

What do our families want the service system to look like?

| OUTCOME AREAS | Greater Social investment | Child and Young Person-Centred | Informed by the Voices of Families | Improved Processes |
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| Improved lived experience of families | Families are offered independent peer support pre- and post-order, and greater trauma-informed specialist support options post-order so that children and young people are in strong and stable families that help them to heal, recover, and thrive. | Equitable support is offered to families based on the needs of the child or young person, regardless of the status and type of the care order that they are subject to. | Policy development and the service system provide permanent care and adoptive families with ongoing opportunities to meaningfully participate in decision-making. | Better case planning prior to the granting of permanent care orders provides a sustainable model of support around families. |
| Increased social investment | | The age of leaving care is extended from 18 to 21 to support young people to navigate the transition to adulthood successfully. | | |
| Increased community voice | | Decision-making regarding contact with birth families is first and foremost centred around the best interests and needs of the child or young person. | Families feel heard and supported by the service system from the point of initial enquiry through to post-order parenting, including in navigating court processes. | Families have access to a liaison person at DHHS to act as a conduit between families and the system. |
| Increased awareness | | The service system has a demonstrable commitment to continuous monitoring and improvement to ensure that all decision-making prioritises the best interests and needs of the child or young person in permanent care or adoptive families. | | |
| Public policy and service system reform | Families are offered a 'step-up, step down' model of support that recognises that recovery from trauma can be a continuing and non-linear process, and that children and young people's support needs vary according to their stage of life. | | | |
| Measures of Success | | | | |
| Strong relationships with key stakeholders such as policy-makers and their influencers reported | Children, young people and families report improved lived experiences via member engagement surveys. | Families report being more willing to take on additional placements due to more positive experiences of the system during their original placement and beyond. | Placement organisations increasingly encourage families to seek permanent care orders of children with complex needs due to a reduction in the systemic disincentives to permanent orders due to the current withdrawal of support to families post-order. | Decreased level of placement breakdown and disruption reported by DHHS. |