Building organisational capacity to safeguard children

Becoming a child safe, child friendly & child aware health service

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I acknowledge the Turrbal People, the Traditional Owners of the land where we gather today and pay my respect to Elders past and present and to emerging community leaders.

It is important we recognise our first Australians, the Aboriginal and Torres Strait Islander peoples, not merely for the fact that they continue to be over-represented in the child protection and juvenile justice systems, a result of colonisation and intergenerational trauma.

But more importantly because of what we can learn from their spiritual, cultural and relational approaches to raising and valuing children within their community.
Overview

- ACT Health in a city/state
- Policy context and levers
- Challenges in translating National F/work Protecting Australia’s Children to the health context
- CSCFCA framework aims
- Underpinning evidence & research
- CS-CF-CA model - everyone's responsibility
- CS-CF-CA program logic
- Domains for action

**CSCFCA includes youth safe / friendly / aware**
ACT - a city-state

provides acute, sub-acute, primary, mental health & community-based health services for catchment of approx. 617,070 people in ACT (387,100) & surrounding NSW region

ACT Health employs approximately 6,800 staff. This is 5,980 FTEs
## ACT - a city-state

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<tr>
<th>Jurisdiction &amp; health ministry</th>
<th>Health service</th>
<th>Local council</th>
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| Territory-wide strategy & policy | Tertiary hospital - 645 beds  
  Palliative care hospital - 19 beds  
  Rehabilitation centre - 30 beds  
  Women & children’s hospital - 121 beds | Environmental health |
| National representation | Community health (6) & walk-in centres (2) | Public health services |
| Legislation and regulation | Independent Living Centre (ILC) | Licensing, inspections |
| Government labs | Outpatient & ambulatory care | Food, Radiation safety |
| | Mental health services | |
| | Strong links to ANU med school | |
| | Cross border services | |
Policy context and levers

Royal Commission into Institutional Responses to Child Sexual Abuse

National Framework for Protecting Australia’s Children

National Safety and Quality Health Service Standards
Policy context and levers

UN Convention on the Rights of the Child

Charter on the Rights of Children & Young People in Healthcare Services

Picker Principles of Patient Centred Care
Challenges in translating the National Framework to the health context

National Framework for Protecting Australia’s Children

- move beyond protecting children as a response to abuse & neglect to promote safety & well-being of CYP ► prevent abuse & neglect
- children are deeply affected by what is happening to their parents & within their family
- building family & community capacity is pivotal for CYP’s health & well-being
- intervene early & put family supports in place
- CYP need special consideration
- integrated & connected services improves outcomes
- everyone’s business to protect children

Our health services and systems

- majority public health occurs in 24/7 acute care settings which are response driven, under significant demand, pressure and scrutiny
- healthcare approaches are primarily individual client focussed, not reflecting SDOH
- healthcare approaches are primarily bio-medical & focus on disease & symptom management
- tertiary treatment approaches prioritised over EIP
- adult centric & childist approaches prevalent
- complex, demarcated services based on specialisation
- most specialised & demarcated workforces / industry
Aims to create organisational vision & authorising environment that builds capacity:

• for staff to make CSCFCA cultural changes

• and provides guidance & practical assistance for staff

• to extend clinical approaches beyond bio-medical to socio-ecological / psycho-social, recognising SDOH

• to extend responsibility for CYP beyond paediatrics to all staff

• and accountability for CYP into compliance & Q&S mechanisms

• to change how we provide clinical services & support to CYP

• to challenge organisational childism (policies, practices, attitudes)
Child safe, child friendly, child aware coordinating framework

...aims to build ACT Health’s commitment to children & young people by:

- promoting CYP’s rights
- responding appropriately to CYP’s developmental & health needs
- promote CYP’s participation at every level of healthcare decision making (evolving capabilities, maturity & independence)
- create sense of welcoming, comfort & safety for CYP & families
- prioritise vulnerable CYP & families
- recognise & value role of family & community for CYP health & well-being
The framework draws upon substantial body of research & evidence about:

