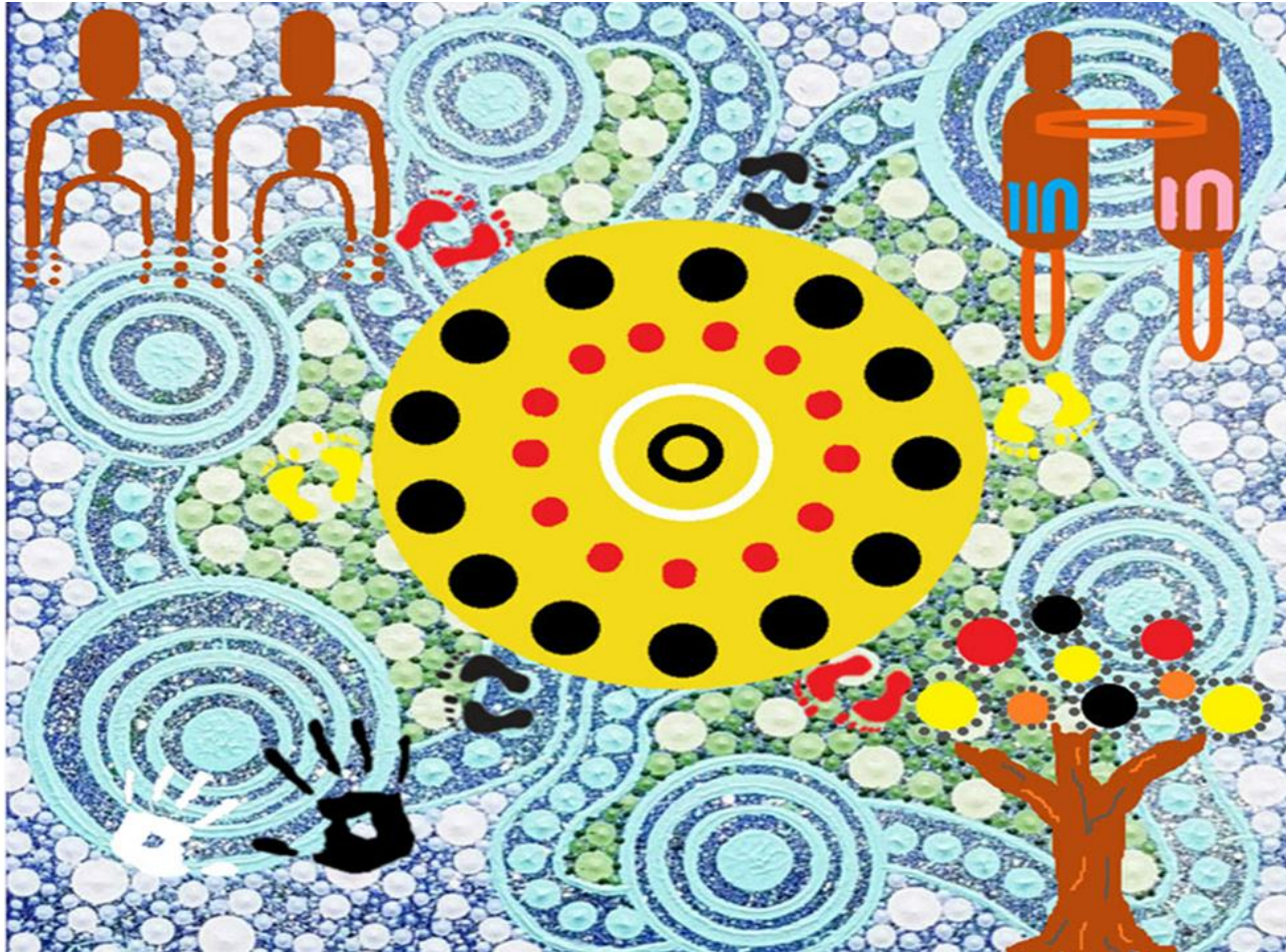


Family Preservation Program Specifications (draft)

Briana Jurgeit, Director, Family
Preservation & Child Protection

19 March 2025

Acknowledgment of Country



We acknowledge Aboriginal people as the First Nations Peoples of NSW and pay our respects to Elders past, present, and future.

We also acknowledge that family is the cornerstone of Aboriginal culture, spirituality and identity.

