



Youth Support Coordinator Initiative

Program Guidelines

TO OPERATIONALISE THE 2010- 2013 YSCI FUNDING
MEMORANDUM OF UNDERSTANDING BETWEEN THE
DEPARTMENT OF EDUCATION AND TRAINING AND
DEPARTMENT OF COMMUNITIES

June 2011

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Acronyms used in the YSCI Program Guidelines:

DET	-----	Department of Education and Training
DoC	-----	Department of Communities
DMA	-----	Data Management Application
YSCI	-----	Youth Support Coordinator Initiative
YSC	-----	Youth Support Coordinator
YSCIAG	-----	Youth Support Coordinator Initiative Advisory Group
QCEC	-----	Queensland Catholic Education Commission
ISQ	-----	Independent Schools Queensland
EQ	-----	Education Queensland

Definitions used in the YSCI Program Guidelines:

- newly disengaged** - disengaged from education or training within the previous 6 months.
- regions** - the seven DET regions <http://education.qld.gov.au/schools/maps/>.
- professional supervision** - refers to supervision provided external to the YSC Program and the direct line manager by an appropriately trained professional. Professional supervision can be provided by another program in the same auspice organisation.
- materials** - documents such as reports, templates, operational tools and discussion papers. Materials do not include individual client records.
- delegate** - refers to an identified person nominated by the responsible party

These Guidelines take effect from 1 July 2011 to 31 December 2013.

1. Purpose and scope of these guidelines

- 1.1 The Youth Support Coordinator Initiative (YSCI) Program Guidelines provide educational institutions, funded organisations, Youth Support Coordinators (YSCs) and other YSCI partners with clear direction regarding program and operational matters likely to affect the successful implementation of the Initiative across the state.
- 1.2 Where applicable these guidelines detail the policy and procedures of the YSCI, and take precedence over the organisation's policies and procedures, in this regard, unless otherwise stated.
- 1.3 Funding under the YSCI is provided on the expectation that funded organisations follow and accept the details outlined in the YSCI Program Guidelines.
- 1.4 These guidelines operationalise the Funding Memorandum of Understanding between Department of Communities (DoC) and Department of Education and Training (DET) regarding the YSCI.
- 1.5 These Program Guidelines apply to all stakeholders of the YSCI including funded community-based organisations, YSCs, Regional YSCs, YSC Hub Facilitators, relevant DoC and DET staff, non-government school staff and TAFE staff.

2. Background and purpose of the YSCI

- 2.1 The YSCI was first established by DoC in July 1997, with 13 YSCs employed to work with 40 participating schools to provide an early intervention and prevention program for young people at risk of homelessness and disengagement from school.
- 2.2 In 2003, under the Education and Training Reforms for the Future, the YSCI was expanded to 110 YSCs and 3 YSC Hub Facilitators to support at risk secondary school students to stay at school or make a transition to further education or employment.
- 2.3 In 2010–11, \$13.361 million in grant funding was provided to non-government organisations under the YSCI. DET provides \$9.6 million of the funds annually. The remaining funds are provided by DoC.
- 2.4 The YSCI is focussed on supporting young people aged 14 to 17 years who are at risk of disengaging, or who are newly disengaged from learning, to successfully transition into and through the Senior Phase of Learning.
- 2.5 This ensures that the most vulnerable and most at risk young people are provided with the services they require to address their complex needs.
- 2.6 The purpose of the YSCI is to support young people to achieve educational attainment and transitions. This means:
 - attaining Year 12 or equivalent, or
 - making a successful transition through education and on to further education, training or a minimum of 20 hours per week of employment.
- 2.7 Funding under the Initiative is provided for the employment of:
 - 105 YSCs
 - 7 Regional YSCs, and
 - YSC Hub Facilitators.

- 2.8 The YSCI operates on a collaborative basis between DoC and DET, who fund the non-government sector to provide services to young people by employing YSC Hub Facilitators, Regional YSCs and YSCs.
- 2.9 DoC is the lead agency responsible for program management of the Initiative and DET is the lead agency responsible for setting the policy direction and evaluating the YSCI.
- 2.10 The YSCI will contribute to Queensland's commitment to support outcomes for all young people in an educational setting including:
- increasing young people's participation in education and training
 - supporting the attainment of Year 12 or an equivalent qualification
 - improving successful transitions from school to further education, training or employment, and
 - promoting social inclusion and reducing educational disadvantage of young people.

3. Operational objectives of the YSCI

- 3.1 The operational objectives of the YSCI are to:
- increase the engagement and/or transition of at risk young people into education, training and/or employment, and
 - provide at risk young people with the skills required to actively participate in the community and economy.

4. Outcomes of the services provided by the YSCI

- 4.1 The short term outcomes for young people (0–6 months) include the following — based on the needs of the young person:
- Increased engagement in and transitions to education, training and/or employment:
 - young person's attendance at school or education setting has increased while being supported by a YSC
 - young person has started employment or engaged with an employment services provider while being supported by a YSC
 - young person has re-engaged in education while being supported by a YSC
 - young person has commenced training while being supported by a YSC, and
 - young person has remained engaged in education while being supported by a YSC.
 - Development of skills required to actively participate in the community and economy:
 - YSC reports that young person's skills have increased while being supported by a YSC, and
 - YSC reports that the young person has made positive connections with family, peers, culture and/or community.
- 4.2 The short term outcomes contribute to the following medium term anticipated outcomes for young people (6 months–2 years) and include the following — based on the needs of the young person:
- Engagement in education, training and/or employment
 - more young people attain Year 12 or an equivalent qualification each year
 - more young people transition to further study, training or employment, and
 - fewer young people are suspended and/or excluded from education.
 - Active participation in the community and economy
 - more young people make appropriate use of health, housing, counselling and other services to meet their needs, and
 - more young people develop the skills required to maintain positive connections with family, peers, culture and/or communities.

- 4.3 The abovementioned outcomes then contribute to the anticipated long term outcomes for young people (2–5 years) and include the following — based on the needs of the young person:
- Engagement in education, training and/or employment
 - more young people are involved in education and training
 - more young people attain Year 12 or an equivalent qualification each year, and
 - more young people successfully transition from school to further education, training or employment¹.
 - Active participation in the community and economy
 - young people's health and wellbeing improves, including mental, emotional and sexual health, and
 - social, living and parenting skills of young people are developed and maintained.

5. Target group

- 5.1 The YSCI is a statewide program aimed at supporting young people aged 14 to 17² years who are at risk of disengaging, or who are newly disengaged from learning, to successfully transition into and through the Senior Phase of Learning. This includes — but is not confined to — young people who:
- are newly disengaged from education or training³
 - are at risk of disengagement from education or training
 - are at risk of not making a transition to further education, training and employment
 - are subject to a pattern of suspension
 - have been or are at risk of being excluded
 - have had enrolment in the compulsory participation phase cancelled, or
 - have a record of truancy.
- 5.2 Priority clients and issues⁴ will be determined by the Regional Director (DET) through a collaborative process in consultation with Principals and may include young people at risk who are:
- homeless or at risk of homelessness
 - on a youth justice order
 - on a child protection order
 - of Aboriginal and/or Torres Strait Islander background
 - from culturally and linguistically diverse backgrounds such as refugees and/or humanitarian entrants
 - lesbian, gay, bisexual or transgender, and
 - pregnant and/or parenting.
- 5.3 Approximately 25 per cent of YSCI clients may include disengaging/disengaged students of secondary school age who are younger than 14.
- 5.4 Young people outside of the target age group can be offered a service as a casual client⁵, where the YSC or Regional YSC deems it necessary.
- 5.5 If the DET regional office determines that an age group outside of the YSCI target group is regarded as priority, this can be the focus of the YSC service.

1 These long term outcomes are measured through a range of data collected by DET.

2 17 years of age is the age that the compulsory participation phase ends, as determined by the *Education (General Provisions) Act 2006*.

3 Refer to definition at end of table of contents, page 3

4 See Section 11.4 for more information on this process

5 See Section 20.4 for more information on the types of clients

- 5.6 YSCs may work with young people's families — with the agreement of the young person — as part of their prevention and early intervention work⁶ to address issues that impact on the young person's engagement with or transition to education, training or employment. The young person remains the primary client of the YSCI.

6. Governance

6.1 YSCI Governance Group

- 6.1.1 Governance of the YSCI is through quarterly YSCI Governance Group meetings convened by Education Queensland, DET.
- 6.1.2 The role of this group is to monitor the outcomes of the initiative and make decisions about the strategic directions of the YSCI, within whole-of-government priorities, state and national policy agendas, with consideration given to information from practice and performance monitoring. This group will also monitor and amend the YSCI funding Memorandum of Understanding as required.
- 6.1.3 The Terms of Reference and membership of this group are determined by DET with agreement from DoC.
- 6.1.4 Membership of this group includes:
- Executive Director, Education Queensland, DET (co-chair)
 - Executive Director, Community Partnerships, DoC (co-chair)
 - Regional Director, DET
 - Regional Director, DoC
 - Director, Office for Youth, DoC
 - Manager, Youth Support, Office for Youth, DoC
 - Principal Policy Officer, Education Queensland, DET
 - Principal Program Officer, Office for Youth, DoC
 - Queensland Secondary Principals' Association representative

6.2 YSCI Advisory Group

- 6.2.1 DoC convenes and supports the YSCI Advisory Group (YSCIAG), which is a meeting of YSCI stakeholders to provide advice to DoC on program development and service delivery issues across the state.
- 6.2.2 The Terms of Reference of the YSCIAG are negotiated and confirmed by DoC.
- 6.2.3 The YSCIAG aims to:
- maintain and strengthen the relationships between DoC, DET, the government and non-government school sectors, the YSCI service providers, Regional YSCs and the YSCI Hub Facilitators in the development and delivery of the YSCI, and
 - share program and practice information and issues of relevance to the program management of the YSCI and participate in the development of strategies that lead to ongoing program and practice improvements and developments of the Initiative.

