



## Our ever evolving organisation

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DoCS is constantly evolving.

We undertake regular reviews of existing services and continually look for innovative ways to serve our clients.

Some of the biggest changes to service delivery at DoCS have taken place in the last five years.

Research has been key to the development of improved services at DoCS and the organisation's research agenda is designed to provide the evidence base to inform policy, practice and program development.

In December 2002 the NSW Government announced an injection of an additional \$1.2 billion to improve services.

Changes resulting from this additional funding include:

- almost doubling the number of caseworkers employed by DoCS
- the introduction of the Brighter Futures program to strengthen prevention and early intervention programs
- establishment of community based services such as play groups, home visiting, parenting programs, centre and home based family support services
- improvement of Child Protection services through the recruitment of additional caseworkers and support teams and improving systems at the Helpline
- recruitment of additional foster carers and the introduction of a new model for children in out of home care with complex and high support needs
- introduction of new streamlined processes for case management
- improved communications with stakeholders and new human resource systems.

DoCS will continue to develop and evolve in response to our clients' needs, providing a dynamic, innovative and supportive working environment for our staff.

