



KEY HIGHLIGHTS

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- Action Research to Support the new Service System
- Calmer Classroom Training
- Care and Support Services for Children & Young People
- Disability Respite Project
- Area Advisory Groups
- Common Assessment Framework
- What's new on the RIU Website
- Thanks for your feedback

FROM THE DIRECTOR

Welcome to the fourth issue of the Reform Implementation Units (RIU) Sector Newsletter. A lot has been happening with the reform process and as you read on you will find updates on a number of our projects.

Recently I was pleased to attend the CPSU Awards Ceremony. This Ceremony honoured and recognised the selfless efforts of members who have dedicated their lives to meeting the needs of our community.

Marlene Horne who is a valued member of the RIU was the recipient of the Suzanne Pearce Memorial Award for her outstanding work in Disability, Child, Youth & Family Services (DCYFS).

Marlene has worked in the area of social work for 24 years, both in the community and government sector. The majority of her work has been with children and their families.

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Marlene with her family at the awards ceremony

FROM THE DIRECTOR

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For the last 18 years, Marlene has worked in various roles within DCYFS. In 2006 she commenced her role as the Manager of the Professional Learning and Development Team. During this time she has successfully established a training unit, developed and implemented Beginning Practice programs for new child protection practitioners, with a total of 14 programs which have been completed to date with over 250 staff being trained. Her team have developed and implemented training for staff relating to Case and Care Planning, Child Protection Practice Framework, Family Partnership, Child Protection Information System and Supervision.

Marlene was humbled in receiving the award and simply stated that it was her greatest belief that it is much easier to build a child than fix an adult and children have the right to fulfil their potential.

I would like you to join me in congratulating Marlene on receiving her award.

The RIU recently advertised for applications for funding to deliver new Early Years Parenting Support Services (EYPSS). I am pleased to announce the organisations successful in

applying for funding are:
Anglicare – North West area;
Northern NewPIN – North; and
UnitingCare in the South East and South West.

These organisations will provide intensive early intervention therapeutic services using strengths-based interventions based on attachment theory.

The target group for the services are parents/carers with children 0-5 years (including unborn children) who have been identified as having significant high risk issues for whom with support, notification to child protection is possible.

Referrals to services will be through the Gateway Services and the services will work collaboratively with family support services to ensure the best outcomes for children and families.

I look forward to the opportunities the EYPSS will provide for vulnerable families within our community.

Aileen Ashford

ACTION RESEARCH TO SUPPORT THE NEW SERVICE SYSTEM

The DLA Phillips Fox team have been successful in being the preferred providers for Action Research/ Action Learning to the new family and disability service system. Dr Heather Wellington will lead a team of four (Elise Sullivan, Catherine Brown, Paul Woodhouse and Anthony Gust) who will evaluate each of the four Gateway and Integrated Family Support Services (IFSS) across the state. They are supported by the resources of a major national legal and consulting practice.

The objectives of the team are to facilitate the adoption of Gateway and IFSS and to work with multiple stakeholders at all levels in this planned change process. Their role is to empower and support change agents through capacity building and knowledge transfer,

encourage innovation and mentoring so that a highly reliable and responsive pathway is evident for families.

These outcomes will be achieved by promoting collaboration, developing practical tools for stakeholders, risk management action plans, resolving practical problems, systems development and reflective practice. Action learning sets have been scheduled that will bring together representatives from the Gateway providers, IFSS, RIU and other stakeholders across Government and community sector organisations. This will allow the team to analyse, review and evaluate the service delivery to families.

CALMER CLASSROOM TRAINING

Over the past few months the RIU has been working closely with Department of Education (DoE) and Berry Street, Victoria – Take Two Intensive Therapeutic Service and the DoE to bring the Calmer Classrooms training program to Tasmania.

Calmer Classrooms is a program which assists kindergarten, primary and secondary teachers, and other school personnel in understanding and working with children and young people whose lives have been affected by trauma. Calmer Classrooms particularly addresses the needs of children who have been traumatised by abuse and neglect.

On the 10 August 2009 Annette Jackson, Adjunct Assoc Professor (Knowledge Manager, Take Two) presented an exciting half day information session in the south of the state to DoE and DHHS senior policy and program staff.

This half day session focused on:

- The relevance of trauma and attachment theory, from a developmental perspective to understand the range of consequences of abuse and neglect on children;
- Examples of research that show the links between childhood experiences and brain development and other consequences;
- How these and related theories can be applied in out of home care and education settings; and
- Some of the system, organisational, worker and client constraints on implementing these concepts in practice and suggested ways forward.

Following this, on the 27 and 28 August 2009 a two day training program was conducted for workers in education and residential care sectors in Tasmania. The learning outcomes for this training course were:

- An understanding of child and adolescent development and the impact of abuse and neglect on all areas of development;
- An understanding of the theoretical frameworks that guide work with children and young people who have experienced abuse and neglect, with an emphasis on trauma and attachment theory;
- Increased capacity to apply theory to practice in out of home care and education settings; and
- Increased awareness of the influence of other key systems surrounding children and young people and strategies for engaging and working effectively within these systems to promote positive outcomes for children and young people.

The feedback we have had from participants is extremely positive with many explaining that the information they received during the sessions has helped them better understand some of the challenging behaviors in their classrooms.

The RIU has planned to run the same half day session and two day workshop in the north of the state in third term of this year.



