

Commissioning Discovery

Child, Youth and Family Services Program (CYFSP)

Version 5: Consultation Draft

25 August 2022

CONSULTATION DRAFT

<u>Contents</u>	<u>Commissioning Discovery</u>	<u>1</u>
<u>1.</u>	<u>Document review</u>	<u>3</u>
<u>2.</u>	<u>Discovery purpose</u>	<u>4</u>
	What is commissioning?	4
	What is the commissioning cycle?	4
<u>3.</u>	<u>What is the Child, Youth and Family Services Program?</u>	<u>5</u>
<u>4.</u>	<u>Potential framing statements</u>	<u>7</u>
<u>5.</u>	<u>Current Outcomes</u>	<u>8</u>
<u>6.</u>	<u>Who benefits?</u>	<u>10</u>
6.1	Cohorts	10
6.2	Where are they?	11
6.3	What are their experiences? (Lived experience)	13
<u>7.</u>	<u>Who is involved?</u>	<u>17</u>
<u>8.</u>	<u>What do we already know?</u>	<u>20</u>
8.1	What the CYFSP does	20
8.2	Evaluation insights	23
8.3	Other jurisdictions and research	23
8.4	Related policies or reforms	24
8.5	Related commissioning processes	31
8.6	What is working and how do we know	32
8.7	What is challenging and how do we know	33
<u>9.</u>	<u>All key questions</u>	<u>36</u>
<u>10.</u>	<u>Terms and Definitions</u>	<u>37</u>
<u>11.</u>	<u>Document library</u>	<u>38</u>

1. Document review

Version	Date	Reviewed by	Review type
	When did the review take place	Name of reviewer	Editing Collaborative Consultation Formal review Approval
Version 2	16August 2022	Catherine Russell	Collaborative
Version 3	18 August 2022	Ryan McLaughlan	Collaborative
Version 4	24 August 2022	Catherine Russell	Editing
Version 5	25 August 2022	Ryan McLaughlan	Consultation

CONSULTATION

2. Discovery purpose

Welcome to the Child, Youth and Family Services Program (CYFSP) commissioning cycle.

You are receiving this material to support your participation in workshops for the CYFSP Commissioning Engagement Working Group.

You may be joining the commissioning journey for the first time or be bringing your wisdom and experience to this commissioning cycle with an understanding of how commissioning can work.

Only through working together in the commissioning cycle can we collectively ensure the needs of Canberrans are met.

How to use this document:

- is a practical tool to provide context and an initial understanding of what we know about the Child, Youth and Family Services Program and the needs within our community.
- helps participants with the strategise and design phases of commissioning.
- has questions to get you thinking and preparing for the workshops
- the workshops will reference this document and the questions with in it

What is commissioning?

Commissioning is used in many sectors and defined simply as a way of *'authorising a person or organisation to do or produce something.'* We commission services within a system to meet the needs of the Canberra community.

We can only re-design or identify our service needs when we collectively understand our community needs. And we can only integrate our services effectively into a system when we are understanding how community needs overlap and have collaborated to find ways to better community needs holistically.

Commissioning for us, has started with the various funded sub-sectors. Over time it will be about how all the sub-sectors, and government delivered services, integrate to form the system we desire that meets the needs of the Canberra community.

What is the commissioning cycle?

Commissioning is a continuous cycle. Each phase feeds into the next and each cycle informing the next cycle. The cycle is broken down into four core phases; strategise, design, invest and deliver; and two supporting phases, discovery and integration each with a distinct purpose.

Consulting, co-designing, and partnering between government and the sector are critical in the strategise, design, invest and delivery phases. This partnering approach ensures that the end service meets the needs of the people and the outcomes that matter to the Canberra community.

3. What is the Child, Youth and Family Services Program?

A total of 27 organisations are funded under the CYFSP. In 2021-22 the total budget allocation for the CYFSP was \$13,278,123 (GST exclusive). This funding consists of:

- Service delivery
- Peak Bodies
- Social Capital Grants
- Workforce Development and Training

The objective of CYFSP is to deliver a range of child and youth centred and family focused services and supports that meet the needs of vulnerable children, young people and families in the ACT. The services and supports are delivered within an integrated and collaborative service model. The services aim to achieve the following outcomes:

- (1) Children, young people and their families are safe and healthy.
- (2) Children, young people and families have supportive family and/or neighbourhood networks.
- (3) Children, young people and families are engaged with education, training and/or employment.

The conceptual model for the CYFSP is based on the Public Health Model which is characterised by three levels – primary, secondary and tertiary – that together represent the full range of supports and services that work toward the shared outcome of protecting children and young people and supporting them to achieve their potential.

The principles that informed the setup of the CYFSP were:

- a focus on early intervention that prevents movement into the tertiary system or diverts and/or transitions children, young people and their families from the tertiary system;
- the provision of proactive support of vulnerable children and young people through strengths based and solution focussed interventions;
- working in partnership with children, young people, their families, their communities and other key stakeholders through child/young person centred, family focussed practice;
- working across agency and organisational boundaries and promoting collaboration, coordination and integration of quality services for children, young people and their families;
- building policies and services for children, young people and their families that are evidence based, accountable and responsive to emerging needs and trends; and
- supporting the concept of ‘no wrong door’ which is a central to connecting people with the services they require as soon as possible.

The CYFSP Program Logic/Program Map is presented below and sets out the rationale for change of the CYFSP and how it is expected to achieve its outcomes. The CYFSP Outcomes Framework is at **Attachment A** and includes the indicators imbedded in CYFSP contracts to demonstrate the outcomes being achieved.

