

Targeted Earlier Intervention Programs

Sector Consultation Paper



Family &
Community
Services

August 2015

Minister's foreword

I warmly invite you to give us your views on the future of targeted earlier intervention programs in NSW.

There can be no greater goal than to set NSW's most vulnerable children and young people on a positive path early in life and avoid the long-term consequences that can result from trauma and abuse. This is why we are reviewing targeted earlier intervention programs to ensure we have a cohesive and effective service system that is flexible, localised and firmly child-focused.

I want to start this conversation with our some of our most important stakeholders – our funded service partners.

Effective reform requires active engagement and collaboration between stakeholders; just as we are partners in providing services, we are also partners in reshaping our system for the better.

This paper provides the basis for discussion and is the first step in ongoing engagement and collaboration. It is your opportunity to tell us what works, and what doesn't when you're working with clients each and every day.

Effective reform is also challenging. It means being clear about what we want out of the changes and thoughtful planning around how we'll get there. With your feedback you will be helping us refine those goals.

So I am asking you to consider the current system; what works well and what needs to change to improve outcomes for the families and communities we serve.

I hope you will become involved by responding to this paper and working with us throughout the reform process and the range of other engagement opportunities that will be available.

We all want a flexible and sustainable system that can provide the very best outcomes for our clients and communities. I look forward to hearing your experiences and working with you to identify opportunities to improve the lives of families and communities across NSW.

A handwritten signature in black ink, appearing to read 'Brad Hazzard'.

Brad Hazzard MP
Minister for Family and Community Services

Contents

Introduction	4
Purpose of this paper	5
Next steps	6
Targeted earlier intervention programs and scope of this reform	7
Using what we know to get these reforms right	11
Reform directions	17
Reform aims	18
Have your say	20
Appendix A	23

Introduction

The Department of Family and Community Services (FACS) invests over \$150m each year in targeted earlier intervention services to support vulnerable children, young people, families and communities. It is important that the potential reach and impact of these services is maximised so families and communities have improved opportunities for positive outcomes.

FACS is committed to working alongside the NGO sector to review and improve the design and delivery of current targeted earlier intervention programs.

This sector consultation paper invites input and comment from non-government organisations (NGOs) on the direction of Family and Community Services (FACS) targeted earlier intervention programs.

Initially the Targeted Earlier Intervention Reform process will focus on service design and district planning. FACS is in the early phase of this process, establishing the reform parameters and reviewing the evidence base. The next phase will focus on sector engagement which will be undertaken at a program level via an overarching Sector Reference Group and locally through district consultation groups that will include local providers and service delivery partners. Through a range of briefings, consultations and structures, each district will begin to develop localised plans.

The challenge for Targeted Earlier Intervention Reform is to design a contemporary, client focused service system within existing resources that delivers maximum impact to achieve demonstrable outcomes. It will be our joint responsibility to build the evidence that unequivocally demonstrates the impact of targeted earlier intervention services and establishes a compelling case for future investment.

We know that reform will take time and cooperation. There is no requirement that the reform process be completed by the end of the current contract period. Implementation timing will be dependent on the final scope of reform.

Purpose of this paper

The purpose of this paper is to seek feedback from service providers on what's working well and where we can improve in the delivery of targeted earlier intervention services to vulnerable children, families and communities. The feedback you give on this paper will be a key driver for Targeted Earlier Intervention Reform.

This document outlines how Targeted Earlier Intervention Reform will be managed in the context of the department's broad reform agenda and which FACS programs are affected. It outlines the reasons why targeted earlier intervention is important as well as what recent service system evaluations are telling us. Finally, it outlines the goals of the reform, the proposed direction and poses questions around five key topics:

- 1 service system design
- 2 service delivery
- 3 program improvement
- 4 program support
- 5 reform processes.

