

Their Futures Matter

Access System Redesign
Progress Report November 2018



Their Futures Matter (TFM) is a cross-government reform and implementation unit



Cabinet established the Their Futures Matter (TFM) Implementation Unit in November 2016 to deliver the system-wide reforms recommended by the Tune Review.

TFM will redesign the current system, which has been overly focused on child protection, to better respond to the needs of children, young people and families.

The reform builds on previous reforms and reviews and is characterised by:

- Moving away from a placement-based system to one where **children and families are at the centre of everything we do**. Their needs are considered first, to determine the support they require.
- Using an **investment approach** informed by human services data to achieve large-scale benefits for individuals and the system, now and into the future.
- Taking a **whole-of-government approach** to transform the lives of vulnerable children, young people and families.

Four specific cross-agency initiatives drive TFM's program of work



TFM reform comprises four key areas of cross-agency activity:

- Cohort service solutions
- Investment approach
- **Redesign of the child protection and wellbeing access system**
- Evidence-based programs

Access System Redesign is a strategic priority within the TFM program of work



TFM is reimagining the system which has been focused on child protection to better respond to the needs of children, young people and families. The goal is to redesign a child and family system where wellbeing and child protection is delivered in the context of family and community and where the balance of investment is reoriented toward early intervention and prevention.

The system comprises the **people, systems and process, and enablers** that work to deliver the right response at the right time for vulnerable children and families. This redesign is seeking to respond at the community level to achieve better outcomes.

The access system comprises three main elements:

1. **The identification of children and families according to risk and need**
2. **Assessment and engagement**
3. **Service coordination**

*The fourth element, **Service delivery** (the system response) takes place outside the access system.*

Access System Redesign vision

A whole of government access system needs a clear vision, objectives, principles and outcomes



Design principles



The **rights of the child, young person, family and community** are central to the design of the system

An **integrated and multidisciplinary** system to ensure cohesive service responses for children, young people and families

A system that takes a [proportionate/targeted] universal approach to supporting vulnerable children, young people and families – moving from crisis response to early interventions to optimise wellbeing

Vision



[All] children, young people and families [can] access and connect with timely supports to improve outcomes across all areas of safety, [health] and wellbeing

Objectives



- [All vulnerable] children, young people and families in NSW have access to the right supports and services at the right time
- Fewer children and young people require statutory child protection, and those that do receive support to achieve permanency
- A system that is able to respond to needs across all areas of safety, [health] and wellbeing

We will know our family system is working when



Children, young people and families identified receive a meaningful service

Aboriginal community, culture and identity is incorporated into care and protection of children

All vulnerable children, young people and families can access information and culturally appropriate support within their community

All agencies understand and deliver services that meet the needs of families

Intensive coordination and support is directed to those with multiple and complex needs

Families access the types of supports that are right for them, and those services are available

We know what works to meet the needs of children, young people and families

Outcomes



Every child gets the best start and families have access to information and opportunity for self-service.

Children, young people and families receive a streamlined, multidisciplinary response appropriate to their needs

