
YSC Induction Workshops 2011 – New Program Parameters

Questions Log - Townsville

30 August – 1 September 2011

<p>What are the parameters for Regional YSCs quarantined program funds</p> <p>It was requested by participants that Government provide some clarifying statements to the YSC Network regarding the use of these funds.</p>	<p>Each FTE Regional YSC has access has to \$10,000 per annum for</p> <ul style="list-style-type: none"> • Support network coordination for Regional YSCs and YSCs in their region, including travel and other associated costs, and • Purchase goods and services that are of direct benefit to case management clients <p>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.</p>
<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 due to transport and travel implications? 	<p>Dept. Education & Training reported that they are aware of this issue and would 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 DET.</p>
<p>Confidentiality form – there is a section allowing young people to say Y or N to the YSC recording case notes. Is this correct – given that YSC organisations consider case notes a fundamental component of organisational and personal accountability?</p>	<p>DoCs report that this is an error that needs to be adjusted in the form. It is a condition of funding that YSC organisations complete case notes for each client that engages in support.</p> <p>DoCS to amend in line with YSCI Program Guidelines and redistribute to the YSC Network. This document will also be available on the DoCS website at http://www.communityservices.qld.gov.au/youth/support-services/youth-support-coordinators.html</p>
<p>There are significant implications for Rural and Regional YSCs who are required to travel considerable distances to access schools to support young people and are unable to capture these hours in their funded outputs.</p>	<p>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.</p> <p>There was recognition from DoCS during the hours calculation that there needed to be lower outputs for Rural and Regional services with recognition 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</p>

output hours in the next 12 months of this funding cycle.

There will be no penalty for YSC organisations who do not meet their outputs in this funding cycle.

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.

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.

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.

The YSC confidentiality form is not user friendly for YSCs who are supporting young people from CALD backgrounds who may be newly arrived to Australia. What is the Departments position on making this form more accessible for all client groups in the YSC?

DoCS are releasing confidentiality forms in various other languages to allow for equitable access to the YSCI service.

In regards to the current structure and information contained within the YSCI confidentiality form there is little the Office for Youth can do to change the form. Crown Law (Government legal department) advise that legally young people need to be advised of what they are accepting as part of the YSCI service and hence the information needs to be in full and detailed. Once pasted through legals, this form has little chance of amendment.

However, Daina Fernyhough (O4Y) has requested any suggestions to improve the form to be forwarded to the YSCI@communities.qld.gov.au mailbox and she will continue to feed the information up through to legals for further advice.

Now that Principals have a larger input in the priorities and work

There are opportunities for YSCs to utilise their quarantined program funds

conducted by the YSC – how will sustainability be built into schools and not dependency on the service and on YSC quarantined program funds? Is there still an element within the YSCI that encourages and supports the capacity of schools to respond to their own emerging issue?

as seed funding for projects which encourage capacity building in schools. The YSC is then able to evaluate the success of the project and then approach the school etc to outline that the project needs to be sustained with additional funding from alternative source.

Evidence will be very useful during these discussions.

Please clarify what information the Principals are receiving about the YSCI and their roles within it?

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 to Principals.

Some YSCs are already experiencing pressure to enter data into OneSchool (which they cannot do) and produce reports regarding the service on regular basis from Principals.

This information focuses on an overview of Program Guidelines – specifically targeted to Principals.

There has also been a Frequently Asked Question information paper which has been distributed publicly from DET.

Further information will be distributed through Regional YSCs and/or the DET Regional Directors/delegates.

YSCI Governance Group discussed the issue of YSCI data being added to OneSchool. The Governance Group agreed that YSCI data will NOT be added to OneSchool. If a Principal wants to show that a young person is receiving YSCI support, they can say young person accessing student services.

Will the YSCI be evaluated in 2013 that will determine the future direction of the program?

There will be a review of the implementation of the new initiative in 2012 undertaken by DoCS.

DET are responsible for the evaluations of the YSCI. The YSCI Evaluation will be undertaken in 2012 by DET. Outcomes from this evaluation will help shape the future direction of the program, along with things such as Government priorities and best practice. DET will always be seeking ways to strengthen and improve programs where possible and to obtain the best outcomes.

<p>What is the role of the YSC in the exclusion process of a young person?</p>	<p>The exclusion process is managed by the Senior Guidance Officers and the YSC will only be involved at the request of their school to support this process, not to lead it.</p>
<p>Is there a process of how information is distributed from the YSC through to the Regional YSC in each region? This communication channel should include the YSC line manager?</p>	<p>This will be addressed by the Regional YSCs at the Regional YSC meeting in October.</p> <p>YSC Hubs will keep YSC Network informed.</p>
<p>YSCs report that they are currently feeling stretched by the work in their allocated school/TAFE sites. Recently YSC organisations have received further requests for service from another school that does not currently receive a YSC service.</p> <p>How should the YSC manage this scenario?</p>	<p>The YSC will need to respond to DET site request. This is a process that can be discussed and negotiated with the Regional YSC in the region and with the school sites themselves.</p> <p>Capacity will be considered in this situation. Amendments will only be made based on capacity.</p> <p>YSCs are also not to fill all the gaps in community services and be everything to everyone.</p>
<p>YSCs are being required to provide additional information to begin support with young people. The process of obtaining this information is time consuming and onerous. Can YSCs receive basic access to OneSchool to enable this process to occur without the hassle of going through the school administration?</p>	<p>There is no access granted to OneSchool for non-departmental staff.</p> <p>DET will provide further information to schools regarding the importance of providing necessary information to YSCs when requested - in a timely manner.</p>