Next steps

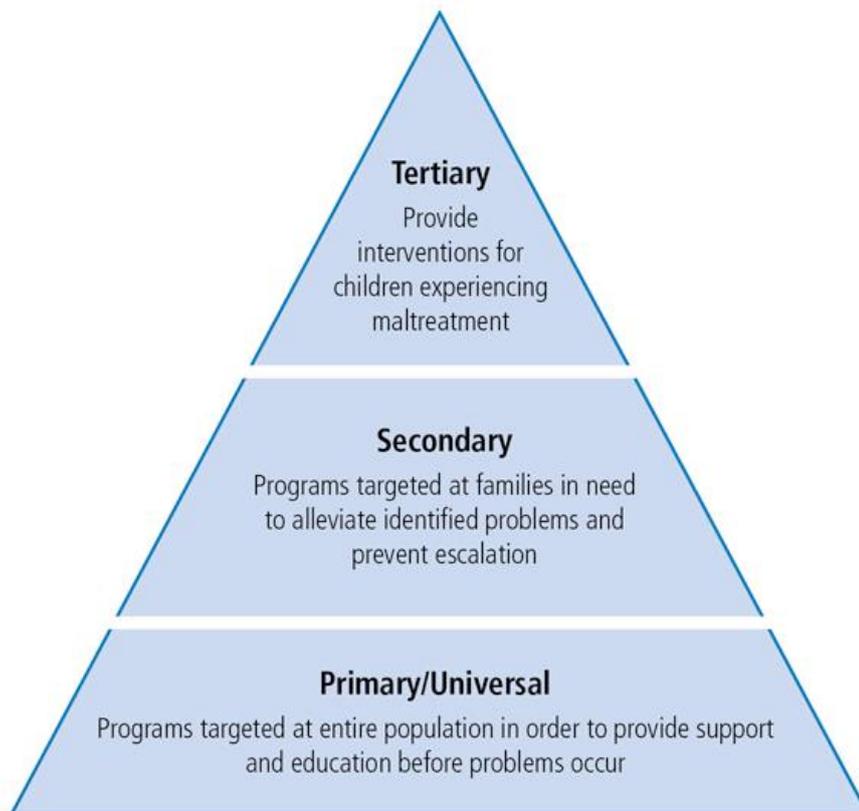
FACS acknowledges the important role of the NGO sector in improving the lives of vulnerable children, young people and families and supporting local communities. We want to draw on this experience and hear from you about what currently works well and how service delivery can be improved.

The feedback you provide will be used to contribute to key themes and broad directions for Targeted Earlier Intervention Reform. As part of the process, all feedback received will be summarised in a consultation response paper.

We know we can't improve targeted earlier intervention programs without a strong partnership with the NGO sector so we will be seeking your involvement and feedback along the way. More information about consultation sessions is available on the FACS website.

Targeted earlier intervention programs and scope of this reform

FACS' targeted earlier intervention programs – which encompass community, prevention and early intervention – provide support to clients across the service delivery spectrum.



Targeted earlier intervention services aim to identify and alter the behaviour or development of individuals and families who show signs of an identified problem, or exhibit risk factors or vulnerabilities, by providing the resources and skills necessary to combat identified risks and by building inclusive communities.¹

There is unambiguous proof that evidence based prevention and early intervention can lead to measurable and substantial reductions in the factors that place children and families at risk of poor outcomes.²

FACS is committed to investing in effective prevention and early intervention services. We will continue to work with our partners to ensure that our services have the greatest possible impact on positive outcomes for vulnerable children, young people, families and communities.

¹ www.community.nsw.gov.au/kts/guidelines/pei/pei_index.htm

² Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. (2015). Better Systems, Better Chances: A review of research and practice for prevention and early intervention. p11. Canberra: Australian Research Alliance for Children and Youth (ARACY)

The programs to be reviewed under these reforms cover a broad spectrum and include:

- community development
- prevention and early intervention
- support to families with greater needs

All of these programs aim to improve child and family outcomes and build community capacity.

The programs to be reformed are outlined below and more information about each program can be found at Appendix A.

FACS' Brighter Futures, Intensive Family Support and Intensive Family Preservation Programs are also critical components in the funded service system. Reforms to these programs are already underway in conjunction with service delivery partners and will be progressed concurrently with Targeted Earlier Intervention Reform.

Table 1: Snapshot FACS' Targeted Earlier Intervention Programs

Program	Annual Funding	Client Group	Description
Families NSW	\$26.5m	Families expecting a baby or with children aged 0 to 8 years	Families NSW is a population level, whole of government prevention and early intervention strategy that aims to improve the health, safety and resilience for children, families and communities.
Aboriginal Child Youth & Family Strategy (ACYFS)	\$4.3m	Aboriginal families expecting a baby or with children aged up to 5 years.	ACYFS is a prevention and early intervention strategy that aims to provide Aboriginal children with the best start in life.
Positive Parenting Program (Triple P)	\$0.48m	Health, welfare and education professionals training to provide parenting programs to families with children aged 3-8 years	NSW trains a network of accredited practitioners to provide access to evidence based parenting information as part of their agency's core business. The Positive Parenting Program (Triple P) aims to build the capacity of parents so that they are confident, connected to their community and its services, and equipped to support their children's development.
Child Youth and Family Support (CYFS)	\$54.2m	Families with children aged 0-12 years; and young people aged 12 to 18 years and their families	CYFS delivers a broader range of less intensive services to meet the needs of vulnerable children, young people and families who fall below the threshold for statutory child protection intervention.
Youth Hope	\$10.2m	Vulnerable children and young people aged 9-15 years	Youth Hope is a pilot program of innovative early intervention services to enable more children and young people to stay safely at home, to increase their engagement in education and to be able to access appropriate support and resources
Getting it Together	\$2.1m	Young people aged 12 to 25 years with alcohol and/or drug problems	Getting it Together is an early intervention program designed to assist vulnerable young people 12–25 years of age who are not accessing conventional services to resolve their alcohol and/or drug problems and move to self-sufficient living.

