



Their Futures Matter

Cohort Service Solutions

Project update – February 2019

Our approach

Their Futures Matter (TFM) is the long-term roadmap for the future of service delivery. Our vision is to create a coordinated service system that delivers evidence-based, wraparound supports for children and families to transform their life outcomes.

In support of this vision, we commission wraparound service solutions for vulnerable groups of children and families, and this will continue to be a focus for Their Futures Matter moving forward.

Our progress

To date, Their Futures Matter and its partners have made significant progress in designing and delivering wraparound service solutions for vulnerable cohorts.

Many of these solutions have been implemented, and TFM will continue to work in partnership with agencies to deliver, evaluate and monitor services. Some service solutions are being reviewed to align with TFM's outcomes modelling, and will transition to other TFM work streams.

What's next?

The next stage of the reform is focused on identifying and prioritising vulnerable populations, informed by our cross-government administrative data set and outcomes modelling. Detailed analysis, together with best available evidence will be used to commission strategic solutions to improve outcomes for children, young people and families.

For more information on the future of our current service solutions, refer to the following summary table:

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Service solution	Update as at February 2019
<p><i>Under 12s: 68 children under 12 years of age in residential out-of-home (OOHC) care placements who are not co-located with a sibling</i></p>	<p>TFM's first cohort has provided an opportunity to implement and test newly designed roles, ways of working across agency silos, and interagency data gathering and reporting mechanisms.</p> <p>Reporting for the Under 12s cohort has shown a positive trend since the wraparound service solutions started rolling out in September 2017, with improved outcomes in the education, placement stability, health and wellbeing domains.</p> <p>Implementation of this service solution continues to deliver better results and improved outcomes. Since September 2017, the number of children in this cohort in residential settings has fallen by 46 per cent and four children have been restored to their families.</p> <p>Accountability for the Under 12s transitioned to FACS in January 2019. FACS is undertaking project management, stakeholder engagement, and continued monitoring and reporting for this service solution. TFM will remain responsible for high level monitoring and evaluation of the delivery of outcomes for the cohort.</p> <p>An evidence review will be undertaken in March 2019 to assess whether the wraparound service solutions are improving outcomes for the children and young people in the Under 12s cohort.</p>
<p><i>Starting Strong, Growing Strong: 5 to 12 year olds in OOHC with a disability, behavioural or psychological concerns</i></p>	<p>TFM conducted a series of workshops and focus groups with partner agencies and non-government representatives to design wraparound service solutions for the Starting Strong, Growing Strong cohort. The proposed solutions aim to offer an integrated multi-agency response to support children in the cohort to access timely health assessments, diagnosis and treatment; develop safe and secure attachment with carers; engage positively in education; and address trauma and behavioural needs.</p> <p>The TFM Implementation Board has approved additional investment in the OOHC Health Pathway Program to increase access for children in the cohort who entered care prior to 2010 and do not currently have access to the program. This will enable earlier identification of health concerns and increased capacity for NSW OOHC Health staff to contribute to healthcare coordination and support to access services in the public and/ or private systems.</p> <p>The piloting of Clinical Healthcare Managers will also be introduced to provide a step up short term intensive intervention for those children who are assessed as requiring a targeted health response</p>

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	<p>that cannot be met through the Pathway or other health services. Implementation will commence in July 2019.</p> <p>The solutions recommended through the cross-agency co-design process have been captured in a draft Cohort Solution Design Report.</p> <p>This project is currently being reviewed and will transition into the TFM's evidence-based programs workstream.</p>
<p><i>Resilient Teens: young people (aged 14-16) in non-residential OOHc and with non-custodial contact with the justice system</i></p>	<p>TFM conducted a series of workshops and focus groups with partner agencies and non-government representatives to design wraparound service solutions for the Resilient Teens cohort. The proposed solutions focus on reducing the severity and number of contacts with the justice system, and improving the young person's life outcomes, by leveraging a cross-agency approach.</p> <p>The solutions recommended through the co-design process have been captured in a draft Cohort Solution Design Report.</p> <p>The TFM Implementation Board has approved additional investment in the OOHc Health Pathway Program to increase access for young people in the cohort who entered care prior to 2010 and do not currently have access to the program. This will enable earlier identification of health concerns and increased capacity for NSW OOHc Health staff to contribute to healthcare coordination and support to access services in the public and/ or private systems.</p> <p>The piloting of Clinical Healthcare Managers will also be introduced to provide a step up short term intensive intervention for those young people who are assessed as requiring a targeted health response that cannot be met through the Pathway or other health services. Implementation will commence in July 2019.</p> <p>Initial analysis has revealed that the Resilient Teens cohort aligns with a larger population group. It is proposed that analysis and design for Resilient Teens inform the design of state-wide, system-level strategies for the larger population group.</p> <p>This project will transition into the TFM's evidence-based programs workstream.</p>
<p><i>Thriving Aboriginal Families: Aboriginal families with vulnerabilities</i></p>	<p>TFM aims to work with Aboriginal communities to design, redesign and/or enhance services to achieve culturally safe, sustainable and accessible locally embedded services. The aim of this project is to place the actual experiences of Aboriginal families at the centre of the process and for individual communities to work with TFM to lead the service design, redesign and/or enhancements for their community.</p>

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	<p>TFM has so far provided support to two community organisations to enhance capacity and delivery of early childhood and health services to vulnerable Aboriginal children and families.</p> <p>The Thriving Aboriginal Families project will transition into TFM's Access System Redesign workstream.</p>
<p><i>Thriving Families NSW: non-Aboriginal vulnerable young parents aged 25 years and under, and their children aged 0-5 years</i></p>	<p>Thriving Families NSW brings together NSW Government and non-government services to deliver integrated solutions for young expectant parents and young parents with children aged 0-5 years.</p> <p>Since the launch of the pilot in October 2018, a total of 41 families have been referred to Thriving Families NSW and currently 10 young vulnerable families are receiving support and access to age-appropriate, strengths-based wraparound services that meet their needs.</p> <p>TFM is committed to ongoing monitoring and evaluation of the delivery of outcomes for families participating in the pilot.</p>
<p><i>A Place To Go: 10-17 year olds entering and exiting the juvenile justice system, with a focus on children in remand</i></p>	<p>A Place to Go aims to improve supports and deliver a better response for 10-17 year olds entering and exiting the juvenile justice system, with a focus on young people in remand. It draws on services from across the NSW Government to deliver a coordinated and multiagency service solution that can support a young person to change their life trajectory.</p> <p>As part of the pilot a FACS Court Liaison Officer has been introduced to Parramatta Children's Court in September 2018 to support vulnerable young people with sourcing accommodation to avoid remand, working with FACS Caseworkers and liaising with out-of-home care providers. Since then 208 young people have received support from the FACS Court Liaison Officer on 347 occasions.</p> <p>A FACS Manager Casework will be available to police at peak times and/or after hours aims to help resolve issues that can delay a young person's exit from the police station or prevent them from being released as a result of being unable to meet their bail conditions.</p> <p>A therapeutic, trauma-informed short-term and transitional accommodation model is due to commence in March 2019.</p> <p>TFM is committed to ongoing monitoring and evaluation of the delivery of outcomes for the young people participating in the pilot.</p>