ACT Child & Family Centre
Service Model Redesign

18 MAY 2015
CHILD AWARE APPROACHES CONFERENCE
MELBOURNE 18-19 MAY 2015
Presentation Overview

- Community and CFC Overview
- Strategic Drivers
- Governance Arrangements
- Consultation
- Model Development
- Implementation
- Lessons Learnt
ACT Child and Family Centres

- The ACT Child and Family Centres (CFCs) were launched as the cornerstone of early intervention services within the *Canberra Social Plan 2004*
- There are three CFCs in the Canberra community, located in Gungahlin, Tuggeranong and West Belconnen.
- CFCs have an established service delivery model that provides a range of universal and targeted services based on the needs of children and their families.
Childhood Adversity in the ACT

- During 2012-13 there were 720 child protection reports that were subsequently substantiated (CSD, 2014: 72).

- As of June 30 2013, 674 children and young people were on a Care and Protection Order (CSD, 2014:75).
Childhood Adversity in the ACT

- At June 30, 2013 there were 558 children in Out of Home Care

- 140 children in Out of home Care in the ACT in 2013 were of Aboriginal and Torres Strait Islander descent (CSD, 2014: 79).
Proportion of children developmentally vulnerable, ACT and Australia 2012

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<th>ACT 10.6%</th>
<th>ACT 8.6%</th>
<th>ACT 7.2%</th>
<th>ACT 3.9%</th>
<th>ACT 8.1%</th>
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<td>Physical health and wellbeing</td>
<td>AUS 9.3%</td>
<td>AUS 9.3%</td>
<td>AUS 7.6%</td>
<td>AUS 6.8%</td>
<td>AUS 9.0%</td>
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ACT Government. (2014). *2012 Australian Early Development Index: Results for the ACT*. ACT Government, Canberra
Strategic Drivers

- Cessation of funding from the National Partnership for Indigenous Early Childhood Development (NPIECD)
- Human Services Blueprint
- The Out of Home Care Strategy (2015-2020)
- National Disability Insurance Scheme (NDIS) and ‘Mainstream’ Services Development
- Redesign of Therapy ACT to deliver ‘Mainstream Services’
Governance Arrangements

- The governance of this project consisted of three key groups:
  - Project Management Group
  - Reference Group
  - Staff Group
Consultation & Information Gathering

- Consultation with key stakeholders
  - (e.g. CFC staff, reference group)

- Snap shot data collection
  - Child and Family Workers: occasions of service
  - Client Satisfaction Surveys
  - External Service Providers Satisfaction Survey
  - CHYPS: Group and Post Code data
  - Health: ACTPAS

- What has the data told us?

- Evidence Review
Sep 2014 - Dec 2014

- Reference Group Meetings
- Development of core CFC service offer documents
  - CFC Model of Service Discussion Paper
  - CFC Model of Service Summary Document
- Briefings to Director-General and Minister
- Consultation with the Union
- Development of an Implementation Plan
Priorities of the new model

- Strengthen the early intervention local service system through moving to a collaborative and integrated response to community need.

- A focus on delivering evidenced-based, collaborative, tailored and targeted services and programs.

- Intervening early with families at risk of contact with Statutory Services.

- A focus on Community Engagement with marginalised communities and families.
Public Health Triangle

- STATUTORY SYSTEM
- TARGETED SERVICES AND PROGRAMS FOR ‘AT-RISK’ FAMILIES AND CHILDREN
- EARLY INTERVENTION SERVICES TARGETED TO VULNERABLE FAMILIES AND CHILDREN
- UNIVERSAL PREVENTATIVE INITIATIVES TO SUPPORT ALL FAMILIES AND CHILDREN
Principles of the new model

- Operate as an effective subsystem of the Human Services System.
- Promote a more collaborative approach.
- A clear focus on building community capacity.
- A renewed focus on targeted and tailored/intensive interventions.
Principles of the new model

- A continued focus on *intervening early* and building capacity to *prevent the escalation* to more intensive support services.

- Promotion of a more *unified, consistent and standardised approach*.

- A clearly articulated *Outcomes Framework* and provision for a *formal evaluation* of the service.

- *Renewed governance arrangements*. 
CFCs and Care and Protection Services

- Two early intervention teacher positions to CFCs to support the ‘Developing Kids’ program
- Strong MACH presence at all CFCs
Throughout 2015: What do we hope to achieve?

• Implementation of service provision arrangements with Medicare Local - Health in Mind

• Implementation and delivery of core parenting programs

• Strengthening Families
Throughout 2015: What do we hope to achieve?

- Formation of Child Development Local Area Governance Groups
- Stronger presence of Therapy ACT practitioners at the CFCs
- Development of a policy and procedures manual
Throughout 2015: What do we hope to achieve?

- Development and implementation of an Outcomes Framework
- Review and alignment of Case Management and Supervision Frameworks
- Development of service level agreements with partner agencies
CFCs: A collaborative service system

Measuring the value of CFCs

- Outcomes Framework Working Group
- Social Return on Investment (SROI) Framework
Reflections:
What have we learn from this project?

- Clearer information and data sharing protocols required
- Short time frame meant a shorter period for data collection and consultation with families
Reflections:
What have we learn from this project?

- Clear strategic drivers for the project
- Staff engagement/consultation
- A dedicated project team
Thankyou