



Australian Government
Department of Social Services

Appendix A: Service Type Matrix All Agencies

Version dated 3 December 2018



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Purpose of this document

This document lists the program activities that currently use the Data Exchange (known as ‘in-scope’ programs).

Each in-scope program activity has a range of service types that can be selected to reflect the type of service provided. The following set of tables outline which service types are applicable to each program activity.

Working Age Payments

Program activity \ Service type	Intake / assessment (3 levels)	Information / advice / referral (3 levels)	Education and Skills training (3 levels)	Advocacy / Support	Mentoring / Peer Support (3 levels)	Family Capacity Building (3 levels)	Health Care Assistance	Facilitate Employment Pathways (3 levels)	Carer Support	Behavioural Insights	Facilitate English Learning Pathways					
	TTL Tranche 1 Projects	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N				
TTL Tranche 2 Projects	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y					

Families and Communities

Program activity \ Service type	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Dispute Resolution	Supervised change-over/contact	Advocacy / Support	Records search	Community Capacity Building	Outreach	Family Capacity Building	Facilitate Employment Pathways	Mentoring / Peer Support	Governance	Community Engagement	Service System Capability / Capacity
	Adult Specialist Support Services																
Forced Adoptions Support Services	Y	Y	N	N	Y	N	N	Y	Y	Y	Y*	N	N	N*	N	N	N
National Find and Connect	Y	Y	Y	N	Y	N	N	Y	Y	Y	Y	N	N	N	N	N	N
Royal Commission Community-based Support Services	Y	Y	Y	N	Y	N	N	Y	N	N	Y	N	N	N	N	N	N

* Notification of changes to service types on 31 January 2019: Outreach to be removed; and Mentoring / Peer Support to be added.

Program activity \ Service type	Fundamental life skills	Social participation	Education and skills training	Specialist support	More online skills	Connecting to others	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Family Capacity Building	Facilitate Employment Pathways	Mentoring / Peer Support	Governance	Community Engagement	Service System Capability / Capacity
	Digital Literacy for Older Australians																
Be Connected	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N

Families and Communities (continued)

Program activity \ Service type	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Dispute Resolution	Carer Support	Advocacy / Support	Records search	Community Capacity Building	Outreach	Family Capacity Building	Facilitate Employment Pathways	Mentoring / Peer Support	Governance	Community Engagement	Service System Capability / Capacity
	Families and Children																
Budget Based Funded Program (BBF)	Y	Y	Y	Y	Y	N	Y	N	N	N	N	Y	N	N	N	N	N
Children and Parenting Support Services	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	Y	N	N	N
Communities for Children Facilitating Partners	Y	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	Y	Y	Y
Family and Relationship Services	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	N	N	N	N
Family and Relationship Services – Inter-country Adoption	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	N	N	N	N	N
Family and Relationship Services – Specialised Family Violence	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	N	N	N	N
Home Interaction Program for Parents and Youngsters (HIPPY)	Y	Y	Y	N	N	N	N	N	N	Y	N	Y	Y	N	N	N	N
Intensive Family Support Services	Y	Y	Y	N	N	N	N	Y	N	Y	Y	Y	N	N	N	N	N

Service type	Program activity	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focused groups	Counselling	Dispute Resolution	Supervised change-over/contact	Advocacy / Support	Records search	Community Capacity Building	Outreach	Family Capacity Building	Facilitate Employment Pathways	Mentoring / Peer Support	Governance	Community Engagement	Service System Capability / Capacity	
Family Law Services																			
Children's Contact Services		Y	Y	Y	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	N
Family Dispute Resolution		Y	Y	Y	Y	N	Y	N	Y	N	N	Y	N	N	N	N	N	N	N
Regional Family Dispute Resolution		Y	Y	Y	Y	Y	Y	N	Y	N	N	Y	N	N	N	N	N	N	N
Family Law Counselling		Y	Y	Y	Y	Y	Y	N	Y	N	N	Y	N	N	N	N	N	N	N
Family Relationship Advice Line		Y	Y	N	N	Y	Y	N	Y	N	N	N	N	N	N	N	N	N	N
Family Relationship Centres		Y	Y	Y	Y	N	Y	N	Y	N	Y	Y	N	N	N	N	N	N	N
Legally Assisted and Culturally Appropriate Family Dispute Resolution		Y	Y	Y	N	Y	Y	N	Y	N	Y	Y	N	N	N	N	N	N	N
Parenting Orders Program		Y	Y	Y	Y	Y	Y	N	Y	N	N	Y	N	N	N	N	N	N	N
Supporting Children After Separation		Y	Y	Y	Y	Y	N	N	Y	N	N	Y	N	N	N	N	N	N	N

