



Government of Western Australia  
Department for Child Protection  
and Family Support

# Service system design

## Community services sector presentation

19 July 2016

Kay Benham  
A/Director General

Steve Glew  
Executive Director  
Service Standards and Contracting

Ben Whitehouse  
Director Strategy and Reform

# Out-of-home care service system design

## Purpose:

- Provide the community services sector with an overview of the broad service specifications of the funded services in the future out-of-home care system.
- Outline the next stages in the procurement process, including engagement with the community services sector.
- Take home packs:
  - OOHC service system design
  - Calendar of engagement processes and procurement timeline
  - Summary of the OOHC Reforms
  - Copy of PowerPoint
  - Structure of Child and Carer Connection Hub (Hub)

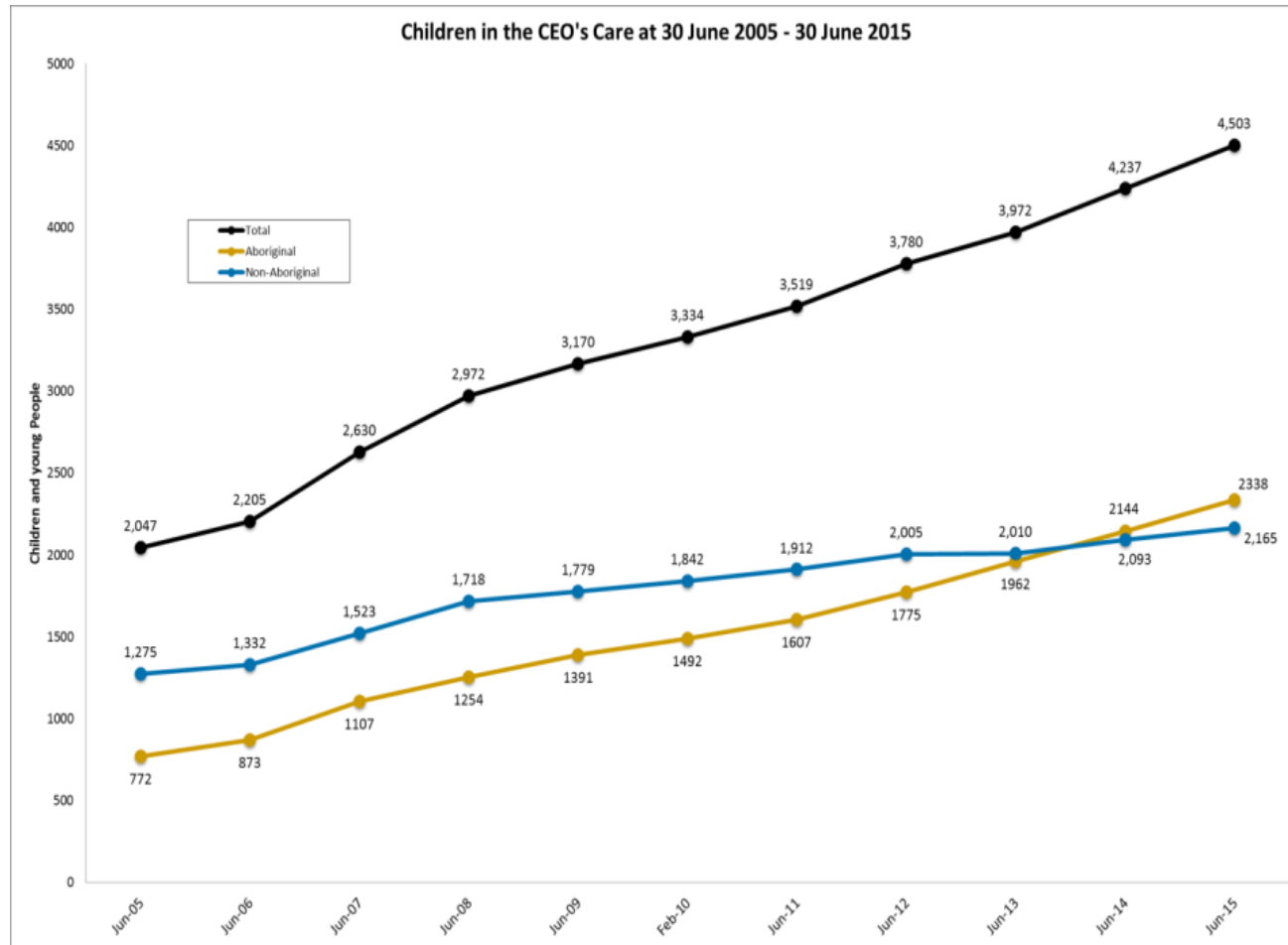
# Questions

# Why a new service system design?

- Significant changes are required in the current service system to meet the needs of children and families in the Western Australian community.
- Reforming the service system – including Department provided and contracted services – will lead to:
  - a reduction in the number of children entering care, particularly Aboriginal children;
  - more effective provision of care to Aboriginal children;
  - better life outcomes for all children in out-of-home care; and
  - a more financially sustainable system.
- Department is undergoing significant realignment of workforce and internal resources.

