

# Perpetrator Intervention Services Requirements

## Service Delivery and Risk Management Plan

### Summary

**Organisation name and organisation  
number**

**Service outlet name and service outlet  
number:**

**Service Delivery and Risk  
Management Plan completed by:**

**Date completed:**

**Department contract officer:**



## Overview

The purpose of the [Perpetrator Intervention Services Requirements](#) is to set a minimum program standard across the sector, leading to consistent, quality outcomes for victims and perpetrators.

The requirements relate specifically to group perpetrator intervention programs and have been categorised into seven categories:

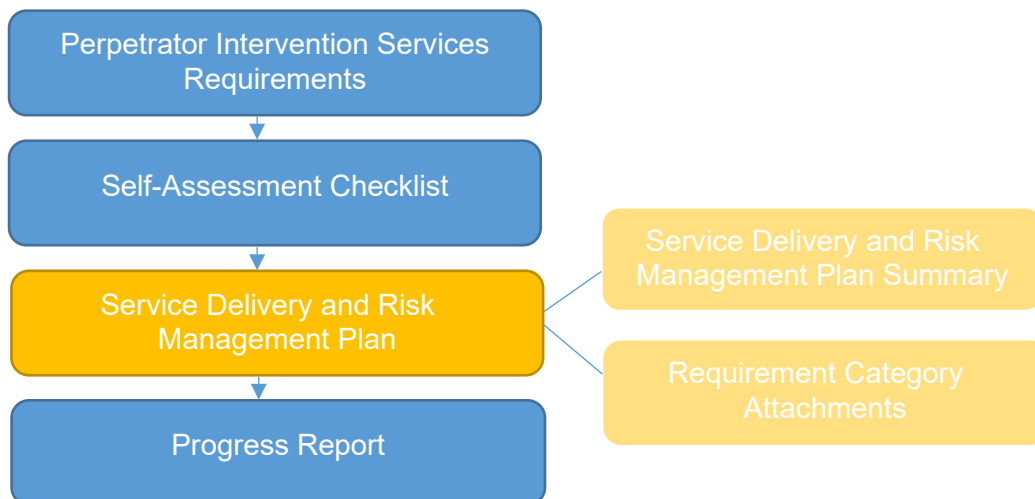
1. group readiness
2. duration of group programs
3. maximum number of group participants
4. gender of co-facilitators
5. qualification and experience requirements of facilitators
6. role, qualifications, experience, frequency and duration of a victim advocate
7. role, experience and frequency of an observer.

The department acknowledges that not every service may be fully compliant with the new requirements immediately and that not every service will always be fully compliant in the future, for reasons often outside of their control, for example availability of appropriate staff.

In acknowledgement of these challenges, a compliance monitoring and reporting process has been implemented to enable services to:

- assess their compliance with the requirements
- report non-compliance with one or more requirements
- outline the current practice/policy/procedures that are in place
- outline the reasons for non-compliance
- identify risk and risk mitigation strategies for non-compliance
- identify actions required to achieve compliance with the requirement in the future
- report progress towards achieving compliance.

### Diagram 1: Compliance monitoring and reporting process



Services who have a Service Delivery and Risk Management Plan in place, and can demonstrate they are actively trying to be compliant with the requirements, will be deemed as compliant with the requirements for the term of the plan.

### Service Delivery and Risk Management Plan

The Service Delivery and Risk Management Plan comprises of two components:

- Service Delivery and Risk Management Plan Summary
- Service Delivery and Risk Management Plan Requirement Category Attachment for each requirement category that has been identified to be included in the Service Delivery and Risk Management Plan.

The Service Delivery and Risk Management Summary identifies:

- what requirement categories have been identified to be included in the Service Delivery and Risk Management Plan
- reporting schedule.

The Service Delivery and Risk Management Plan Requirement Category Attachments will enable services to identify:

- non-compliance with one or more requirements within a requirement category
- the current practice/policy/procedures that are in place
- the reasons for non-compliance
- risk and risk mitigation strategies for non-compliance
- actions required to achieve compliance with the requirement in the future.

A Service Delivery and Risk Management Plan must be negotiated with the service's contract officer and can be in place for 12 months. The plan must be reviewed at 6 months and 12 months. A plan may be extended for a further 12 months if there are actions or factors outside of the service's immediate control preventing them from being compliant with the requirement. An extension of the plan must be discussed and negotiated with the service's contract officer.

## Service Delivery and Risk Management Plan Summary

Requirement categories to be included in the Service Delivery and Risk Management Plan	
Requirement category	Service Delivery and Risk Management Plan Requirement Attachment to be completed (Y/N)
1. Group readiness	Choose an item.
2. Duration of group programs	Choose an item.
3. Maximum number of group participants	Choose an item.
4. Gender of co-facilitators	Choose an item.
5. Qualification and experience requirements of facilitators	Choose an item.
6. Role, qualifications, experience, frequency and duration of a victim advocate	Choose an item.
7. Role, experience and frequency of an observer	Choose an item.
Reporting due dates	
6-month reporting due	12-month reporting due
<Insert when the 6-month reporting is due>	<Insert when the 12-month reporting is due>
General comments	