Families and Communities (continued)

Service type	Program activity	Intake / assessment	Information / advice / referral	Education and Skills training	Counselling	Advocacy / Support	Community Capacity Building	Mentoring / Peer Support	Access to money (loans)	Food Parcels & Food Vouchers	Material Goods	Health care assistance	Transport assistance	Utility bills assistance	Venue Visits	Rent / Mortgage assistance	Facilitate Employment Pathways	Material Aid	Intensive Support	Access to Money – Matched Savings	Access to Money – Business Loan	Business Planning	Accommodation Assistance	
Financial Wellbeing and Capability																								
Commonwealth Financial Counselling and Capability		Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Financial Counselling and Financial Capability - Cape York		Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Financial Counselling for Problem Gamblers		Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N
Financial Counselling Helpline		Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Financial Crisis and Material Aid - Emergency Relief		Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	Y	N	Y	N	Y	Y	N	N	N	N	Y
Financial Resilience		Y	Y	Y	N	Y	N	Y	Y	N	Y	Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	N	N

Families and Communities (continued)

Service type	Program activity																					
	Intake / assessment	Information / advice / referral	Education and Skills training	Counselling	Advocacy / Support	Community Capacity Building	Mentoring / Peer Support	Access to money (loans)	Food Parcels & Food Vouchers	Material Goods	Health care assistance	Transport assistance	Utility bills assistance	Venue Visits	Rent / Mortgage assistance	Facilitate Employment Pathways	Material Aid	Intensive Support	Access to Money – Matched Savings	Access to Money – Business Loan	Business Planning	Accommodation Assistance
Financial Wellbeing and Capability																						
Money Support Hubs (Formerly Financial Counselling & Financial Capability – IM Hubs/ Cape York)	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Service type	Program activity																					
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity Building	Outreach	Family Capacity Building	Facilitate Employment Pathways	Employer Engagement	Social participation	Mentoring / Peer Support	Family Mediation	Goal setting	Resource Development	Material Goods	Material Aid	Basic home security upgrades	Technological safety upgrades		
National Initiatives																						
Building Capacity in Australian Parents	Y	Y	N	N	N	N	Y	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N
Keeping Women Safe in their Homes	Y	Y	Y	N	Y	Y	N	Y	Y	Y	N	N	N	N	N	N	N	N	Y	Y		
Local Support Coordinators	Y	Y	Y	N	Y	Y	N	Y	Y	N	N	N	N	N	N	N	Y	N	N	N	N	N
National Plan to Reduce Violence against Women and their Children	Y	Y	Y	N	Y	Y	Y	N	Y	Y	N	N	Y	N	N	Y	N	N	N	N	N	N
Safe Technologies for Women	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	N	N	N

Families and Communities (continued)

National Initiatives (continued)																			
Program activity	Service type																		
	Intake / assessment	Information / advice / referral	Education and Skills training	General Workshop	Multicultural Workshop	Indigenous Workshop	Settlement Services Workshop	Disability Workshop	Awareness Session – 2 Hour	Awareness Session – 1 Day	Awareness Session – BST	E –learning Online Workshop	Tailored Workshop	Family Mediation	Goal setting	Resource Development	Material Goods	Material Aid	Technological safety upgrades
Domestic Violence Response Training (DV-alert)	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N
Program activity	Service type																		
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity Building	Outreach	Family Capacity Building	Facilitate Employment Pathways	Employer Engagement	Social participation	Mentoring / Peer Support	Family Mediation	Goal setting	Community Engagement	Material Goods	Material Aid	Facilitate English Learning Pathways*
Settlement Services																			
Career Pathways Pilot for Humanitarian Entrants	Y	Y	Y	N	N	Y	N	N	N	Y	Y	N	Y	N	N	N	N	Y	Y
National Community Hubs Program	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N	Y	N	N	N	N	N	N	Y
Settlement Grants	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N	Y	N	N	N	N	N	N	Y
Youth Transition Support	Y	Y	Y	Y	N	Y	Y	Y	N	Y	N	Y	N	N	N	N	N	N	Y
Strong and Resilient Communities																			
Community Resilience	Y	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	N	N	Y	N	N	N
Inclusive Communities	Y	Y	Y	Y	N	N	Y	N	Y	Y	N	N	Y	N	N	Y	N	N	N
Volunteer Management																			
Volunteer Management Activity	Y	Y	N	N	N	N	Y	N	N	Y	Y	N	N	N	N	N	N	N	N
Young People																			
Reconnect	Y	Y	N	Y	Y	Y	Y	N	N	N	N	N	N	Y	Y	N	N	N	N