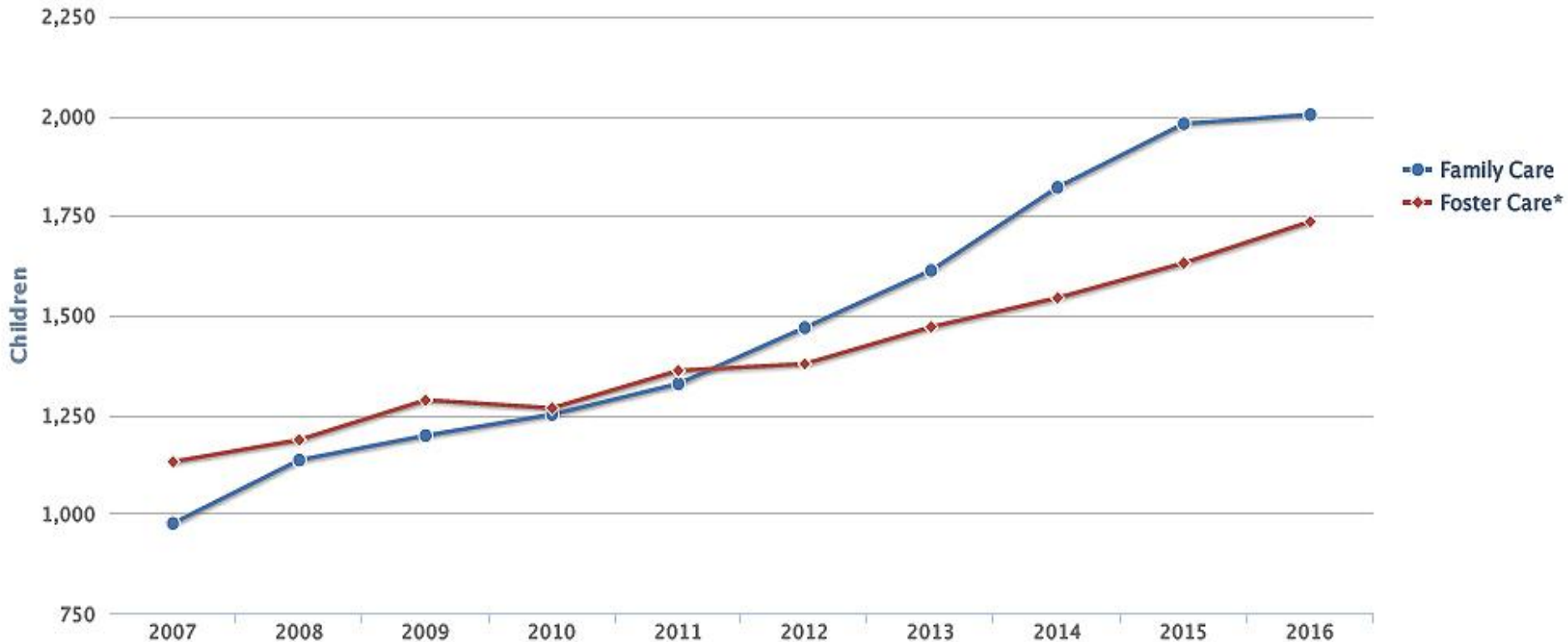
# Growth of children in care

- Children are coming into care earlier and remaining in care longer.
- The number of Aboriginal children in care has increased from 38 % in June 2005 to 52 % in June 2015.
- 11% of all Aboriginal children in Perth metro are in the care of the Department for Child Protection and Family Support