⁶ Data on work with families of clients will be captured in the YSCI DMA under the Outcomes Achieved Form.

- 6.2.4 Membership of the YSCIAG consists of:
- Executive Director, Education Queensland, DET (co-chair)
 - Director, Office for Youth, DoC (co-chair)
 - Manager, Youth Support, DoC
 - YSCI Program Management Team, Youth Support, DoC
 - Principal Policy Officer, Education Queensland, DET
 - Indigenous Support Branch, DET
 - Queensland Secondary Principals' Association representative
 - Queensland Guidance and Counselling Officers Association representative
 - Youth Connections representative: Contract Manager, Youth Attainment and Transitions, Department of Education, Employment and Workplace Relations (DEEWR)
 - School Based Youth Health Nurse representative: Advanced Health Promotion Officer - School Health, Queensland Health
 - YSC Hub Facilitator representative
 - YSC representative
 - Employing organisation representative
 - QCEC representative
 - ISQ representative
- 6.2.5 Where practice issues have implications outside of the organisation for program management, the matter should be raised with the YSCI Program Management Team, Office for Youth (DoC)⁷. The program management team will determine if the matter should also be discussed at Governance Group meetings.
- 6.2.6 Practice issues may also be raised via meetings of the YSCIAG to inform the program management considerations of the Office for Youth (DoC). Advice provided by the group will be considered and actioned by the program management team as appropriate.

7. Roles and responsibilities of Department of Education and Training

7.1 Education Queensland (EQ), DET:

- develops all the relevant documentation regarding the Regional YSC positions including the Agreement for a Work Interchange Arrangement and protocols as per *Public Service Act 2008* (<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/P/PublicServA08.pdf>)
- coordinates the recruitment of the Regional YSC positions and monitors the positions against the Interchange Arrangements
- coordinates the YSCI Governance Group
- provides additional support to Regional YSCs, particularly in the first year of operation
- evaluates the YSCI, and
- provides policy direction to the YSCI.

⁷ Please see YSCI Program Management Team contacts in section 39.

7.2 *The Performance Monitoring and Reporting Branch (PMRB), DET:*

- receives monthly data extracts from YSCI Data Management Application (DMA)
- matches identifying client information from DMA where young people have consented with other data systems to determine clients' attendance, engagement, and transitional status on a regular basis⁸
- provides non-identifying data reports detailing outcomes of data matching processes to EQ (DET), and
- tables reports at the YSCI Governance Group meetings.

7.3 *Regional Directors (DET):*

- lead the prioritisation of the activities of the YSCI in the region in consultation with Principals and other key stakeholders
- ensure induction of the Regional YSC into DET's policies and procedures and the regional office's practices and provides direction and support to the Regional YSC
- support the Regional YSC to maintain an effective relationship with their employing agency including meeting all accountability and reporting requirements to DoC, and
- maintain communication about regional priorities and other issues with funded organisations and Regional Executive Directors (DoC).

7.4 *School Principals/TAFE Directors*

7.4.1 Where a YSC service is delivered within an educational institution, the Principal/Director or delegate⁹ will orientate the YSC to the school/TAFE by:

- nominating a key school/TAFE contact person to assist in the orientation of the YSC and ongoing mentoring support as required, and
- using the normal school/TAFE orientation/induction process — where possible — and covering the following:
 - communication with staff, students and school/TAFE community, including access to school notices
 - management processes
 - reporting structures
 - relevant school/TAFE policies and procedures
 - operational processes, including confidentiality policies
 - student management, and
 - school/TAFE environment and amenities.

7.4.2 The Principal/Director will support the YSC's integration into the school/TAFE context by:

- supporting the YSC as an integral member of the school/TAFE support team
- supporting collaboration with other school support staff for example, guidance officers, chaplains, school-based youth health nurses, teachers, Deputy Principals,...etc
- ensuring the YSC is provided with appropriate accommodation and resources¹⁰
- where appropriate, facilitating access for the YSC to student timetables and data as required and requested through the school administration
- ensuring the YSC is part of the school/TAFE planning processes relevant to at risk young people, and
- supporting the YSC to attend relevant school/TAFE learning and development activities and meetings.

8 The process of matching identified client information within other systems will occur only within the PMRB Branch of DET as per the confidentiality agreement. Any reporting on this data will be aggregated and de-identifiable.

9 Refer to definition at end of table of contents, page 3

10 See section 24 for more information

- 7.4.3 The Principal/Director maintains their duty of care responsibilities¹¹ for all young people attending their educational institution. In order to meet these responsibilities, the following will occur:
- All students must operate under standard school practice and seek permission where there is a variation to scheduled attendance in class.
 - The YSC will notify the Principal/Director or delegate¹² of all young people using the YSCI service, providing the student has given consent for this to occur¹³.
 - With the exception of cases where criminal misconduct is suspected¹⁴, the Principal/Director will use their discretion in making an assessment to notify the parents/guardian of the young person receiving an ongoing YSC service, but must receive the consent of the young person to do so¹⁵.
 - Where a young person does not consent for the Principal to notify the parents/guardian, the Principal either:
 - does not agree and requires the YSC to refer the young person to another service provider, or
 - agrees with this decision and the YSC service continues.
 - Where a Principal is reasonably satisfied that a young person is at risk of harm, then the Principal must act in accordance with their obligations under the *Education (General Provisions) Act 2006* and the *Child Protection Act 1999*.
 - For additional information please refer to section 16.
- 7.4.4 Details of the service or issues being addressed are confidential, unless otherwise required by law.
- 7.4.5 The YSCI recognises the key leadership role of Principals/Directors in shaping the school culture and responding to the school community's needs.

8. Roles and responsibilities of Department of Communities

- 8.1 *Office for Youth (DoC):*
- provides program management of YSCI projects and related activities in order to support implementation of a service delivery system that works effectively
 - liaises with DoC regions regarding performance compliance, monitoring and reporting
 - coordinates the YSCIAG meetings
 - provides a central team for the collation of YSCI information and responding to requests
 - manages and supports the YSCI DMA and relevant documentation
 - provides a central point of contact for the YSCI
 - monitors compliance of data collection and collates YSCI data reports
 - implements and monitors compliance to service agreements and YSCI Program Guidelines by collating information from regions to provide to the YSCI Governance Group, and
 - reports to DET on a quarterly basis.

¹¹ This is a requirement under Common Law. Sections 5.2 and 22 of the Education (General Provisions) Regulation 2006 requires that Principals ensure young people are provided with a safe and supportive environment and ensure students are effectively supervised.

¹² Refer to definition at end of table of contents, page 3

¹³ See Section 16 for the exception to this notification.

¹⁴ SMS-PR-37: Disclosing Student Personal Information to the Queensland Police Service

¹⁵ *Information Privacy Act 2009*

8.2 *Regional Executive Directors (DoC):*

- Regional Executive Directors (DoC) or delegates¹⁶, provide advice to Office for Youth (DoC) on the priorities and any issues that are raised through the regional communication processes.

8.3 *DoC Regional Officers¹⁷:*

- negotiates service agreements with funded organisations, based on the information in the YSCI Program Guidelines¹⁸
- negotiates and develops the service agreement with the funded organisation
- monitors service delivery through the review of performance and financial reporting, service visits and an annual service assessment to measure compliance with the terms of the service agreement
- monitors Regional YSC compliance with the service agreement by contacting the funded organisation and where relevant requests that information be sought from the DET Regional Director or delegate¹⁹
- meets with representatives of the funded organisation to develop ongoing relationships and ensure their organisation is aware of their responsibilities under the service agreement, and
- provides quarterly information in writing on operational and service agreement issues to the YSCI program management team, DoC²⁰.

9. Roles and responsibilities of YSCI funded organisations

9.1 The following activities may be undertaken by funded organisations to support their YSCs and Regional YSCs:

- be involved and support mechanisms at the local level for collaboration among the YSCs and the Regional YSC, local officers of DET, Principals and the non-state schooling sector (where relevant) for ongoing input into priority areas for the region
- ensure the Regional Director (DET) is aware of the name and contact details of the current YSCs and which schools are receiving a service
- ensure schools/TAFEs are aware of the complaint procedures relating to how YSC performance/practice issues may be raised and resolved
- contact the Regional YSC, relevant Principals, the YSCI Program Management Team, Office for Youth (DoC) and the relevant DoC regional office when there have been changes in contact details for the organisation, in YSCs and/or educational sites serviced
- initiate problem solving processes when appropriate, and
- develop a specific operational workplan for implementation of YSC services that meets the local priorities identified by the RD (DET) and considers:
 - the operational objectives of the YSCI
 - geographical considerations (e.g. remote location), and
 - the nature and range of other local support services available to young people and their families.

16 Refer to definition at end of table of contents, page 3

17 For example Community Support Officers or Senior Resource Officers.

18 Office for Youth will establish a process for this monitoring.

19 Refer to definition at end of table of contents, page 3

20 Office for Youth will establish a process for this communication and YSCI Program Management Team contact details can be found in section 39.