Through our work we will strive to ensure Aboriginal children and young people grow up safe and cared for in family, community and culture.

Introduction



Facilitator: Briana Jurgeit, Director Family Preservation and Child Protection.

Today's forum is a briefing session on the recently released *Family Preservation Program Specifications (draft)*.

We will be using the Slido platform to capture questions and discussion points.

The Family Preservation microsite will be updated post forum with information presented today, including a recording of this briefing and the slide deck.

We are aware of new AI tools being used by some organisations that can be integrated with Microsoft Teams and enable features such as meeting recording. Please be mindful of these features being automatically enabled. Family Preservation's protocol is to remove AI bots from the meeting.

Today's Forum

Item	Agenda
1	Family Preservation Recommissioning update
2	Draft Program specifications - Overview
3	Next steps

Family Preservation Re-commissioning update

Briana Jurgeit

If you have any questions throughout today's briefing...



Use your mobile to scan the QR code

or

Join at
[slido.com](https://www.slido.com)
#2415751

Family Preservation Program specifications - Overview

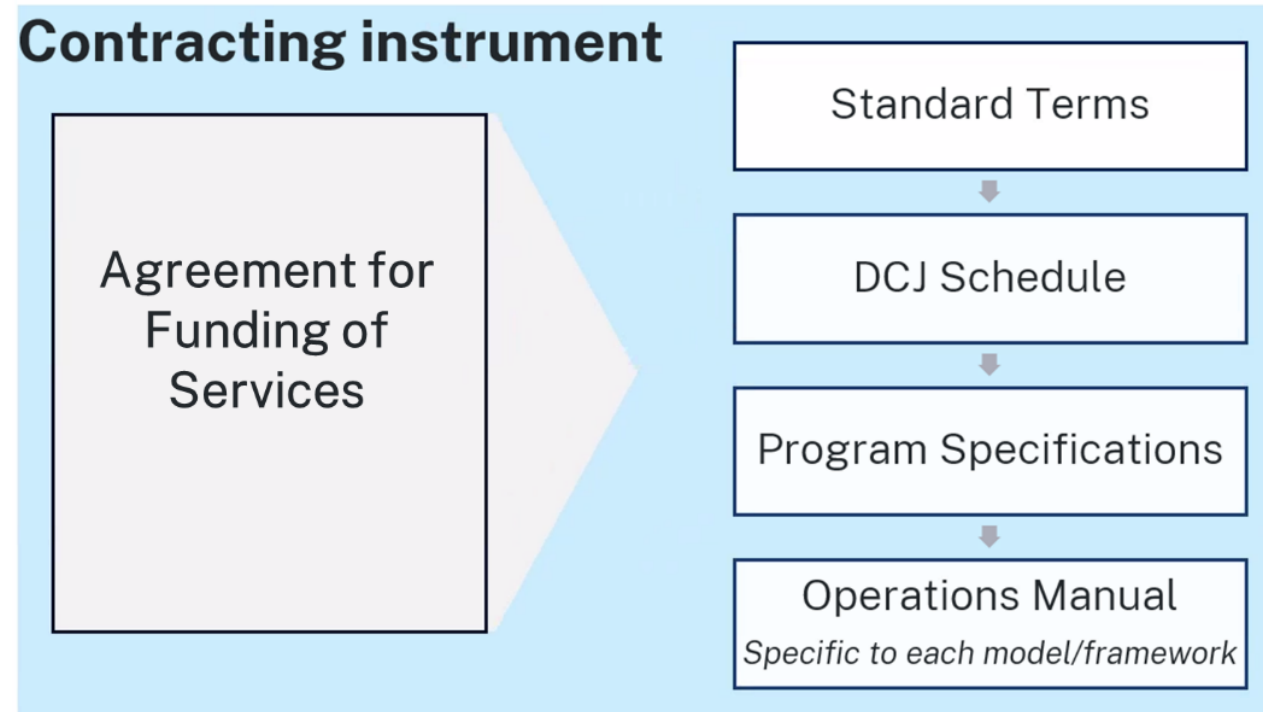
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Purpose of the Family Preservation Specifications



- The *Family Preservation Program Specifications* (Program Specifications) set out the objectives, target groups, services to be delivered and program outcomes of the Family Preservation Program.
- The Program Specifications must be read in conjunction with DCJ's Funded Contract Management Framework.
- DCJ will seek to include the Program Specifications in contracts and will form part of the contractual obligations for service providers.
- The Program Specifications apply to Family Preservation service providers across all Family Preservation models and frameworks, unless otherwise stated.
- DCJ may amend the Program Specifications through the life of the program.

