

# ACT Child & Family Centre Service Model Redesign



**ACT**  
Government  
Community Services



**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



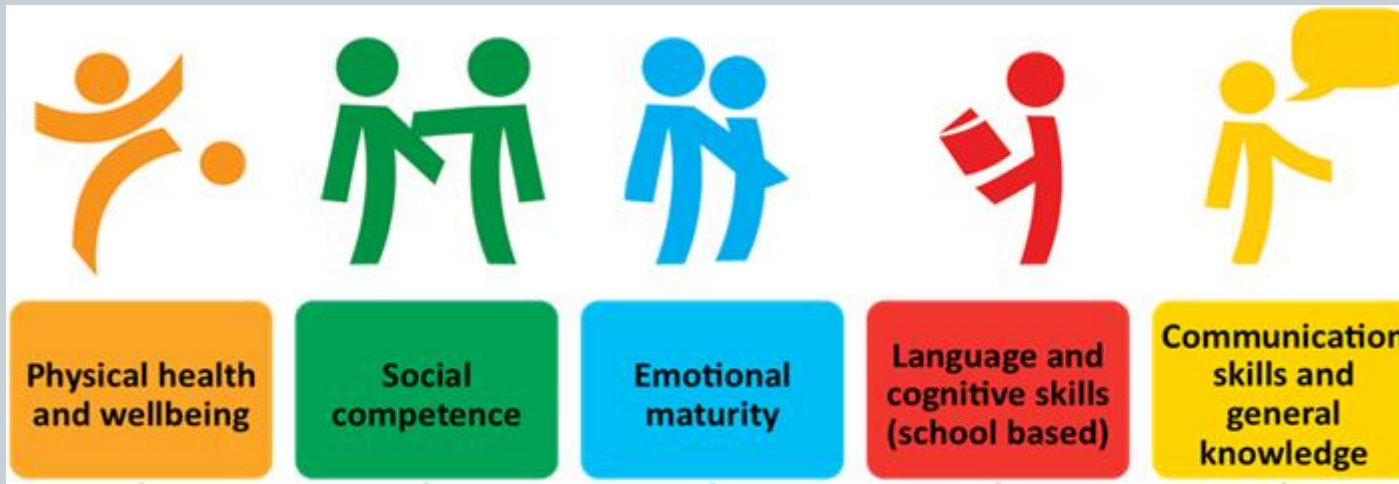
- During 2012-13 there were 720 child protection reports that were subsequently substantiated (CSD, 2014: 72).
- As of June 30 2013, 674 children and young people were on a Care and Protection Order (CSD, 2014:75).

# 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



ACT 10.6%	ACT 8.6%	ACT 7.2%	ACT 3.9%	ACT 8.1%
AUS 9.3%	AUS 9.3%	AUS 7.6%	AUS 6.8%	AUS 9.0%

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**

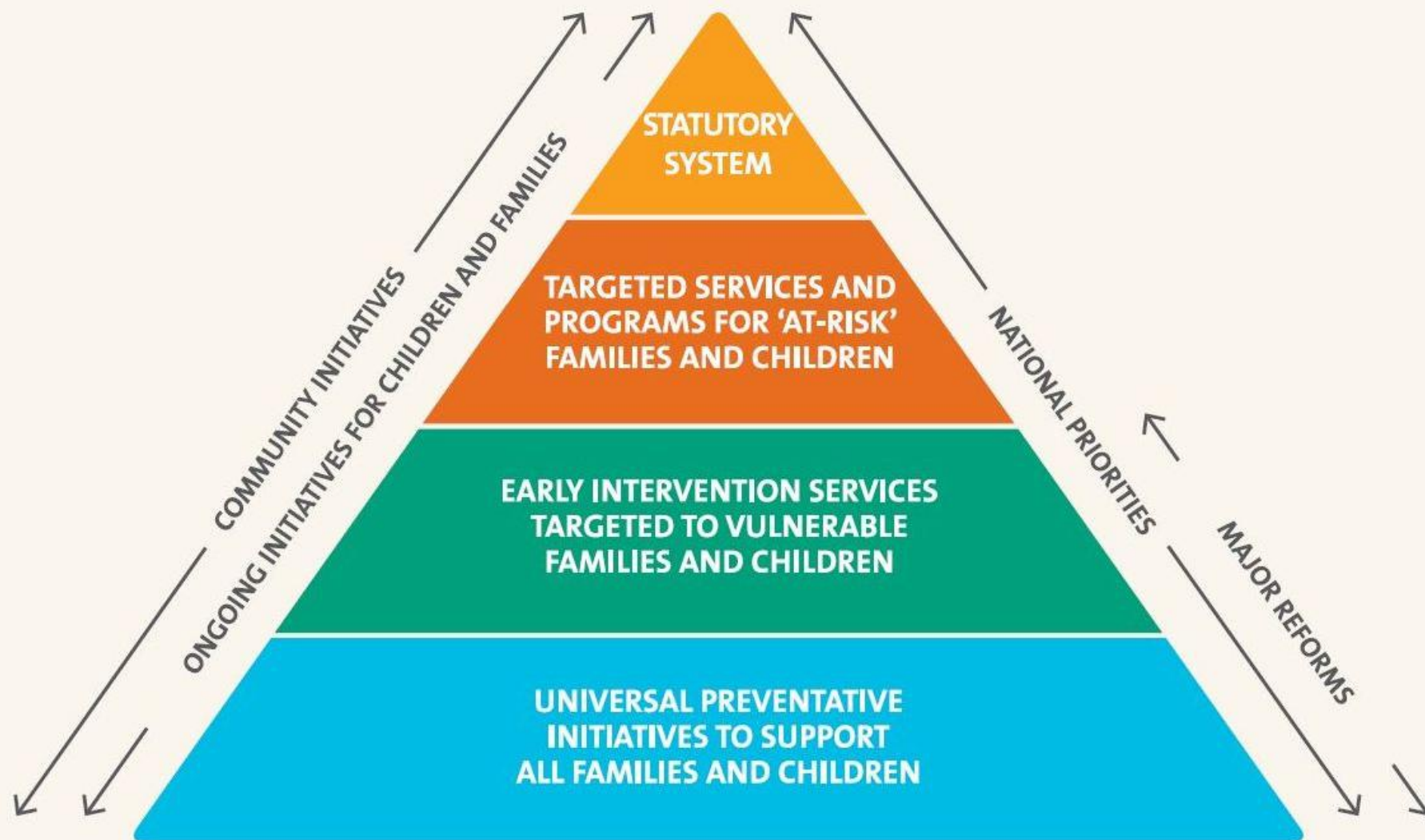
- Reference Group Meetings
- Development of core CFC service offer documents
  - *CFC Model of Service Discussion Paper*
  - *CFC Model of Service Summary Document*
- Briefings to Director-General and Minister
- Consultation with the Union
- Development of an Implementation Plan