Stuart Oldfield (Reform Implementation Unit) and Leigh Taylor (Liaison & Children's Projects) discussing aspects of the Calmer Classroom program

CARE AND SUPPORT SERVICES FOR CHILDREN & YOUNG PEOPLE (CSSCYP)

The reform for the Out of Home Care system has commenced with the recent release of the Request for Proposal (RFP) for the delivery for CSSCYP by community sector organisations. This proposal is two fold.

Part A is for the provision of high quality therapeutically orientated professional residential services for children and young people (12 –18 years) who are clients of the statutory child protection system.

Part B is for the delivery of a Targeted Youth at Risk Support Program which will provide intensive therapeutic support

to young people (10 –18 years) who have demonstrated high levels and/or multiple indicators of risk.

The RFP closes on the 2 November 2009 and it is anticipated that the new services will commence in July 2010.

It is anticipated that other aspects of out of home care, including foster care and kinship care will be transferred to the community sector in a staged process from 2010–11.

DISABILITY CHILDREN'S RESPITE PROJECT

The aim of the children's Respite Project is to create a new respite model for children and youth with disabilities in Tasmania.

The review of Disability Services in 2007–2008 found that there needs to be a range of flexible respite options for people with disabilities across Tasmania, and that families and carers need to be involved in the planning for new respite services.

Respite services provide a short term and time limited break for families and other voluntary care givers of people with disabilities, to assist in supporting and maintaining the primary care giving relationship, while providing a positive experience for the person with the disability.

As part of this process, a Creative Family Support Options (for children and youth with disabilities) survey has been

developed in partnership with the RIU, Tascare, and Association for Children with Disability (ACD) to involve families and carers of children with disabilities in the planning for new and flexible respite services in Tasmania.

The survey has been designed for families of children who access disability respite services across the state and for new families accessing disability respite. The survey was delivered during September 2009 and the data from the survey is currently being collated. It is expected that the proposal for a new model will be finalised by the end of October 2009.

We have been extremely pleased with the response received from families and we would like to thank the Area Offices, ACD and Tascare for their support in delivering this survey to families.



Angela Proposch (RIU) with Denise Hamilton (Tascare) and Caroline Pegg (Association for Children with Disabilities) who developed the survey.

AREA ADVISORY GROUPS

As part of the Reforms to the Child and Family Service system and Disability Services system, the Department, community sector organisations, families and individuals with disabilities will share governance of the new way of delivering services.

Area Advisory groups have been established in each of the four DCYFS Areas, to support planning of services in DCYFS at the Area level.

The Area Advisory Group is a forum for the sharing, adapting and interpreting of information and data about the local area, this will mean that over time services provided in the area will better meet the needs of clients.

The Area Advisory Group has an open membership that means that all funded organisations in the DCYFS program have been invited to be on the Group as well as staff from DCYFS and other DHHS programs that provide services in the local area. Other Agencies such as Education, Police, Mental Health and Drug and Alcohol Services have also be invited to be a part of the Area Advisory Group.

The first meetings of the Area Advisory Groups occurred across the state in August 2009, the second round meetings is occurring in October 2009.

A key task of the Area Advisory Group is the development of a annual DCYFS plan for the area.

COMMON ASSESSMENT FRAMEWORK — EVALUATION ABOUT TO COMMENCE

A draft Common Assessment Framework and practice tools have been used by all state funded Gateway and family support services since the new services commenced on 3 August 2009.

This is an exciting stage of the reform process as it is the first time a common tool has been used across all funded family support services.

Part of the ongoing quality assurance process undertaken by the Department is an evaluation process of the framework and the practice tools. This will take place for a three month period starting in late October 2009.

The aim of the evaluation is to measure whether use of the common assessment framework and tools is enabling the objectives of the new services to be met and the outcomes of the evaluation will inform changes and future directions for the Common Assessment Framework and practice tools.

Jeanette Banks is the Project Officer leading the evaluation process. The family support services sector will be consulted throughout this period and each organisation can lodge questions by emailing: reformunit@dhhs.tas.gov.au. Responses will be put on the RIU website.



Jeanette Banks –
Common Assessment Framework Project
Officer

WHAT'S ON THE REFORM AND IMPLEMENTATION UNIT WEBSITE NOW?

There have been a number of changes on our website, the main change being the re-organisation of the site. Information that is "new" will be located under "Features". These items will reside for approximately a month at which time will be relocated to folders down the left hand side of the site. Information relating to our "Projects" such as Advocacy Services, Action Research Project can be located within the "Projects" folder and items such as newsletters, surveys, fact sheets and media releases can be located within "Publications".

Items that have been added since our last newsletter are:

- Action Research Project;
- Cost of Service Provision – Provider Survey;
- Creative Family Support Options Survey;

- Care and Support Services for Children and Young People;
- Unit Pricing Video;
- DCYFS Training Calendar; and
- Workforce Development Unit.

The following sites have been updated:

- Common Assessment Framework;
- Gateway Services;
- Fact Sheets; and
- Development of Resource Allocation and Unit Pricing.

The RIU website can be located at

http://www.dhhs.tas.gov.au/future_communities/reform_implementation_unit.

THANKS FOR YOUR FEEDBACK

Thanks also to those who have provided feedback to our newsletters and website. There have been some great suggestions such as the updates on our projects and the Easy English Fact Sheets.

Keep the good ideas coming in – your feedback is appreciated. Feedback can be forwarded to reformunit@dhhs.tas.gov.au