Family Preservation Program contracting instrument



Legislative framework

Family Preservation service providers are required to provide services in accordance with all applicable laws, standards and policies and accreditation requirements.

The Program Specification detail how the following legislation impact and inform delivery of the Family Preservation Program:

- Children and Young Persons (Care and Protection) Act 1998 (Care Act)
- Crimes (Domestic and Personal Violence) Act 2007 (CPDV Act)
(with reference to Crimes Legislation Amendment (Coercive Control) Act 2022)
- Children's Guardian Amendment (Child Safe Scheme) Act 2021
- Child Protection (Working with Children) Act 2012

Roles and responsibilities

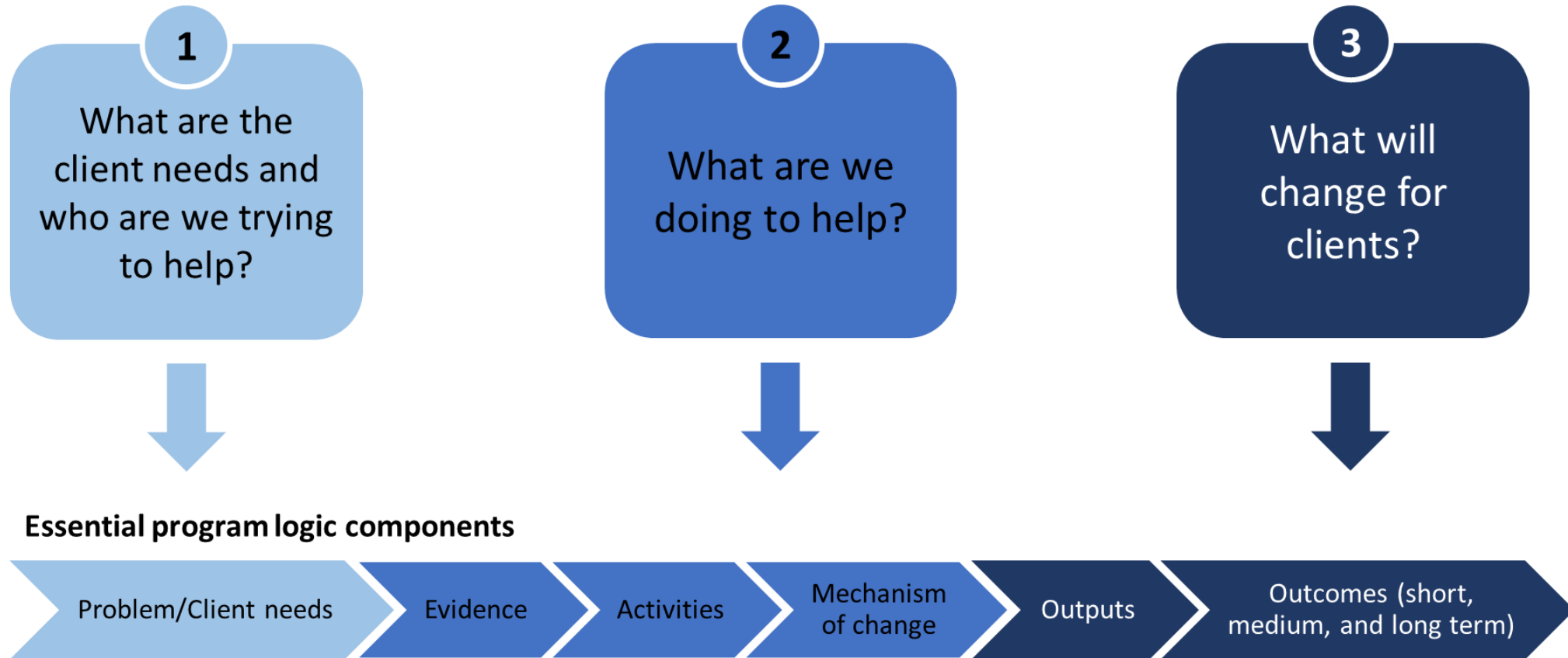
As outlined in the *Discussion Paper*, the *Program Specifications* lists the multiple partners and teams who work together in Family Preservation who have an influence on successfully supporting a family to achieve outcomes.