# 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



# 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*.

**Throughout 2015:  
What do we hope to achieve?**

- 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



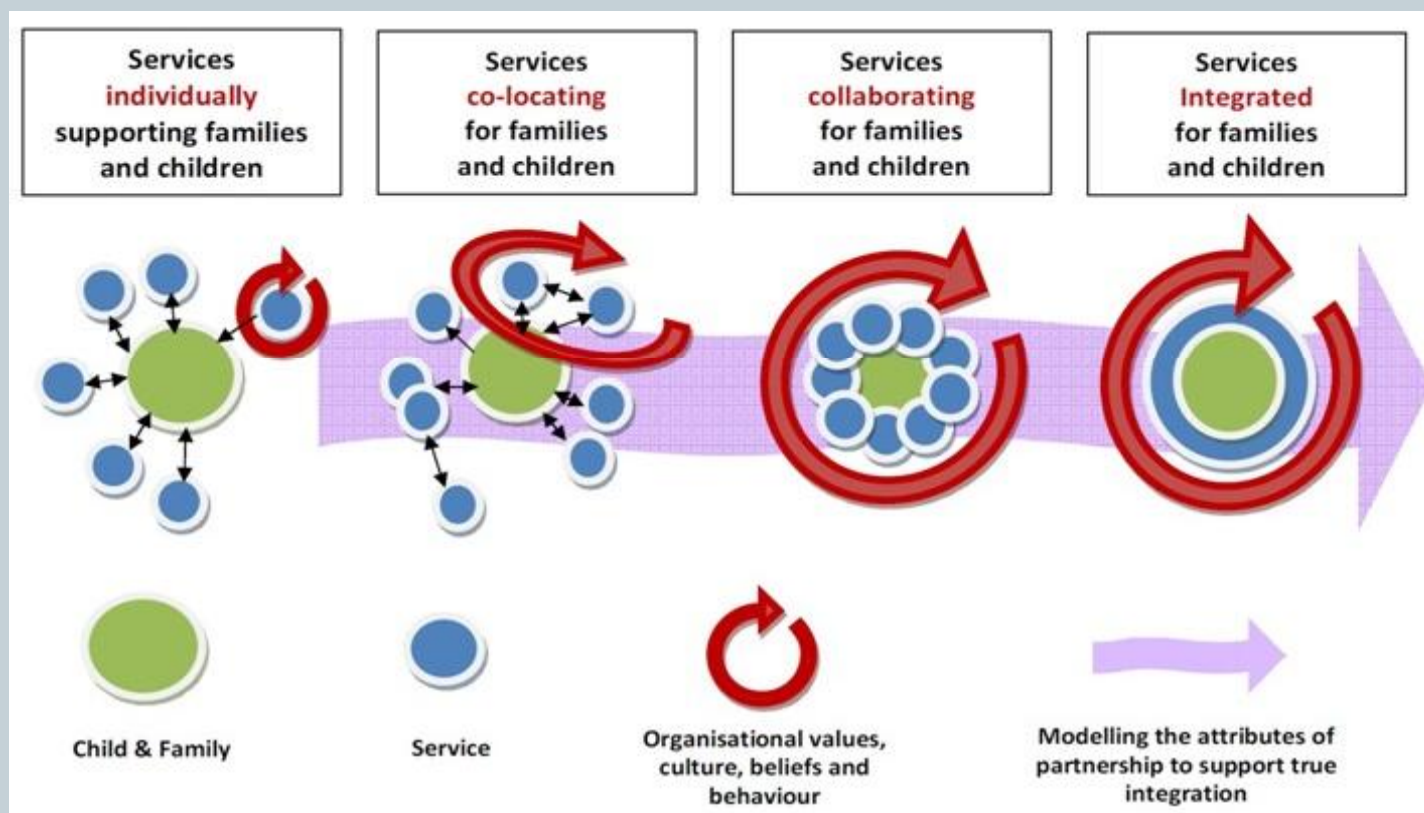
**Throughout 2015:  
What do we hope to achieve?**

- 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



Moving Forward Together: A guide to support the integration of service delivery for children and families, June, 2010.

# 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