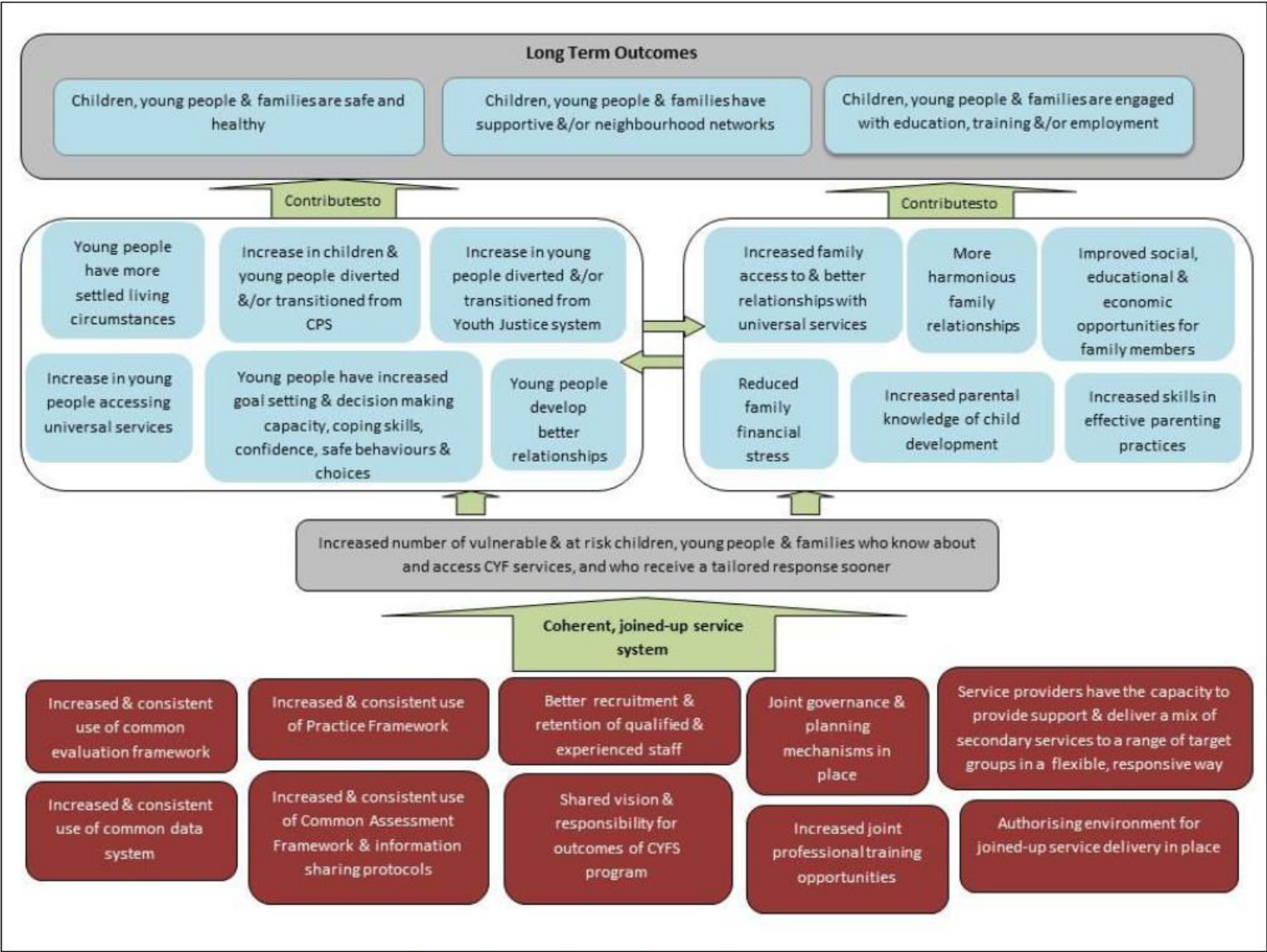


Figure 1 - CYFSP Program Logic or 'program map'

4. Potential framing statements

- How can we design the service/system (CYFSP) to assist children, young people and families that are vulnerable and in need, through the provision of early support services in a timely, coordinated and integrated way?

OR

- How can we design a service/system that knows when and how to provide support in order to build strength in families through earlier support as set out in the Next Steps for our Kids 2022-2030 strategy?

OR

- How can we design a service/system (CYFSP) that is sustainable and provides the right foundations to promote positive outcomes for children, young people and families who are vulnerable and in need?

CONSULTATION DRAFT

5. Current Outcomes

The objective of CYFSP is to deliver a range of child and youth centred and family focused services and supports that meet the needs of vulnerable children, young people and families in the ACT. The services and supports are delivered within an integrated and collaborative service model.

Below the current program outcomes have been mapped against the ACT Wellbeing Framework which can be found [here](#).

OUTCOME	DOMAIN	DEFINITION	OUR ASPIRATION FOR WELLBEING IN THIS AREA
Children, young people and their families are safe and healthy	Safety	Feeling safe and being safe	Canberrans are and feel safe and secure around their families, homes, community and on-line.
	Health	Being healthy and supported with the right care	Canberrans have good physical and mental health at every stage of life and can access the services they need to lead healthier lives and manage illness. Individuals take steps to proactively maintain good health with the support of health-promoting environments.
Children, young people and families have supportive family and/or neighbourhood networks.	Identity and belonging	Being able to express identity, feel a sense of belonging, and participate fully in society	All Canberrans can participate on equal terms, regardless of age, gender, sexual orientation, cultural background or disability. Aboriginal and Torres Strait Islander people have a strong voice, are decision makers on issues that impact them, and lead in the achievement of positive life outcomes. We are proud to be Canberrans.
	Social connection	Being connected with family, friends and community	Canberrans are connected and supported within our community and come together in areas such as sport, culture, spirituality, religion and the arts.

Children, young people and families are engaged with education, training and/or employment.

Education and life-long learning

Gaining the skills and education needed at all stages of life

Canberrans have equitable access to education and learning opportunities, through all ages and stages of life, to develop and gain the skills needed to live life well.

Living standards

Having the financial resources to live life well

Canberrans can be economically secure and have the means to help manage their lives.

Questions

- Do you agree with how we have mapped the wellbeing indicators against the CYFSP Outcomes?
- Do you think the outcomes accurately reflect what the CYFSP is aiming to achieve/should be aiming to achieve?
- Are there domains/indicators that CYFSP should be addressing that it is not currently or are there domains currently being addressed that shouldn't be?

6. Who benefits?

6.1 Cohorts

The ACT Wellbeing Framework identifies eight priority population groups of which seven are represented in the service users of the CYFSP, including:

- Children and Young People
- Aboriginal and Torres Strait Islander people
- Culturally and linguistically diverse people
- Gender
- Sexual orientation
- People with a disability
- Carers

Cohort	In the ACT	Average #Service Users in 2020	RoG data
Children (0-8*)	55,842	760	There were 8,750 Child Protection Notifications for children aged 0-17 years received by CYF in the ACT in 2020-21
Children/young people - Middle Years (9-11)**	16,000-20,000	733	
Young People (12-24)***	87,706*	Average number Service Users in 2020: 3879	
Families	All Families+: 119,752 Couple with kids: 54,271 One Parent with Kid/s: 16,650	All families: 2,600 Couple with kids: 347 One Parent with Kid/s: 2,200 Other Families: 53	
Aboriginal and Torres Strait Islander	8,908 Families: 3,483 Aged 0-24: 4,506	809	1120 Child Protection Notifications were made for Aboriginal and Torres Strait Islander children in the ACT.
Culturally and Linguistically Diverse	Born in a country other than Australia: 131,148 First- or second-generation migrants: 242,247 Use a Non-English language at home: 123,169	637	

People with a Disability Identify as having a need for assistance with core activities: **413**
20,782
 Average number Service Users in 2020: **413**

LGBTIQ+ **18,180++** **290***

Carers **48,000+++**
 0-24 years old: **6,500**
 12-25 years old: **4,200**

Questions

The CYFSP is currently set up with the core cohort being Children, Young People and Families that are vulnerable, defining vulnerable people as *those who may face greater challenges in accessing the same opportunities as others in the community. These challenges might be related to a range of environmental, socio-economic, personal, physical or psychosocial factors, or a combination of factors.*

- **QUESTION: do we need to review the above definition and if this is the cohort of the ACT Community the CYFSP needs to be targeted at?**

6.2 Where are they?

The ACT has changed significantly since 2012 particularly with regards to Population and where people in the ACT choose to live.

Census data shows an 11.2% growth from 2011 to 2016 and a 14.4% growth from 2016 to 2021. The ACT is now the fastest growing State/Territory in Australia by percentage of population with the next fastest growing State being Victoria which has grown 9.7% since 2016.

Gungahlin and the Molonglo Valley have seen the largest percentage of growth since 2011. Gungahlin's population has gone from 47,303 in 2011, nearly doubling to 87,682 in 2021, while the Molonglo Valley has grown from just 549 in 2011 to 11,435 in 2021.

