Co-Design Phase 2

Deepening and Designing
Aim of Today: *Share and plan for our vision for a new service system in which children are safe at home in family, community and culture*. 

**Implications of the Co-Design**

- Lived Experiences
- Service Providers
- Aboriginal Service Providers

**Current Context**

- Data
- Early Help & Support
- Common Elements
- Family Matters
- SANFRAG

**Plan**

- Reflect, Discuss
- Next Steps
Vision: Children are safe at home in family, community and culture
A support system that keeps children safe at home in family, community and culture.
A support system that keeps children safe at home in family, community and culture
Context

- Supporting Vulnerable Children Strategy
- EIRD Strategy, Research & Commitments
- Consolidation of new Communities & Families in DHS
- Recommissioning of Services
- MAAU Evaluation
- Early Help and Support
- Family Matters
- Child and Youth Safety Act
Aboriginal & Torres Strait Islander Co-design principles and design criteria
Proposed Early Help & Support Model

Multi-modal entry points
- Advice & Support
- Assessments & Referrals
- Ongoing engagement

Feedback loops to/from referrers and providers

Professional seeks help for child, young person or family

Parent/adult seeks help for child, young person or family

Child or young person seeks help for themselves

Intelligence
Cumulative event history, service interactions, CP history, relevant safety/wellbeing data, etc

Advice & Support

Safety and wellbeing assessments of need and referral process

Mandatory Reports to CARL

Principles of service interaction:
- Service options & warm referrals
- Monitoring & review of actions with identified feedback loop
- Information sharing
- Working in partnership
- Culturally accountable and responsive
Commissioning Cycle
A Focus on Outcomes

- DHS is developing an outcomes hierarchy that sit across our key portfolio areas

- Each component of the CFSS will support achievement of these outcomes

- Individual service contracts will have performance measures that reflect that service’s contribution to the overarching outcomes of the CFSS

- There will be some performance measures that are common across the same type of services (e.g. intensive family support services)

- There may be other measures that are specific to individual services and which reflect their specific client’s characteristics and the context and location in which the services are being delivered
Co-designing a system to support families
Trauma Informed Practice: A definition from the Australian Institute of Family Studies

“Trauma-informed practice (TIP) is a strengths-based approach to healing that: is grounded in an understanding of and responsive to the impact of trauma; emphasises physical, psychological, and emotional safety for people seeking help and for the helpers; and creates opportunities for people affected by trauma to rebuild a sense of control and empowerment. It recognises the prevalence of trauma and is sensitive to and informed by the impacts of trauma on the wellbeing of individuals and communities”.

Generally assumed TIP Principles from literature and research:
1. Trauma Awareness
2. Safety
3. Choice & Empowerment
4. Strengths Based
### What we think we need

- **Awareness** of trauma among service users, staff and community
- **TIP Competence** among staff and leadership
- **Commitment** from leadership to prioritise TIP principles in strategic vision, etc.
- **Collaboration** in building body of TIP wisdom
- **Process & Infrastructure** to support and sustain TIP efforts
- **Seamless links** to Trauma-Specific services

### What we think we should do

Reflect TIP principles through:

- **Policies**
- **Practices**
- **Physical Environment**
- **Personal Interactions**

### What we think will happen

**Service users and staff will:**

- Feel **Safe**
- Feel **Empowered**
- Feel **Valued** & Cared for
- Believe the organisation has their best interests in mind
- Trust the organisation, staff and leadership

### Outcomes

- **Service User Engagement and Satisfaction**
- **Staff Engagement and Satisfaction**
- **Better Health and Wellness**
- **More effective service delivery**
Moving towards our vision:

- Common Elements
- Selecting approaches that work in our context
Why take a common elements approach?

Using common elements offers:

- **Optimisation** of interventions
- **Greater access** to, and **understanding** of, practices that are evidence informed
- Enhanced **user-centred design** of interventions
- A **non-siloed approach** to treating comorbidity and addressing complex needs
- An opportunity to focus on **sustainability** and **consistency** of interventions
Priority population groups

Young parents

First 1000 days

Adolescents with complex trauma histories

Aboriginal children and families with high and complex needs
“The purpose of a Monitoring and Evaluation phase is to assess the effectiveness and value of the commissioned services whilst providing ongoing support to the Provider”

NSW North Coast PHN