

New Family Relationship Centre – Service (Establishment) Plan Template 2008-09

Attribute	Activities and expected outcomes <ul style="list-style-type: none"> • Please discuss your activities and outcomes planned for implementation and 2008-09 	Timeframe (if applicable)
<p>Staffing – Profile, Recruitment, Retention, Training, Supervision</p> <ul style="list-style-type: none"> • Profile (i.e. type) of staff for FRC • Recruitment plan • Training • Supervision 		
<p>Referrals into and out of the FRC</p> <ul style="list-style-type: none"> • Information about referrals to and from other agencies 		
<p>Venue(s) – primary site(s)</p> <ul style="list-style-type: none"> • Any changes to venue plan? If so please submit a revised floor plan. 		

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<p>Communication and Liaison</p> <ul style="list-style-type: none"> • (AGD & FaCSIA) • Any issues 		
<p>Liaison with Child Support Agency and Centrelink</p> <ul style="list-style-type: none"> • What is planned, especially in relation to dealing with change of assessment clients from Child Support Agency 		
<p>Establishing and maintaining networks (including reference groups)</p> <ul style="list-style-type: none"> • What is planned 		
<p>Indigenous clients (for those FRCs <u>not</u> receiving additional funds for Indigenous advisers)</p> <ul style="list-style-type: none"> • What is planned in relation to engaging this client group 		

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<p>Client management (including managing waiting lists)</p> <ul style="list-style-type: none"> • What processes do you plan to implement to monitor and manage client waiting lists and/or prioritise clients 		
<p>Local promotion</p> <ul style="list-style-type: none"> • What promotion is planned for your FRC? 		
<p>Outreach</p> <ul style="list-style-type: none"> • Describe planned outreach activities 		
<p>Consortium arrangements (if applicable)</p> <ul style="list-style-type: none"> • Issues • Governance 		
<p>Sub contracting (if applicable) What services will be delivered?</p>		
<p>Child Inclusive Practice</p>		

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<p><i>(optional under the Operational Framework)</i></p> <ul style="list-style-type: none"> • Is it planned to provide CIP? • Will it be provided in house or will clients to be referred out? 		
<p><i>Provision of joint sessions</i></p> <ul style="list-style-type: none"> • Model of dispute resolution • Client preparation for joint sessions 		
<p><i>Monitoring performance, data collection and evaluation activities – including any action research</i></p> <ul style="list-style-type: none"> • Outline how you intend to address these requirements 		
<p><i>Child care arrangements</i></p> <ul style="list-style-type: none"> • What arrangements 		

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will you provide for childcare through the FRC (if any)?		
Safety and security plan (please provide safety and security plan)		
Opening hours <ul style="list-style-type: none">• Planned• Out of hours		
Outline any other issues that you consider may impact on your service delivery/policy		