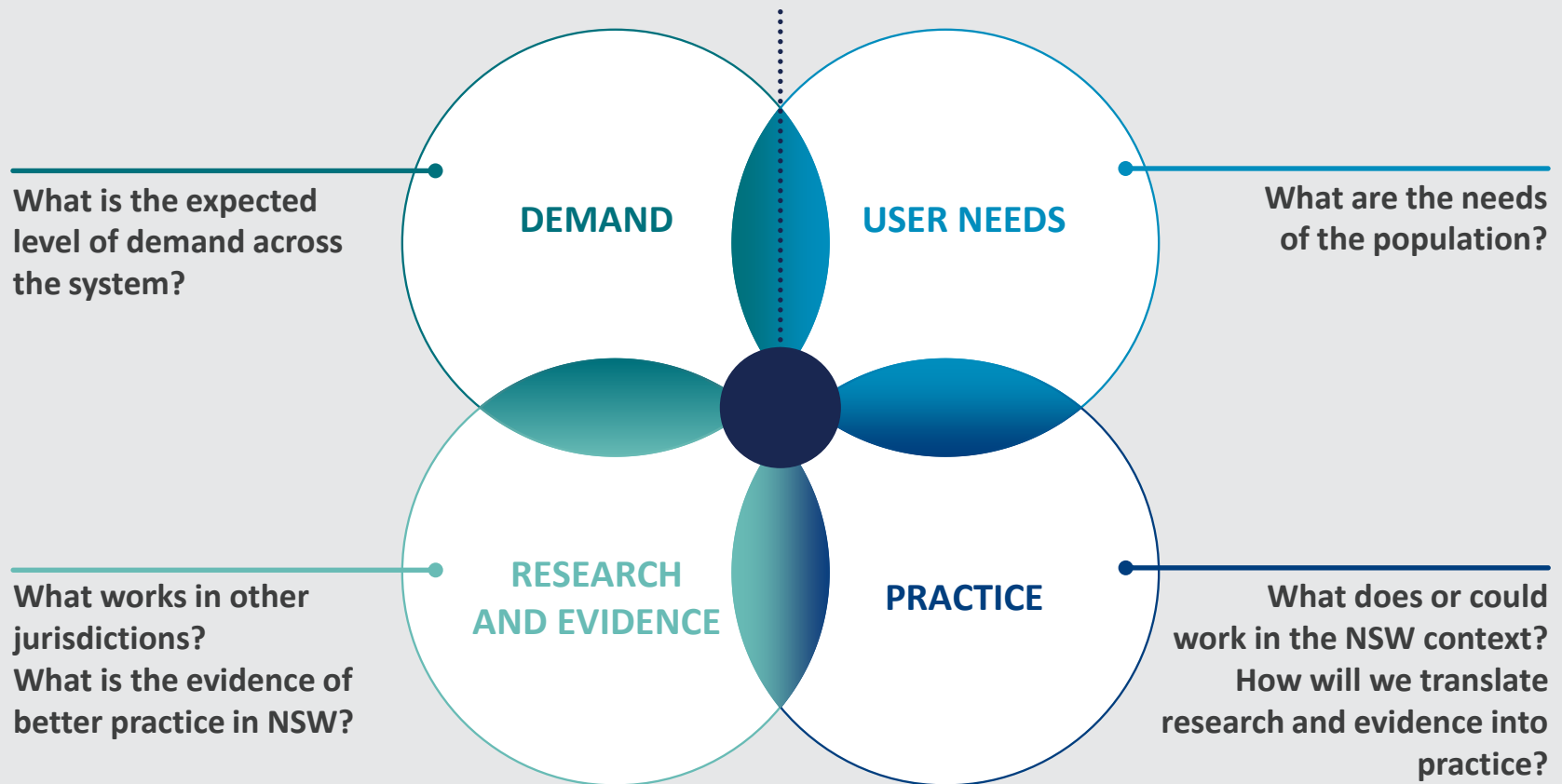
More children and young people are safe at home, reducing entry into OOHC and preventing escalating risk

Communities are equipped to support children, young people and families

A whole-of-government investment approach is in place to ensure more effective and efficient allocation of resources

The Access System Redesign is bringing together a broad pool of evidence to understand and respond to needs

What will enable the access system to meet the needs of vulnerable children, young people and families?



The ASR is bringing together a broad pool of evidence to understand and respond to needs

STAGE 1 Functional High Level Design

TFM developed an appropriate High Level Design through extensive research, analysis and stakeholder engagement with a focus on:

- Understanding the needs of children, young people and families and levels of expected demand
- Investigating models or elements of best practice in family support and child protection system design
- Understanding the practices or needs of those who provide support to children and families
- Identifying the options for key resources or processes to support practice

STAGE 2 Operational Detailed Design

TFM translates the High Level Design into an operational model and implementation plan, with a focus on:

- Supporting people across the system understand how the new system will support them to improve outcomes for vulnerable children and families
- Building the governance structures and processes to support multi-agency ways of working
- Identifying the technology, supporting systems and resources to enable the new system
- Quantifying the benefits of the new system and the developing the investment case to operationalise the future system

STAGE 3 Implementation & Monitoring

TFM, partner agencies and stakeholders across the system implement the operating model, with appropriate monitoring of:

- Dependencies across the system that are critical to the success of the system
- Practical limitations of the operating model that will require adjustments to achieve the desired outcomes
- Lessons from experience that will support wider implementation and drive improvements
- Monitoring and evaluation to build the evidence base of what works and what doesn't

Research, evidence and practice perspectives have informed the high level design to date



A **preliminary review of evidence**
Provided by TFM.



Over 250 documents

Including: grey literature research papers, evaluations, consultant reports, program guidelines, policies / legislative documents, peer reviewed literature



A **Summary Evidence Paper** collates the evidence and identifies gaps.

Address gaps identified in the preliminary evidence review, with a focus on **peer reviewed literature** on early intervention strategies for vulnerable children and families.



A **Final Evidence Paper** will summarise the full evidence for the Access System Redesign.

WHAT WE HAVE DONE TO DATE

Board workshop

THE FOCUS FOR THE NEXT STAGE

Board meeting

Consultations with over **200 stakeholders** and **35 providers** at **20 workshops** across NSW



TFM and Nous conducted a **range of stakeholder engagements** to test the high level conceptual design.



