

# Child and Family Journey to Safety and Wellbeing

Different families have different challenges. A range of tools have been developed to capture data at key points in a family's journey in the Child and Family Support System (CFSS). These tools will help us to learn about the current circumstances, stressors, and strengths of the families that we work with to help us build a system-level understanding of our families, and to measure the impact of the services we provide.

**Worries are raised**

Someone identifies a family is showing signs of risk or vulnerability and needs additional support.

## Referral is made

A request is made to connect the family with a service to support you to make positive changes and keep their children safe at home.



## Connected to child and family support service

The Pathways service does an assessment of family needs and strengths, to match them to the right type and intensity of service.

This initial assessment also helps us to collect baseline information about family safety, strengths, and needs. Data on referral decisions helps us monitor the appropriateness of referrals, service gaps and our system's capacity to meet demand.

This plan outlines immediate risks to child and family safety and sets clear, measurable safety goals to ensure their safety in the short term.

This is a more detailed assessment of a family's current situation. It helps to identify what a family is doing well and areas where they need support to make changes.

The CFSS worker meets regularly with the family to help them achieve their case plan goals. This includes connecting them to other supports, celebrating achievements, problem-solving challenges and planning next steps. The case plan is updated as goals are achieved and needs change.

This is to review progress with the family. It is a chance to acknowledge their achievements, and seek their feedback on what has worked, and what supports they may need to sustain positive changes.

It helps us to understand a family's progress towards achieving case plan goals, barriers to achieving outcomes, engagement with other services and program effectiveness.

Our service is here to help keep children safe and well at home. This means helping them to sustain positive changes they have made through connections with other services and community support.

Our Outcomes Hierarchy helps guide our efforts across the CFSS toward the achievement of shared outcomes for children and families.

**Engagement starts with child and family support service**  
1<sup>st</sup> visit

**Safety plan developed**  
By end of 3<sup>rd</sup> visit

**Family snapshot completed**  
Within 6 weeks

**Assessment completed**  
Within 6 – 8 weeks

**Case plan developed**  
Within 6 – 8 weeks

**Case plan implemented**  
Ongoing

**Follow-up family snapshot completed at the end of our support journey**

**Case closure summary completed**  
Closure and connections to community

**Increased family safety and wellbeing**