Cohort	Key Stats	Considerations
Children/young people (0-24)	<p><u>Top 3 - Population</u> Belconnen (33,083) Gungahlin (30,946) Tuggeranong (27,656)</p> <p><u>Top 3 - % Growth</u> Molonglo Valley (1702.8%) Gungahlin (72.2%) North Canberra (23.5%)</p>	<p>Belconnen has the largest population of Children and Young People in the ACT, followed by Gungahlin and Tuggeranong.</p> <p>Tuggeranong was the only region to see a decrease in the number of Children and Young People going from 31k in 2011 to just below 28K in 2021.</p> <p>The highest percentage of growth was seen in Gungahlin and the Molonglo Valley.</p>
Families	<p><u>Top 3 - Population</u> Belconnen (28,377) Tuggeranong (25,320) Gungahlin (23,748)</p> <p><u>Top 3 - % Growth</u> Molonglo Valley (2162.8%) Gungahlin (84.6%) South Canberra (33.3%)</p>	<p>Belconnen has the largest population of families in the ACT with 28k followed closely by Tuggeranong (25K) and Gungahlin (24k).</p> <p>While all areas of Canberra saw growth in the number of families the highest percentage of growth was seen in Gungahlin (84.6%) and the Molonglo Valley (2162.8%) followed by, South Canberra (33.3%) and North Canberra (30%).</p>
Aboriginal and Torres Strait Islander	<p><u>Top 3 - Population</u> Tuggeranong (2,728) Belconnen (2,207) Gungahlin (1,434)</p> <p><u>Top 3 - % Growth</u> Gungahlin (133.3%) Belconnen (83.3%) Tuggeranong (50%)</p>	<p>71% of the Aboriginal and Torres Strait Islander Community live in the Tuggeranong, Belconnen, and Gungahlin regions.</p>
Country of birth other than Australia	<p><u>Top 3 - Population</u> Gungahlin (32,719) Belconnen (30,050) Tuggeranong (17,420)</p> <p><u>Top 3 - % total regional population</u> Molonglo Valley (41%) Gungahlin (37%) Woden (31%)</p>	<p>The two fastest growing regions of the ACT (Gungahlin and the Molonglo Valley) also have the highest proportion of population born overseas.</p>

6.3 What are their experiences? (Lived experience)

6.3.1 Case Study 1: CYFSP – Case Management

Case Manager assisted a family from the CALD (Culturally and Linguistically Diverse) community. The family consists of a young 3 year old child with developmental delays, mother and father who have very basic English. They were referred to Case management to settle in to a new country and navigate systems in Australia which would be new and overwhelming for the family with limited understanding of the language and processes.

The case manager navigated the NDIS process alongside of the parents so they were informed throughout what was happening and she translated all the information so that the family could make an informed decision with the needs of their child. The case manager supported the child through the school application and ensured that the NDIS supports extended to the school.

The parents wanted some social interaction for the child and themselves so through the support and research of the local area the case manager was able to organise the child to join the local sports club. The case manager was able to enrol the husband and wife into English classes where they were able to additionally meet new people.

As the family became more familiar with the case manager they were able to share more of their goals and family concerns. The father revealed to the case worker his personal mental health concerns, that he did not want to tell his wife about due to the stress she was already experiencing. Eventually it all became too much and the husband ended up in hospital. The case worker supported the wife with understanding what was happening to the husband and getting the right supports. She was able to explain that it wasn't a shameful issue as they would feel in their community and that they can get confidential help. The case manager advocated with CAMHS to get some support and connected the family with TREC and PHAMS working in collaboration with other services within the organisation.

Through the long term support the family reached their goals and were grateful for the support and advocacy received by the case manager. This family was successfully closed and know that they can ask for further support when they feel the need.

6.3.2 Case Study 2 – Youth Engagement

J is a Trans Aboriginal woman and began to access the service in early January. She was new to Canberra and had come to the service after the police suggested she might benefit from it. J has a long, quite serious criminal history, with offences including assault occasioning actual bodily harm. She lives with complex and profound experiences of cumulative trauma, including significant family violence and abuse and then being surrendered into the care of CYPS in her early teens.

At 25 years old, J is under the care of the Public Guardian and Trustee. She lives with disabilities that have resulted in the allocation of a NDIS package, and is extremely vulnerable to manipulation, coercion and exploitation. She is actively using drugs and has concerns around her mental health but has been denied access to mental health supports due to her drug use.

J was very shy and quiet initially, only engaging sporadically and not really staying in the centre if there were other young people present. She spoke very little and was often hard to understand. She did not eat while in the centre and only drank coffee. The team allowed J to make the space what she needed it to be, and only engaged with her on her own terms, so long as she was following the rules of the space and being safe. Gradually, J began to tell the team about her life and said she likes coming to the service because nobody is paid to pretend to be her friend, and nobody treats her like a child. Through consistent engagement with J, the team learned about her complex trauma history:

- Parental abuse and neglect
- Being surrendered into the care of CYPS by her father as a young teen
- First experience of custody at age 10

- Experiences of violence and assaults in custody
- A significant time in custody before turning 18
- Experiences in adult prison after turning 18, during one period of which she reports a sexual assault
- Fractured relationships and no stable attachments
- Susceptibility to manipulation, including becoming homeless so that her partner at the time could take over her property
- Several experiences of primary homelessness, with a number of assaults experienced on the streets
- Feeling fearful of police and authority
- Significant offending history, including violent offences

After 5 months of engaging with the service, J has attended a number of youth events with the team. One event provided an opportunity for J to interact with authority figures in a different way, and is now able to have calm conversations with our police colleagues who come along. She has also disclosed that she no longer shop lifts because the security team she has grown to know are so nice and she doesn't want to make trouble for them. Critically, since J's engagement with the service, she has not had any negative interactions with police and has not been charged with any new offences. According to J, this is the longest she has gone in her adult life without "getting in trouble". When asked what she feels is different for her now, she said "I've got somewhere to go where people are happy to see me".

Since turning 26 this year, she will no longer be eligible for the service. The Service has been working hard to connect her to other meaningful supports, as well as help her build her capacity to be assertive when existing services are not providing the support they are supposed to. As part of thinking creatively about how J can remain an important member of our community, we have been exploring supporting her to get a WWVP and volunteer with the service with clear boundaries, structure and a meaningful way. The Guardian is very supportive of this since J has never been invited to, much less interested in remaining part of a community before. He was also pleased that an unpaid work experience would give J some employment skills in the event that she wanted to consider working.

6.3.3 Report on the Australian and New Zealand Children's Commissioners and Guardians 'Tell Us What You Think' Survey of Children and Young People

In June 2020 the ACT Children and Young People Commissioner released a report on the outcome of the Australian and New Zealand children's Commissioners and Guardians 'Tell Us What You Think' Survey of Children and Young People conducted in 2019. A total of 478 children and young people responded from across Australia with 364 responses from the ACT from Children and Young People between the ages of 5-24. The Survey asked respondents to identify from a list of issues that they thought were most important, what they thought the Commissioners and Guardians should work on to make life better for children and young people, the one thing they would want politicians to do to make Australia better for children and young people and if they feel they have a say in the decisions that affect them.

The full report can be found [here](#) and a summary of what the ACT Public Advocate and Children and Young People commissioner heard from the survey can be found [here](#) but the key findings for the ACT are below:

ACT Children and Young People identified the following top 5 areas as being important to them:

- Education and development

- Health and wellbeing
- Giving voice to children and young people
- Safety and violence
- Climate change

Asked how much they think they have a say in their lives in 4 domains children and Young People identified the follow:

At Home:

- 81% - a lot or a bit
- 15% - not much or not at all
- 4% - not sure

Work:

- 38% - a lot or a bit
- 37% - not much or not at all
- 35% - not sure

Daycare/school/College/Uni:

- 65% - a lot or a bit
- 31% - not much or not at all
- 4% - not sure

Community:

- 35% - a lot or a bit
- 58% - not much or not at all
- 7% - not sure

CONSULTATION DRAFT

6.3.4 Interviews with practitioners: How Keeping Kids Central training shapes practice

This Paper from the Institute of Child Protection Studies as part of their Research to Practice Series draws on interviews with three experienced practitioners who have completed keeping Kids Central training and how they use a child-centred approach to support better practice.

The paper follows the discussion along five key themes:

1. Creating safe places
2. Safety from the child and young person's perspective
3. Giving 'weight' to the voice of the child and young person
4. Supporting disclosures from children and young people
5. Reflective practice

The paper can be found [here](#).

6.3.5 Listening Report – Next Step for our Kids

The Stage One listening report captures what CSD heard from stakeholders on their experiences of child protection and out of home care in the ACT. It can be found [here](#).