# Growth of family care

Number of children in family care and foster care as at 30 June 2007–2016

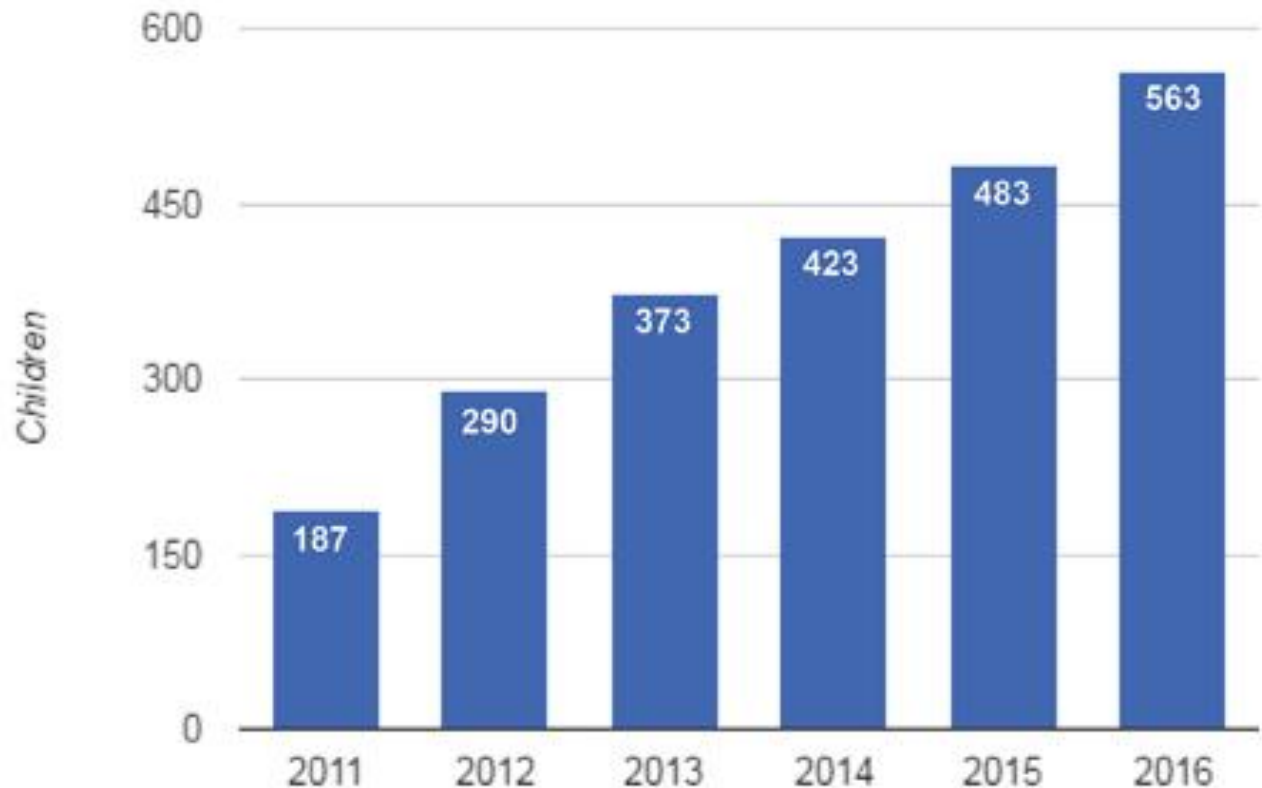


In the last 9 years, the number of children in family care has increased 105% compared to an increased of 53% for children in foster care

# Special Guardianship Orders

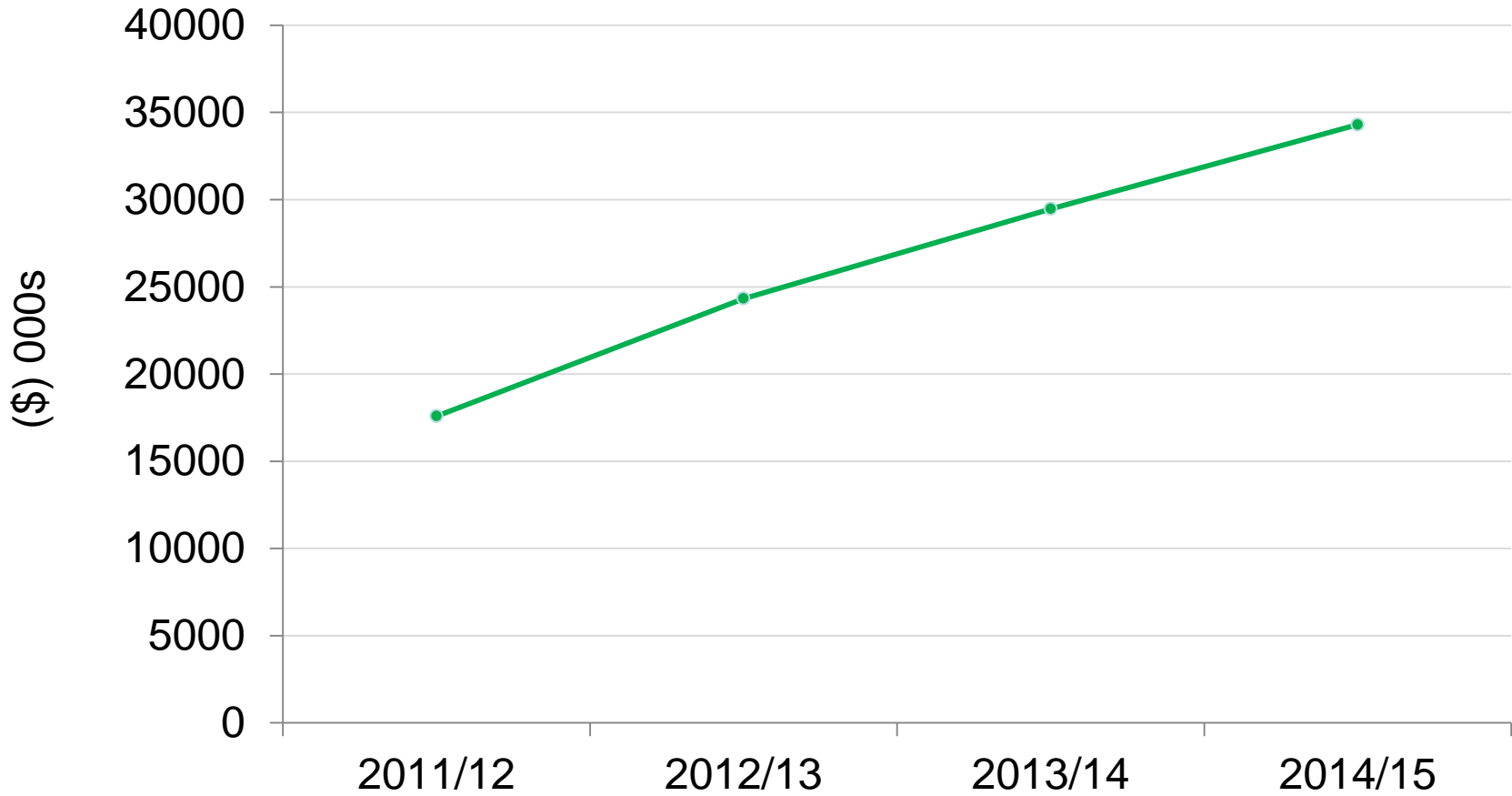
- There has been a 200% increase in the number of children on Protection Order (Special Guardianship) in five years

