

A SYSTEM BUILT ON TRUST, RELATIONSHIPS, AND COLLABORATION



Our vision:

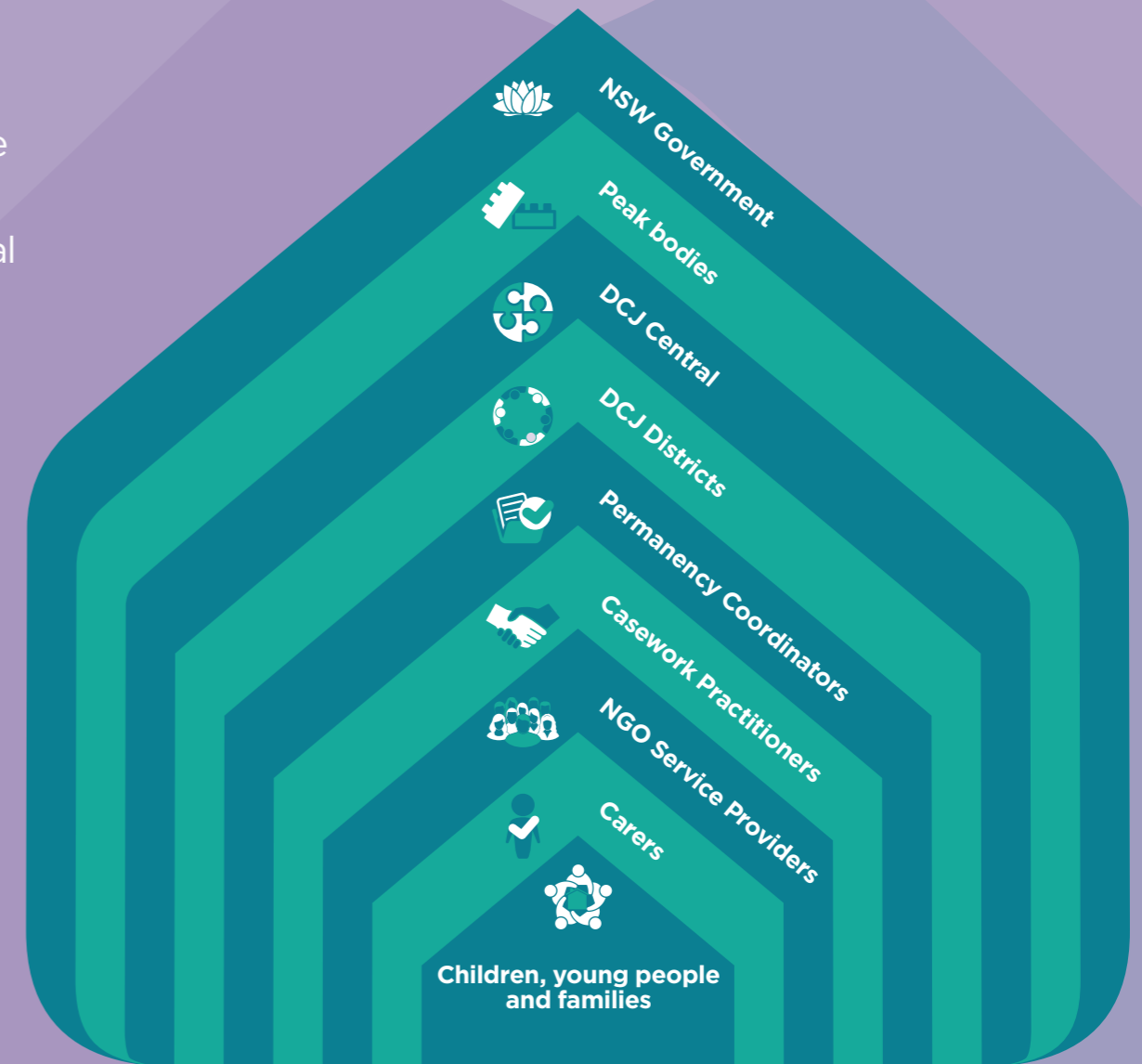
Through our services and casework we excel in improving outcomes for children and young people by giving them a felt sense of permanency, safety, and wellbeing.

