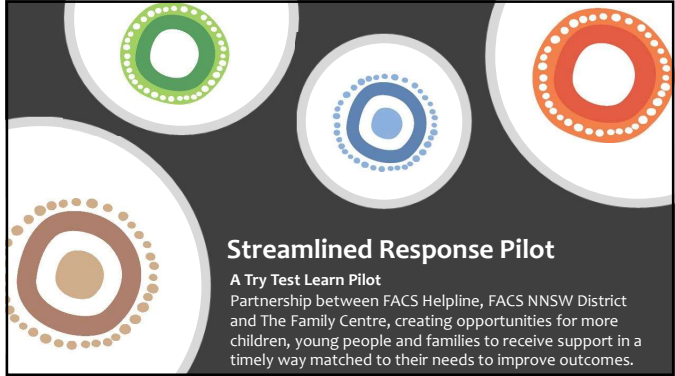




## Streamlined Response Pilot

David Boutkan- Executive Director, The Family Centre  
 Gemma Millar – Manager Client Services, Helpline  
 Joanne Dobry – Manager Practice Support, Helpline




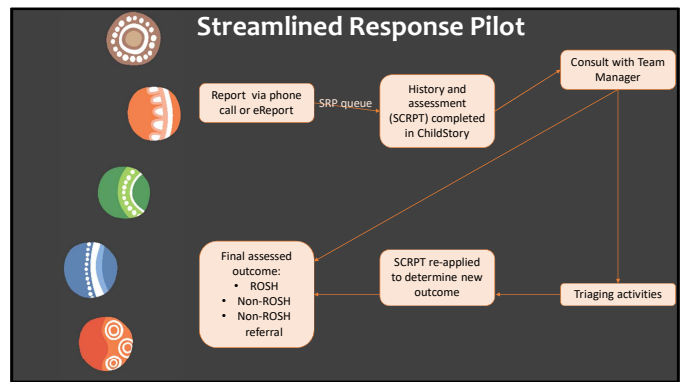
## Streamlined Response Pilot

A Try Test Learn Pilot  
 Partnership between FACS Helpline, FACS NNSW District and The Family Centre, creating opportunities for more children, young people and families to receive support in a timely way matched to their needs to improve outcomes.

### Our Purpose

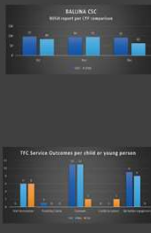
Northern NSW Pilot is to

- build and strengthen the Helpline’s relationship with the district
- increase the quality of information gathering and decision making at the Helpline

### Achievements- Mid Point review

- ROSH reduced by 35% across the two sites
- 41 children and young people referred to the CWU for further support
- Reduction in triaging activities by 20%
- Approx 75% of all ROSH reports received a statutory response
- 55 children and young people have been linked into service pathways



### Expected Benefits

- Reduce number of ROSH reports transferred to the CSCs
- See more children
- Refer Non ROSH reports to services
- Increase the number of children and young people at ROSH receiving a service response
- Reduce the number of ROSH reports closed without a service response



## Expected Benefits



- Enhanced service provision via reduced call wait times
- Opportunities to collaborate, share information and partner together to achieve best outcomes
- Holistic information gathering that captures a child's story that enables us to better understand their individual needs
- Empower Mandatory Reporters to action supports children and families



## The Family Centre - TFC



79 Risk of Significant Harm (ROSH) SRP Pathway referrals received up to 3 June 2019:



- 45 Pathway B – FACS and TFC worker joint visit
- 30 Pathway C – TFC worker only visit
- 4 Regrade to pathway A -FACS worker visit



To date The Family Centre (TFC) has completed 67 responses:



- 42% family support - case/course work
- 32% families engaged in brief interventions
- 35% families did not engage further for support
- 65% of family members involved in ROSH report visits participated in a TFC brief intervention, ongoing case work or course work service
- 47% of responses related to young people 12 years and above



## Interim report of family outcomes

The Family Centre is committed to capturing the experience of the families.



- 100% - I was treated with respect
- 100% - My TFC worker was helpful
- 100% - I learnt new things to assist me with my parenting
- 83% - My family is safer
- 100% - I learnt new things about services and resources for families in my area
- 90% - There is better communication in our family
- 100% - My most important goal was achieved



## Feedback



"It is a shock when FACS turn up at your door but I felt my daughter and I were treated with respect. It was great to be able to debrief and talk about supports with a child and family worker the next day." Jenny\*

"It ended up a positive experience, gentle and not confronting. It is great program and has been helpful to speak with someone to gain strategies to help with parenting and providing my daughter with coping strategies." Sandra\*



## Feedback

“Helpful absolutely. You shit yourself at first but having someone to talk was so important... knowing you can talk to someone in the future and someone to call when things are not going so well.” Dell\*



“All the resources given were so helpful and the child development knowledge helped me be less anxious about her and to understand her development.” Misha\*



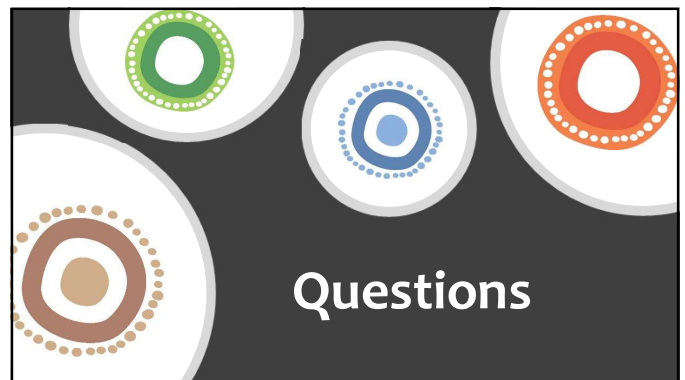
## Challenges

- Support for families who experience violence
- Accountability and support provided to perpetrators of violence
- Partnering with police in order to achieve better outcomes
- Lack of youth services with a whole of family approach
- Lack of adolescent parenting courses



## What Worked and What We Learned

- Providing support earlier
- Connecting with hard to reach families
- Post joint-response follow-up
- Opening pathways of communication
- Greater trust and respect developed between the FACS and TFC teams
- Better understanding of the roles and capability of each team
- Improved insight into the statutory process and the role of FACS



Questions