
YSC Induction Workshops 2011 – New Program Parameters

Questions Log – Brisbane

5-7 September 2011

If YSC organisations have an issue with the Regional YSC regarding their engagement with the organisation or schools or – what are the grievance procedures that they can enact?

The YSCI Program Guidelines contain the grievance procedures for all positions funded under the YSCI (Section 29 – Complaints).

Each funded organisation must establish and implement complains 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.

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 YSCs line manager to discuss the issue
- For YSCs the issue will then be progressed as per the employing organisations policies and procedures
- For Regional YSCs, the issue will then be progressed as per the Agreement for a Work Interchange Arrangement
- When 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 DoCs performance management processes.

Travel & Outputs? YSCs are currently unable to capture travel as client work within their funded outputs. How can YSCs capture the time it takes to do work associated with young people?

It is a whole Government policy with regards to output based funding. Dept. report that the policy is clear that travel that is not related to client work is not to be counted in funded outputs.

There was recognition from DoCS during the hours calculation that there needed to be lower outputs for Rural and Regional services with recognition

	<p>of costs and time to organisations to access their serviced areas.</p> <p>DoCS were very clear that they are more than willing to reassess the funded output hours in the next 12 months of this funding cycle.</p> <p>There will be no penalty for YSC organisations who do not meet their outputs in this funding cycle.</p> <p>Exception Work on behalf of a client is counted in their case management or intake time, depending on where they are in the client relationship.</p> <p>Therefore if a YSC makes a trip to Centrelink for a client, to pick up forms, and the client is not with them, all the time spent in travel and at centrelink (& any other related time) is counted. However if a YSC is driving to a client's home for an appointment, this time is not captured.</p> <p>If YSCs would like to provide DoCS with details of the time spent in travelling to appointments etc, there is a space on OASIS called rationale, or the reporting template also has a comments field where this information can be captured.</p>
<p>Depending on how large schools are – what is the maximum time that YSCs are required to catch-up with their Principal/delegate?</p>	<p>DET report that there is no mandated time for this interaction to occur. It would be a good idea to establish a framework to make it work taking into consideration the size of the school and whether it needs a more increased response.</p> <p>DoCS report that School data reports will be available on a quarterly basis.</p>
<p>What is the DoCS & DET position on supporting young people in grade 7 – acknowledging that 25% of case load can include young people under 14 years?</p> <p>How early is early? Is there a policy direction to put the YSCI model into primary schools?</p>	<p>There will be no change until 2013 with regards to responses into schools, particularly concerning the YSCI. There will be a review leading up to the end of 2013 utilising and evaluating the 'hard' measurements drawn from the YSC data collection system.</p> <p>Approximately 25% of the YSCI clients may include students who are under the age of 14 years; however if the young people were primary school</p>

	<p>students this need would have to be demonstrated through regional priorities and communicated with the Regional YSCs for approval through DoCS.</p>
<p>What DET systems is YSC client data matched with?</p>	<p>YSCI data is matched to student characteristics such as attendance, attainment, enrolment and destination data held in a number of systems such as OneSchool and Senior Learning Information Management System (SLIMS) databases.</p> <p>The purpose of performing this matching is to monitor the outcomes of the YSCI program as a whole.</p> <p>These student identifying data are only used as a linking mechanism between the various datasets. They are never reported. Only aggregated data is reported.</p>
<p>How long does this data stay live for?</p>	<p>This data will be used to monitor the performance of the YSCI program. It would not be unusual to monitor performance of a program over a 5 year period but an even longer period may be considered depending on the success of the program. OneSchool stores student data on an indefinite basis and YSCI data could fall into a similar category.</p>
<p>What is Principals understanding of YSC confidentiality parameters?</p>	<p>DET have produced a number of Communiqués to Principals regarding the YSCI. Some of these have already been distributed, while others are still awaiting approval. These will be distributed internally through DET</p> <p>This information focuses on an overview of Program Guidelines – specifically targeted to Principals. Principals understand that YSCs will only provide the name of the young person they are supporting and when they are seeing them, not any details of the case.</p> <p>There has also been a Frequently Asked Question information paper which has been distributed publicly from DET</p>