How we will get there:

A system focused on the best interests of the child and built on trust, relationships and collaboration.

What we want to achieve:

- ✓ More children and young people staying safely together with their family
- ✓ Increased access to culturally appropriate services for Aboriginal families and reduced over representation of Aboriginal children and young people in OOHC
- ✓ Fewer children and young people entering care
- ✓ Build family relationships to increase the felt sense of permanency for children and young people
- ✓ Health and education outcomes for children and young people in OOHC to be equal to their peers
- ✓ Children, young people, families and carers experience DCJ and NGO service providers as helpful and collaborative



KEY

NGO non-government organisation

PSP Permanency Support Program

OOHC out-of-home-care

DCJ Department of Communities and Justice

PC Permanency Coordinator

PCMP Permanency Case Management Policy

ACMP Aboriginal Case Management Policy

WHAT SUCCESS LOOKS LIKE



Children, young people and families



- Children and young people have a felt sense of permanency, and are connected to family and community, with strong cultural identities
- Understand what is happening to them and have a say in decisions that impact them
- Siblings and families remain safely together wherever possible
- When safe, children and young people have regular and quality family time with family, kin and other important people
- Young people are provided with leaving and after care support
- Parents feel supported and empowered to seek help and make changes
- Children and young people have fewer placement changes

Carers



- DCJ, NGO service providers, and My Forever Family NSW collaborate to recruit and train carers
- Feel confident and positive about maintaining connection with family, culture and community for the children in their care
- Increased public interest in, and understanding of, caring particularly among Aboriginal communities
- Supported to develop the skills to become guardians or adoptive parents
- Confident and positive about their role as temporary carers while children and young people return home
- Diverse network of carers, guardians, and adoptive parents who are supportive of one another

NGO Service Providers



- Have workforces skilled in assessing and promoting safety for children and young people
- Have workforces with a permanency, safety, and wellbeing focus who listen to the views of children and young people
- Can view, review, and report good data that supports decision making, service delivery and improved outcomes
- Have quality systems with a focus on continuous improvement
- Feel supported to, and skilled in, sharing risk with DCJ
- Have policies, training, and systems that support the permanency, safety, and wellbeing of children and young people

Casework Practitioners (NGO and DCJ)



- Confident and knowledgeable in applying the PCMP and ACMP
- Have a safety, permanency, and wellbeing focus
- Help children and young people in OOHC have a positive experience
- Are culturally competent and connected to communities
- Use Family Finding to ensure children and young people are connected with family and culture
- Understand trauma and use trauma informed casework practices
- Listen to children and young people and ensure their voices are heard

Permanency Coordinators



- Service system experts and leaders in permanency practice
- Are involved in the permanency decision making process for families and children
- Provide a link between DCJ and service provider practice through collaboration and strong relationships
- Confident in advising practitioners on the flexible use of packages and models
- Roles and responsibilities of the PC role are consistent and understood across DCJ central office, districts and NGO service providers

DCJ Districts



- Work in collaboration with NGO service providers to ensure consistency in service delivery
- Support NGO service providers to achieve good outcomes for children, young people and families
- Innovative policies and processes for service delivery are shared across districts and States
- Participate in the development of the service system
- Are accountable for implementation of the PSP model, PCMP, and ACMP with communities

DCJ Central



- Collaborates to achieve cohesive service design across government
- Leads a robust system with supportive governance and system enablers
- Clear problem solving, escalation, and referral processes
- Provides clarity about expectations and program requirements
- Regularly provides performance data and reports

Peak bodies



- Have a mutually respectful partnership with DCJ and NGO service providers
- Unified vision on sector development and leading role in sector capacity building
- Advise DCJ on best practice and policy positions in the development of service systems
- Are thought leaders and incubators of innovation

NSW Government



- Focuses on providing supports that prevent problems from escalating and children coming into care
- Understands complexities of the PSP and the children, young people, families and carers it supports
- Central and external government agencies are supportive of the PSP and principles, reflected in work processes and practices



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