Disability, Mental Health and Carers

Program activity	Service type																				
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity building	Outreach	Mentoring / Peer support	Family capacity building	Facilitate employment pathways	Carer support	Brokered respite	Brokered carer support	Transportation services	Advocacy internal review	Advocacy external review	Systemic - Local	Systemic - State	Systemic - National	Service review
Community Mental Health Program																					
A Better Life (ABLE)	Y	Y	Y	N	Y	Y	N	N	Y	N	Y	N	N	N	Y	N	N	N	N	N	N
Carers and Work (CAW)	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	N	N	N	N	N	N
Carer Information and Support Service (CISS)	Y	Y	Y	N	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	N	N	N
Commonwealth Respite and Carelink Centres (CRCC)	Y	Y	N	N	N	N	Y	Y	N	N	N	Y	Y	Y	N	N	N	N	N	N	N
Consumer Directed Respite Care (CDRC)	Y	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	N	N	N	N	N	N	N
Counselling, Support, Information and Advocacy: Carer Support (CSIA: CS)	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N
Dementia Education and Training for Carers (DETC)	Y	Y	Y	N	N	N	N	N	Y	N	N	Y	N	N	N	N	N	N	N	N	N
Community Mental Health, Early Intervention for Children, Young People and their Families (Family Mental Health Support Services (FMHSS))	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	N
Individual Placement and Support Trial	Y	Y	Y	Y	Y	Y	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N
National Carer Counselling Programme (NCCP)	Y	N	Y	N	Y	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	N
National Disability Advocacy Program (NDAP)	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	N	N	N	Y	N	Y	Y	Y	N
NDIS Appeals (formally known as External Merits Review)	Y	Y	Y	N	N	Y	Y	Y	N	Y	N	N	N	N	N	Y	Y	N	N	N	N
Young Carer Bursary Programme	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N
Integrated Carer Support Service (ICSS) – Digital Counselling	Y	Y	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y
Program activity	Service type																				
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity Building	Outreach	Mentoring / Peer Support	Family Capacity Building	Facilitate Employment Pathways	NDIS Access	NDIS Eligible	NDIS Ineligible	Respite	Carer support	Brokered respite	Brokered carer support			
National Disability Insurance Scheme Transition																					
Mental Health Respite: Carer Support	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Personal Helpers and Mentors	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N

Commonwealth Home Support Program (CHSP)

Please refer to the Commonwealth Home Support [Program Manual](#) for further definitions of service sub- types.

Community and Home Support sub-program	
Allied Health and Therapy Services	
ATSI Health Worker	Y
Dietician or Nutritionist	Y
Diversional Therapy	Y
Exercise Physiologist	Y
Hydrotherapy	Y
Occupational Therapy	Y
Ongoing Allied Health and Therapy services	Y
Other Allied Health and Therapy Services	Y
Physiotherapy	Y
Podiatry	Y
Psychologist	Y
Restorative Care Services	Y
Social Work	Y
Speech Pathology	Y
Domestic Assistance	
General House Cleaning	Y
Linen Services	Y
Unaccompanied Shopping	Y
Good, Equipment and Assistive Technology	
Car Modifications	Y
Communication Aids	Y
Medical Care Aids	Y
Other Goods and Equipment	Y
Reading Aids	Y
Self-care Aids	Y
Support and Mobility Aids	Y
Home Maintenance	
Garden Maintenance	Y
Major Home Maintenance and Repairs	Y
Minor Home Maintenance and Repairs	Y
Home Modifications	
Home Modifications	Y
Meals	
Meals - At Centre	Y
Meals - At Home	Y
Nursing	
Nursing	Y