	<p>Further information will be distributed through Regional YSCs and/or the DET Regional Directors/delegates.</p>
<p>What are the parameters for utilising YSCI quarantined program funds for 'train the trainer' funds?</p>	<p>There is no specific line item with YSC operations budgets that are allocated for YSC training and PD – this is instead an organisation position on the allocation of funding for this.</p> <p>However, YSCs are now able to access YSCI quarantined program funds for 'train the trainer' opportunities. There are specific conditions that YSCs must meet to utilise these funds in this manner:</p> <ul style="list-style-type: none"> • There must be a demonstrated need for the particular program amongst the YSCs current clients • Delivery of the program to young people must have been negotiated prior to the training being undertaken at 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.
<p>YSCs are experiencing some challenges in engaging Youth Connections access for young people – where do we take these issues?</p>	<p>Youth Connections parameters clearly articulate that they cannot work with young people who are already engaged in YSC service. If this was to occur, Youth Connections need to apply for a variation to their service.</p> <p>Responses:</p> <ul style="list-style-type: none"> • DoCS can take issues into the YSCI Advisory Group – where a Youth Connections representative is present. • Engage with Regional YSC for representation at the Youth Attainment and Transitions meetings.
<p>No Principal consent? What does this mean for young people in rural, regional locations where;</p> <ul style="list-style-type: none"> • There are no other services available for them to access, and • They are unable to access the YSC service outside of school hours 	<p>Dept. Education & Training reported that they are aware of this issue and will continue to monitor it . DET to provide information at the YSCI Governance Group.</p> <p>The YSC Hubs to provide further information to DET for Governance Group Meeting and continue to monitor and table for further investigation from</p>

<p>due to transport and travel implications?</p> <p>Also acknowledging the complexities of interconnected relationships in small communities.</p> <p>And also issues of alternative service capacity. In urban locations where there may be a diverse range of services however these services are at capacity and cannot support young people who do not provide YSC with consent to notify the principal of their name.</p>	<p>DET.</p>
<p>How often do YSCs update their data with regards to inputting hours?</p>	<p>YSCs are required under the YSCI Program Guidelines to input data into the DMAv2 every 2 weeks or within 2 weeks of seeing and/or working on behalf of a young person.</p> <p>This does not mean that cases need to be closed every two weeks – instead an ongoing record of time spent with or on behalf of clients need to updated regularly on either the intake or closure form.</p> <p>DoCS and DET may be required to utilise data at any point throughout the period of the YSCI and encourage YSCs to input data on this regular basis to ensure that the ‘point in time’ data is as up to date and as accurate as possible.</p>
<p>How will Regional YSC involvement affect YSC engagement with schools, acknowledging the existing relationship with schools and the politics played by stakeholders?</p>	<p>1st instance – YSC organisations and YSCs will utilise their existing relationships with staff and schools to ensure that the service is being utilised appropriately.</p> <p>2nd instance – YSC organisations can engage the Regional YSC to progress any outstanding or ongoing issues within the school environment and the YSCI.</p> <p>Regional YSCs can progress issues through DET if schools are not upholding their responsibilities under the YSCI.</p>
<p>Will regional priorities be relevant in different areas within the region?</p>	<p>There will be broad priorities set across regions. Communication needs to be clear and consistent between Regional YSCs,</p>

For Example: In Darling Downs – South West will the regional priorities be the same for Charleville and Toowoomba?	YSC organisations and DET regional officers to ensure that all voices are being heard.
What is DETs policy on YSCs distributing sexual health product in school grounds for the purposes of education?	The Principal makes decisions regarding the distribution of all materials, including condoms, to students. A YSC needs to gain authorisation from the Principal before distributing condoms to any students.
Please explain the exemptions to the Principals notification clause within the YSCI Program Guidelines – what is DETs position on supporting a young person during school hours but off school grounds?	Awaiting further advice from DoCS and DET
Will socio-economic indications be utilised to determine priorities in each region?	It is possible that these indicators could be utilised however the process of obtaining regional priorities is not articulated and will be different from region to region.
	<p>Some systems that may be utilised to determine priorities include:</p> <ul style="list-style-type: none"> • Early leavers survey • YSCI data trends • Census and other relevant demographic data • One school • Regional networks
Why has the YSC changed to now include the capturing of LUI and EQ identification numbers?	<p>DET are focussing on more transparency and accountability of the YSCI. It is about tracking educational progress for young people.</p> <ul style="list-style-type: none"> • Absentee rates • Grades <p>This will be conducted not on an individual basis – more trending analysis i.e. grades 9, 10, and 11 - % of absenteeism.</p> <p>It will provide preliminary data about where service needs to be targeted and early intervention points.</p> <p>It was evident from the 2009 YSCI evaluation that the program had</p>

many 'soft' data outcomes and outputs. These were confirmed by YSCs but not by young people.

DET want 'hard' outcomes and outputs in this funding cycle. DET want a verification process – are YSCs reporting accurate data.

The previous data system could not account for any of this additional information.

YSCI Assessment tool? Is that still be utilised – where can YSCs locate it?

The YSCI Assessment tool is on hold at the moment – but it is anticipated that it will be ready for use ASAP.

The tool is not mandatory for YSCs.

DoCS are looking to use a client management system instead of the data system into the future which will have more capabilities for YSCs to utilise instead of many separate forms etc.