This included some key messaging about supporting families earlier and diverting families away from child protection and youth justice by providing early, intensive, strengths-based and culturally safe family support, including prenatal support and father inclusive programs.

It also set out:

- that long wait lists to access support discourage families,
- the need for someone to work for families and the importance of having at least one worker who believes in the family.
- Support for a family would work with intergenerational and parental trauma and make reasonable adjustments for families, especially for those experiencing disability.
- Support needs to be strengths-based, whereby family strengths are recognised and built on. We have also heard that a strong working relationship between support workers and families is important in improving outcomes. As we move forward, the community needs to focus and enhance earlier support for families to divert them from child protection, when safe to do so.

Key questions
How can we ensure the voices of people with lived experience a heard and utilised to design the CYFSP?

7. Who is involved?

Stakeholder	Strategise	Design	Procure	Deliver	Evaluate
Children, Young People and Families with lived experience <ul style="list-style-type: none"> - Service Users - Not Service Users 	✓	✓		✓	✓
Representative Bodies: <ul style="list-style-type: none"> - A Gender Agenda - Carers ACT - Volunteering ACT - People with Disabilities ACT - Inclusion Council - Multicultural Advisory Council - Youth Advisory Council - ACT Aboriginal and Torres Strait Islander Elected Body - The United Ngunnawal Elders Council (UNEC) - Our Booris Our Way Implementation Oversight Committee 	✓	✓	✓	✓	✓
CYFSP Peaks: <ul style="list-style-type: none"> - ACTCOSS - Families ACT - Youth Coalition of the ACT 	✓	✓	✓	✓	✓
Ministers: <ul style="list-style-type: none"> - Minister for Early Childhood Development - Minister for Education and Youth Affairs - Minister for Families and Community Services 	✓	✓			✓
Director-General, CSD	✓	✓	✓		✓
Deputy Director-General, CSD	✓	✓	✓		✓
Executive Group Manager, Communities	✓	✓	✓	✓	✓
Community Relations and Funding Support Team	✓	✓	✓	✓	✓

Stakeholder	Strategise	Design	Procure	Deliver	Evaluate
Children and Young People Commissioner	✓	✓			✓
ACT Official Visitors	✓	✓			✓
the Office of the Coordinator-General for Family Safety	✓	✓			✓
Children and Youth Protective Services	✓	✓			✓
Office of LGBTIQ+ Affairs, CMTEDD	✓	✓			✓
ACT Health Directorate	✓	✓			✓
Treasury			✓	✓	✓
Education Directorate	✓	✓			✓
Procurement ACT, CMTEDD		✓	✓		
Housing ACT	✓	✓			✓
Child and Family Centres		✓			✓
Community Partners currently funded through the CYFSP – See Attachment B for full list.	✓	✓	✓	✓	✓
Community Partners Not currently funded through the CYFSP	✓	✓	✓	✓	✓
Research Institution/group: <ul style="list-style-type: none"> • Institute of Child Protection Studies • Lowitja Institute • AIATSIS • ACT Health Research working group • ARACY • AIHW 	✓	✓			✓

Questions
Have we missed any key stakeholders?
Do you agree with when we will involve each group of stakeholder?
How do we ensure the voice of people with lived experience is heard and utilised throughout the Commissioning Cycle?

CONSULTATION DRAFT

8. What do we already know?

8.1 What the CYFSP does

The CYFSP is currently funded a total of \$13,278,123 (GST exclusive). per annum. The CYFSP comprises several different program components, as listed in the below table:

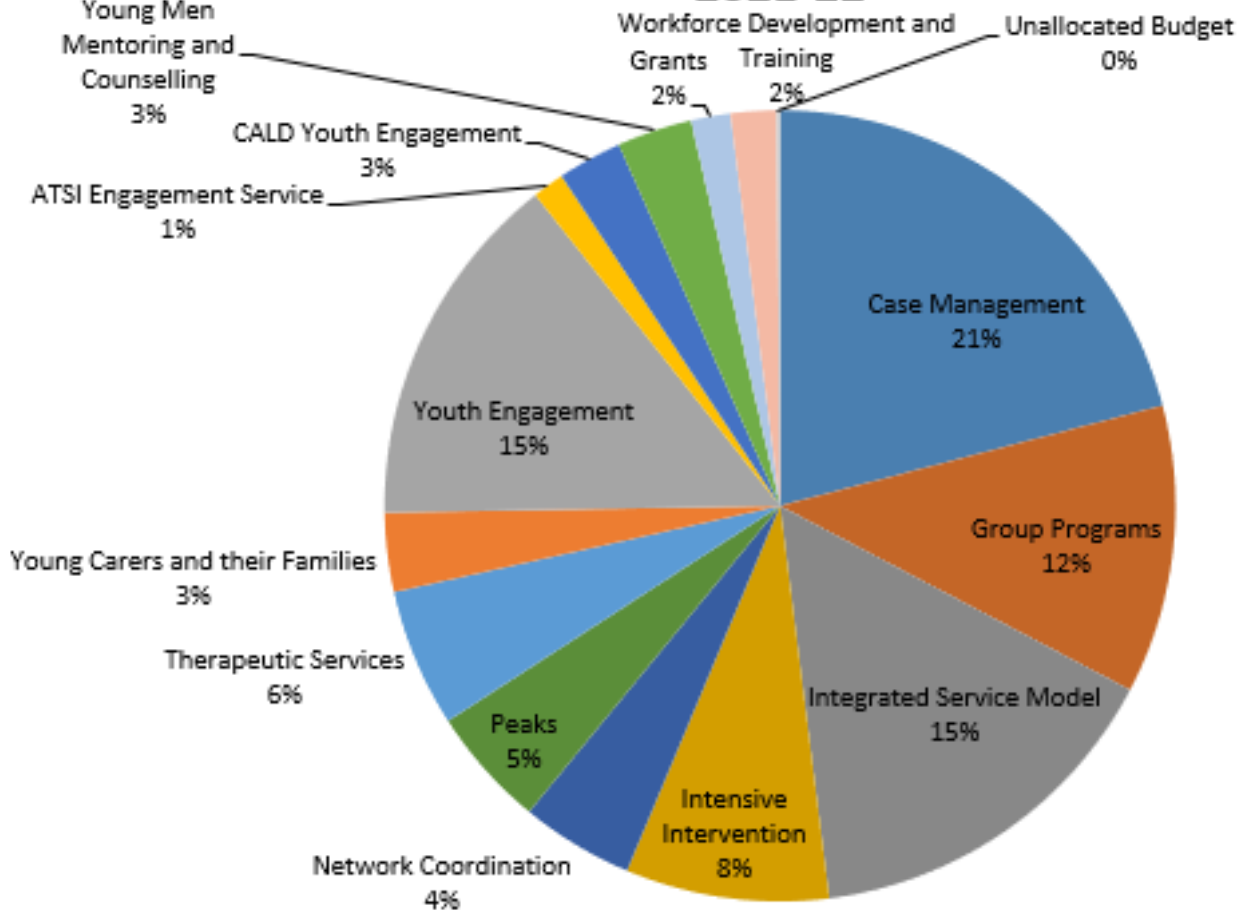
CYFSP Components	Service Descriptions
Case Management Services	Services provided within a case management framework for children, young people and families who are vulnerable and in need.
Group Programs	Group based services that work to achieve positive change (e.g. behaviour, knowledge, skills) for vulnerable and in need children, young people and/or their families.
Integrated Service Model	Series of intentional interventions that work together in an integrated way to promote safety, permanency and well-being of children, youth and families including: <ul style="list-style-type: none">▪ Case Management▪ Group Programs▪ Youth Engagement▪ Therapeutic Services▪ Training and support to workers (Cultural competence)
Intensive Intervention	Service(s) will work in partnership with Care and Protection and Youth Justice Services to transition children, young people and their families out of tertiary services.
Network Coordination	Network Coordination is delivered within each Network across the Territory in collaboration with the Human Services Gateway. Network Coordinators collaboratively develop and promote strong and active relationships between the CYFSP providers and all tiers of the broader service system including Access, Early Support and Prevention, Intensive Support Statutory Services and Government Agencies.
Peaks	Provision of Peak Services to the Children, Youth and Family Services Program.
Therapeutic Services	Professional therapeutic services to meet the needs of children, young people and their families who are vulnerable and in need.
Young Carers and their families	Provide activities that build on the young person's and their family's strengths and that meet their assessed needs using a case management approach.