Number of Children on Special Guardianship Order  
as at 30 June 2011-2016



# High needs care arrangements

## High needs care arrangement funding



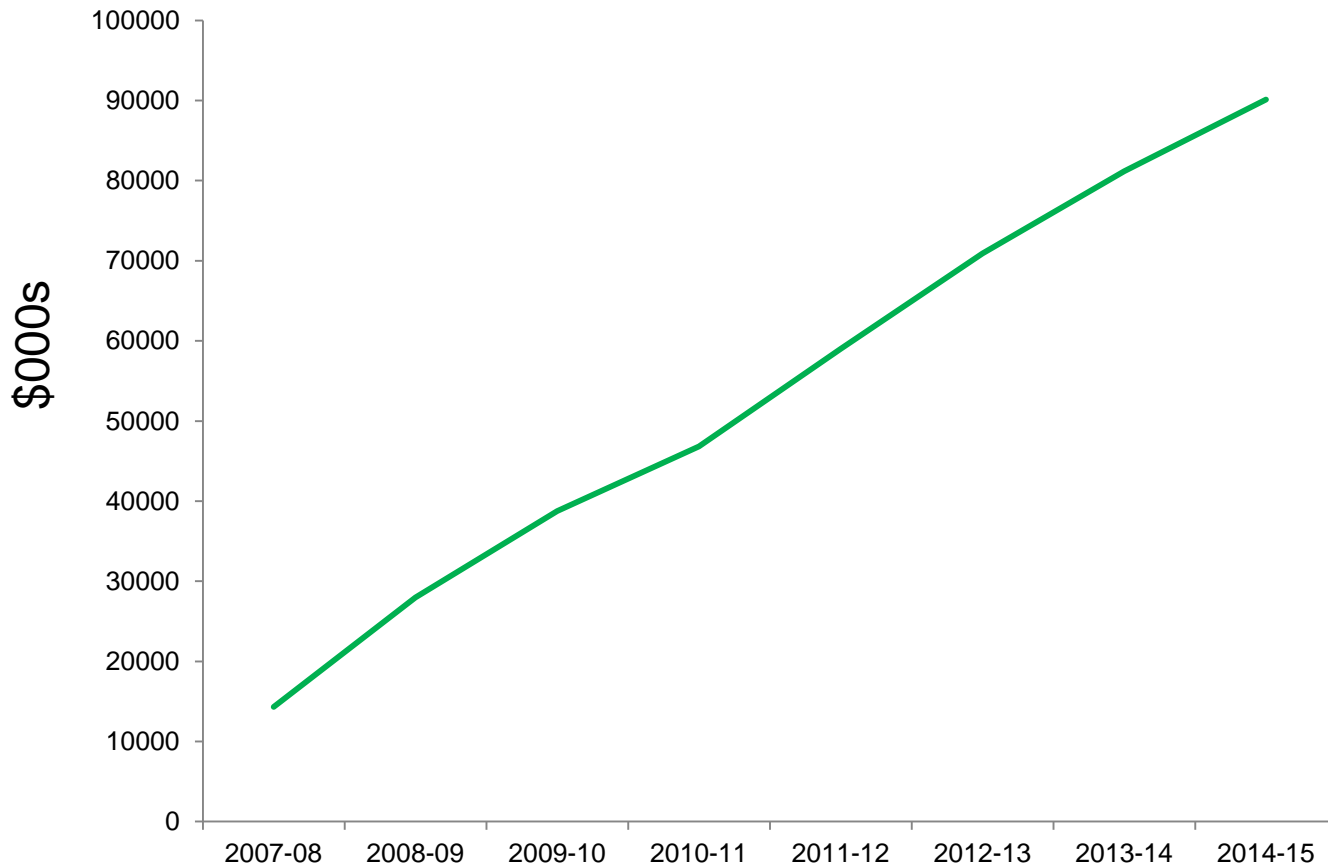


# Current service system

- In 2016/17, the Department contracts nearly **\$90 million** for prevention, reunification and out-of-home care services in the community services sector
- There are currently **29 community sector organisations (CSOs)** providing prevention, reunification and out-of-home care services in Western Australia
- All contracted funding will be reinvested in the community services sector.

# Current service system

## Total funding for OOHC, prevention and reunification services



- There has been a 527% increase in funding to the community services sector in the past 8 years.

