

Key Performance Indicators for the members of Approved Panel of Providers delivering case management services

KPI	Target	Explanatory Note	Minimal Requirements	Additional Desirable Requirements
Case management plans are developed	Each student receiving case management services has a documented case plan.	A guide for an appropriate case plan is available at DECD website.	<input type="checkbox"/> Case management plan on file <input type="checkbox"/> Needs assessment <input type="checkbox"/> Development of actions and strategies <input type="checkbox"/> Transition plan (as relevant)	<input type="checkbox"/> Engagement matrix <input type="checkbox"/> Evidence of review of case plan <input type="checkbox"/> Transition plan
Contact with family and young person	Initial contact is made within seven days of receiving a referral from the school.	Evidence of the date when the student was first referred to the provider and when the first contact was made with the student and/or their family.	<input type="checkbox"/> Case note of date of referral <input type="checkbox"/> Case note of contact made with the student within 7 days of referral	<input type="checkbox"/> FLO Referral form <input type="checkbox"/> Evidence of contact such as phone call, detailed note of the meeting or letter sent <input type="checkbox"/> Evidence that the first appointment is being arranged with the student or family
Attendance at weekly case management sessions	Students attend at least 70% of scheduled sessions.	The case management sessions should be face to face & exceptions agreed with the school must be documented.	<input type="checkbox"/> Detailed case note describing the form and content of contact with the student	<input type="checkbox"/> Next appointment booked at the case management session <input type="checkbox"/> Evidence of attendance reported to school
Progress review	At least one review of each student's engagement and learning occurs every six months.	The review is expected to be completed by the case manager.	<input type="checkbox"/> Case notes reflect the progress review with the school at least twice a year	<input type="checkbox"/> Signed progress reviews <input type="checkbox"/> Documented review indicating that progress review was done jointly with school
Accredited learning	Each student is enrolled in an accredited learning program within six months of commencing a FLO enrolment.	Evidence of enrolment in a subject aligned to the Australian Curriculum or SACE subject or a module of Certificate I or above or any pre-requisite vocational course, including such things as driver training or First Aid or White Card.	<input type="checkbox"/> Case notes noting that the student is enrolled in school subjects at school <input type="checkbox"/> Approved expenditure request form for a learning program <input type="checkbox"/> Invoice from learning program course provider	<input type="checkbox"/> Email from school confirming that the student is enrolled in school subjects <input type="checkbox"/> Confirmation of enrolment from a course provider in the form of email or a formal enrolment letter <input type="checkbox"/> Time table showing learning program/subjects/courses the student is enrolled in
Ongoing service delivery	Students have access to case management support and/or engagement activities during school holidays.	Documented interaction with students informing them about availability of case management support and engagement activities during holiday time.	<input type="checkbox"/> Case notes indicate that the information has been provided to the student <input type="checkbox"/> Brochures or standard letters sent to students	<input type="checkbox"/> Personalised programs and case management support offered to individual or small group of students to meet their needs

Auditors will look for evidence of meeting each KPI in individual student case management files and relevant documentation should be placed there. Case files may be in hard copy or electronic form.