DCJ stakeholders	Partner stakeholders
Family Preservation Program Team – System Reform	Service Providers (NGOs and ACCOs)
Community Service Centres – Local Districts	Peak Organisations
Commissioning and Planning	Aboriginal Community Controlled Mechanisms
	Child Wellbeing Units
	Licensed Model Purveyors (MST-CAN and FFT-CW programs)

Program Logic

- The Family Preservation program logic (included as Appendix A) summarises key information about the program and explains how specific program components and activities are linked to desired outcomes at client and program levels - encompassing all models and frameworks.
- It is a living document that will be reviewed to ensure that it reflects the needs the program aims to address, current evidence, program components, mechanisms of change and outcomes. This review will occur as and when required throughout the contract period.
- It connects the Activities that will be delivered by service providers with the resulting Output -The Outcomes are comprehensive and include primary outcomes and secondary outcomes.
- The Program Logic specifies program level outcomes that will inform the evaluation of the Family Preservation program as a whole - it does not include program-level performance measures.
- The Operations Manuals for each framework and model will also include framework- and model-specific program logics.
- The Aboriginal Family Preservation program logic will be co-designed with ACCO service providers delivering Family Preservation.

Program Logic



Family Preservation Program frameworks

Core components:

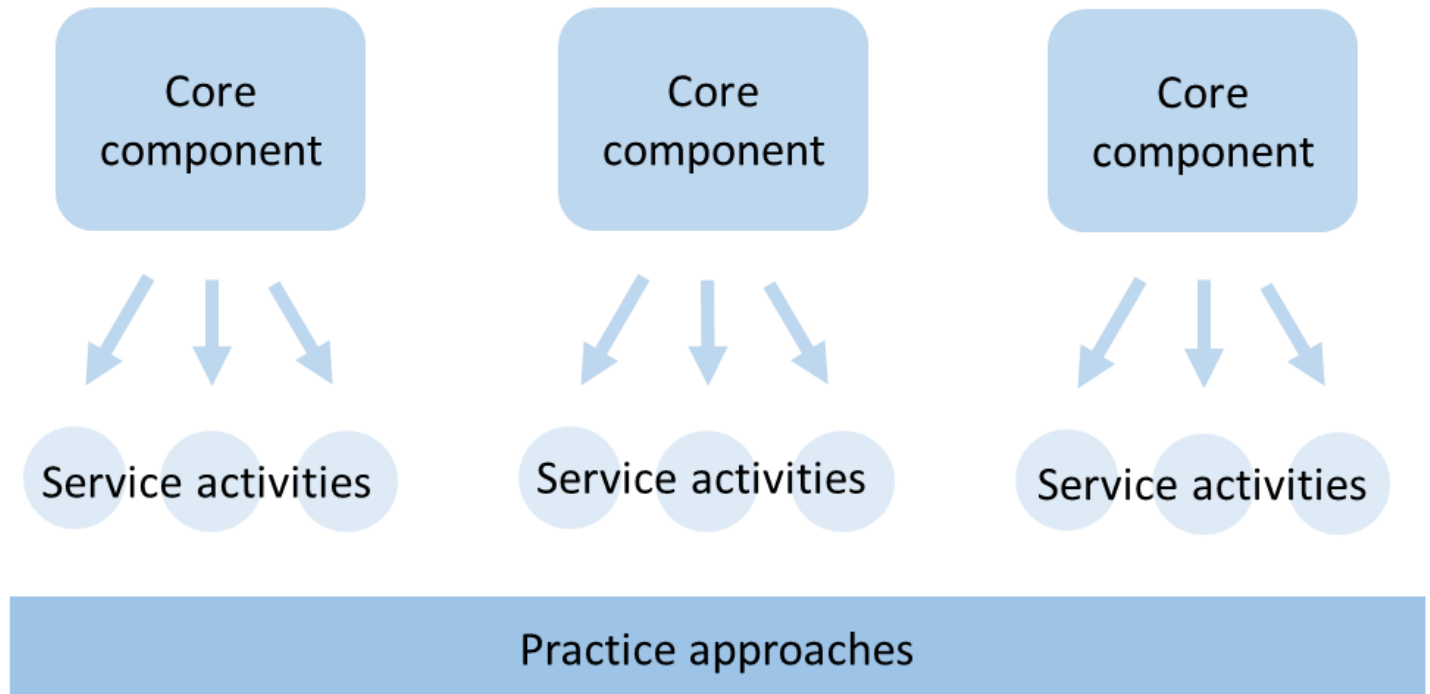
the fixed elements or functions that need to be delivered by a program