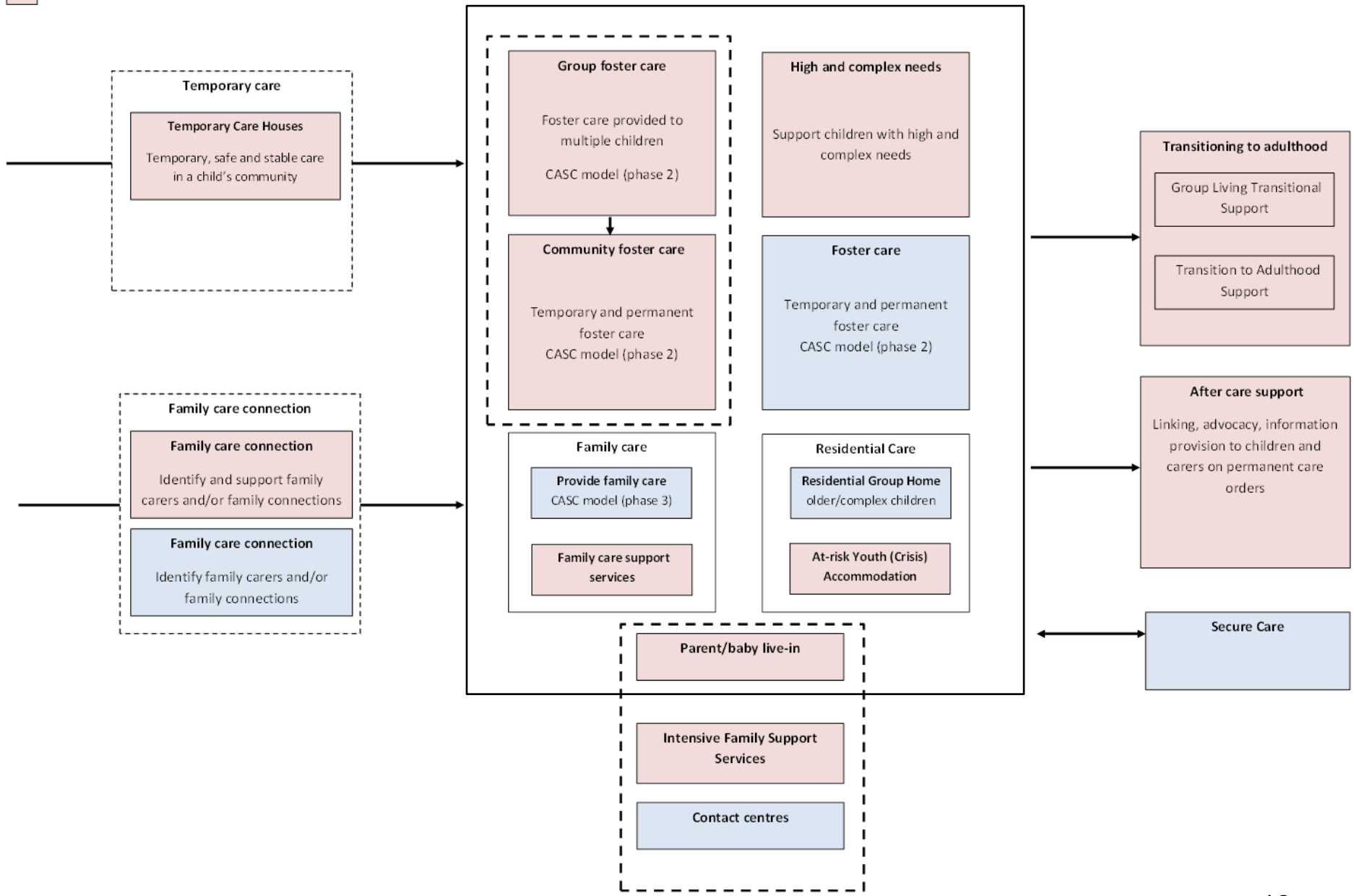
# Future service system

- The broad specifications have been developed through two years of consultations with stakeholders.

Consultation papers released (internal and external)	14
Submissions to <i>Strategic Directions</i> consultation paper	49
Submissions to Legislative Amendments consultation paper	41
Cross-sector working groups	9
Forums/workshops held with stakeholders	20
Presentations and feedback, opportunities for stakeholders	90

- Further consultation, engagement and co-deign will occur on these broad specifications.
- Increased focus on outcome achievement rather than outputs.
- Procurement will be in 3 phases with advertising and issuing requests anticipated in – October 2016, May 2017 and February 2018

