

# Child Safe Approaches in Children's Contact Services- opportunities and challenges

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Interrelate

# At the cold front

- In 2014 AGD published *'Guiding Principles Framework for Good Practice'*
- In 2015 CFCA published Paper No 35 *'Children's Contact Services 'Key Issues'*
  - Families with increasing complexity- 72% MH, 54% DFV, 38% CP, and 36% AOD
- Both government funded organisations and private companies provide CCS (private providers function under no regulation or accreditation requirements).

# Child safety focused service

- Audit of regional centres and procedures operating in CCS services, benchmarked to the guiding principles.
- Formation of a Service Practice Group (SPG) to consult, design & implement change.
- Implementation of Risk Matrix procedures.
- Staff workshop
- Revision of practice handbooks

# CHILDREN'S CONTACT CENTRE REFERRAL

ONGOING ASSESSMENT OF RISK/RISK MANAGEMENT

**EXTERNAL REFERRAL**  
(Court Orders, Self-referral, Community Organisation)

**INTERNAL REFERRAL**  
(Building Stronger Families, Relationship Services, Family Dispute Resolution)

OR

**INTAKE**  
Parent A

**INTAKE**  
Parent B

**ASSESSMENT**

Conversation CCS Coordinator:  
Suitability

Building Connections Seminar  
(put on CCS Waitlist, qualify after BC. Will be advised of wait time)

**REFERRALS**  
Mediation, Counselling, Group, External, Legal

CCS Orientation  
(both parents)

**SUITABLE**

**COMPLEX/**  
Does not meet criteria

Child Orientation

Supervised Contact/COCB

**Decision to provide service**

Consult MRS/AM & Opportunity to consult RSD SMHIMH  
Implement Risk Matrix

**Decision to decline service**

Regular Review/  
Assessment/Referral

Move to Self-Management (M2SM)

Alternative Referrals

Risk Assessment

Letter sent by MRS

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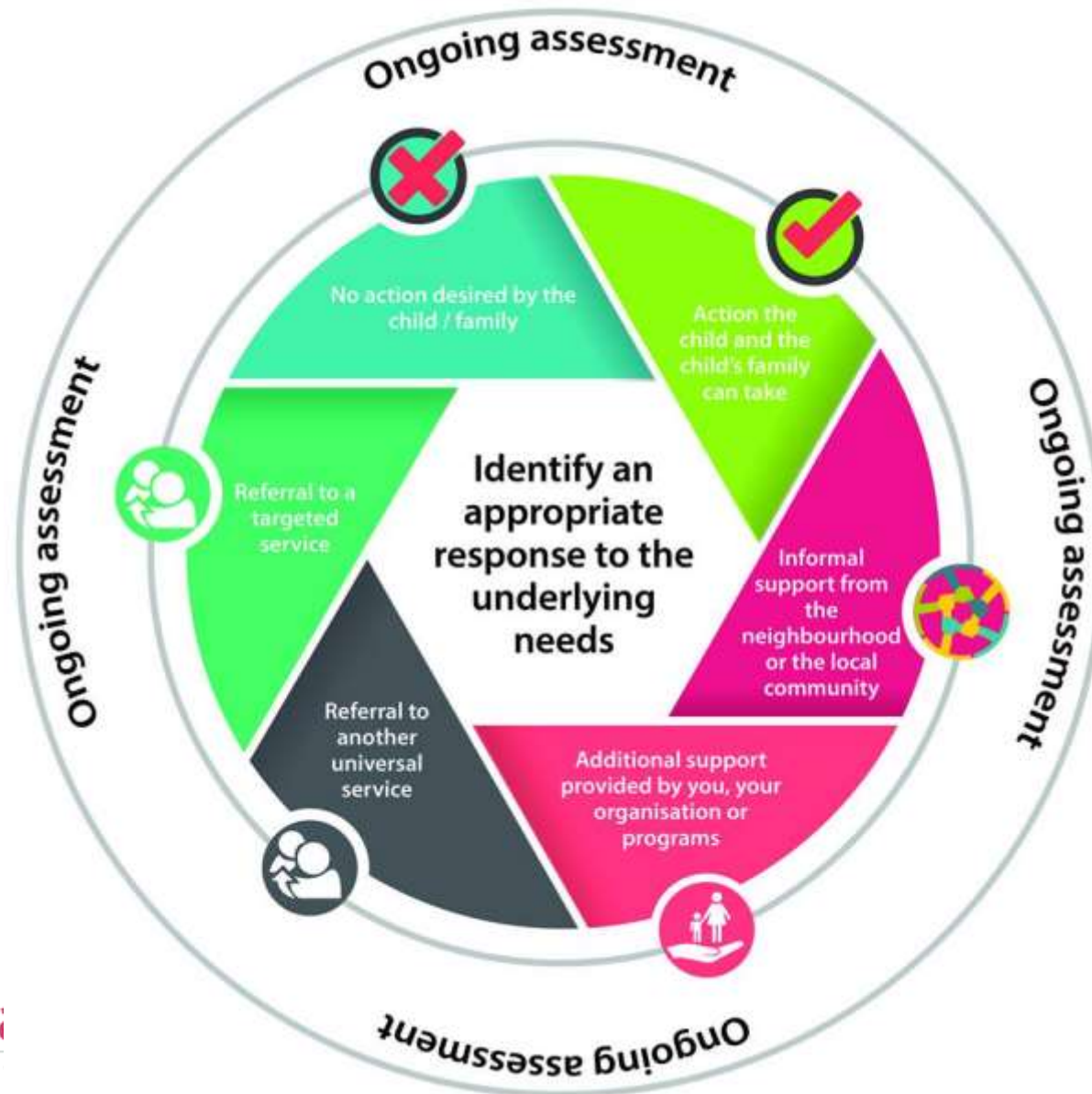
Finalisation

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# Case Scenarios

- 2 families similar circumstances and different assessment outcomes.
- Parent opposing orders, risk to child relationship with parent and exposure to ongoing entrenched conflict.
- Intersection family law, criminal law, and child protection> in the context of child safe aware, and child focused service delivery

# Holistic service delivery



# How we know it's working

- Staff report feeling more confident
- Increased information exchange
- Increased risk management plans
- Greater collaboration & positive feedback from the courts
- 91% receiving complimentary services and supports

Average Movement/Improvement across client goals (client rated)			
Confidence	Connection	Knowledge	Skills
<b>0.87</b>	<b>0.45</b>	<b>0.72</b>	<b>0.71</b>

# Sector Learning

- Communication and collaboration with FLS (Family Reports, improved referral)
- Regulation of services (extending to private). Joining ACCSA, Meeting good practise principles (AGD).
- Child safe and child focussed service delivery.
- A strong case management approach, including referral to other supports.
- Families moving safely to self-management of parenting arrangements