- 9.2 Funded organisations are required to:
- abide by all conditions of the service agreement with DoC
 - ensure that the YSC has access to professional supervision²¹
 - ensure their YSCI staff are aware of and working in line with the YSCI Program Guidelines
 - ensure core business hours cover standard school hours and services are accessible on school premises as directed by the DET Regional Director or their delegate²²
 - report quarterly on funded outputs through Online Acquittal Support Information System (OASIS)
 - report quarterly on the expenditure of Quarantined Program Funds for the YSC and/or the Regional YSC position²³,
 - report quarterly on the expenditure of the YSCI Program Training funds for the YSC Hub Facilitators and
 - where the YSC organisation employs a Regional YSC, the organisation will be required to enter into an Agreement for a Work Interchange Arrangement with the DET regional office.
- 9.3 YSC funded organisations are able to request a variation to their service agreement/s if the funded YSC organisation deems they are unable to uphold the service agreement due to valid reasons like travel demands and inaccessibility. Such changes must be negotiated with DoC regional officers and approved by the Regional Executive Director (DoC) or delegate²⁴, following consultation with DET and the Office for Youth on any significant variances.
- 9.4 YSCI funded organisations must be aware that the YSCI Program Guidelines take precedence over organisational policies and procedures, in this regard, unless otherwise stated, as they are the conditions on which funding is provided.
- 9.5 *Recruitment processes*
- 9.5.1 YSCI funded organisations are responsible for the recruitment of all staff employed under the YSCI.
- 9.5.2 It is encouraged that representatives of DET are involved in any recruitment processes for YSCs.
- 9.5.3 DET leads the recruitment process of Regional YSCs and should involve a representative of the YSCI funded organisation, where an auspice organisation has a Service Agreement with DoC and an Agreement for Work Interchange with DET in place.

10. Roles and responsibilities of YSC Hub Facilitators

- 10.1 YSC Hub Facilitators are funded to provide statewide coverage and are employed by a community organisation.
- 10.2 These positions exist to support continuous improvement in practice for all YSCs and Regional YSCs. YSC Hub Facilitators assist in maintaining the integrity and consistency of services provided through the YSCI.

21 Refer to definition at end of table of contents, page 3

22 Refer to definition at end of table of contents, page 3

23 YSC funded organisations are required to report on Quarantined Program Funds using a reporting template available at www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html.

24 Refer to definition at end of table of contents, page 3

- 10.3 The role of the YSC Hub Facilitator positions is to provide the resourcing, support and skills development necessary for YSCs and Regional YSCs to deliver high quality services.
- 10.4 *Outputs*²⁵
- Advice and consultancy on service networks (A07.1.01) *providing technical and other specialist advice to other agencies on matters such as service evaluation techniques and program development strategies.*
 - Social planning and policy development (A07.3.01) *activities that aim to develop activities and plans for the delivery of community services. Includes systematic investigation of existing programs and services, gathering information from field expertise and experience, and publicising and applying information gained.*
- 10.5 *Activities*
- Practice support — respond to practice support enquiries and manage and implement peer support initiatives.
 - Workforce development — undertakes induction forums and practice forums for funded organisations, YSCs and Regional YSCs; professional development needs analysis; skills audits; and exit interviews.
- 10.6 *Deliverables*²⁶ *per year*
- induction sessions for new YSCs and Regional YSCs
 - undertake Youth Support Coordinator exit interviews
 - YSCI professional development needs analysis
 - YSCI workforce profile
 - YSCI skills audit
 - seven YSCI professional development sessions (one per Department of Education and Training region), and
 - practice support to YSCs and their funded organisations where relevant.
- 10.7 YSC Hub Facilitators do not provide a line management or professional supervision role to YSCs or Regional YSCs.
- 10.8 YSC Hub Facilitators are required to provide Office for Youth (DoC) with copies of all materials²⁷ produced as a result of their service agreement.

11. Roles and responsibilities of Regional YSCs

11.1 *Service setting*

11.1.1 There are seven Regional YSC full time equivalent positions funded across the state.

11.1.2 The role of the Regional YSC is to:

- identify unmet need and support coordination of services across the region
- support the Regional Director (DET) in determining the priorities for their region, and
- provide case management support for young people for 50 per cent of their time²⁸.

²⁵ These outputs and deliverables will need to be reported in OASIS using template developed and distributed by Office for Youth.

²⁶ All YSC Hub Facilitator deliverables need to be analysed individually and provided as reports to Office for Youth annually.

²⁷ Refer to definition at end of table of contents, page 3.

²⁸ This equates to a minimum of ten hours per week, or 420 hours per year, of time with or on behalf of individual clients, and may include referral management, advocacy, providing support through other people in the young person's life and face-to-face case management.

- 11.1.3 Regional YSCs are employed by community-based organisations funded by DoC under the YSCI.
- 11.1.4 Regional YSCs are based in DET Regional Offices under an Agreement for a Work Interchange Arrangement between the funded organisation and DET.
- 11.1.5 Regional YSCs are accountable to and managed by the Regional Director (DET) or delegate²⁹.
- 11.1.6 The Regional YSC must be cognisant of legislation and policy relevant to DET, their employer and the school and TAFE sectors in which they may work.
- 11.1.7 Regular communication is required between the funded organisation and the Regional Director (DET) to ensure that the Regional YSC position is supported. The details of the communication will be negotiated at the local level and outlined in the Agreement for a Work Interchange Arrangement.

11.2 Regional YSC role

- 11.2.1 Outputs³⁰
 - Coordination/network development (A07.1.02) *driving the development of networks and/or coordinating networks to minimise duplication and share specialist knowledge.*
 - Needs assessment & management of case/service plans (A01.2.02) *activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.*
- 11.2.2 Activities
 - Coordinate activities to minimise duplication of services.
 - Support young people at risk of disengaging or who have recently disengaged from learning, to move into and through the Senior Phase of Learning.
 - Identify issues relevant to the effective operation of the YSCI including identifying gaps in the service referral pathways for young people.
 - Work with YSCI stakeholders to identify regional priorities for the YSCI.
- 11.2.3 Regional YSCs will achieve this by:
 - collecting and analysing data to identify trends in the service system and problem-solve any issues that may arise
 - liaising with all relevant stakeholders in the region
 - collaborating with the RD (DET) and their delegate³¹
 - supporting young people to remain engaged in education/training or transition to work through assessment of individual needs and the provision of advocacy and support services or referral to other services
 - working with other officers to assist in the analysis of data, for example, to identify regional trends
 - alerting the Regional Director (DET) to any local issues identified as affecting engagement

²⁹ Refer to definition at end of table of contents, page 3.

³⁰ These outputs need to be reported in OASIS using template developed and distributed by Office for Youth.

³¹ Refer to definition at end of table of contents, page 3

- responding to requests for information from DET or DoC regional or central offices
- reporting on a quarterly basis to the Regional Directors (DET and DoC) and DET central office
- attending relevant YSCI meetings, conferences, seminars and professional training and development sessions
- participating in regular work review meetings with the Regional Director (DET) or delegate³², and
- carrying out other duties in line with the philosophy and objectives of the YSCI as directed by the Regional Director (DET) or delegate³³.

11.3 Deliverables

The Regional YSC will communicate the regional priorities with funded organisations and provide 50 per cent case management services³⁴ to or on behalf of clients, as specified in the service agreement.

11.4 Regional priority identification process

11.4.1 The regional priority identification process³⁵ will be determined between the Regional YSC and the Regional Director (DET), in consultation with Principals.

11.4.2 The Regional YSC will use all available data sources to assist in identifying regional priorities. These include:

- Early leavers survey
- YSCI data trends
- Census and other relevant demographic data
- One School system data accessed via DET regional offices, for example, exclusions, suspensions and cancellations, and
- Regional networks, for example, collaborative working relationships with -
 - Principals
 - guidance officers
 - school administration
 - interagency networks
 - YSC regional network
 - other youth support services, and
 - other stakeholders in the community.

11.4.3 The Regional YSC will review available data on a quarterly basis.

11.4.4 The Regional YSC will lead a collaborative process to identify educational attainment and transition trends and proposed related priorities for the region. It is anticipated that this will include collaboration with the Regional Director (DET) or delegate³⁶, Principals, relevant education staff and other stakeholders, including YSCs and YSCI funded organisations.

11.4.5 Any decisions in relation to the above will also take into consideration the other support services available in the community such as the state funded Get Set for Work Program and the Commonwealth funded Youth Connections providers.

32 Refer to definition at end of table of contents, page 3

33 Refer to definition at end of table of contents, page 3

34 This equates to a minimum of ten hours per week, or 420 hours per year, of time with or on behalf of individual clients, and may include referral management, advocacy, providing support through other people in the young person's life and face-to-face case management.

35 If you or your organisation is interested in participating in the regional prioritisation process, please contact your Regional YSC.

36 Refer to definition at end of table of contents, page 3

- 11.4.6 The Regional YSC will discuss the trend data and regional priorities as endorsed by the Regional Director (DET) with the Office for Youth (DoC) for noting at the YSCI Governance Group.
- 11.5 Regional YSCs are required to provide Office for Youth (DoC) with copies of any materials³⁷ produced as a result of their service agreement.
- 11.6 Regional YSCs may undertake administrative activities; attend DET and funded organisation team meetings, training, professional development and network activities, as detailed in the Agreement for a Work Interchange Arrangement.
- 11.7 For additional information about roles of Regional YSCs please see YSCI website www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html.

12. Roles and responsibilities of Youth Support Coordinators

12.1 *Service setting*

- 12.1.1 YSCs are employed by community-based organisations funded by DoC under the YSCI. They are accountable to, managed and supervised by their employer agency. The activities and priorities of the YSC in schools will be led by the relevant Principals.
- 12.1.2 There are 105 full-time equivalent YSC positions funded across the State.
- 12.1.3 While YSCs are employed by community-based organisations, the majority of their service delivery work with young people occurs within and for educational settings — schools/TAFEs.
- 12.1.4 It is not expected that YSCs will be able to deliver a service to every school/TAFE in the DET region but will prioritise their services according to regional priorities as informed by DET.