Program	Annual Funding	Client Group	Description
Community Builders	\$43.1m	Communities in NSW, particularly the disadvantaged members of those communities	Community Builders is a population level, prevention program which aims to strengthen communities across NSW and particularly the disadvantaged groups within them.
Staying Home Leaving Violence	\$5.0m	Women over 18 years who have separated from a violent partner or family member and choose to remain in their own home.	SHLV provides comprehensive client risk assessment and management, safety plans, case plans, and education to victims on the dynamics of domestic and family violence (DFV) and keeping safe
Integrated Domestic & Family Violence Services	\$3.5m	People affected by domestic and family violence	IDFVS is a multi-agency, integrated and co-ordinated response that seeks to improve the safety of women and children while lowering community tolerance to domestic and family violence.

Using what we know to get these reforms right

In order to consider the direction of targeted earlier intervention in NSW, it is important to outline what the FACS definition of early intervention is, take a look at recent service system findings and reflect on improvement suggestions that have already been made.

Understanding targeted earlier intervention

For FACS services, early intervention is both intervening early in age and early in the course of an issue.

Prevention and early intervention takes place along a continuum – from acting to prevent a vulnerability manifesting in the first place to acting to limit the impact or preventing the entrenchment of adverse behaviours.

One of the goals of early intervention is to prevent the escalation of serious issues that require more intensive responses such as statutory child protection or involvement of justice systems.

Prevention and early intervention benefits families and communities by improving family functioning, greater social cohesion, reduced poverty and crime, improved democratic processes, higher productivity and sustainable economic growth, increased adoption of new technologies, enhanced social values and increased social justice and better societal health.³ Conversely, a lack of intervention in a disadvantaged community can further entrench disadvantage and reduce a community's quality of life, cohesion and economic opportunities.

The consequences of not intervening can be significant and far reaching for individuals, families, communities and government.

We know life-long effects of early experiences impact on the later achievements, social adjustments, mental health, physical health and longevity of individuals.⁴ Equally, there are long-term costs to government and consequences for communities (see ⁵ and ⁶).

³ Van der Gaag, J. (2002). *From Child Development to Human Development*. In Mary E. Young (Ed.), *From Early Childhood Development to Human Development*. Washington, DC: The World Bank. p 63-80

⁴ Moore, T.G. and McDonald, M. (2013). *Acting Early, Changing Lives*. Prepared for The Benevolent Society. Parkville, Victoria.

⁵ Van der Gaag, J. (2002). *From Child Development to Human Development*. In Mary E. Young (Ed.), *From Early Childhood Development to Human Development*. Washington, DC: The World Bank. p 63-80.

⁶ Child Welfare Information Gateway (2008). *Long term consequences of child abuse and neglect*. US Department of Health and Human Services.

However, there is typically no one driver or point of intervention that can ensure positive development. Combinations of risk and protective factors can create or change developmental pathways by escalating or reducing vulnerabilities across an individual's life. Although it is clear that the more risk factors that are present and the longer they persist over time for an individual, the greater the subsequent developmental impact.⁷

Evidence shows that risks can be minimised and protective factors strengthened through a targeted focus on prevention and early intervention. While not everything can be prevented (for example, the onset of some mental health disorders), intervening early in those circumstances can limit the burden of what can become debilitating circumstances.