Service activities:

a mixture of required and optional activities that operationalise the core components and can take on different forms according to local context

Practice approaches:

specific techniques, practices or strategies that can be clearly described, and support practitioners to engage and work with families effectively



Fixed program elements

Service availability times

All service providers will be required to provide services between the 6am and 8pm Monday to Friday.

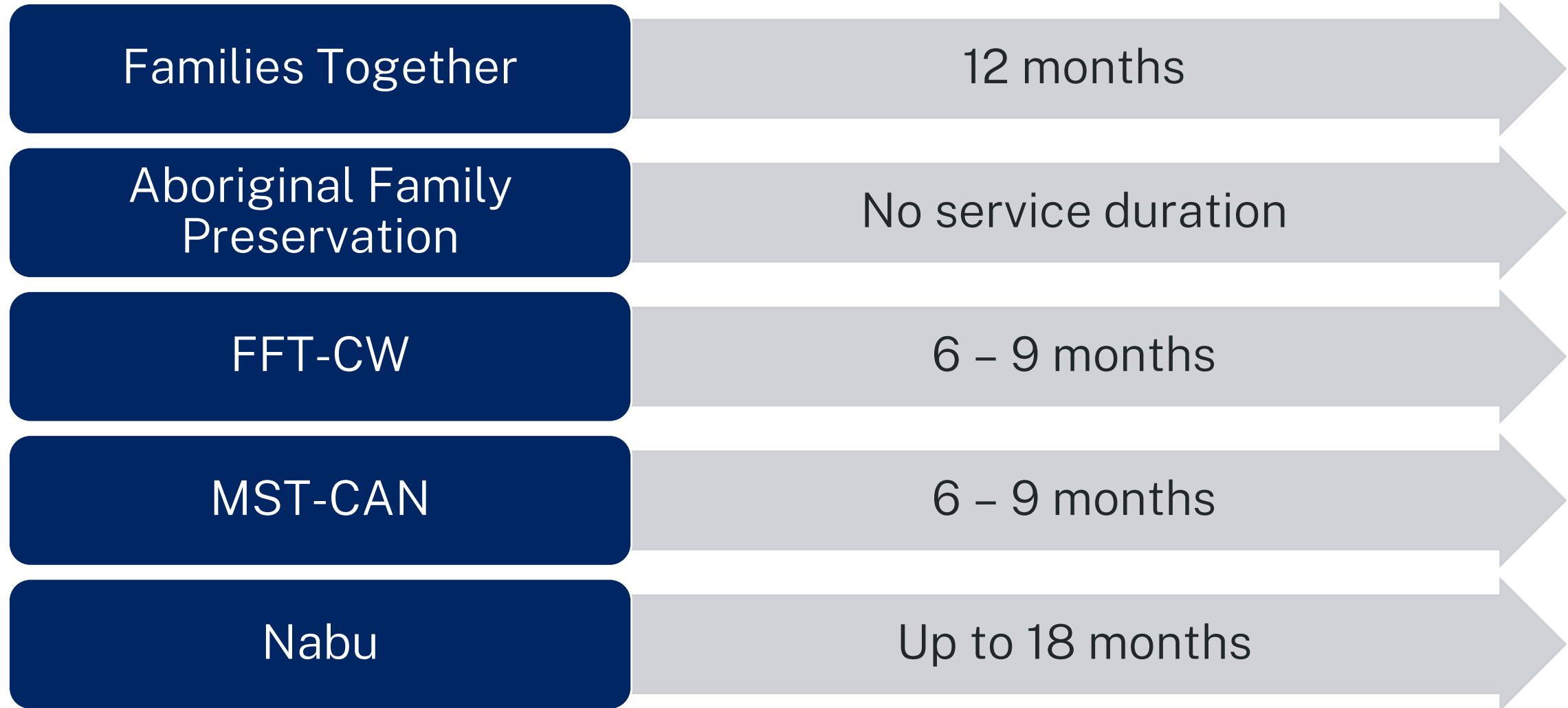
Brokerage policy

DCJ will standardise brokerage across the Family Preservation Program.