- neuroscience of brain development
  - including the impact of trauma & toxic stress
- socio-ecological understandings of child development
  - interconnection b/t children’s relationships & environments - Bronfenbrenner
  - risk and protective factors for CYP development
  - social determinants of health: social conditions vs bio-medical risk factors
- attachment theory
  - ability to form an emotional & physical attachment to another person, stability & security necessary to grow, develop & take risks
- discrimination theory & childism
  - systemic prejudice, stereotyping & disempowering CYP
Primarily focusing on services for adult clients eg. adult mental health, drug & alcohol

- provide patient-centred care that is parent aware, child aware & child inclusive
- identify adult clients who have parental or carer responsibilities
- create child & family friendly environments
- support parental role & capability of clients
  - family circumstances support considered as part of care planning
- consider & respond to needs of children of adult clients
  - care planning includes child’s needs & safety
- support children’s participation
- collaborate with child & adolescent services
- improve outcomes for vulnerable children eg. Children of parents with mental illness (COPMI)
Child centred & safe

Primarily focusing on services for children & adolescents eg. paediatric ward, child health clinics

- provide child & family-centred care that is parent aware - focuses on child's needs while understanding family circumstances
- create child & family friendly environments
- support children’s participation in their healthcare
- support parental role & capability of clients
- collaborate with adult services
- improve outcomes for vulnerable parents & families
Title

Provides services for all clients eg. ED, dental services, imaging, food services

- provide child & family-centred care that is parent aware - focuses on child's needs while understanding family circumstances
- create child & family friendly environments
- support children’s participation
- improve outcomes for vulnerable CYP, parents & families

- focus on child's needs while understanding family circumstances / focus on adult's needs while considering child’s needs (eg. aware of needs of the whole family)
- collaborate with specialist child, adolescent & adult services
CS-CF-CA model
CYP are everyone's responsibility
Client outcomes

Organisational culture

- Child safe
- Child friendly
- Child aware

Domains for action

- Governance, leadership & accountability
- Vision, policies & practices
- Quality & safety standards & processes
- Child safe, friendly, aware service delivery & environments
- Staff development
- Monitoring, reporting & compliance

Foundational knowledge
(for all staff)

- Know about children & young people's rights
- Have clear understanding of child development & attachment theory
- Have knowledge & skills to be culturally competent

Advanced knowledge
(for specialised paediatric & child health staff)

- Knowledge of indicators of child abuse, neglect & cumulative harm
- Knowledge of family therapy (as required)
- Knowledge of family partnership model (as required)

Clinical guidelines
Domains for action

- CYH Services Network ACT & region
- Partnering with consumers sub-c’tee
- Charter of Rights CYP in healthcare
- Children's participation & consultation
- Child friendly complaints / feedback mechanisms
Domains for action

- CSCFCA framework
- CSCFCA policies & resource sheets
- Child impact assessment
- CSCFCA branding & logos
- CSCFCA web & intranet presence
Domains for action

- National Safety & Quality Standards
- Quality improvement projects
- Clinical audits
- Staff attitudinal surveys
Domains for action

- child friendly & culturally competent clinical practices
- child friendly environments & equipment
  - waiting areas & facilities
  - Art & Hospital Foundations
- child friendly information & communications
- Children of Parent with Mental Illness (COPMI), AOD, family violence
- vulnerable children & child protection
Domains for action

- Champions & communities of practice
- Capabiliti online, face-to-face, e-learning, induction & orientation
- Child protection
- Circles of security training
- Family Partnerships training
- Let’s talk about children training (COPMI)
- Trauma informed care / approaches
- Partnering with children & young people
- What about me training series—DV, COPMI, Parental substance misuse
- Engaging families in the early childhood development story
Domains for action

- monitor health needs of children & YP
- collect report & use CYP data
  - ACT Health services usage
  - A Picture of ACT CYP
  - AEDC analysis
- client data base – locked mandatory fields for parental status & age of dependant children
- COPMI census
The final word......

Right here- right now exhibition

ACT CHILDREN & YOUNG PEOPLE COMMISSIONER
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