There is strong and compelling evidence that early intervention services are both more effective and less costly than late intervention and crisis responses, which is a view supported internationally.⁸

Further, there is empirical evidence that links the development of social capital - a key component of FACS' community programs - to positive results for children, families and communities, including improved rates of mortality, better health and happiness, and reduced or lower rates of crime.⁹

Understanding vulnerability

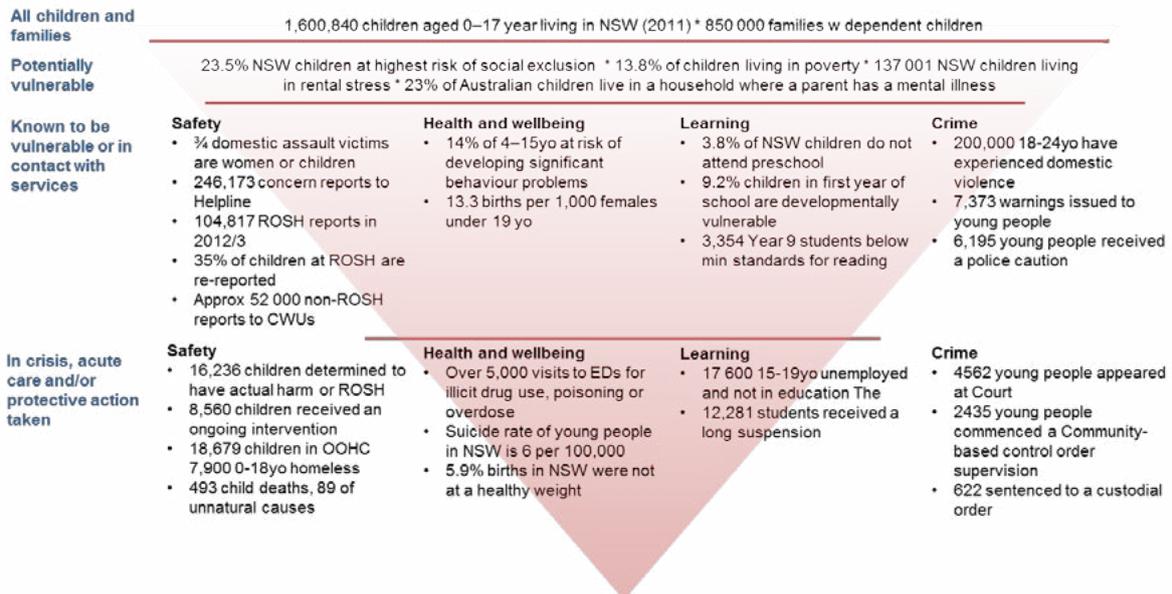
There are many children and families who, although they may not yet be in an extreme crisis situation, experience or face a high risk of suffering deteriorating circumstances and poor life outcomes. The spectrum of vulnerability affecting children includes:

- those that are **potentially vulnerable** - with risk factors that are known to be predictive of poor long term outcomes
- those with **known vulnerabilities** - where they are experiencing difficult life circumstances, engaging in risky behaviour or are already in contact with intervention services
- those with **identified issues or in crisis** - where they already receiving a crisis response.

7 Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. (2015). Better Systems, Better Chances: A review of research and practice for prevention and early intervention. p56. Canberra: Australian Research Alliance for Children and Youth (ARACY)

8 Allen, Graham, MP, Early Intervention: Smart Investment, Massive Savings, July 2011

9 Social Policy Research Centre (2009). Neighbourhood and Community Centres: results for children, families and communities.



Recent service system findings

NSW has been at the forefront of collaborative practice with the introduction of cross-agency initiatives such as Families NSW, the whole-of-government early childhood prevention and early intervention strategy, as well as *Keep Them Safe*, the NSW Government's \$750m initiative responding to the Special Commission of Inquiry into Child Protection Services.

In 2014, an evaluation report on *Keep Them Safe* brought together analysis of each component with an assessment of the initiative overall. Significantly, the evaluation found that, overall, the initiative has been successful in changing practice and, to some extent, improving outcomes. Findings from multiple components of the evaluation show positive changes in support for vulnerable families and promising indicators that universal services are contributing to identifying and responding to the needs of vulnerable children.

The evaluation includes some specific findings relating to prevention and early intervention. In particular, it reported that *Keep Them Safe* funding directed towards prevention and early intervention had the most significant impact on reducing the rate of children reported at Risk of Significant Harm (ROSH) to the Child Protection Helpline.¹⁰

However, the evaluation also found that significant challenges remain.

It found prevention, early intervention and child protection remains focused on the 'front end' of the system, with great effort placed on reporting, referral and assessment rather than delivering holistic multi-agency interventions.

¹⁰ Cassells R, Cortis N, Duncan A, Eastman C, Gao G, Giuntoli, G, Katz I, Keegan M, Macvean M, Mavisakalyan, A, Shlonsky A, Skattebol, J, Smyth C and valentine k (2014), *Keep Them Safe Outcomes Evaluation Final*

Service providers reported in the evaluation that more families with complex needs are now being supported by early intervention services. While this is positive for high-needs families who would otherwise not be receiving support and could escalate to the child protection system, the result is that families with lower needs do not receive support because those with higher needs are given priority access.