12.2 *Role*

- 12.2.1 The role of YSCs is to support young people at risk of disengaging or who have recently disengaged³⁸ from learning, to move into and through the Senior Phase of Learning.
- 12.2.2 YSCs will determine the most appropriate activities and interventions, within the position description, to address DET identified needs to support attainment and transition.
- 12.2.3 It is anticipated the YSCI will retain a prevention and early intervention focus with young people who are in the cohort most vulnerable to disengagement.

³⁷ Refer to definition at end of table of contents, page 3.

³⁸ Refer to definition at end of table of contents, page 3.

12.2.4 Outputs³⁹:

- Needs assessment and management of case/service plans (A01.2.02) *activities of assessment of service needs, development and monitoring of service plans, ongoing case management and coordination of voluntary, individualised service packages, and professional support in accessing and using general community services.*
- Community/community centre-based development and support (AO7.2.02) *developing groups and activities focused on enhancing simultaneously the personal and community support and development capacities of people living within a defined geographical community⁴⁰.*

12.2.5 Activities:

- Support young people at risk of disengaging or who have recently disengaged from learning, to move into and through the Senior Phase of Learning.
- Assist young people and their families to resolve social and personal issues and develop skills to support and strengthen educational engagement.
- Work as part of a multi-disciplinary team to support young people at risk to maintain their engagement in education or training.
- Develop linkages with the broader community to enhance access by young people and their families to support and assistance.

12.3 Deliverables

12.3.1 YSCs provide a mix of services depending on the needs of their clients ranging from prevention through to tertiary responses, as determined by the YSC.

12.3.2 The priorities⁴¹ for the YSCI in each DET region will be determined by the relevant Regional Director (DET) in consultation with Principals.

12.3.3 YSCs must enter client related data, as well as data related to groups and community projects into the data collection system used for the YSCI within two weeks of the activity.

12.3.4 YSCs may undertake administrative activities, attend team meetings, training, professional development and network activities during student contact hours.

12.4 Responsibilities of the Youth Support Coordinator

12.4.1 The YSC must be cognisant of legislation and policy relevant to their employer and the school and TAFE sectors.

12.4.2 The YSC is responsible for:

- abiding by the Program Guidelines and the policy and procedures of the employing organisation. Where there is a conflict in relation to YSCI service delivery between program guidelines and policy and procedures of the funded organisation, the YSCI program guidelines will take precedence⁴²
- acquiring knowledge of the organisational structure, personnel and operating environment of the schools/TAFEs whose students they support

39 YSC funded organisations are required to report on funded outputs through OASIS.

40 YSCI group work and community projects can be undertaken in schools and any other setting as determined by the funded organisation and/or learning provider.

41 The priorities for the YSCI may be a school site or a specific target group, for example, the DET Regional Director may determine that the focus for a YSC services is young people from a CALD background in Year 9 at a specific school. How the YSC works with the priority groups is determined by the YSC and can involve early intervention and prevention work.

42 These YSCI Program Guidelines are referenced in all service agreements. Funding is provided under the understanding that all conditions of the Program Guidelines are followed (see 1.3)

- complying with the code of conduct of schools/TAFEs — and seeking clarification from the employing organisation if conflicting advice exists, who would then contact the local regional office of DoC to implement a conflict resolution strategy.
- being familiar with and adhering to school/TAFE policies and procedures where relevant (e.g. media protocols)
- collecting and providing data as determined by DoC and DET within given timeframes
- developing an open channel of information regarding YSC services to Principals/Directors and their delegates⁴³
- engaging in formal and informal communication processes with key stakeholders to enable a coordinated approach to the provision of support to young people
- facilitating the coordination of the service delivery to a young person by non-school service providers
- ensuring the Principal/Director and/or delegate⁴⁴ has the YSC's schedule of appointments on a weekly basis, including which student they will be seeing and when — following consent of the young person.
- if a young person does not want the Principal/Director to be notified of their use of the service, the YSC or Regional YSC must refer the young person to an alternative service
- negotiating a referral and appointment process with the school/TAFE and their employing organisation that meets the needs of young people and is mindful of legislative and policy requirements
- communicating the referral and appointment process to school/TAFE personnel, young people and the school community
- informing school/TAFE personnel, young people and the school community of the times they will be located on the educational site, and
- ensuring that the name and contact number of the YSC's organisation held by the school is current.

12.5 YSCs are required to provide Office for Youth (DoC) with copies of any materials⁴⁵ produced as a result of their service agreement.

13. Shared responsibilities

13.1 Regional YSCs and YSCs are responsible for:

- ensuring that regular communication occurs between them, as relevant, for the effective delivery of YSC services
- establishing and maintaining local consultative mechanisms with relevant stakeholders
- communicating to members of the learning community information about the objectives, role, and operation of the YSCI
- ensuring that each is aware of the relevant legislation, standards, regulations, policies and guidelines of their respective agency/organisation
- advising each other of variations in routine which may affect the operations of the YSC service
- working proactively and collaboratively to overcome any issues that may arise in regard to the delivery of YSC services, and
- ensuring that the personal contact details of the YSC or school/TAFE staff are not provided to young people or others.

⁴³ Refer to definition at end of table of contents, page 3

⁴⁴ Refer to definition at end of table of contents, page 3

⁴⁵ Refer to definition at end of table of contents, page 3.

- 13.2 To facilitate a shared understanding between stakeholders, all YSCI stakeholders should share relevant policies. Such policies may include:
- child protection policy
 - duty of care policy
 - confidentiality policy
 - workplace health and safety policy
 - records and information management policy
 - critical incident policy, and
 - transporting clients policy.

NOTE – some of the above policies are outlined in these Program Guidelines.

14. General principles for service delivery

14.1 The following principles guide YSC service delivery:

- 14.1.1 The safety and wellbeing of the young person are paramount.
- 14.1.2 Young people exist within the context of their families and support networks, their communities and the school/TAFE institute, rather than as isolated individuals.
- 14.1.3 Young people's contact with YSCs and participation in YSC service activities is voluntary.
- 14.1.4 Young people have the right to participate in decisions which involve and affect them. This acknowledges that:
- the ability of young people to assess and act in their own interests is to be respected and incorporated in decision making, and
 - the capacity of the young person for self-determination is not dependent on reaching a particular age but is dependent on his/her ability to understand the nature and consequences of his/her decision making.
- 14.1.5 Young people have the right to confidentiality and privacy.
- 14.1.6 The views, experiences and perspectives of others involved in a young person's life are valued. Where different opinions arise as to an appropriate course of action for a young person, resolution will focus on ensuring optimal outcomes for the young person.

15. Working with Aboriginal and Torres Strait Islander young people⁴⁶

- 15.1 Aboriginal and Torres Strait Islander young people experience higher risk of disengagement from education, and are a priority client group for the government and for this initiative.
- 15.2 Cultural competency must be embedded in YSCI services and in all aspects of service delivery, including case management.

⁴⁶ Aboriginal and Torres Strait Islander people are recognised as the first people of Australia and a priority target group in Commonwealth and State government programs and therefore are specifically identified in these Program Guidelines.

- 15.3 Working with Community Elders, Indigenous-managed services and extended family is important when responding to the needs of Aboriginal and Torres Strait Islander young people.

16. Access and referral procedures

- 16.1 YSCs and Regional YSCs may take referrals from:
- young people (self referral)
 - school/TAFE staff
 - parents/guardians, and
 - community-based or government agencies.
- 16.2 Referrals to the YSCI should consider the following indicators of educational disengagement:
- about to be or have had their enrolment cancelled
 - have had a decrease in grades
 - attendance in classes or school has decreased
 - behaviour has become challenging
 - sick room attendance has increased
 - absences have increased
 - regularly arriving late
- 16.3 It is good practice that any young person referred to the YSCI be informed of the referral and their consent sought prior to the referral being made to the initiative.
- 16.4 School/TAFE staff, parents/guardians or others who identify a need for the young person to access the YSC should discuss this with the young person concerned and support them to make an appointment.
- 16.5 Every young person referred to the YSCI can receive a service. This may include, but not be limited to:
- full case management by a YSC or Regional YSC
 - referral to another community resource, and/or
 - information provided about an appropriate community resource.
- 16.6 YSCs should seek to maximise the support structures surrounding the young person. Principals/Directors, parents/guardians and YSCs should work together, along with any other relevant support personnel, and the young person themselves, to deliver a multi-disciplinary approach to keeping the young person engaged with their education and/or training.
- 16.7 The YSCI aims to provide the young person with a broad support structure that will assist them to achieve their best educational outcome. It provides the Principal/Director the opportunity to extend the support of the student to a multi-disciplinary team if required.
- 16.8 Young people will be asked to provide consent to the YSC or Regional YSC notifying their Principal/Director or delegates⁴⁷ that they are receiving a YSC service.
- 16.9 If a young person does not want the Principal/Director to be notified of their use of the service, the YSC or Regional YSC must refer the young person to an alternative service.