Expected service duration

The service duration for the Family Preservation Program varies across the models and frameworks, in recognition of the different practice approaches and cohorts.

Models and frameworks expected service duration



Key program requirements



Reporting risk to DCJ

Service providers are required to report suspected risk of significant harm to DCJ, as mandatory reporters under the Care Act.



Information sharing and collaboration

Service providers are required to share information and collaborate, where this will support the safety, welfare and wellbeing of the child.

Key program requirements

Practice approaches and tools

- Trauma-informed practice
- Culturally aware and informed practice: specialist CALD service and Aboriginal Cultural Safety Framework
- Common Approach to Risk Assessment and Safety (CARAS) Framework for domestic and family violence

Program implementation

- Operational material and supporting resources
- Practice approaches in consultation with the sector
- Communities of Practice and Working Groups
- Workforce development, including training, to support implementation of the new approach

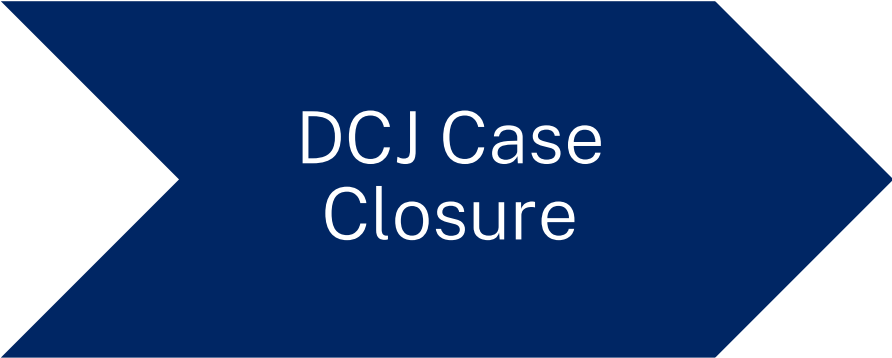
- AbSec will scope an **Aboriginal Cultural Safety Framework** for ACCO and non-ACCO service providers.
- DCJ will scope the development of a **Culturally and Linguistically Diverse (CALD) Cultural Safety Framework**. DCJ will commission a specialist CALD service to support practitioners delivering Families Together to access cultural expertise and advice for working with CALD families. This specialist service will also scope the development of the CALD Cultural Safety Framework.

Target group for Family Preservation



	Discussion paper	Finalising Foundational Elements paper	Family Preservation Program Specifications	Next Steps
Eligibility	Proposed adopting a universal and streamlined criteria, with a slight narrowing of family types	Keep eligibility to families with children and young people suspected to be at ROSH only	Referral pathways and prioritisation Prenatal considerations	<ul style="list-style-type: none"> Community Referral Guidelines Community Referral Form
Suitability	Exploring the possibility of developing guidance for referrers	Further work is required - We will develop high-level guidance for referrers	Its possible for concurrent <i>Families Together</i> and specialist services, but not multiple <i>Family Preservation</i> services at one time.	<ul style="list-style-type: none"> Suitability Working Group High level guidance Unsuitable/ ineligible circumstances
Referral pathways and prioritisation	Proposed to prioritise families with children who DCJ has determined are at ROSH with 3 priority cohorts	Community referrals at 10% and merge DCJ triage/allocated referrals 90%	Priority 1: DCJ referral from an allocated case Priority 2: DCJ referral from triage Priority 3: Community referral	<ul style="list-style-type: none"> Collect data, and analyses Prioritisation guidelines Community referrals trial

Target group considerations



DCJ Case Closure

The Family Preservation Program does not include a requirement that a case must remain open with DCJ for either referral or ongoing service delivery.



Prenatal

Where there is an unborn child only with no other children in the family or household, or where there are other children in the home who do not meet the eligibility criteria, the family is eligible for Family Preservation.