The Evaluation found many service providers indicated they don't feel confident in supporting families with higher needs and are concerned that, in supporting these families, they are risking poor outcomes. There are also examples of service providers that have invested in developing staff to effectively support high needs clients and do so despite programmatic restrictions. FACS' view is that it is essential that the continuum of services – from community development to prevention, early intervention and intensive services – is maintained and that services are matched to client need.

The evaluation found there is ambiguity about what services would most benefit children near the ROSH threshold, and who should be responsible for providing those services. Changes are needed to ensure that service delivery is strengths and needs based, and that services are appropriately equipped to work with families as their risk and vulnerability changes.

A summary of key findings relating to areas of improvement identified in recent reviews (including the Better Lives for Vulnerable Teens FACS Review, Local Case Studies report seeking cross sector views on the prevention and early intervention system,¹¹ Intensive Family Support and Intensive Family Preservation evaluation¹² and the Brighter Futures Evaluation) are as follows:

- the current fragmented and program-centred service system often contributes to adverse outcomes for vulnerable young people;
- existing practice is often limited to managing crisis and does not enable positive long-term change in life outcomes;
- current services can lack capacity, flexibility and access that would provide an adequate system response for vulnerable young people;
- there is a systemic focus on delivering specific kinds of services rather than a focus on achieving positive outcomes for a young person which can lead to the delivery of only part of what the young person needs;¹³
- there are barriers within the current system, including the lack of planning of services, the siloed nature of organisations and programs and inflexibility of program criteria and funding rules;
- there are gaps in services for medium-risk families;
- service provision needs to be more targeted to suit the needs of participant families;

11 NOUS Group (2014). Prevention and Early Intervention Local Case Studies Project Report.

12 Dept of Family and Community Services (2013). Intensive Family Support and Intensive Family Preservation Final Evaluation Report

13 Better Lives for Vulnerable Teens FACS Review (2012)

- there is great variability in the delivery of services across locations; and
- the design of programs means they do not directly confront some of the real risks faced by the families they serve.

While some of these issues have been tackled with recent FACS program changes, there is more that can be done to address these at a systemic level.

A client-centred system

The Local Case Studies report, commissioned by FACS, sought the views of operational staff - across agencies and non government sector - on the enablers, barriers and areas for improvement in the current prevention and early intervention system. Staff interviewed for the report supported a whole-of-family approach that could flexibly address the practical support issues of families. Areas for improvement that were strongly supported included establishing a shared goal for prevention and early intervention, formal collaborative structures and local input into service design.

The Local Case Studies Report also highlighted a need for increased funding. However, in addition to ensuring there is an adequate investment in universal and early intervention services, there is also a need to determine whether programs and service systems are actually delivering a return on investment.¹⁴

Clearly, there is a need in the first instance to ensure that the significant existing investment in early intervention and prevention services is well targeted and being delivered efficiently, effectively and flexibly to minimise duplication and the complexities of siloed programs.

This points to a need for updated evidence and quality program data. This is supported by findings from the UK National Audit Office,¹⁵ which highlighted the importance of a data-driven approach to reform initiatives as well as a recent review of mechanisms for effective collaboration which include:

- use of evidence to support service delivery;
- continued evaluation of effectiveness of models;
- use of this information to drive investment; and
- a commitment to share data.¹⁶

¹⁴ NSW Ombudsman (2014). A Review of the NSW Child Protection System: Are things improving? A Special Report to Parliament under s.31 of the Ombudsman Act 1974

¹⁵ National Audit Office. (2013a). *Early action: landscape review*. London: The Stationery Office. Retrieved from www.nao.org.uk/wp-content/uploads/2013/03/Early-Action-full-report.pdf

¹⁶ Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. (2015). *Better Systems, Better Chances: A review of research and practice for prevention and early intervention*. p137. Canberra: Australian Research Alliance for Children and Youth (ARACY)

In considering how to build a more effective child protection system, there is a view that in order to make real, sustained inroads into disadvantage, the service system should be rebuilt to achieve a more targeted response to those communities and individuals most in need of assistance and support.¹⁷