Community and Home Support sub-program (cont.)	
Other Food Services	
Food Advice, Lessons Training, Food Safety	Y
Food Preparation in the Home	Y
Personal Care	
Assistance with Client Self-administration of Medicine	Y
Assistance with Self-care	Y
Social Support Group	
Social Support Group	Y
Social Support Individual	
Accompanied Activities	Y
Telephone / Web Contact	Y
Visiting	Y
Specialised Support Services	
Client Advocacy	Y
Continence Advisory Services	Y
Dementia Advisory Services	Y
Hearing Services	Y
Other Support Services	Y
Vision Services	Y
Transport	
Transport - Direct (driver is volunteer or worker)	Y
Transport - Indirect (through vouchers or subsidies)	Y

Care Relationships and Carer Support sub-program	
Centre Based Day Respite	Y
Community Access – Group	Y
Community Access Individual Respite	Y
Host Family Day Respite	Y
Host Family Overnight Respite	Y
In Home Day Respite	Y
In Home Overnight Respite	Y
Mobile Respite	Y
Other Planned Respite	Y
Overnight Community Respite	Y
Residential Day Respite	Y

Assistance with Care and Housing sub-program	
Advocacy – Financial, Legal etc.	Y
Assessment Referrals etc.	Y
Hoarding and Squalor	Y

National Disability Insurance Agency

Program activity	Service type																	
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity Building	Outreach	Mentoring / Peer Support	Family Capacity Building	Facilitate Employment Pathways	NDIS Access	NDIS Eligible	NDIS Ineligible	Goal Setting	Carer support	Resource Development	Brokered carer support
Community Inclusion and Capacity Building																		
Information, Linkages and Capacity Building (ILC) – Individual Capacity Building	N	Y	Y	Y	N	N	Y	N	Y	Y	N	Y	Y	Y	Y	N	Y	N

Department of Health and Human Services (DHHS) – Tasmania Government

Program activity	Service type																	
	Intake / assessment	Information / advice / referral	Education and Skills training	Child / Youth focussed groups	Counselling	Advocacy / Support	Community Capacity Building	Utility Bills Assistance	Venue Visits	Rent / Mortgage Assistance	Dispute Resolution	Mentoring / Peer support	Outreach	Family Capacity Building	Facilitate Employment Pathways	Mentoring / Peer Support	Goal Setting	Material Aid
Department of Health and Human Services Pilot Programs																		
In-person Gambling Specialist Services	Y	Y	N	N	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N	N
Personal and Family Counselling State-wide Financial Counselling Service	Y	Y	Y	N	Y	Y	Y	Y	N	Y	N	N	N	N	N	N	N	N

NSW Department of Family and Community Services (NSW FaCS)

Service type Program activity	Community Sector Planning	Community Sector Coordination	Community Engagement	Social Participation	Indigenous Community Engagement	Indigenous Social Participation	Facilitate Employment Pathways	Indigenous Healing Workshops	Advocacy and Support	Education and skills training	Indigenous Advocacy/Support	Intake / Assessment	Information / Advice / Referral	Goal setting	Mentoring / Peer support	Fundamental life skills	Business Planning	Counselling	Parenting Programs	Material Aid	Family Capacity Building	Supported Playgroups	Indigenous Supported Playgroups	Specialist Support	
Targeted Earlier Intervention Program (TEI):																									
1. Community Connection	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
2. Community Centres	N	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
3. Community Support	N	N	N	Y	N	N	Y	Y	Y	Y	Y	N	N	N	N	N	Y	N	N	N	N	N	N	N	N
4. Targeted Support	N	N	N	N	N	Y	N	N	N	N	N	Y	N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	N
5. Intensive or specialist support	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N	Y	N	N	Y	N
Stayin Kinnected	N	N	N	N	Y	N	N	N	N	Y	N	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	

Version History

November 2015:

Moved the section entitled “Accompanied activities e.g. Shopping” from the heading “Domestic assistance” to sit under the heading “Social support – individual” (page 9).

December 2015:

Changed ‘Brokered Respite’ to Y for Commonwealth Respite and Carelink Centres (CRCC), to correct an error in the earlier table (table on page 5).