Youth Engagement	Identify and engage young people who are vulnerable and in need (medium to high risk) and who mainstream service providers typically find hard to engage and to engage services with them to address their needs.
Aboriginal and Torres Strait Islander Engagement Service	Increase the accessibility and effectiveness of services for Aboriginal and Torres Strait Islander peoples in the ACT in the areas of housing support, homelessness and children, young people and families.
CALD Youth Engagement	To develop and improve the cultural competency of services working with CALD individuals, young people and families, by promoting access and engagement with mainstream services through supporting community service workers.
Young Men Mentoring and Counselling	Provision of one to one mentoring support, group mentoring activities and counselling for young men.
Social Capital Grants	Provide support to a community sector organisation to assist them to complete their ongoing work that enables and builds social connection and cohesion. This includes grants such as Girl Guides and Scouts.
Workforce Development and Training	The Child, Youth and Family Services Directors agreed for CSD to retain two percent (2%) of the total program budget to fund workforce development and training. This fund is administered by a subcommittee with representatives from CYFSP funded organisations.

CONSULTATION

Components of CYFSP by funding share

2021-22



GST Exclusive
Post Indexation
(2.45%)



8.2 Evaluation insights

- In 2014 a process evaluation of the ACT Child, Youth and Family Services Program was undertaken by the Institute of Child Protection Studies.
- In 2021 the Community Relations and Funding Support Team gathered feedback and data on reported service gaps and issues identified by Service Providers in the Child, Youth and Family Services program, Children Services Program and Community Development Program, from Service visits and Performance Reporting from January 2020 to June 2020. The Issues and Gaps identified are presented in **Attachment C**.
- A number of the themes identified in the 2014 process evaluation report remain as identified issues/gaps in the in the Service Gaps and Issues identified in 2020 including the following key questions.

Key questions
<ul style="list-style-type: none"> – Do we need better data collection systems and tools to enable services to be able to prove data that captures outcomes more effectively and to minimise the administrative burden of the current systems and tools? – Do we need to coordinate clearer referral pathways to enable better collaboration and engagement between Service Providers, government and other stakeholders including providing better clarity in relation to the function/role of the Human Services Gateway (OneLink) and how it connects with the CYFSP? – Do we need to review the current regional setup and service mix of the CYFSP and if it aligns with community need including current and projected population demographic changes?

8.3 Other jurisdictions and research

Source	Link
<i>Australian Research Alliance for Children and Youth (ARACY)</i>	Better systems, better chances – A review of research and practice for prevention and early intervention This is an incredibly extensive document put together in 2015. It includes a section on priority intervention pathways and examples of evidence-based programs broken down by cohort (from page 104).
<i>Australian Institute of Health and Welfare</i>	Children and Young People Mothers and Babies Children’s experiences
<i>Institute of Child Protection Studies</i>	System reform for children and young people in statutory child protection exposed to domestic and family violence Family Foundations - an early intervention parenting support program Child rights and their implementation in a practice setting Interviews with practitioners: How Keeping Kids Central training shapes practice Building a meaningful relationship with young refugees

New South Wales	<p>Programs, services and support Family & Community Services (nsw.gov.au)</p> <p>The voices of children and young people in out-of-home care 2021</p>
Victoria	<p>Children and Families: Family support - DFFH Services</p> <p>Young People: Early intervention and support - DFFH Services</p>
South Australia	<p>Child and Family Support System (CFSS)</p> <p>CFSS was co-designed in 2019 between the SA Government, the people who need the service and the people who deliver the service.</p> <p>The co-design process resulted in agreement on seven shared directions.</p> <p>In the Roadmap for Reforming the Child and Family Support System 2021–2023, the seven shared directions were distilled down to four priority areas, each with a set of programs, services and activities.</p> <p>Safe and well: Supporting Families, Protecting Children is South Australia’s plan for supporting families at risk of entering the child protecting system to safely care for their children, protecting children and young people from harm including when they are in care, and investing in young people in care and leaving care to provide them with opportunities for a bright future.</p> <p>A qualitative report on the Co-Design process is presented here: Co-designing-new-CFSS-Final-Qualitative-Report-2020.pdf (dhs.sa.gov.au)</p>

Questions
Do you know of other similar programs or research we should be looking at to help inform our Commissioning Approach?

8.4 Related policies or reforms

Services funded through the CYFSP support a broad range of Children, Young People and Families who interact with and whose lives are/will be influenced by a number of key policies and reforms that intersect with the outcomes and objectives of the CYFSP.

A Step Up for Our Kids

Key Reform/Policy	Key Aspect
Next Steps for our kids 2022-2030	<p>Strengthening families:</p> <ul style="list-style-type: none"> Establish a wellbeing focused process for child concern reporting to improve early referral and access for families to natural and community based supports Ensure commissioning for the Children Youth and Family Support Program supports better outcomes for families at risk

	<ul style="list-style-type: none"> • Increase access to pre-natal and early parenting support for parents at risk of engagement with child protection <p>Partnering with the Community:</p> <ul style="list-style-type: none"> • Establish a new Ministerial Council that includes community partners and elevates the voices of people with lived experience • Build common assessment frameworks and tools between Child and Youth Protection Services (CYPS) and non-government organisations working with children, young people and families <p>Continuum of Support:</p> <ul style="list-style-type: none"> • Establish a multi-disciplinary intensive case management service for young people who are putting themselves and others at risk. • Strengthen therapeutic residential care and models of support for young people with significant trauma behaviours
--	---

Aboriginal and Torres Strait Islander Policy and Reform

Key Reform/Policy	Key Aspect
<p><u>ACT Aboriginal and Torres Strait Islander Agreement 2019-2028</u></p>	<p>Children And Young People: Aboriginal and Torres Strait Islander children and young people growing up safely in their families and communities</p> <p>Cultural Integrity A society that supports the aspirations of all Aboriginal and Torres Strait Islander peoples and contributes to the building of respectful, fair and sustainable communities</p> <p>Inclusive Community A self-determined and inclusive society where Aboriginal and Torres Strait Islander peoples are valued, respected, and experience a life free of racism and systemic discrimination.</p> <p>Community Leadership Aboriginal and Torres Strait Islander peoples have a strong voice, are decision makers on issues that impact them and lead in the achievement of positive life outcomes.</p> <p>Connecting The Community Aboriginal and Torres Strait Islander community members are connected to strong families, and social and support networks building upon the foundation of community leadership</p> <p>Life-Long Learning Respect is given to preserving the world’s oldest living cultures which enhances social inclusion and empowers Aboriginal and Torres Strait Islander peoples to fully engage in lifelong learning and positive generational experiences.</p> <p>Economic Participation Equality of access to employment and growth in Aboriginal and Torres Strait Islander businesses and community services</p>