= CPFS provided  
 = CSO provided



# Community foster care

**Aim: Provide and support high-quality foster care arrangements in the community**

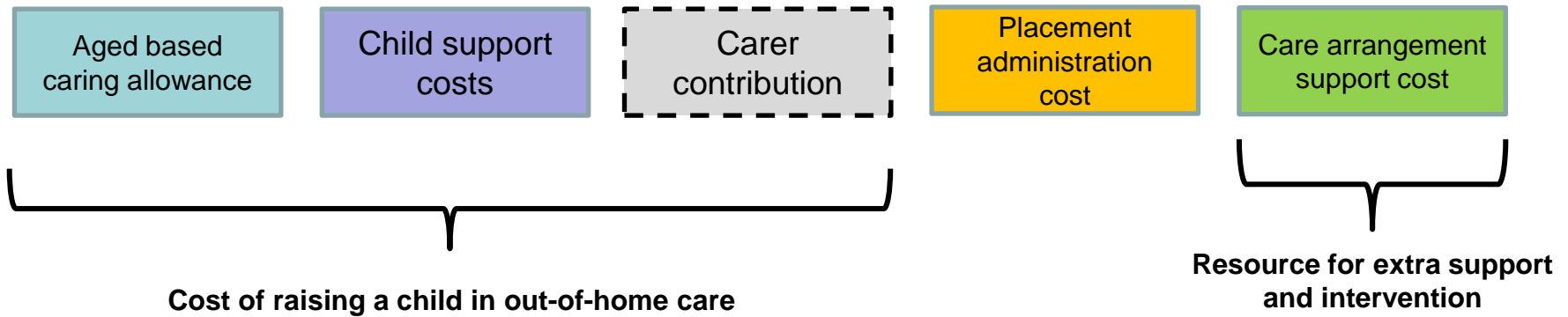
**Broad Model/Concepts:**

- Provision of community foster care for children aged 0 – 17 years
- Articulation/demonstration of therapeutic care model used
- Temporary care (with minimum expectation of 7 nights care) and permanent care
- Organisations to demonstrate that they can meet a broad spectrum of children's needs (either as standalone organisation or in partnership with other organisation)
- Use of innovative and flexible foster care models through use of care arrangement support cost for individual children (CASC)
- Option to opt in or out within the contract to provide emergency and 24 hour / 7 day a week care arrangement response

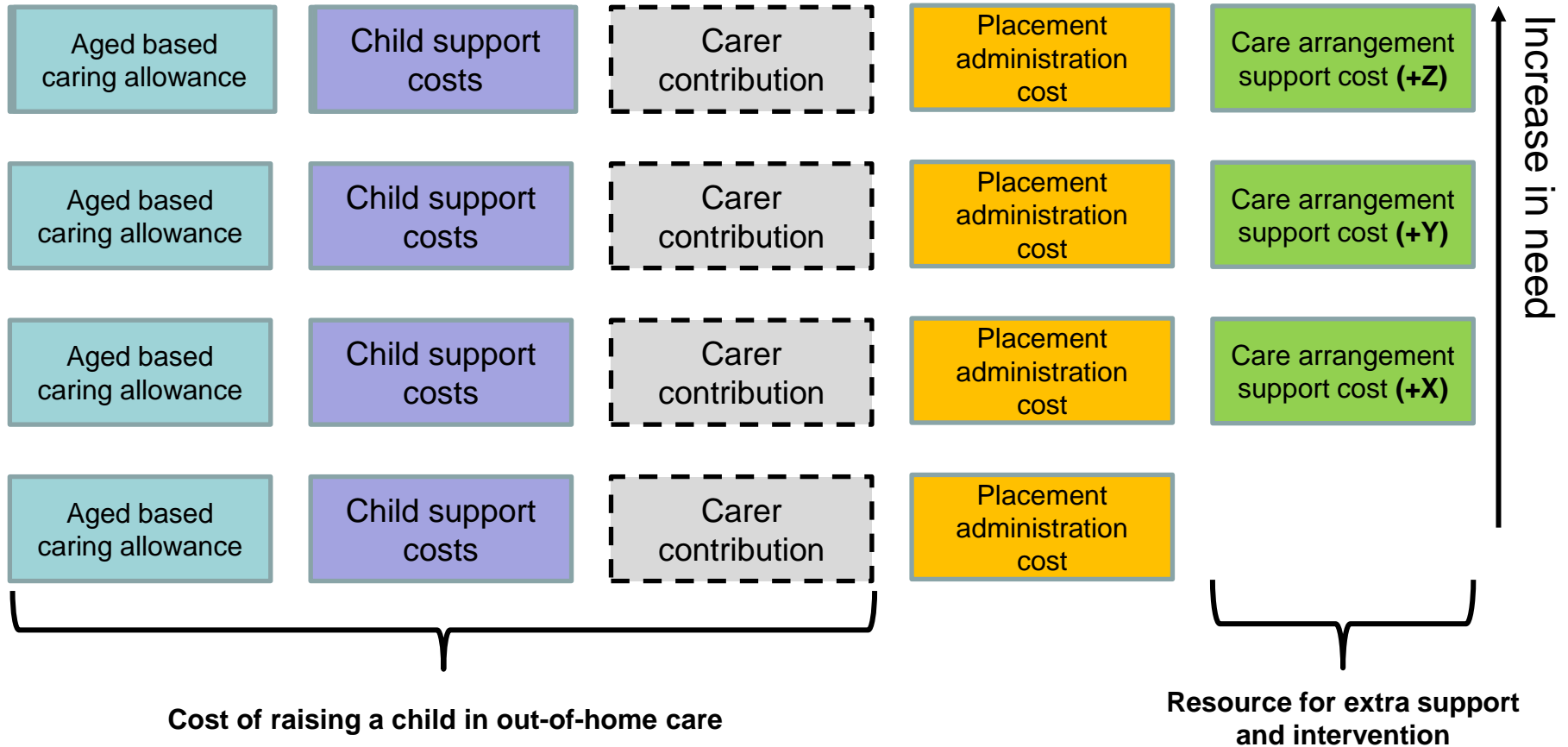
**Inform, Consult and Engage: August 2016 – January 2017.**