January 2016:

Addition of counselling as an eligible service type under Children and Parent Support Services.

Addition of new programs; Settlement Services and Youth Transition Support.

September - October 2016:

Addition of new program activities; Reconnect, National Plan to reduce Violence against Women and their Children, Keeping Women Safe in Their Homes, Safe Technologies for Women, Local Support Co-ordinators, Carers at Work, and the Disability Care Merits Review.

Removal of program activities no longer funded, or amalgamated into existing program activities, including: Family and Relationship Services – Drought Assistance, Personal Helpers and Mentors – Employment, and Personal Helpers and Mentors – Expansion.

Addition of new service types including; Social Participation, Family Mediation, Goal Setting, Governance, Community Engagement, Resource Development, Service System Capability / Capacity, Basic home security upgrades, Technological safety upgrades, Material Aid, Venue Visits and Intensive Support.

Update of any service types that have changed or scheduled for removal.

Addition of service type removal warning in table legend.

November 2016

Update of any service types that are scheduled for addition.

Addition of new program; Home Interaction Program for Parents and Youngsters (HIPPY).

Service type removal and addition date changed from January to February 2017.

February 2017

Service types scheduled for removal as of February 2017 have been removed.

Service types scheduled for addition as of February 2017 have been added.

Addition of new programs: Royal Commission Support Services NT, Career Pathways Pilot for Humanitarian Entrants, and National Community Hubs Program.

Program activities have been re-listed in alphabetical order.

Service type general descriptions removed due to release of Appendix B.

July 2017

Addition of new programs; Domestic Violence Alert and Building Capacity in Australian Parents, National Disability Advocacy Program and Community Inclusion and Capacity Development programs added and service types.

Addition of new service types for Domestic Violence Alert. Two service types added to National Disability Insurance Scheme Appeals.

New program activity for 'Family Relationship Centres – Legally Assisted and Culturally Appropriate Family Dispute Resolution'.

Department of Health and Human Services (DHHS) – Tasmania Government and NSW Department of Family and Community Services (NSW FACS) Pilot programs added.

February 2018

Addition of new programs: Volunteer Management, Be Connected

Addition of new service types:

- National Plan to Reduce Violence against Women and their Children (for new project "Support for Family Safety in the Kimberley"): Counselling and Family Capacity Building

Advance notice of upcoming changes to service types in August 2018: new ones are highlighted blue, those to be removed are highlighted orange.

May 2018

Addition of new programs: Try Test and Learn, Strong and Resilient Communities.

Advance notice of upcoming changes to service types in August 2018: new ones are highlighted blue, those to be removed are highlighted orange:

- Family and Relationship Services: "Outreach" and "Dispute Resolution" (removal)
- Settlement Services: "Facilitate English Learning Pathways" (addition)
- Emergency Relief: "Accommodation Assistance" (addition).

Minor format change to tables.

Name change: Community Mental Health, Early Intervention for Children, Young People and their Families (Family Mental Health Support Services (FMHSS)).

July 2018

Addition of new program: Budget Based Funded program (BBF)

Name change: Money Support Hubs (formerly known as Financial Counselling and Financial Capability – IM Hubs)

August 2018

New program:

- Integrated Carer Support Service (ICSS) – Digital Counselling

Program removed (ceased on 30 June 2018):

- **Royal Commission Support Services NT**

Program name change:

- **Money Support Hubs** now also incorporates 'Financial counselling and financial capability - Cape York'

Service types:

- Removal:
 - 'Dispute resolution' and 'Outreach' (Family & Relationship Services(FARS); FARS – Specialised family violence; FARS – Inter-country adoption);
- Addition:
 - 'Accommodation assistance' (Financial Crisis and Material Aid – Emergency Relief)
 - 'Facilitate English learning pathways' (4 Settlement Services program activities)
 - 'Service review' (ICSS - Digital Counselling)

November 2018

Program added:

- Try Test and Learn (TTL) – Tranche 2 (the first of five 'batches' of projects)
- Stayin Kinnected - NSW Government Family and Community Services

Modified program:

- Be Connected: additional modules, and changes to service types / module groupings.

Notification of upcoming changes:

- Forced Adoption Support Services: changes to service types from February 2019