⁴⁷ Refer to definition at end of table of contents, page 3

- 16.10 YSCs or Regional YSCs will also inform the young person that the Principal/Director may decide that the young person's parents/guardians should be informed that they are involved in the YSCI.
- 16.11 Where a young person does not want their parent/guardian informed that they are involved in the YSCI, the YSC or Regional YSC will notify the Principal/Director of the young person's wishes.
- 16.12 The Principal/Director will however use their discretion in making an assessment to notify the parents/guardian of the young person receiving an ongoing YSC service, but must receive the consent of the young person to do so, either by requesting the YSC or Regional YSC to seek this consent or by directly speaking with the young person.
- 16.13 Where a young person does not consent for the Principal to notify the parents/guardian, the Principal either:
- does not agree and requires the YSC to refer the young person to another service provider, or
 - agrees with this decision and the YSC service continues.
- 16.14 An exception to the above procedures where young people may continue to access a YSC service is when the young person seeks services from the YSC off school grounds outside school hours and does not provide consent for Principal notification, and there are no alternative services in reasonable proximity.
- 16.15 Where a Principal is reasonably satisfied that a young person is at risk of harm, then the Principal must act in accordance with their obligations under the *Education (General Provisions) Act 2006* and the *Child Protection Act 1999*.
- 16.16 Where a YSC or Regional YSC is reasonably satisfied that a young person is at risk of harm, then the YSC or Regional YSC must act in accordance with their obligations under their duty of care and organisational policies.
- 16.17 Access to the YSC in an educational site must be in accordance with established procedures negotiated between the school/TAFEs and the YSC, and will occur before or after school or in school breaks and may need to occur during lesson time. Attempts are to be made to minimise a student's time out of class.
- 16.18 Access to the YSC in the community should be in accordance with established procedures of the funded organisation and the YSCI.
- 16.19 YSC services can also be accessed outside of school hours as negotiated with the YSC and as per the funded organisation's operating hours. This includes during school vacation periods.
- 16.20 Access to the YSC is voluntary and young people and/or parents/guardians are under no obligation to accept an offer of service/support from a YSC nor attend appointments. The young person's independent decision to accept the referral will be confirmed by the YSC at their initial meeting and must be a fully informed decision.
- 16.21 Once referrals are received by either the Regional YSC or the YSC, an assessment is undertaken to ensure that the referral meets the target group and regional priorities of the YSCI. This will assist the determination of the type⁴⁸ and level of service to be provided by the YSC.

48 See section 20.4 for more information on types of clients

- 16.22 The level of service refers to individual client work and the definitions are as follows:
- Intense Support refers to clients who require intensive support from the YSCI to reduce their risk of dropping out of education, or to re-engage them. They may be experiencing extenuating circumstances that require high level case management. The YSC may have to refer the student to other support as well as providing case management.
 - Medium Support refers to the young person requiring a moderate level of support to reduce their risk of dropping out of education, or to re-engage them. They are experiencing difficult circumstances that require on-going case management.
 - Low Support is where the young person needs a minimum amount of support to ensure they continue to participate or re-engage in education. Low Support must be selected for Casual and Indirect cases⁴⁹.
- 16.23 The Regional YSC or YSC can refer to or receive referrals from Commonwealth funded programs.
- 16.24 Where a young person does not consent to the referral, the YSC or Regional YSC will discontinue the meeting but assure the young person that she/he may access the YSC at a later date if they so choose.

17. Sharing of young person's information within the YSCI

- 17.1 YSCs and Regional YSCs will collect non-identifiable data on all clients accessing the YSCI including age, gender, year level, school and cultural identity.
- 17.2 Names of students receiving an ongoing service from a YSC or Regional YSC and the times they will be out of class for this purpose will be shared with a Principal/Director or delegate⁵⁰, with the consent of the young person⁵¹, in order for the Principal to meet their duty of care responsibilities⁵².
- 17.3 In line with the confidentiality agreement, details of issues discussed will not be disclosed to anyone, unless required by law.
- 17.4 If a young person consents to their personal identifying information being recorded in the DMA, it will be shared only with Performance Management and Reporting (DET) to allow data matching with other DET systems.
- 17.5 Identifying client information will not be shared with any other persons without the young person's consent, or as required by law, including other programs within the funded organisation and other business units within government⁵³.
- 17.6 Feedback to the person initiating the referral will be provided where the consent of the young person is given.
- 17.7 In the instance of disclosure of detailed information to a relevant third party, for example a parent or a Principal, the YSC or Regional YSC will seek the written consent of the young person prior to the release of this information⁵⁴.

49 See section 20.4 for more information on types of clients

50 Refer to definition at end of table of contents, page 3

51 If a young person does not consent to their name being shared with the Principal/Director, the young person must be referred to another service or access the YSCI outside of school grounds and school hours.

52 Requirement under Common Law. Sections 5.2 and 22 of the *Education General Provisions Act 2006* requires Principals to ensure young people are provided with a safe and secure environment.

53 This includes activities such as case conferencing — good practice is that the young person consents to the case conference and participates in the conferencing process. Activities of case sharing for professional development purposes do not require the sharing of identifying information and the YSC or Regional YSC is not allowed to do so without consent of the young person.

18. Confidentiality

- 18.1 The YSCI Confidentiality/Personal Information Agreement (the Agreement) is available on the DoC website www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html. This form must be used for all clients and cannot be changed.
- 18.2 YSCs and Regional YSCs will be familiar with:
- their employer organisation's policy on confidentiality and record management, and
 - the policies of the educational institutions in which they work relating to student protection and record management, confidentiality, privacy, management and operational processes, reporting structures and workplace health and safety.
- 18.3 Regional Directors (DET) or delegates⁵⁵ will be provided with a copy of the confidentiality policy of each organisation within their region that auspices a YSC service.
- 18.4 Good practice dictates that where possible, at the initial meeting with the young person, the YSC or Regional YSC must provide the young person with the Agreement.
- 18.5 The YSC or Regional YSC must discuss with the young person the six points detailed in the Agreement:
- case notes
 - principal/Director or delegate⁵⁶ communication to advise young people accessing the service
 - possible parent/guardian communication by Principal/Director to advise young people accessing the service
 - recording information in the YSCI DMA
 - authority to gain/release information, and
 - confidentiality limitations.
- 18.6 YSCs should make an assessment about a young person's ability to understand the written Agreement⁵⁷ and provide clarification where necessary.
- 18.7 Once the YSC or Regional YSC deems that the young person understands the details of the Agreement, they must ask the young person if they are willing to consent to any or all of the above five points and sign the document.
- 18.8 A young person has the right to refuse to any of the six points detailed in the Agreement.
- 18.9 If a young person signs the Agreement, this form must be kept on the client's file.
- 18.10 It is important that the Agreement is current for each new case opened. If the young person is a recent returning client⁵⁸, the YSC or Regional YSC should confirm with the young person that details in the previously signed Agreement are still current. If the young person agrees, the previous Agreement must be re-signed and dated by both parties. In all other cases a new Agreement should be signed.

54 This can include the signing of a new Confidentiality/Personal Information Agreement.

55 Refer to definition at end of table of contents, page 3

56 Refer to definition at end of table of contents, page 3

57 Using Gillick Competency which refers to a particular level of understanding and maturity on the part of a young person that is required for them to personally consent to the terms of confidentiality in order to access the YSCI. It is not age specific and is based on the capacity of the young person to understand the nature and extent of the YSC service.

58 Recent refers to within 3 months since case closure.

- 18.11 For consent to disclose information to be valid:
- the young person must be legally competent, that is, be able to understand the nature and consequences of the proposed use/disclosure of the information
 - consent must be freely given, that is, without coercion or threat
 - it must be informed, that is, sufficient information is provided to allow a reasoned decision
 - it must specifically relate to the use/disclosure, and
 - it must be within the current period the client is supported by the YSC.
- 18.12 No promises of total confidentiality can be given, due to obligations under Common Law and other legislation to share information in relation to reporting harm/suspected harm and protect life⁵⁹.
- 18.13 Regional YSCs will be familiar with the policies on confidentiality and records management of DET.

19. Reporting harm/suspected harm

- 19.1 All YSCI funded services must have a child protection policy.
- 19.2 In circumstances where there is a significant, immediate and identifiable risk of harm to the young person or others, the YSC or Regional YSC will discuss the benefits and implications of disclosure with the young person, where appropriate.
- 19.3 In situations where there is evidence or suspicion of harm or risk of harm to the young person or others, the YSC or Regional YSC will:
- establish that the risk of harm is significant, imminent and identifiable, and
 - take action to ensure the safety of the young person and others⁶⁰.
- 19.4 Where a YSC or Regional YSC assesses that a child protection notification to Child Safety Services, DoC is necessary for young people being seen during school hours on school grounds, they will ensure that the Principal/Director or their delegate is informed prior to a notification being made to ensure that relevant information about a student is fully considered. In the event that a Principal/Director or their delegate cannot be contacted and the young person requires urgent protection measures to be taken, notification can be made to protect the interests of the young person and the Principal/Director or their delegate will be informed as soon as possible thereafter. Where a complaint concerns the suspicion of misconduct or a criminal offence on the part of a staff member in a state or non-state school, the matter must be reported in accordance with Sections 29.6.2 and 29.6.3 of these Program Guidelines. The Principal/Director may also be informed by Child Safety Services DoC, in accordance with the *Child Protection Act 1999*.⁶¹
- 19.5 If a YSC or Regional YSC deems that the young person may be at risk whilst on school/TAFE grounds, the YSC or Regional YSC must work with the Principal/Director to implement supportive measures for this young person. This will support the Principal/Director to meet their duty of care obligations to the young person.

⁵⁹ See section 19 for examples.

⁶⁰ YSCs have a duty of care to do what would be reasonably expected of other skilled youth workers working in a professional capacity with that young person.

⁶¹ Consent of the young person is not required to inform the Principal/Director in this instance.