**Indicative Advertising Date: May 2017**

# Community foster care costing model



# Community foster care

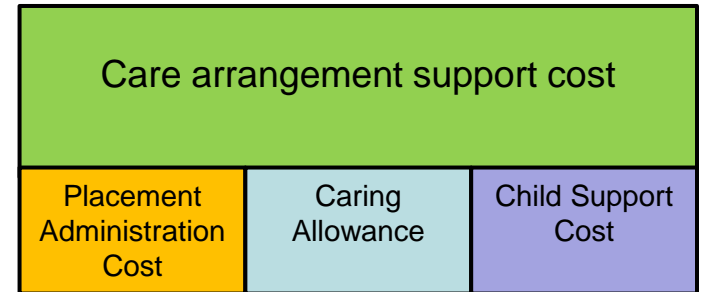


# Funding for community foster care

## Individual child

### Organisation

PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC
PAC	CA	CSC





# Group foster care

**Aim: Provide and support high-quality foster care arrangements**

**Broad Model/Concepts:**

- Foster care in group settings
- Four care arrangements per house
- Support children with moderate-to-complex needs, or sibling groups
- Articulation/demonstration of therapeutic care model used
- No time-limit on service provision
- Opportunity for group foster care with Department or CSO-owned assets.
- CSOs that provide group foster care to provide community foster care to enable flexibility and flow through to alternative care arrangements.
- Care arrangement support cost (CASC) model with increased placement administration cost.

**Inform, Consult and Engage: August 2016 – January 2017**

**Indicative Advertising Date: May 2017**

# Funding for group foster care

<b>Child 1 CASC</b>	<b>Child 2 CASC</b>	<b>Child 3 CASC</b>	<b>Child 4 CASC</b>
<b>Placement Administration Cost (group foster care)</b>			

# Temporary care houses

**Aim: Provide consistent and stable temporary care arrangements to children entering out-of-home care**

**Broad Model/Concepts:**

- Children with low to moderate needs where there is no other suitable care arrangement available
- At least one four-bed house per district
- Foster care model
- Three month maximum length of stay
- Priority for sibling placement
- Supports the Department's assessment of child needs through observations and information sharing
- Carer to support contact/reunification process (if appropriate)

**Inform, Consult and Engage: August 2016 – January 2017.**

**Indicative Advertising Date: May 2017**

# Complex community care

**Aim: Provide consistent and stable care arrangements for children with intense and complex needs**

**Broad Model/Concepts:**

- Community care arrangements for children with exceptionally complex needs
- Articulation/demonstration of therapeutic care model used
- Recurrently 'block funded'
- Flexibility to provide foster care model and/or residential care model
- Individual or group living options dependent on needs of young person
- Work with child's existing therapeutic plan

**Inform, Consult and Engage: August 2016 – January 2017**

**Indicative Advertising Date: May 2017**

# Intensive family support services

**Aim: Provide educational and skill development services to parents and family to support children to remain safely in their home and/or to support the transition of children back home with their parents.**

## **Broad Model/Concepts:**

- Coordinate and provide practical parenting education and skills development for parents and/or birth families, focusing on living skills, child mental health education, safety and protective skills
- Work with the Department's Early Intervention Teams (working name), and the family's permanency plan.
- Priority to be provided to Aboriginal children and families
- Provide support for family to link to other community services or family networks
- Where required, provide support to the carer to support reunification transition

Specifications for this service will be further developed and designed as part of the Early Intervention and Family Support Services Strategy to be released in August 2016

**Consult, Engage and Co-design: September 2016 – November 2017**

**Indicative Advertising Date: February 2018.**

# Parent/Baby live-in support

**Aim: to support a newborn child to remain with their parent/s where there is either:**

- 1. Risk the child may be placed into the care of the Department, or**
- 2. The child has been taken into the legal care of the Department but placed with the parent/s**

## **Broad model/concepts:**

- Carer model, live-in service provided to the parent/s pre-natal (if required) and post-natal for up to 12 months (aligned to pre-birth planning processes).
- In Department owned, CSO owned or carer owned assets.
- Priority to be provided to Aboriginal families, and parents who are currently children in care (or have been in care)
- Parents up until the age of 25 – with discretion to extend the age upon approval
- Strong focus to support transition of parent/s and child to safe and sustainable community housing beyond live-in service
- Some ongoing out-reach community support

# Family connections

**Aim: Identify, support and sustain family care networks for Aboriginal children in care**

## **Broad model/concepts:**

Search and identify family for Aboriginal children currently in out-of-home care to:

1. Identify a suitable care arrangement with family carers, and/or
2. Identify and build family networks for the child

Facilitate and coordinate connections for a child in care to their identified family and community members, including;

- Contacting potential family members
- Facilitating meetings between child, family and community members
- Supporting the development of relationships between natural support networks and the child
- Supporting family and community members to meet needs of the child

