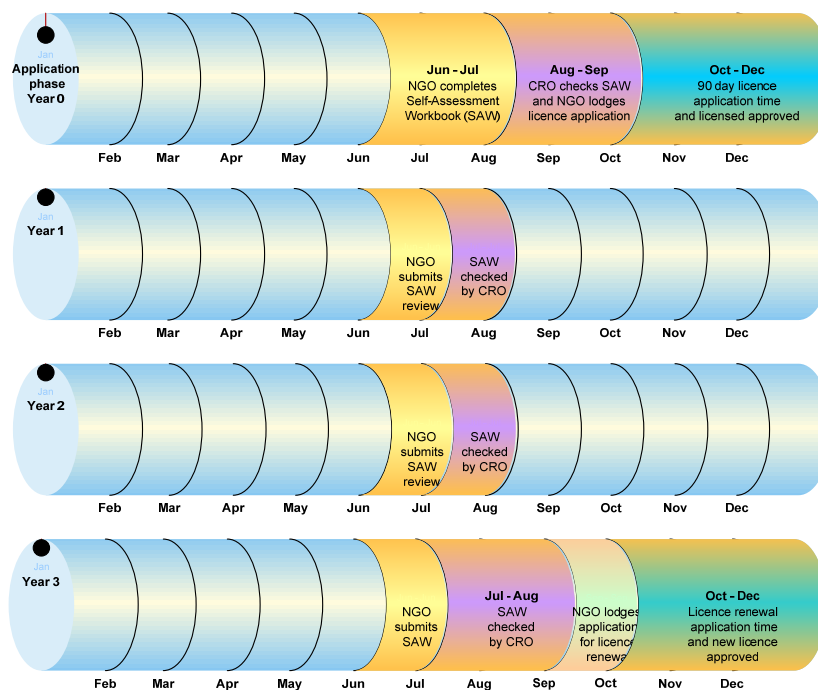




## Self assessments

All licensed services are required to undertake a self-assessment as part of the licence application process and to review their self-assessment against the 11 service standards on an annual basis during the three year term of the licence. The self-assessment is completed by entering information into a *Self-Assessment Workbook* (see Part 2 Chapter 2).

Your first *Self-Assessment Workbook* will have been completed as part of your application for a care service licence see example time line below (note that months are intended as a guide only, services can commence in the process during any month). For monitoring purposes a reviewed *Self-Assessment Workbook* must be submitted to the community resource officer at the end of the second quarter after your licence has been granted and at the same time the following year to enable the community resource officer to sight your assessment and to discuss any identified anomalies in the workbook with you. This time line means that the first review of your *Self-Assessment Workbook* will be undertaken approximately 12-months after you completed your initial *Self-Assessment Workbook* for the licence application process.





## Managing non-compliance

Non-compliance with minimum service standards may involve missing, incomplete or unsuitable process or output documentation, lack of staff or management awareness about any process documentation or absence of stakeholder feedback. In these instances you will receive a compliance notice outlining the exact nature of the non-compliance.

It is anticipated that many non-compliance matters can be addressed through negotiations with your community resource officer during the monitoring process. Negotiations may include working with your community resource officer to rectify any issues, or developing action plans to ensure matters are addressed in a timely way.