- **Regions:** Lismore, Dubbo, Wagga Wagga, Parramatta, Sydney Metro, Campbelltown, Newcastle, Wollongong
- **Providers:** Family Referral Services, Youth Hope, Intensive Family Based Services, Brighter Futures, Intensive Family Preservation
- **Agencies:** Education, Health, Justice, Police, FACS, FACS Community Services Ops Forum, Commissioning and Planning, early childhood, peaks (including AbSec, community, youth, child, family and worker peaks), Ministerial Advisory Group, Office of the Children's Guardian, Ombudsman, Advocate for Children and Young People.



Insights from engagements inform the business case and system opportunities



Further workshops and targeted engagements



Interviews



Workshops

September – October 2018

31 Oct 2018

November 2018

30 Nov 2018

High level conceptualisation of the Access System

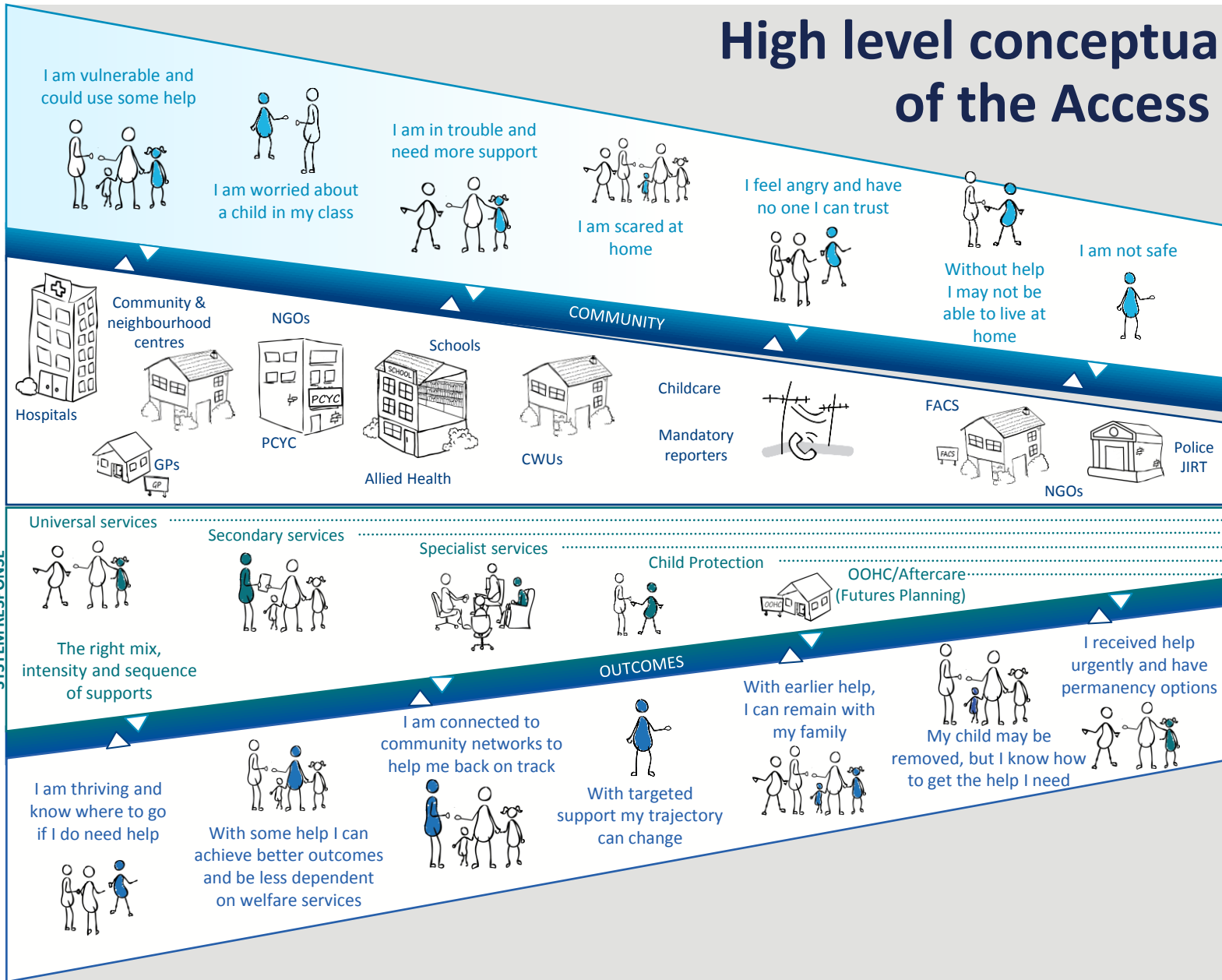
POPULATION NEED AND RISK

ACCESS

MULTI-STAKEHOLDER
SYSTEM RESPONSE

OUTCOMES

ENABLERS



A system that responds to need and risk across child and family wellbeing and safety

Funding

Information and evidence

Governance

Accountability

Technology

Workforce

Quality assurance