Key Reform/Policy	Key Aspect
	<p>organisations which drives economic development across their communities.</p> <p>Health and Wellbeing</p> <p>Aboriginal and Torres Strait Islander peoples have equity in health and wellbeing outcomes as any other members of the community</p>
<u>Closing the Gap</u>	<p>Priority Reform 1: Formal Partnerships and Shared Decision Making,</p> <p>Priority Reform 2: Building the Community Controlled Sector,</p> <p>Priority Reform 3: Transforming Government Organisations,</p> <p>Priority Reform 4: Shared Access to Data and Information at a Regional Level</p>
<u>Our Booris Our Way</u>	<p>Recommendation 9: Early Support Programs available:</p> <p>Community feedback has strongly advocated for the need of services that provide positive support to families, early and during voluntary engagement with the child protection system. These may include parenting programs, child development services, cultural groups and play opportunities, wrap around services that support participation in education. The current services are fragmented and sometimes difficult to access for example Intensive Family Support, through A Step Up for Our Kids Strategy is based on meeting specific entry requirements that effectively exclude families from accessing assistance early and on their own initiative. Early support is the name preferred by the community as intervention holds a more intrusive and damaging meaning</p> <p>Recommendation 21: ACT Aboriginal and Torres Strait Islander Procurement Policy</p> <p>The Steering Committee recommended that future procurement for child protection services must be aligned to the ACT Government Aboriginal and Torres Strait Islander Procurement Policy as it relates to the funding of specific Aboriginal and Torres Strait Islander services.</p>

Early Childhood and Education Policy and Reform

Key Reform/Policy	Key Aspect
<u>Set up for Success an Early Childhood Strategy for the ACT</u>	<p>Second Phase (years three to five)</p> <p>Expand transition process across a wider range of children's services: Through cross-Government collaboration, expand coherent and supported transition processes</p> <p>across all services interacting with children in the ACT to increase shared knowledge of children and families.</p> <p>Develop a whole of government measurement framework for early childhood development: Through cross-Government collaboration, develop a measurement framework for early childhood development 0-8, likely to be overseen by the Human Services Cluster (Community Services, Education, Health and Justice and Community Safety Directorates)</p>

	<p>Third Phase (years five to Ten)</p> <p>Enhance multi-agency support services for very young children:</p> <p>Working across Government, particularly with the Community Services and Health Directorates, identify the needs of families with very young children and identify opportunities to maximise the available support.</p> <p>Explore enhancing multi-agency support services for very young children:</p> <p>Through cross-government and sector collaboration explore enhancing multi-agency support services through a model built on strong partnerships and relationships, to ensure children and families are supported through their learning, health, safety and wellbeing, when they need it.</p> <p>Investigate system-wide policy and resource allocation through child-oriented outcomes:</p> <p>Through cross-Government collaboration, build on the measurement framework developed in phase 2 to establish a framework that links investment in services to measured outcomes for children between birth and eight years of age, likely to be overseen by the Human Services Cluster (Community Services, Education, Health and Justice and Community Safety Directorates)</p>
<p><i>Future of Education Strategy</i></p>	<p>Second Phase:</p> <p>Strong Communities for Learning</p> <ul style="list-style-type: none"> • Build strong partnerships with services and local communities to ensure the needs of students are met in the early years. • Evaluate ‘community school’ and early intervention pilot projects and expand successful models to other schools. • Promote effective models of partnering with industry that will bring real life learning into the classroom and take learning into the broader community. • Continue to strengthen partnerships across government and non-government schooling sectors. <p>Third Phase:</p> <p>Strong Communities for Learning</p> <ul style="list-style-type: none"> • Implement ‘community school’ and early intervention models, appropriate to the individual school community context. <p>Each School Community Will Notice:</p> <ul style="list-style-type: none"> • Robust partnerships between schools, community agencies and families in the interest of their children and young people. • Access to a range of coordinated supports for children and young people and their families, with a focus on parents as first teachers.

LGBTQI+ Policy and Reform

Key Reform/Policy	Key Aspect
Capital of Equality Strategy	<p>Objective 1: Fostering understanding and awareness so that barriers to equality can be removed</p> <p>Objective 2: Undertaking service improvements to deliver more inclusive and accessible services</p> <p>Objective 3: continuing reforms to have equal rights reflected in law, data and policies</p>
Second Action Plan (2022-2023)	<p>Focus Area 1: Visibility and Inclusion</p> <p>Focus Area 2: Better Community Support</p> <p>Focus Area 6: safety from Harm and Violence</p> <p>Focus Area 8: Inclusive Data Collection</p>

Culturally and Linguistically Diverse/Multicultural Policy and Reform

Key Reform/Policy	Key Aspect
ACT as a welcoming City (inclusion)	<p>The local council (ACT Government) is committed to embedding broader diversity and inclusion approaches across the organisation and recognises that there are often additional barriers and vulnerabilities faced by Aboriginal and Torres Strait Islanders, women from migrant backgrounds, younger and older people from migrant backgrounds, people living with disability, and/or people who identify as LGBTI.</p> <p>The local council incorporates cultural diversity and inclusion in strategic, business and community plans and monitors their progress.</p>
Multicultural Recognition Act	<p>Currently in consultation phase:</p> <p>From the exposure draft Multicultural charter:</p> <p>...each and every individual in the ACT—</p> <ol style="list-style-type: none"> (1) you are entitled to live in a community where there is mutual respect, irrespective of your culture, language, religion or spiritual belief; and (2) you have a shared obligation to stop racism, discrimination and the negative effects these have on our community; and (3) you are free and safe to express, practise, share and maintain your cultural and religious or spiritual identity; and (4) your varied experiences and personal attributes, as an individual or as part of a community, contribute to the unique expression of your cultural identity, and is recognised and respected; and

Key Reform/Policy	Key Aspect
	<p>(5) you belong to the ACT community, and are free to participate on equal terms in the social, cultural, economic, civic and political life of the ACT; and</p> <p>(6) whether you are a refugee, migrant or otherwise, you are forever welcome and your contributions to the ACT are valued and recognised; and</p> <p>(7) language is central to the preservation and appreciation of cultural identity, and you are free and are supported to use, preserve and promote your language; and</p> <p>(8) you are an integral part of the ACT's cultural, linguistic and religious or spiritual diversity, and are supported to enjoy and celebrate the diversity in all aspects of community life.</p>

Housing and Homelessness Policy and Reform

Key Reform/Policy	Key Aspect
<p><u>ACT Housing Strategy (October 2018)</u></p>	<p>intervene early and reduce the intergenerational impacts of homelessness:</p> <ul style="list-style-type: none"> - Prioritise young people, including young mothers, and women and children escaping domestic and family violence to provide assistance early to minimise the intergenerational impacts of experiencing homelessness. <p>Establish an integrated and coordinated human services system across the ACT Government:</p> <ul style="list-style-type: none"> - Strengthen the Human Services Gateway (OneLink) to reach out to people and be available at the times when people need help

Child and Youth Policy and Reform

Key Reform/Policy	Key Aspect
<p><u>ACT Children and Young People's Commitment 2015-25</u></p>	<p>Implement policy that enables the conditions for children and young people to thrive</p> <p>Keep children and young people safe and protect them from harm</p> <p>Advocate the importance of the rights of children and young people</p> <p>Include children and young people in decision making, especially in areas that affect them, ensuring they are informed and have a voice</p> <p>Build strong families and communities that are inclusive and support and nurture children and young people</p>
<p>Raise the Minimal Age of Criminal Responsibility (MACR)</p>	<p><u>Families ACT Policy Brief: Minimal Age of Criminal Responsibility (MACR)</u></p> <p>Across Australia, including the ACT, the age of criminal responsibility, the age at which a child can</p>