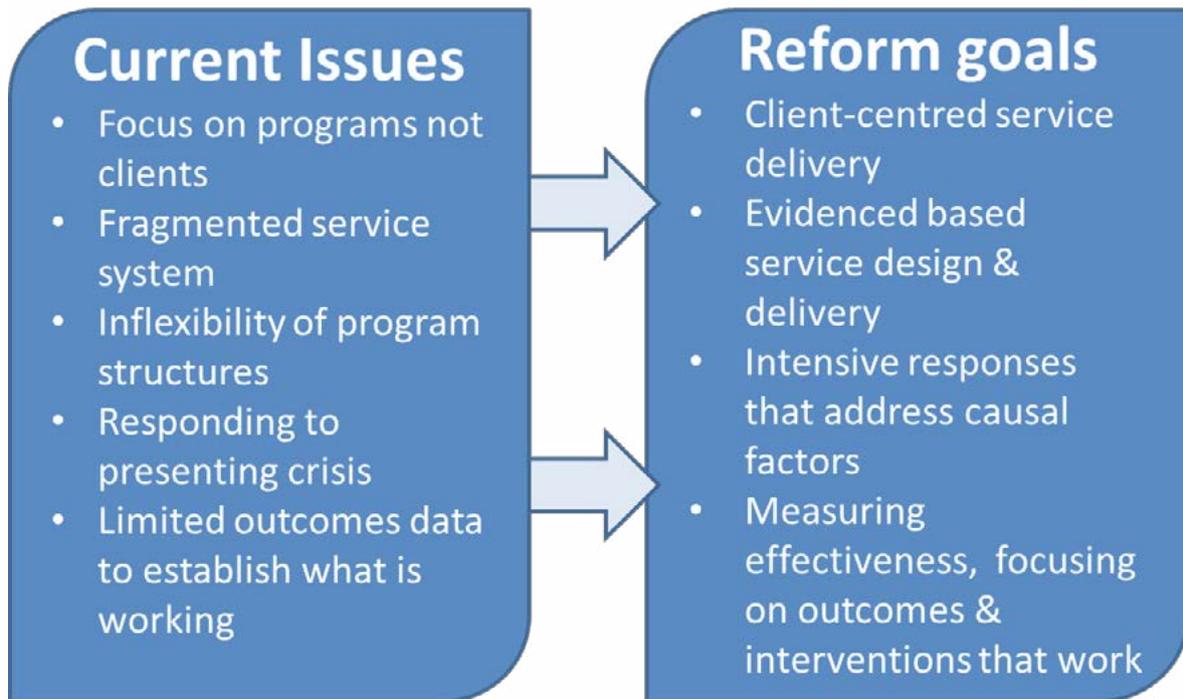
Evidence tells us that an effective service system should have the following functions underpinned by a strong platform of universal services:

Vulnerable children and families	Children with significant child protection concerns	Children at imminent risk of entering OOHC and in OOHC
<ul style="list-style-type: none"> • Assertive engagement of vulnerable families • Support for children not attending or enrolled in school • Supported home visiting • Time limited family support services. • Time limited therapeutic services often focused on single issues. 	<ul style="list-style-type: none"> • Longer term case management for families at crisis points • Intensive support services (often brokered through case management) • Therapeutic services for children and families focused on underlying causes, often trauma informed. • Specialist therapeutic services in response to highly specific needs 	<ul style="list-style-type: none"> • Family Preservation/ Restoration Services that allow children to be live safely with their family. • Support pathways for children when entering OOHC to meet milestones and plan for transitions

¹⁷ NSW Ombudsman (2014) A Review of the NSW Child Protection System: Are things improving? A Special Report to Parliament under s.31 of the Ombudsman Act 1974.

Reform directions

Recent survey findings on the current systems have driven the proposed reform aims on which your feedback is sought.



Reform aims

Drawing on what we know from current evidence and what we know about the existing strengths and weaknesses, the following five aims for the reform have been identified:

1. Improve outcomes for clients of targeted earlier intervention services

Fifty years of research and program evaluation shows that childhood policies and practices have produced a range of positive effects on the life prospects of children facing disadvantage.¹⁸ In relation to early intervention services, the KTS Outcomes Evaluation found that, from the limited data available, there is an indication that services are having an impact on the wellbeing of vulnerable children. However, there are continuing challenges that limit the extent to which early intervention is able to make a difference.¹⁹

2. Create a service system continuum grounded in evidence-based best practice

Research has unequivocally demonstrated that evidence-based prevention and early intervention can lead to measurable and substantial reductions in the factors that place children and families at risk of poor outcomes. Moreover, there is consistent evidence about the factors that promote child wellbeing, a growing body of service models with proven efficacy, and clear evidence of the types of service delivery and approaches to working with families that achieve better outcomes.²⁰