- 19.6 YSCs will also be responsible for documenting all issues associated with a suspicion of harm or risk of harm including:
- when and to whom the case has been reported
 - decisions made, and
 - actions taken.
- 19.7 Where a young person is informed or is otherwise aware that a report has or will be made, support should be provided to them to reduce any distress that the reporting may cause.
- 19.8 The funded organisation is responsible for ensuring the YSCs receive professional support⁶², debriefing and supervision, and that the details of all child protection cases are suitably documented.
- 19.9 The Regional Director (DET) is responsible for ensuring that Regional YSCs receive professional support⁶³, debriefing and supervision, and that the details of all child protection cases are suitably documented.
- 19.10 After notification, if a Principal requests further information from the YSC regarding a child protection notification, the YSC can refer the Principal/Director to the relevant Child Safety Services office or the Queensland Police Service as relevant.
- 19.11 YSCs and Regional YSCs and funded organisations must be aware of the SMS-PR-012: Student Protection policy detailed on the Department of Education and Training website: www.education.qld.gov.au/strategic/eppr/students/smspr012

20. YSCI model of service delivery

- 20.1 It is the expectation of DET that all YSCs will continue to provide site specific service delivery to schools, with the flexibility to strategically target areas of high need, as determined by DET Regional Directors or delegates⁶⁴.
- 20.2 The education sites that receive a YSC service will be identified and determined by DET after consultation with relevant stakeholders including YSC funded organisations.
- 20.3 Other service delivery models may be required to address specific priorities or target groups as determined by the Regional Director (DET).
- 20.4 YSCs and Regional YSCs provide three types of support to individual clients. These include:
- Case Management: where in-depth and ongoing support is provided to the client and includes a thorough assessment of need.
 - Indirect: where the YSC or Regional YSC provides information, advice or support to a third party to support a young person.
 - Casual: where only limited support is provided to the young person, the young person's immediate needs were addressed in the first meeting or the young person is referred to another service.
- 20.5 YSCs and Regional YSCs can also use group work and community projects to address identified needs of young people within the target group and YSCI priorities.

62 Refer to definition at end of table of contents, page 3.

63 Refer to definition at end of table of contents, page 3.

64 Refer to definition at end of table of contents, page 3

21. YSCI assessment tool

- 21.1 YSCs and Regional YSCs are provided with a standardised assessment tool, which can be used to undertake a client needs assessment.
- 21.2 This tool will assist YSCs and Regional YSCs to identify the client's specific needs in order to assist the young person to re-engage in school, training and/or employment. The tool will also identify the educational risk level of the young person.
- 21.3 This tool will be accessible on the DoC YSC website at <http://www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html>

22. Transportation of young people

- 22.1 In the event that a young person requires or requests assistance with transport to an appointment, the YSC will discuss the options available to the young person.
- 22.2 A YSC or Regional YSC may provide transport for a young person from a school site, during school hours, only where the Principal/Director or delegate⁶⁵ has consented for the young person to leave the school grounds.
- 22.3 The Principal/Director or delegate⁶⁶ can be provided with details of the purpose of the transport with the consent of the client.
- 22.4 Prior to giving consent, the Principal/Director or delegate⁶⁷ will give due consideration to:
- the safety of the young person
 - the safety of the YSC or Regional YSC, and
 - the YSC organisation's and DET's transport policy and procedures — as relevant to the YSC or Regional YSC.
- 22.5 In the event that a young person requires transport at any other time, the policy and procedures of the YSC organisation and then, where relevant the YSCI Program Guidelines, will be followed.

23. Coordinating responses

23.1 *Visitors*

- 23.1.1 The YSC or Regional YSC may identify the need for an external service/agency, parent/guardian, or young person to visit the school/TAFE, for example, for an appointment or attendance at a group.
- 23.1.2 In the event of a YSC or Regional YSC inviting an external person into the school/TAFE, the YSC or Regional YSC must follow school/TAFE procedures regarding visitors⁶⁸.

65 Refer to definition at end of table of contents, page 3

66 Refer to definition at end of table of contents, page 3

67 Refer to definition at end of table of contents, page 3

68 It is at the Principal's discretion whether young people who are not enrolled at the school or any other external visitors are allowed onto the school grounds. This will need to be negotiated at a local level, on a case by case basis.

- 23.1.3 The YSC or Regional YSC will give additional details, where applicable, which identify the young person or the reason for the visit to the school/TAFE with the consent of the young person.

23.2 *Referral to an external service*

- 23.2.1 Where the YSC, Regional YSC or the young person identifies the need for referral to another service or agency or relevant school support staff:
- the YSC or Regional YSC will provide the young person with information regarding the range of options available for further assistance
 - it is the young person's choice to proceed with a referral or not
 - where appropriate, the YSC or Regional YSC should encourage the young person to discuss the issue with their parents/guardians and seek their support to access other services or agencies
 - where appropriate, and where the young person provides their consent, the YSC or Regional YSC may discuss the referral with the young person's parents/guardians
 - where appropriate, the YSC or Regional YSC will encourage young people to access services outside of school hours wherever possible and explore options to do so
 - where a young person seeks to access services during school hours, it is the young person's responsibility to follow required school procedures regarding absence from school, and
 - where appropriate, a YSC or Regional YSC may accompany a young person to facilitate the referral.

24. Facilitating the effective operation of YSC services

24.1 YSCs are in the unique position of being employed by community-based organisations while undertaking the majority of their service delivery work within and for educational settings.

24.2 It is an expectation that all YSC full-time employees have access to computers, both in funded organisations and on learning providers' sites⁶⁹.

24.3 *Resource allocation in education settings*

24.3.1 When a YSC is asked to provide a service within an educational institution, the host schools/TAFEs are responsible for providing the YSC with adequate operational facilities within the school/TAFE. This includes access to a desk, telephone, photocopier, internet, lockable cabinet and fax. The YSC must also have access to a private room within the school/TAFE which enables confidential consultations to be held with clients. This may be a shared resource with other student services professionals or other professionals.

24.3.2 The YSC will seek approval from the school/TAFE to provide materials they deem essential for school learning activities and group programs.

24.3.3 Unless otherwise agreed, resources/equipment purchased by the YSC will remain the property of their employer organisation, with equipment/resources purchased by schools/TAFEs remaining the property of the schools/TAFEs.

⁶⁹ YSC funded organisations have previously been provided with additional one-off funding to purchase for each YSC full-time employee a laptop computer to facilitate electronic entry of data into the YSCI DMA as required by the service agreement.

25. Facilitating the effective operation of regional YSC services

- 25.1 Regional YSCs are in the unique position of being employed by community-based organisations whilst being on an interchange arrangement to a DET regional office.
- 25.2 The DET regional office will provide appropriate office accommodation for the Regional YSC including a work station, computer, telephone, access to photocopier, fax and any other office equipment/requirements in order for the Regional YSC to fulfil the requirements of the position.
- 25.3 Where car travel is required, the Regional YSC may access a vehicle from the DET region's car fleet, dependent on availability, subject to following the appropriate procedures. Standard vehicle insurance will be covered by DET, however, liability for any traffic violations or parking infringements will rest with the Regional YSC.
- 25.4 In keeping with good practice in the sector, DET will ensure that the Regional YSC is provided with regular professional supervision⁷⁰.

26. Training and professional support

- 26.1 Regional YSCs and YSCs access to professional development opportunities is viewed as capacity building for the program as a whole, and assists in ensuring continuous improvement in service delivery across the state.
- 26.2 Funded organisations are responsible for providing induction for YSC Hub Facilitators, Regional YSCs and YSCs to their organisation's policies and procedures and to the YSCI generally.
- 26.3 DET regional offices are responsible for providing Regional YSCs with induction to the regional office and the DET environment.
- 26.4 Ongoing professional development and training is the joint responsibility of the employer organisation, hubs and DET.
- 26.5 Funding of \$96, 000 per annum is available to provide professional development and training opportunities for all positions funded under the YSCI.
- 26.6 YSC Hub Facilitators are responsible for making contact with new Regional YSCs and YSCs during their induction period to provide an orientation to the YSC network and the Hub Facilitators' role and function.
- 26.7 DoC regional officers play an ongoing role in providing advice to funded organisations in regard to their contractual responsibilities under the YSCI.
- 26.8 In order to facilitate shared understanding, schools/TAFEs should encourage Regional YSCs and YSCs to participate in relevant in-service training offered within the education sector.
- 26.9 In keeping with good practice in the sector, both departments support YSCs and Regional YSCs being provided with opportunities for regular professional supervision⁷¹.

⁷⁰ Refer to definition at end of table of contents, page 3.

⁷¹ Refer to definition at end of table of contents, page 3.

- 26.10 The YSCI Program Management Team, Office for Youth (DoC) provides support and management of the YSCI data collection system, the DMA.
- 26.11 The YSCI Program Management Team, Office for Youth (DoC) is available as a central point of contact with regards to all aspects of the YSCI⁷².

27. Collaborative problem solving

- 27.1 From time to time problems in relation to the delivery of the YSC services may arise. At such times it is expected that good communication, together with a shared understanding of the YSCI, the relevant funded organisation's policies and procedures, DoC and DET policies and processes and school/TAFE policies and procedures will enable issues to be articulated and addressed before they become problematic.
- 27.2 In order to discuss and resolve operational issues quickly and effectively, it is essential that YSCs and Regional YSCs have developed good communication channels at the educational institution. In addition, local level consultative groups may be established with key stakeholders. The local level consultative groups could meet at least once each semester to discuss the progress and coordination of YSC services and, as required, to resolve identified issues.

28. No Wrong Door

- 28.1 DoC expects that all funded organisations work collaboratively to ensure that clients entering a departmentally funded service are provided with a "No Wrong Door" approach to service provision.
- 28.2 Many young people receive concurrent services from two or more programs funded by or provided by government agencies. For funded services, identifying the best way to provide these young people with an appropriate response that responds to all their needs is a critical success factor for achieving outcomes.
- 28.3 No matter which "door" the young person enters, the service should assess clients' needs, refer to, or provide for, a suite of relevant services across the range of government or non-government providers — all with the young person's consent.