	<p>be imprisoned, is 10 years old. This is out of step with the global median of 14.</p> <p>If a raise to the minimum age was legislated government would need to:</p> <p>Fund programs and frameworks which aim to integrate not segregate at-risk young people through service models and frameworks such as Multi-Systemic Therapy (MST) and Functional Family Therapy (FFT). We propose this service model is delivered in the ACT by OzChild in partnership with Gugan Gulwan Youth Aboriginal Corporation. Currently a pilot program working with Aboriginal and Torres Strait Islander families in the ACT community diverts families away from the child protection system. This program aims to keep families safe and together. This could be further extended to include young people from all backgrounds.</p> <p>Fund initiatives which are demonstrating promising early outcomes for at-risk children and young people such as the Safe and Connected Youth Project which includes early intervention outreach, short to medium-term respite/accommodation and long-term supported accommodation in a home-like environment (Ruby's model)</p> <p><u>Joint response to ACT Government discussion paper: Raising the Minimum Age of criminal responsibility</u> (Families ACT and Youth Co)</p> <p><u>Youth Co 2022-23 budget submission</u></p>
--	--

Carers Policy and Reform

Key Reform/Policy	Key Aspect
<p><u>ACT Carers Strategy</u> <u>2018-2028</u></p>	<p>Enhanced support services There are a range of support services that are needed or need to be enhanced, reviewed or improved to support carers. Improving support for carers is a responsibility of all levels of government and the broader community, and must take account of the diversity of carers and caring roles.</p> <p>Education Education means both increasing opportunities and support for young carers to complete their formal education and achieve their aspirations. It also means recognising the valuable skills, knowledge and experience that people gain by being carers through a form of accreditation and formal recognition. The skills, knowledge and experience of carers should also be validated in the workplace.</p> <p>Recognition Recognition means respect for the skills, knowledge and contribution of carers throughout the community, government, service providers and workplaces.</p> <p>Ongoing carer engagement</p>

	Carers need to be involved in determining their own journey. Carers know the services they need to best support them in their caring role and these do not always align with what is perceived or offered as support. Carers need to be involved in policy formulation and review by Government and NGOs, to ensure that services continue to align with their needs.
--	---

Health Policy and Reform

Key Reform/Policy	Key Aspect
<u>ACT Preventive Health Plan 2020-2025 – First Three Year Action Plan</u>	<p>Supporting children and families:</p> <ul style="list-style-type: none"> - Families are supported to optimise the healthy development of their children in the first 1,000 days - More children are physically, socially and emotionally ready to start school <p>Reducing risky behaviours:</p> <ul style="list-style-type: none"> - Fewer young people engaging in risk-taking behaviours - Reduced ongoing harm from the consequences of risk-taking behaviours <p>Risky drinking</p> <ul style="list-style-type: none"> - A delay in the average age when young people take their first drink - Fewer people drinking at risky level

Disability Policy and Reform

Key Reform/Policy	Key Aspect
<u>ACT Disability Strategy</u>	Currently being developed in consultation stage

Other Key Polices and Reform Agendas:

- First 1000 days
- Intergenerational disadvantage
- Trauma informed Practice
- Early Support reform Agenda
- Whole of System Reform
- Person Centred Approaches

8.5 Related commissioning processes

Sector	Relevant Aspect	Link
Next Step for our Kids	If diverting families at risk away from statutory services through early intervention is a key aspect of the CYFSP, CYFSP needs to link in well to Next Steps commissioning process to ensure a coordinated and integrated Service System	<u>Next Steps for Kids 2022-2030</u> <u>A Step Up for Our Kids Journey</u> <u>Stage One listening Report</u> <u>Stage Two Listening Report</u> <u>What we know Overview</u>

Sector	Relevant Aspect	Link
		The Post Strategy Evaluation Stage 1 Report
Homelessness Services	Youth Services:	Commissioning Listening Report
Homelessness Services	Family Services:	Commissioning Listening Report
Homelessness Services	Aboriginal and Torres Straits Islander community	Commissioning Listening Report
Alcohol and Other Drugs	Youth	Workshop Presentation
Alcohol and Other Drugs	Women and Families	Workshop Presentation
Community Support (ACT Health)	Community Assistance and Support Program (CASP) Flexible Family Support (FFS) Transitional Care (TC)	Commissioning Listening Report
Peak Functions	Two Peaks are funded through the CYFSP: - The Youth Coalition of the ACT; and - Families ACT	Peak Body Commissioning Meeting Summary
Safe and Connected Youth	Support for at Risk Children in the Middle years.	Background Paper

8.6 What is working and how do we know

Service Delivery within the program is guided by the Child, Youth and Family Services Program Outcomes Framework (**Attachment A**), the [Families ACT Practice Framework \(Attachment D\)](#) and Strengthening Families and the Protective Factors Framework (**Attachment E**) and supported by a [suite of practice tools](#), developed by Families ACT in consultation with the sector including the Casework Reflective Tool and Joint Case Reviews.

The CYFSP has a strong, active and well-established governance structure, led by the CYFSP Directors' Group. This Group includes CEOs and Directors of all organisations funded to provide CYFSP services to the community. The Directors Group meet quarterly and have a number of groups and Sub-Committee's that feed into it.

These include:

- (a) A Practice Leadership Group;
- (b) Workforce Development and Training Sub-Committee; and
- (c) Network Coordinators Governance Group

8.7 What is challenging and how do we know

Service access to the CYFSP has been set up to support and prioritise client access across the Territory through the four regional networks to manage demand.

Key question

Given the demographic changes, population growth in the ACT and the growth of new regions since the establishment of the CYFSP, is the regional model the best approach to supporting children, young people and families across the ACT?

Organisations funded through CYFSP are required to:

- where possible, work collaboratively with the Human Services Gateway (OneLink) and A Step Up for Our Kids
- demonstrate any strategies planned or actively implemented to ensure access by Aboriginal and/or Torres Strait Islander children, young people, and families as well as those from culturally and linguistically diverse backgrounds.
- develop, embed and maintain LGBTIQ inclusive practices through building organisational capability with the aim of delivering culturally safe and acceptable services.
- work collaboratively with other Service Providers to ensure service users have coordinated, effective services.
- consider opportunities to prioritise early support services for priority groups with a focus on:
 - o vulnerable children and families (with a focus on the early years, 0-8);
 - o families experiencing domestic and family violence
 - o Aboriginal and Torres Strait Islander families

Key questions

Are the current requirements fit for purpose when we look forward to the next 5-10 years and where the CYFSP sits in the broader service system? How can we set the CYFSP up in a way that supports effective service delivery in line with the requirements we settle on?

Do we have an effective shared approach to measuring outcomes to provide accountability and measure the effectiveness and demonstrate the evidence base of the program at all levels of the system?

The CYFSP commenced operation on 1 March 2012. Providers were initially contracted for the period 1 March 2012 to 30 June 2015.

In 2012, additional funding for youth engagement services was announced by the Chief Minister. For the period 1 October 2013 to 30 June 2017, an additional \$3,977,000 was provided to CYFSP youth engagement services. Following the cessation of the additional funding arrangement, and to ensure service capacity was not affected, the additional funding was incorporated into base funding.

Agreements under the CYFSP have been extended at various times without additional funding:

- in 2015, contracts were extended to 30 June 2016;
- in 2016, new contracts were executed with the same providers and existing funding structures to 30 June 2018;
- in 2018, contracts were extended to 30 June 2019;
- in 2019, contracts were extended to 30 June 2021;
- in 2020, an agreement has been reached to extend contracts to 30 June 2022 to undertake incremental change conversations with providers to make adjustments to contracts and reporting.
- In 2022 all contracts have been extended to 30 June 2024, except for Peak Services Contracts. This extension is to enable a strategic review of services, sector sustainability analysis, service re-design and co-design of a new procurement process for services within the CYFSP. The

Peak Services Contracts went through a Commissioning Process in 2021-22 and have entered new agreements until 30 June 2027.