3. Target resources to those with the greatest needs

While the benefits of prevention and early intervention across the population are well documented, in the face of limited resources it is critical that resources are targeted to areas of greatest need, whether that is locational or population group based. As part of Queensland's 2013 Child Protection Commission of Inquiry, Professor Leonie Segal examined where to invest to reduce child maltreatment.²¹ In her report, Professor Segal noted that programs which target more vulnerable populations are more effective and deliver greater return on investment. These findings are balanced by long term modelling from the UK which found that both universal and targeted investment is necessary to secure long term change.²²

¹⁸ Jack P. Shonkoff and Philip A. Fisher (2013). Rethinking evidence-based practice and two-generation programs to create the future of early childhood policy. *Development and Psychopathology*, 25, pp 1635-1653. doi:10.1017/S0954579413000813

¹⁹ Cassells R, Cortis N, Duncan A, Eastman C, Gao G, Giuntoli, G, Katz I, Keegan M, Macvean M, Mavisakalyan, A, Shlonsky A, Skattebol, J, Smyth C and valentine k (2014), *Keep Them Safe Outcomes Evaluation Final Report*, Sydney: NSW Department of Premier and Cabinet.

²⁰ Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. (2015). *Better Systems, Better Chances: A review of research and practice for prevention and early intervention*. Canberra: Australian Research Alliance for Children and Youth (ARACY)

²¹ Queensland Child Protection Commission of Inquiry (2013). *Taking Responsibility: A roadmap for Queensland Child Protection*.

²² Fox, S., Southwell, A., Stafford, N., Goodhue, R., Jackson, D. and Smith, C. (2015). *Better Systems, Better Chances: A review of research and practice for prevention and early intervention*. p47-48. Canberra: Australian Research Alliance for Children and Youth (ARACY)

4. Facilitate district decision making on the design and delivery of local services

The importance of local decision making is supported by literature with local planning and decision-making, as well as flexibility in implementation, identified as keys to effective service provision.²³

5. Increase flexibility so that clients are the centre of the system

Reviews of child and family service systems in Australia, and internationally, repeatedly identify the fragmentation of the system and the focus on programs, not clients, as common systemic issues contributing to poor client outcomes.²⁴ Research on strategies for providing high quality and cost-effective care place a strong emphasis on individualised and family driven care, along with responses designed to meet the needs of children and their families rather than to meet the convenience of funders, systems and providers as key factors that lead to achieving better client outcomes.²⁵

²³ *ibid* p137

²⁴ *ibid* p113

²⁵ *ibid* p110

Have your say

We welcome your response to the five key areas detailed below in order to understand what is working and what can be improved in the current system. There is also opportunity to raise any other issues of particular concern.

The feedback you provide will help shape the direction of the reform and will be summarised in a Sector Consultation Response Paper.

To provide your feedback and to stay up-to-date please visit www.facs.nsw.gov.au

Feedback on the consultation paper closes on 16 October.

We are asking for your views on five key areas:

- 1 service system design
- 2 service delivery
- 3 program improvement
- 4 program support
- 5 reform processes.

Below are some suggestions, under each key area, to guide you in your considerations.

Service system design

Service system design is the framework that establishes the roles, boundaries and connection points which ensure our services work together as a client centred system. In providing your feedback, please consider:

- Are there any parts of FACS' program guidelines that hamper your ability to provide client centred responses (e.g. eligibility criteria, service activities, geographic boundaries)?
- What changes would you suggest to improve the flexibility of our frameworks (e.g. program guidelines, target client groups, eligibility criteria) so that services are adaptable to meet changing demands?
- How do we ensure our services are targeting the right clients?
- Do you have any other feedback you'd like to provide on service system design?

Service delivery

Service delivery is how we work, interact and meet outcomes for different client groups.

In providing your feedback please consider:

- In your experience, what type of services or practices have the most impact on improving outcomes for clients, and why?
- What are the most frequent obstacles you encounter when delivering services and what suggestions would you make to address them?
- How do we better support clients who are experiencing mental health issues, substance abuse and/or domestic and family violence issues?
- How do we improve local collaboration, decision making and learning?
- What other organisations need to be engaged to ensure the best outcomes for our clients?
- Do you have any other feedback you'd like to provide on service delivery?

Program improvement

This is about continuous improvement to ensure we get better at what we do and the services we deliver.

In providing your feedback, please consider:

- Tell us about what your organisation does that most effectively influences outcomes for clients?
- Tell us about the most effective improvements you have made or the most effective improvements you have observed in partner agencies?
- What data should we use to measure success for our clients and our services?
- What information and/or support do you need to improve client outcomes?
- What do you think is the best way for us to capture feedback from clients that will improve our service delivery?
- Do you have any other feedback you'd like to provide on program improvement?