29. Complaints

- 29.1 Each funded organisation must establish and implement complaints procedures which outline how issues relating to the performance/practice of YSC Hub Facilitators, YSCs or Regional YSCs may be raised and resolved in a timely and effective manner.
- 29.2 When an issue is raised relating to the performance or practice of a Regional YSC or YSC, the following procedure should be followed:
- In the first instance, the complainant should raise and work to resolve performance/practice concerns with the Regional YSC or YSC and seek to resolve any issues onsite.
 - Where an issue remains unresolved, the complainant should contact the Regional YSC or the YSC's line manager⁷³ to discuss the issue.

⁷² YSC Program Management Team contact details can be found in section 39.

⁷³ The line manager for the Regional YSC is the DET Regional Director or delegate; the YSC line manager can be contacted in the employing organisation.

- For YSCs the issue will then be progressed as per the employing organisation's policies and procedures.
- For Regional YSCs the issue will then be progressed as per the Agreement for a Work Interchange Arrangement.
- Where an issue remains unresolved and impacts on the performance of the program at the local level, the complainant may contact the relevant DoC regional officer responsible for monitoring the service agreement. The issue may then be pursued through DoC's performance management processes.

29.3 A complaint concerning suspicion of criminal misconduct by a Regional YSC or YSC must be referred directly to the Queensland Police Service. In such instances the Regional YSC or YSC must not be informed that such a complaint has been referred.

29.4 A complaint of suspected misconduct by a YSC — other than criminal misconduct — that cannot be resolved by the Principal/Director is referred directly to the YSC's line manager.

29.5 Should an issue arise regarding behaviour of the Regional YSC in the workplace, it will be resolved under DET's policies and procedures such as DET's Code of Conduct and DET will liaise with the employing organisation as specified in the Agreement for a Work Interchange Arrangement.

29.6 *YSCI complaints*

29.6.1 In general, for complainants raising issues relating to the performance or practice of education staff, the following process should be followed:

- In the first instance, the complainant should raise their concerns directly with the staff member.
- Where an issue remains unresolved, the complainant should contact the Principal/Director and/or their line manager, who will approach the Principal/Director to discuss the matter.
- Where an issue remains unresolved and impacts on the performance of the program, the complainant may also contact the relevant DoC regional officer responsible for monitoring the service agreement or Office for Youth (DoC). The issue may then be pursued through DoC's performance management processes.
- In the state school or TAFE sectors, where an issue remains unresolved, the complainant or their line manager may pursue the issue at the regional office level of DET. If unresolved, the issue may then be pursued through DET's performance management processes.
- In a Catholic/Independent school, where an issue remains unresolved, the complainant or their line manager may pursue the issue with the nominated representative of the governing body of the school. If unresolved, the issue may then be pursued through the performance management processes established by the governing body of the school.

29.6.2 Where a complaint concerns a suspicion of serious misconduct, a criminal offence or official misconduct on the part of a public service employee, the matter must be reported to the Queensland Police Service and to the Regional Director (DET). In such instances the public service employee must not be informed that such a complaint has been referred.

- 29.6.3 In a Catholic or an independent school, where a complaint concerns a suspicion of serious misconduct, a criminal offence or official misconduct on the part of a non-state school employee, the matter must not be raised with the person in the first instance. The matter must be reported to the Queensland Police Service and to the Principal; or, if the report concerns the Principal of a non-state school, to the Queensland Police Service and the school's governing body.

30. Records management

- 30.1 Records generated through YSC service delivery will not be treated as public records subject to the *Public Records Act 2002*. This means details of the student's record cannot be shared under any circumstances with any other professional without the consent of the young person, unless required by law.
- 30.2 This recognises the non-statutory role of YSCs and Regional YSCs and the fact that young people access services in a voluntary capacity.
- 30.3 Therefore, hardcopy records associated with YSCI service delivery remain the property of the organisation employing the YSC or Regional YSC.
- 30.4 Electronic records collected in the YSCI client management system remain the property of DoC as the owner of the YSCI data collection system⁷⁴.
- 30.5 Where the YSC or Regional YSC service or organisation ceases to operate, the assets purchased with funding provided under the YSCI will be distributed as directed by DoC. All confidential files are to be dealt with in accordance with the organisation's own exit strategy and policies.
- 30.6 To ensure the protection of confidential and private information, records will be kept in accordance with the funded organisation's policies and procedures and the DoC service agreement. Such procedures must:
- outline how the records will be managed
 - guarantee that they will be stored in a secure location and outline details of how this will occur
 - restrict access to the YSC or Regional YSC
 - specify how clients are to be assured of access to their records, and
 - outline what processes will occur if records are subpoenaed as part of a legal process.
- 30.7 The funded organisation must ensure all schools that receive a YSCI service from their organisation receive a copy of this policy.

31. Critical incidents

- 31.1 Where a critical incident occurs on school/TAFE grounds, the YSC or Regional YSC will adhere to the critical incident procedures of the school/TAFE. For state schools the relevant departmental policy is SCM-PR-005: School Security (see DET website: <http://education.qld.gov.au/strategic/eppr/schools/scmpr005/index.html>) and HLS-PR-005: Health and Safety Incident Recording and Notification (see DET website: <http://education.qld.gov.au/strategic/eppr/health/hlspr005/index.html>).

⁷⁴ YSCI DMA records are subject to *Right to Information Act 2009*.

- 31.2 For non-state schools, the relevant risk management and student protection policies and procedures are developed by the school.
- 31.3 Where a critical incident occurs elsewhere and within work time, the YSC or Regional YSC will adhere to the critical incident procedures of their employer organisation and the DoC service agreement.
- 31.4 As soon as possible after the critical incident the YSC or Regional YSC must notify their line manager about the incident.
- 31.5 The Principal/Director or delegate⁷⁵ will:
- ensure the incident, related details and actions are well documented
 - determine whether a briefing about the incident and/or any disclosure needs to progress to a further relevant authority, and
 - ensure that any necessary post-incident support to the Regional YSC or YSC is provided.

32. Quarantined program funds

32.1 YSC Quarantined Program Funds

- 32.1.1 The financial management of Quarantined Program Funds for the YSCs is the responsibility of the funded organisation. The authority to purchase goods and services rests with the funded agency. However, Principals should be informed of the availability of funds, and should be afforded the opportunity to make recommendations about expenditure of these funds where it is beneficial for students.
- 32.1.2 Each YSC full-time employee has access to \$10, 000 per annum of Quarantined Program Funds that are for the purpose of purchasing goods and services that must be of direct benefit to case management clients, and may be purchased to be delivered to case management clients, their families and the learning community.
- 32.1.3 Therefore expenditure of Quarantined Program Funds may include:
- transport costs for case management clients to travel to an organised activity
 - seed funding towards a collaborative community initiative that is maintained with the support of other community members
 - resources, materials or goods required for the delivery of programs/projects/activities, and
 - payment for a YSC to undertake training to deliver a specific program, when the following conditions are met:
 - there must be a demonstrated need for the particular program amongst the YSC's current clients
 - delivery of the program to young people must have been negotiated prior to the training being undertaken and a time and place set for this, and
 - it must be more cost-effective for the YSC to be trained to deliver the program rather than the Quarantined Program Funds being used to pay for the transport, accommodation and presentation costs of an external person to deliver that program.

⁷⁵ Refer to definition at end of table of contents, page 3

- 32.1.4 Quarantined Program Funds may not be used:
- for the purchase of services for the indirect benefit of young people
 - for the purchase of agency infrastructure
 - where funding is accessible from an alternative source, and
 - for professional development activities for YSCs (e.g. conference attendance), except for specific program training as outlined in section 32.1.3.
- 32.1.5 Goods and services purchased must be consistent with, and contribute to, the achievement of the objectives of the YSCI.

32.2 *Regional YSC Quarantined Program Funds*

32.2.1 The financial management of Quarantined Program Funds for the Regional YSCs is the responsibility of the funded organisation. The authority to purchase goods and services rests with the funded agency. However, Principals should be informed of the availability of funds, and should be afforded the opportunity to make recommendations about expenditure of these funds where it is beneficial for students.

32.2.2 Each Regional YSC full-time employee has access to \$10,000 per annum of Quarantined Program Funds that are to:

- support network coordination for Regional YSCs and YSCs in their region, including travel and other associated costs⁷⁶, and
- purchase goods and services that are of direct benefit to case management clients.

32.2.3 Regional YSCs would first need to seek approval from their line manager to gain support for the activity that will incur the cost. The line manager then contacts the funded organisation, via email, requesting the expenditure be paid out of the Quarantined Program Funds. The email would need to provide the details of the expenditure, for example, what it is for, how much, purpose and rationale.

32.2.4 The use of the Quarantined Program Funds for the Regional YSC must be in line with one of the two funded outputs for Regional YSCs.

32.3 The Quarantined Program Funds quarterly report template⁷⁷ must be provided to Office for Youth through the following email address YSCI@communities.qld.gov.au by the 14th day after the end of a quarter.

32.4 Funded organisations will be required to report on the expenditure of Quarantined Program Funds for both the YSC and Regional YSC positions.

32.5 Savings identified through this process will be required to be returned to DoC, unless otherwise negotiated with the DoC regional officer and endorsed by Office for Youth. Savings can only be used for YSCI related activities.

⁷⁶ Regional YSCs can use quarantined program funds for vehicle costs. A maximum of \$5,000 per annum can be used toward coordination and network development (this includes vehicle costs). The organisation will still be required to report on the expenditure of these funds quarterly, as per Section 33.3.

⁷⁷ Template will be provided by Office for Youth, DoC.