Equal Remuneration Order (ERO) and Counting the Cost report

- The ERO was added in June 2012 to s.302 of the Fair Work Act 2009 requiring the pay rates for employees in the social and community services sector to be increased.
- This was legislated to recognise that the work performed by the sector was undervalued and under-resourced, largely due to approximately 80 percent being female and a historical perception that the work is ‘women’s work’.
- To support this position, the Commonwealth and all State and Territory Governments entered into a National Partnership Agreement on Pay Equity for the Social and Community Services Sector.
- CSD commenced payment of ERO from 1 December 2012.
- From 30 November 2021, the ACT no longer receives Commonwealth ERO funding supplementation under the National Partnership Agreement.
- For 2022-24 contracts, ERO was rolled into base funding to ensure funding levels were continued.
- In 2021, CSD and the NGO sector partnered to undertake a sustainability review. CSD contracted the ACT Council of Social Service (ACTCOSS) to deliver the project, and ACTCOSS entered into an agreement with the University of NSW Social Policy Research Centre to undertake the research.
- The final report, titled “[Counting the Costs: Sustainable funding for the ACT community services sector](#)” was jointly released by ACTCOSS and the ACT Government on 11 February 2022.
- The report makes 6 recommendations. The first four respond to rising costs, while the final two respond to rising demand:
 1. Adopt a revised approach to indexation
 2. Review ACT funding streams to ensure full cost coverage
 3. Continue to encourage efficiencies to reduce cost pressures
 4. Build sector capacity to accurately cost services
 5. Boost funding for areas of unmet need
 6. Prioritise early intervention and prevention.

Key questions

The CYFSP was designed over 10 years ago with contracts being extended several times without undertaking a review/evaluation of services (since 2014) to determine if:

- a) the outcomes CYFSP was designed to achieve remain relevant;
- b) the program and overall service system is set up to achieve the best outcomes for children, youth people and families that are vulnerable and achieve it’s intended outcomes;
- c) the CYFSP contributes to a coordinated and integrated Service System; and
- d) we able to accurately demonstrate the cost pressures/demand pressures on services?

CYFSP and Next Steps for our kids 2022-2030

The Next Steps strategy clearly sets out the need for this commissioning process to ensuring the CYFSP supports better outcomes for families at risk.

The Next Steps strategy outlines six domains and priority initiatives of which three have significant relevance to the design of the CYFSP:

Strengthening families:

‘Strengthening high risk families’ through an increased investment in early support and prevention of children and young people entering out of home care.

The Next Steps strategy advises a focus on several initiatives that are relevant to the CYFSP including:

- a strengthened interface between children and family services and services for:
 - drug and alcohol dependence
 - domestic and family violence
 - health (including mental health)
 - disability
 - education
 - justice
 - housing and homelessness
 - employment services
- increased access to pre-natal and early parenting support for parents at risk of engagement with child protection including parent–child interaction programs
- Increased access to therapeutic intervention and support for young children at risk of coming into care or in out of home care who are at risk of or experiencing developmental delay
- Sustaining families through intensive family support, preservation and restoration support models, including targeted supports for families with older children and young people
- Ensuring the commissioning process for the CYFSP supports better outcomes for families at risk.

Trauma Responsive and Restorative Practice

Next Steps identified the need to reconsider how government and non-government providers do their work together, placing significant importance on relationships, including shared training, using evidence-based relationship models and strong governance to facilitate shared accountability and responsibility.

The report identified a need to reconsidering how government and non-government providers do their work together, placing significant importance on relationships, including shared training, using evidence-based relationship models and strong governance to facilitate shared accountability and responsibility.

Partnering with the Community:

Under this domain Next Steps identified several ways it will address historical issues between the Community Sector and Statutory Services including:

- support for service commissioning and co-production of services between government, service providers, service users and people with lived experience that uses evidence-based models and can track and report outcomes.
- implementing a shared and linked performance management framework, evaluation framework and outcomes framework to identify areas of success and deficiency in the system delivering new funding models that allow flexibility to meet the needs of children and young people
- creating a more collaborative approach to system governance to see government and service providers working together more effectively to shape long-term reform and address immediate issues impacting on the effectiveness and efficiency of the system.

Key question
How can the CYFSP support and interface with the initiatives above and the overall Next Steps strategy to achieve better outcomes for families at risk?

9. All key questions

Key questions
<p>Wellbeing indicators:</p> <ul style="list-style-type: none"> - What Wellbeing Indicators are relevant to the CYFSP?
<p>Cohorts:</p> <ul style="list-style-type: none"> - do we need to change who the CYFSP is targeted at?
<p>Lived Experience:</p> <ul style="list-style-type: none"> - How can we ensure the voices of people with lived experience are heard and utilised to design the CYFSP?
<ul style="list-style-type: none"> - Do we need better data collection systems and tools to enable services to be able to provide data that captures outcomes more effectively and to minimise the administrative burden of the current systems and tools. - Do we need to coordinate clearer referral pathways to enable better collaboration and engagement between Service Providers, government and other stakeholders including providing better clarity in relation to the function/role of the Human Services Gateway (OneLink) and how it connects with the CYFSP? - Do we need to review the current regional setup and service mix of the CYFSP and if it aligns with community need including current and projected population demographic changes?
<ul style="list-style-type: none"> - Do you know of other similar programs or research we should be looking at to help inform our Commissioning Approach?
<p>Geography and model of service delivery:</p> <ul style="list-style-type: none"> - Given the demographic changes, population growth in the ACT and the growth of new regions since the establishment of the CYFSP, is the regional model the best approach to supporting children, young people and families across the ACT?
<p>Delivering Outcomes:</p> <ul style="list-style-type: none"> - Are the current requirements fit for purpose when we look forward to the next 5-10 years and where the CYFSP sits in the broader service system? How can we set the CYFSP up in a way that supports effective service delivery in line with the requirements we settle on? - Do we have an effective shared approach to measuring outcomes to provide accountability and measure the effectiveness and demonstrate the evidence base of the program at all levels of the system?
<p>Historical Set up and Cost to services:</p> <ul style="list-style-type: none"> - The CYFSP was designed over 10 years ago with contracts being extended several times without undertaking a review/evaluation of services (since 2014) to determine if: <ol style="list-style-type: none"> the outcomes CYFSP was designed to achieve remain relevant; the program and overall service system is set up to achieve the best outcomes for children, youth people and families that are vulnerable and achieve its intended outcomes; the CYFSP contributes to a coordinated and integrated Service System; and we are able to accurately demonstrate the cost pressures/demand pressures on services?
<p>CYFSP and Next Steps:</p> <ul style="list-style-type: none"> - How can the CYFSP support and interface with the initiatives set out in the Next Steps strategy to achieve better outcomes for families at risk?

10. Terms and Definitions

Term	Definition	Source
Early Support	means support early in the life of an issue or an individual that is easily accessible before crisis point. Early Support means services and systems actively work with individual and family strengths to build their capabilities, avert crises and enable long-term wellbeing;	CYFSP Service Funding Agreements
Lived experience	<p>People with lived experience can identify either:</p> <ul style="list-style-type: none"> • as someone with personal experience of the CYFSP or broader service system • as a family member and/or carer who have experience in supporting a person who has been a service user of the CYFSP or broader service system (a carer might be from a person's chosen family, rather than their family of origin). <p>People with lived experience are sometimes referred to as 'consumers' or 'carers'.</p>	
Vulnerable People	means those who may face greater challenges in accessing the same opportunities as others in the community. These challenges might be related to a range of environmental, socio-economic, personal, physical or psychosocial factors, or a combination of factors.	CYFSP Service Funding Agreements

11. Document library

Attachment	Document name
Attachment A	Child, Youth and Family Services Program Outcomes Framework
Attachment B	Full list of CYFSP Providers
Attachment C	January 2020 to June 2020: The Issues and Gaps
Attachment D	Families ACT Practice Framework
Attachment E	Strengthening Families and the Protective Factors Framework

CONSULTATION DRAFT