# Family care support

**Aim: support, sustain and maintain family care arrangements for children in the care of the Department**

## **Broad Model/Concepts:**

- Provide trauma-informed educational and skill development services to carers and children:
  - Practical parenting education and skill development (complex needs and trauma)
  - In-home practical support
  - Child mental health education and skills development
  - Safety and protective skills
- Focus on supporting family carers to obtain and maintain stable housing
- Priority provided for Aboriginal family carers



# Group living transitional support

**Aim: Provide accommodation and support to older children leaving care and provide a pathway to stable community housing**

## **Broad Model/Concepts:**

- Provide supported accommodation to children leaving the care of the Department (age 15-18), including children that are exiting Departmental residential care
- Provide proactive transition support and a pathway to stable and sustainable housing for young people leaving care beyond supported accommodation
- Strong outcome focus on care leavers obtaining and sustaining stable housing, being engaged in training, further education or employment

**Consult and Engage: April 2017 – October 2017.**

**Indicative Advertising Date: Feb 2018**

# Transition to adulthood support

**Aim: Outreach community based support for young people transitioning out of care**

**Broad Model/Concepts:**

- Proactive community based support for children that are eligible for leaving care services
- Young people aged 15 – 25 years
- Strong outcome focus on care leavers obtaining and sustaining stable housing, being engaged in training, further education or employment

**Consult and Engage: April 2017 – October 2017**

**Indicative Advertising Date: Feb 2018**

# After-care support

**Aim: Provide individual and family support, system navigation and information for children and carers after transition to permanent order**

## **Broad Model/Concepts:**

- Provide information, linking and advocacy for children, families and carers on a Protection Order (special guardianship) and Adoption Orders up until the age of 25
- Receive automatic referrals from the Department where a Protection Order (special guardianship) or a carer adoption has been granted
- ‘One Stop Shop’ support service that provides an information point for families
- Key focus areas include; assisting in the development of peer networks for carers; supporting individuals and families to link to community services; providing support and advocacy to carers, children and families to access their Departmental information when required, assisting families to access services under “Rapid Response” framework
- Provide post-adoption services

**Inform and Consult: August 2016 – January 2017;**

**Indicative Advertising Date: May 2017**

# Advocacy and support services

## **1. Child advocacy and support**

Aim: Provide individual and system advocacy and support for children

## **2. Parent and birth family advocacy and support**

Aim: Provide individual and system advocacy and support for parents and birth families

## **3. Carer advocacy and support**

Aim: Provide individual and system advocacy and support for family carers and foster carers

**Inform and Consult: August 2016 – September 2016**

**Issue Request: October 2016**

Out of Home Care Reform - Stakeholder Engagement and Procurement Calendar

19 July 2016

Tender No.	Est. Service Agreement start date	Services	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec						
			2016												2017												2018											
		Community Sector Briefing	19 July 2016	★																																		
<b>Phase 1</b>																																						
		<b>Advocacy Services</b>																																				
1	Jul 17	Child Advocacy and Support																																				
		Parent Advocacy and Support		★	●	→	●	■			▲																											
		Carer Advocacy and Support																																				
<b>Phase 2</b>																																						
2	Jan 18	<b>After Care Support</b>																																				
		After Care Support				★	●						→	●	■		▲																					
3	Jan 18	<b>Reunification Services</b>																																				
		Parent and Baby Reunification				●	▲						→	●	■		▲																					
4	Jan 18	<b>Placement Services</b>																																				
		Temporary Care House																																				
5	Jan 18	Group Foster Care				★	●	▲																														
		Community Foster Care											→	●	■		▲																					
		Complex Community Care																																				
		Transition and Exit Planning (Placement Services only)	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔	↔			
<b>Phase 3</b>																																						
6	Mid 2018	<b>Family Care Support</b>																																				
		Family Care Connections																																				
		Family Care Support																																				
7	Mid 2018	<b>Transitioning to Adulthood</b>																																				
		Group Living Transitional Support																																				
		Transition to Adulthood Support																																				
8	Mid 2018	<b>Intensive Family Support Services</b>																																				
		Practical Parenting Support																																				
		Reunification Transition																																				

Stakeholder Engagement Process	
INFORM: sharing information about a piece of work. No feedback is sought	★
CONSULT: seeking responses from people about aspects of a piece of work	●
ENGAGE: engaging people in more detailed feedback around a piece of work	▲
CO-DESIGN: collaboratively designing and undertaking a piece of work	↔

Procurement Process	
Advertise/Issue Request	→
Tender Closes	●
Evaluation Panel Meeting	■
Contract Award	▲

Transition and Exit Planning	
Undertaking of Service Reviews	☆
Property planning and transition (site visits etc)	☐
Co-design of Placement Stability	↔
Co-design of Establishment Phase	◇

# Next stages

- A process of engagement will occur with the community services sector to refine the services specifications.
- The engagement approach will be different for different service types (refer to calendar).
- A stakeholder engagement strategy is being developed with the sector to guide ongoing consultation and engagement throughout the procurement process.

You are invited to participate in the engagement and design phases. A register will be available on the Department's website in the next two weeks.

Further questions can be directed to [StrategyandReform@cpfs.wa.gov.au](mailto:StrategyandReform@cpfs.wa.gov.au)