Program performance

Performance of the program will be managed at three levels:

1. Program level:

How well the program is achieving its objectives and client outcomes.

2. Service model/framework level:

How well each of the service models or frameworks are being delivered to families to achieve the intended benefits and outcomes, and the efficacy of different service models or frameworks.

3. Service provider level:

How well a service provider is delivering the services and outcomes (including the quality of the data captured) as agreed in the contract. This includes a service provider's ongoing capacity and capability to deliver stable and uninterrupted services.

Performance Reporting

- Commissioning and Planning teams support collaboration between CSCs and service providers, including the management of vacancies.
- The list of program level performance measures is included as Appendix D. These measures will be analysed to understand performance at the service model, district, and service provider levels. This data will be included in program performance dashboards, reviewed during the contract period, and performance benchmarks established.
- *Families Together* and *Aboriginal Family Preservation* contracts will include an establishment period (also known as an initial implementation period) of up to 12 months
- The establishment period will include a requirement for service providers to implement infoShare data reporting processes. Implementation support will be provided by DCJ as needed. Service providers will be required to collect the minimum data set (MDS) for any families referred from the commencement of contracts.
- Program evaluation will utilise internal expertise and DCJ will commission independent evaluators (including Aboriginal evaluators). The evaluation will include process, outcomes, and economic evaluations.

Program outcome measures

Measuring client outcomes	The overarching Family Preservation program logic (Appendix A), identifies specific outputs and outcomes. Program logics for each framework/model will be included in the framework- and model-specific Operations Manuals.
Establishment period	DCJ will support service providers with infoShare implementation and mandatory data collection. Service providers will be required to collect the minimum data set for families.
Alignment to the NSW Human Services Outcomes Framework	DCJ is applying the Outcomes Framework which provides a way to understand and measure the extent to which DCJ makes a long-term positive difference to people's lives.
Program evaluation	DCJ will utilise internal expertise and will commission and collaborate with independent evaluators (including Aboriginal evaluators). The evaluation will include process, outcomes, and economic evaluation.

Reporting mechanisms

Framework/Model	Reporting requirement	Data to be reported
Families Together Aboriginal Family Preservation Nabu	infoShare Quarterly data entry	<ul style="list-style-type: none"> Client-level, family demographics, outcomes and service delivery
	Vacancy reporting	<ul style="list-style-type: none"> Current vacancies and capacity, reasons for vacancies or reduced capacity against contracted volume.
	Regular contract meetings (minimum quarterly)	<ul style="list-style-type: none"> Core components, practice and system-level service activities Implementation activities Staffing, referrals, vacancies, utilisation, practice
	Annual accountability	<ul style="list-style-type: none"> Declaration of achieving program and contractual obligations including governance and performance. Acquittals of program funding, managing any unspent funds.
FFT-CW MST-CAN	MST-CAN and FFT-CW model requirements	<ul style="list-style-type: none"> Client-level, service delivery and outcomes, clinical supervision.

Next Steps

More to come

- We will develop model-and framework-specific operations manuals that will be made available once contracts have been awarded.
- We will scope the terms of reference for three Working Groups focused on Professional Practice, Suitability, and Engagement which be established from 1 April 2026.
- The Program Specifications will continue to be iterated until the new contracts with service providers start on 1 April 2026, with the next version available in procurement documents.

Proactively register to receive notifications and participate in upcoming tender opportunities

- Procurement Central is the platform that DCJ will use for the majority of its sourcing activities.
- Accordingly, DCJ invites you to proactively register in Procurement Central in order to receive future tender notifications and participate in tender opportunities.
- DCJ tenders can only be accessed and responded via the Department's end to end procurement system, Procurement Central. Any submissions lodged outside of Procurement Central are not considered by the Department.
- To register, please go to <https://justice.bravosolution.com/web/login.html>
- Organisations who have not registered on Procurement Central are not be able to access tender information. If you have already registered on Procurement Central, you are not required to register again.
- If you require assistance with registering on Procurement Central, you may contact the Customer Support by calling 02 8074 8627 or emailing customersupport@jaggaer.com
- Additionally, all NSW Government suppliers are required to be registered on the [buy NSW](#) Supplier Hub.

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If you have any questions...



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How to get in touch

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Email us: FamilyPreservation@dcj.nsw.gov.au

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