

Family Relationship Centres: Key Performance Indicators

Family Relationship Centres are part of the Family Relationships Services Program, which aims to improve the well being of families and children by supporting positive family relationships through prevention and early intervention services and post-separation services.

The following Key Performance Indicators (KPIs) for Family Relationship Centres will be included in the Funding Agreement with provision to be revised over time. Some KPIs will require external evaluation, while others will be assessed through information collected by the Centres themselves.

Objective 1: Helping intact families with their relationships

Intact families are given help with their family relationships and parenting through appropriate information and referral.

Key Performance Indicator 1.1

The extent to which people access information about strengthening family relationships from the Family Relationship Centre.

Key Performance Indicator 1.2

The percentage of clients using the Family Relationship Centre who take up appropriate referrals to:

- pre-marriage education programs
- programs that help them stay together
- programs that help them with parenting, and
- programs that help them deal with other issues that impact on their family relationships (eg treatment for gambling or drug problems).

Key Performance Indicator 1.3

The percentage of Family Relationship Centre clients from intact families who found the Centre's assistance to be helpful.

Objective 2: Helping separating families with their relationships

Separating parents are given help to achieve workable parenting arrangements without going to court through information, support, referral and dispute resolution services.

Key Performance Indicator 2.1

The percentage of separating parents attending the Centre who agree on parenting arrangements without a court determination of a dispute (including those who have been to court previously who do not require further court determination).

Key Performance Indicator 2.2

The percentage of separating parents attending the Centre who take up appropriate referrals to programs to help them reconcile.

Key Performance Indicator 2.3

The percentage of separating parents attending the Centre who take up appropriate referrals to programs to help them deal with:

- entrenched conflict, and/or
- other issues that impact on their relationships.

Note: Although Centres themselves will not be delivering these services directly, they should ensure that they refer clients to available services that produce the best outcomes.

Key Performance Indicator 2.4

The percentage of parenting agreements made at the Centre still workable after one year including those amended to meet changing circumstances.

Key Performance Indicator 2.5

The percentage of separating parents who have completed contact with the Centre who found the Centre's assistance to be helpful, and whose situation involves:

- family violence, and
- other issues that impact on relationships.

Objective 3: Providing quality family relationship services

In meeting the above objectives Family Relationship Centres need to deliver high-quality, timely, safe and ethical services.

As a minimum they will be required to:

- comply with relevant legislative requirements and standards under the Family Law Act 1975 and the Regulations, the Family Relationships Services Program Approval Requirements as well as additional requirements set in the Operational Framework, and.
- ensure that family practitioners at the Centre meet any new accreditation standards approved by the Attorney-General.

Note: For information about these standards, see section above on Staffing, Training and Competency.

Note:

Adjustments for service loadings on benchmarks relating to key performance indicators include:

- the percentage of clients with complex cases, for example, cases involving family violence, mental health and drug and alcohol issues, high conflict, (noting that Centres should aim for a broad case mix and maintain a proactive role to help the majority of families)
- the percentage of cases in which children and other family members (eg grandparents and new partners) are included in sessions
- individual location variables, for example the size of catchment area, regional or rural location, and
- the percentage of clients involving Indigenous, culturally or linguistically diverse persons.