33. Monitoring and reporting

- 33.1 YSCs are encouraged to provide non-identifiable, summary information about their activities and outcomes for students to the Principal/Directors of the educational institution/s in which they work on a quarterly basis or as negotiated. This may be through a meeting or other mode to be negotiated between the YSC and Principal/Director.
- 33.2 Regional YSCs are accountable in terms of line management to the Regional Director (DET) or delegate⁷⁸.
- 33.3 Office for Youth (DoC) provides quarterly data reports by service agreement, DET region and statewide on the YSCI, which are provided as follows:

DMA Data	Received By:
Service agreement report	YSCI funded organisations; DoC regional officer
DET regional report	YSCI Funded organisations; Regional Director (DET); Education Queensland (DET)
Statewide report	YSCI funded organisations; DoC regional officer; YSCI Advisory Group; YSCI Governance Group; YSC website
Data extract ⁷⁹	Performance Monitoring and Reporting (DET)
School report	Principals/Directors

- 33.4 Additional reports from the YSCI DMA can be requested by Principals, Regional YSCs or YSCs (e.g. for a specific educational site) by emailing the YSCI Program Management Team, Office for Youth (DoC)⁸⁰ with the following information:
- data required in the report
 - reporting period of the report
 - when is report required, and
 - the purpose of the report.

33.5 Performance reporting

- 33.5.1 Organisations funded to provide YSCI services are not required to provide Periodic Performance Reports to DoC.
- 33.5.2 YSCs and Regional YSCs are required to enter data relating to clients into the YSC DMA. This data is used to guide and monitor program performance and for evaluation purposes.
- 33.5.3 Benchmarks on relevant activities will be detailed in service agreements.
- 33.5.4 Data for regional and state analysis will be non-identifying and there will be a range of access levels built into the new data system to protect the privacy and confidentiality of young people.
- 33.5.5 Performance Monitoring and Reporting (DET) will match client details from the YSCI DMA with other DET data sources to determine engagement and/or transition and attendance status where identifiable information has been released by the client. This data will be used to contribute to decision-making about the effectiveness of the YSCI.

⁷⁸ Refer to definition at end of table of contents, page 3.

⁷⁹ As outlined in the Data Exchange Agreement between DET and DoC.

⁸⁰ The YSCI Program Management Team contact details can be found in Section 39.

- 33.5.6 Key Timeframes related to performance reporting include:
- YSCs and Regional YSCs must enter client related data, groups work and community projects into the DMA (data management system) on a fortnightly basis or within two weeks of seeing a young person or conducting group and/or community activity.
 - Young people who have ceased accessing the YSCI service must be closed in the YSCI DMA at 6 weeks after last contact with a young person.
 - All client data related to a quarterly reporting period must be current or finalised in the YSCI DMA by the 14th day after the end of the quarter.
- 33.5.7 YSCI funded organisations are required to report quarterly against funded outputs in OASIS as per the service agreement.

33.6 *Financial reporting*

- 33.6.1 YSCI funded organisations are required to provide a quarterly financial acquittal, through the Online Acquittal Support Information System (OASIS) by the 28th day after the end of the quarter.
- 33.6.2 YSCI funded organisations are required to provide an annual Audited Financial Statement through OASIS, within 6 months of the end of the organisation's financial year.
- 33.6.3 YSCI funded organisations are required to provide Office for Youth (DoC) quarterly reports by the 14th day after the end of a quarter on the expenditure of Quarantined Program Funds for the YSCs and Regional YSCs, using the template provided⁸¹.

34. Intellectual property

- 34.1 The YSCI service agreement details the Intellectual Property Rights between DoC and the service provider.
- 34.2 All YSCI funded organisations are required to provide Office for Youth (DoC) with a copy of all materials⁸² produced under the YSCI service agreement.

35. Right of appeal

- 35.1 The Queensland Civil and Administrative Tribunal (QCAT) is responsible for reviewing decisions that have been previously made by a Queensland Government department, local government or regulatory authority.
- 35.2 Young people affected by decisions made by any Queensland Government department are entitled to seek review of those decisions.
- 35.3 When a decision which is reviewable by QCAT is made by a government department or statutory agency, written notice must be given by the decision maker to each person entitled to review the decision, which states:
- the decision
 - details of the decision maker's authorisation to make the decision

⁸¹ This template will be available online at www.communityservices.qld.gov.au/youth/support-services/youth-support/coordinators.html

⁸² Refer to definition at end of table of contents, page 3.

- the reasons for the decision
- that the person has a right of review in QCAT
- the time frame for filing an application for review — usually this is 28 days after the decision is received.
- how the application for review may be made, and
- any right of the person to ask for an order seeking that the implementation of the decision be suspended or stayed by QCAT, until QCAT has reviewed the decision.

35.4 All of the information may be contained in one document or letter. Sometimes, the statement of reasons will be attached as a separate document.

35.5 The statement of reasons explains how the decision was reached. The statement of reasons must include:

- the evidence or other material that the decision maker took into account when making the decision
- findings made by the decision maker on material questions of fact
- the relevant legislation and any government policy being applied
- the reasoning process applying the law and/or government policy to your circumstances, and
- the decision maker's conclusions and decision.

35.6 A person entitled to a statement of reasons who has not received one is entitled to make a written request to the decision maker for a statement. There are time limits for making the request. These time limits are set out in section 158 of the *Queensland Civil and Administration Act 2009*.

35.7 In reviewing an application, the tribunal makes its own decision about the matter, ensuring the decision is according to law on the relevant information or evidence available in the proceeding.

36. Service Agreement and funding requirements

36.1 Annual reviews

36.1.1 DET will undertake an annual review of YSCI outcomes.

36.1.2 This review will identify common requirements of the services provided to young people accessing the service and the outcomes achieved by these services.

36.1.3 De-identified data from the DMA will be extracted by Office for Youth (DoC) and provided to the YSCI Governance Group, along with service level assessments.

36.1.4 The results from the desktop audit will be tabled at a YSCI Governance Group with recommendations, for endorsement.

36.2 Funding use

36.2.1 YSCI funding must be used to employ the number of full-time equivalent workers stated in the service agreement. Each of these workers must provide a full YSCI case load and direct service delivery for the purpose of the funding as outlined in the service agreement.

36.2.3 Each YSC must be provided with a mobile phone, access to reliable vehicles, professional supervision⁸³ and access to a computer.

36.2.4 DET regional offices will provide operational requirements as specified in 24.2 and 25.2. Where DET vehicles are not available, Regional YSCs can access Quarantined Program Funds to cover this cost.

36.3 The YSC organisation is funded to provide services to the target group for 42 weeks per year per full time equivalent YSC. This takes into account:

- 2 weeks public holidays
- 2 weeks sick leave
- 4 weeks recreation leave
- 2 weeks training and professional development.

36.4 It is expected that any period of unpaid leave longer than 2 weeks should be backfilled. Where a YSC is on paid leave for over 2 weeks, the service will endeavour to ensure that clients are provided with appropriate support options during this period.

37. YSCI relationships

The following information outlines the key responsibilities of the organisations involved with delivering the YSCI, and the relationships between the various parties.

Funding: Funded by DET and DoC

Policy holder: DET

Contract management: DoC

Program management: DoC

Relationships

- DET provides funding to DoC to purchase the YSCI.
- DoC is accountable to DET through the Funding Memorandum of Understanding.
- DoC purchases the YSCI services from non-government organisations.
- Office for Youth, DoC manages the Initiative.
- Education Queensland, DET provides policy direction and advice.
- The YSCI Governance Group ensures policy and program integration and provides appropriate direction to the YSCI.
- The YSCI Advisory Group will raise policy, program and practice issues with DET and DoC that require consideration.
- DoC regional officers develop, monitor and manage the contracts with the funded organisations.
- YSCI funded organisations are accountable to DoC through a service agreement.
- YSCI funded organisations employ the Regional YSCs, YSC Hub Facilitators and the YSCs.
- To auspice a Regional YSC, YSCI funded organisations must enter into an Interchange Arrangement with DET.
- DET Regional Directors and Principals provide guidance on the priorities for the YSCI in their region.
- DET Regional Directors or delegates⁸⁴ provide day to day management of Regional YSCs.
- YSCI funded organisations provide day-to-day management of the YSCs.
- YSCs and Regional YSCs build a professional relationship with the Principals/Directors and other staff at the educational institutions where they provide a service.

⁸³ Refer to definition at end of table of contents, page 3.

⁸⁴ Refer to definition at end of table of contents, page 3.

- YSC Hub Facilitators provide practice support, workforce development and professional development for the YSC network.
- Regional YSCs will work with the DET Regional Directors, Principals and other stakeholders to identify regional priorities for YSCs, analyse and report on trend data, and coordinate regional responses to address priorities.

38. Related documents

- 38.1 There are a number of related documents which are available upon request from Office for Youth (DoC):
- Update on the Youth Support Coordinator Initiative 2009
 - Summary Report for Youth Support Coordinator Initiative Evaluation Phase One: 2006–2008
 - Background Information for the Youth Support Coordinator Initiative 2004/2005
 - Supplementary Information Paper for the Youth Support Coordinator Initiative 2004/2005, and
 - Youth Support Coordinators Hub Facilitators Information Paper 2003/2004.
- 38.2 The YSC Hub Facilitators produce the YSC Practice Manual which is provided to all non-government organisations involved in the YSCI and reviewed annually. This resource “*provides the YSC program and other stakeholders with a range of information, background data and parameters, practice wisdoms and insights into the operations of the YSC program to support and facilitate their work in the field*”⁸⁵. The manual is available on request from the YSC Hub Facilitators.

39. Contacts

YSCI Program Management Team
 Office for Youth
 Department of Communities
 Phone: (07) 3008 8620
 Fax: (07) 3008 8784
 Email: YSCI@communities.qld.gov.au

⁸⁵ YSC Practice Manual , Edition Two, September 2007 — developed and compiled by the YSC Hub Facilitators in conjunction with the YSC Network