Program support

This is about the systems, processes and technology that underpin effective service delivery.

In providing your feedback, please consider:

- How can we make better use of technology to support the delivery of services to our clients?
- What support can FACS, as a funding agency, provide to help improve the effectiveness of your work?
- How can FACS operational services (e.g. FACS case workers, housing client services officers) work better with funded organisations to improve outcomes for clients?
- What kinds of services do we need more of in the system?
- How can we improve integration of services for clients?
- Do you have any other feedback you'd like to provide on program support?

The reform – how we manage the reform process

In providing your feedback, please consider:

- How should we communicate with your organisation during the reform process?
- What information is most important to you during the reform process?
- Who are the key participants that should be involved in local planning processes?
- Do you have any other feedback you'd like to provide on reform processes?

Appendix A

Community Builders

The Community Builders program aims to strengthen communities, particularly where there is social and economic disadvantage. It provides funding for a range of services to strengthen communities and build their capacity.

These services include:

- community and neighbourhood centres where people can meet and access resources
- services and projects targeting particular groups such as men, women and cultural groups
- projects to support and build communities and community organisations, such as by providing mentoring schemes and management training.

Click [here](#) for program guidelines

Families NSW

Families NSW is a population-based prevention and early intervention program for families expecting a child or with children up to eight years of age. The goal is that children, families and communities are healthier, safer and more resilient.

These services include:

- supported playgroups
- family worker services
- parenting programs
- community capacity-building initiatives
- work between FACS and NGOs to strengthen agency partnerships.

Click [here](#) for program guidelines

Triple P

The Triple P program is a part of Families NSW. It provides free training, information materials and resources to health, welfare and education practitioners across NGO and government sectors. This enables those practitioners to deliver free parenting programs for families with children aged three- to eight-years-old living in NSW. Under the government prevention and early intervention strategy, we continue to implement the well-credentialed Triple P positive parenting program across NSW.

Click [here](#) for program guidelines

Child Youth and Family Support

Child Youth and Family Support provides targeted early intervention services to vulnerable children, young people and families who need extra support. There are two service streams, one for families with children aged zero to 12 years and the other for young people aged 12 to 17 and their families.

These services include:

- advice and referral services
- assessment
- case planning and case management
- parenting programs and parent support groups
- skills focused groups for young people
- counselling
- home visits.

Click [here](#) for program guidelines

Youth Hope

Youth Hope is a trial of innovative early intervention services for young people aged 9-15 year olds in six locations across NSW. It supports children and young people who are assessed as at risk of significant harm (ROSH) or are vulnerable to being at risk of significant harm. Ultimately, it aims to help this group of children and young people to stay safely at home, increase their engagement in education and access appropriate support and resources.

Service activities include proactive case management model and mentoring model to promote structured and supported mentoring relationship.

Click [here](#) for program guidelines

Staying Home Leaving Violence

Staying Home Leaving Violence aims to reduce the risk to women and children experiencing violence by supporting them to stay safely in their own home while the offender is removed. With this program, children are less likely to experience displacement and disruption to their educational, personal and social development when escaping violence.

Services provided include case management and case coordination as well as education and domestic and family violence awareness-raising sessions. Practical support including the use of brokerage to purchase security equipment and undertake security upgrades, as well as home safety audits and safety planning is also provided.

Click [here](#) for program guidelines

Integrated Domestic and Family Violence Services

The Integrated Domestic and Family Violence Services Program is a multi-agency, co-ordinated response that seeks to improve the safety of women and children while lowering community tolerance to domestic and family violence. It improves outcomes for those affected by domestic and family violence, including children.

The program reaches out to ten locations and in 2013–14 it reached over 7,600 individuals. These services are flexible, needs-based and focus on case work support to all victims of domestic and family violence.

Click [here](#) for program guidelines

Aboriginal Child Youth and Family Strategy

This strategy delivers prevention and early intervention services to help Aboriginal families expecting a baby or with children aged up to five years old to give their children the best start in life. It is flexible and targeted to the needs of local communities. Services include supported playgroups, family worker services, parenting programs and community capacity-building activities.

Click [here](#) for program guidelines

Getting it Together

Getting it Together is an early intervention program designed to help vulnerable young people aged 12 to 25, who are not accessing conventional services, resolve their alcohol and/or drug problems. By doing this, the program's ultimate goal is to enable vulnerable young people transition to, or resume, self-sufficient living, and be free of dependence on alcohol and/or drugs.

Click [here](#) for program guidelines



**Family &
Community
Services**

Family and Community Services
www.facs.nsw.gov.au