

Transitioning to the new Family Preservation system

Paper Briefing
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Acknowledgment of Country



'Family Meeting Dreaming' - Danial Kelly (Wodi wodi/Yuin Nation)

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

- This is a briefing session on Family Preservation – *Transitioning to the new Family Preservation system Paper*.
- This session will be recorded and will be published on our microsite.
- If you do not consent to this recording, you may leave the session now.
- We will be using the Slido platform to capture questions and discussion points. Please scan the QR code or join at [slido.com #3708425](https://slido.com/join/3708425)
Slido will remain open until the end of day.
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Or join at [slido.com #3708425](https://slido.com/join/3708425)

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.

Regarding procurement



Procurement outcomes cannot and will not be discussed in this forum in accordance with probity requirements.

Tender-specific questions will be managed through Procurement Central to ensure all tenderers have access to the same information at all times. You can send questions to the Department by using the messaging function within Procurement Central. All questions must be logged using this method.

Questions received through other channels (e.g. Family Preservation mailbox) will not be responded to.

To assure providers: Any questions or issues raised in this briefing or other forums is separate to information obtained through the procurement process and accordingly cannot be a consideration for tender evaluation. This means service providers are encouraged to ask questions and raise concerns without fear that it will affect their tender outcome.

Readying for transition

Collaborating for success

DCJ acknowledges the significant expertise and leadership demonstrated by AbSec, Fams, the Association of Children's Welfare Agencies (ACWA), and the Australian Services Union (ASU) through the Family Preservation Peaks Consultation Group in shaping this transition approach.

The *Transitioning to the New Family Preservation System* paper has been developed to reflect the collective guidance, priorities, and recommendations of these peak bodies.

DCJ remains committed to sustaining this collaborative partnership throughout the transition and beyond.



Readying for transition

This paper outlines DCJ's strategic approach to leading the transition from current to future state, working alongside current and future service providers to make sure families and the workforce are supported through the process. It also includes the guiding principles, objectives, key phases of work, roles and responsibilities, and governance arrangements necessary to achieve a successful transition.

A separate Family Preservation Implementation Plan will be published in early 2026.

This will be developed in consultation with the peaks and detail how the sector will be supported to operationalise the new system, including expectations for service delivery, governance (including Aboriginal governance of the *Aboriginal Family Preservation* framework), workforce development, data and reporting, practice guidance, and sector collaboration.

Guiding principles

Service quality

Services remain centred on the needs of children and families, ensuring that the impacts of transition are minimised and managed for each family.

Collaborative coordination

DCJ and service providers to lead and manage change collectively, with clear roles and responsibilities and ways of working.

Transparent communication

Maintain clear and timely engagement with all stakeholders to build trust and confidence.

Service provider readiness

Equip service providers with the necessary resources and supports to deliver services under the new system.

Data integrity

Safeguard client records and data to ensure continuity of care and informed service delivery.

Performance maintenance

Sustain service quality and outcomes during the transition to minimise disruption.

Workforce retention

Retain skilled staff through redeployment, staff transfer, or priority employment with new service providers recognising their critical role and expertise in supporting families.

Prioritising families most at risk

DCJ and service providers ensure the finite resources in the system are directed to families where children are most at risk of harm.

Supporting a stable transition through contract adjustments

The Department of Communities and Justice (DCJ) will extend the majority of Family Preservation contracts for an additional three months, from 1 April 2026 to 30 June 2026.

Extension allows DCJ to lead a coordinated, well-paced, and responsive transition that maintains quality of service for families and allows service providers more time to prepare for change. We acknowledge that the commissioning timeframes have shifted and appreciate the sector's continued commitment, adaptability, and dedication to supporting families throughout this process.

New contracts for MST-CAN and FFT-CW – High Track will commence as scheduled on 1 April 2026.

Contracts for the new *Aboriginal Family Preservation and Families Together* programs will now commence on 1 July 2026.

This extension applies to the following programs:

- Brighter Futures (including SafeCare in selected sites)
- Youth Hope
- Resilient Families
- Intensive Family Preservation (IFP)
- Intensive Family Based Services (IFBS)
- Permanency Support Program – Family Preservation (PSP-FP)

Approaching transition in practical phases

The transition from the current system to the new Family Preservation system is complex, with a variety of changes coming into effect in a short period of time.

These changes include:

<p>Funding Arrangements</p> <p>Introducing five-year contracts, block funding, and minimum contract values - providing greater security for service providers</p>	<p>Needs-Based Funding Model</p> <p>Adopting a needs-based funding model - driven by child protection administrative data, to reallocate funding across the state to areas of greatest need.</p>	<p>Prioritising Funding for ACCOs</p> <p>Directing 40 per cent of funding to ACCOs – as recommended in the Family is Culture Review, and in line with NSW Government’s Closing the Gap commitments.</p>	<p>Establishing Fair and Transparent Unit Costs</p> <p>Setting fair, transparent, and consistent unit costs – providing more sustainable funding for service providers.</p>
<p>Decommissioning Existing Service Models</p> <p>Decommissioning models - Brighter Futures (including SafeCare), Youth Hope, Resilient Families, IFP, IFBS, PSP-FP, and FFT-CW – Low Track.</p>	<p>Introducing Two New Frameworks</p> <p>Establishing two new frameworks - <i>Aboriginal Family Preservation</i> and <i>Families Together</i>.</p>	<p>Strengthening Retained Service Models</p> <p>Strengthening retained models - MST-CAN, FFT-CW High Track, and Nabu.</p>	<p>Implementing New Operational Systems and Processes</p> <p>Standing up new operational systems and processes – ChildStory, infoSare, and data collection and reporting requirements.</p>

Approaching transition in practical phases

Dec 2025

Communicate future service providers:
MST-CAN, FFT-CW

Mar 2026

Communicate future service providers:
Aboriginal Family Preservation & Families Together – Mar 2026

Apr 2026

Contracts commence:

- MST-CAN
- FFT-CW
- Nabu

Jul 2026

Contracts commence:

- *Aboriginal Family Preservation*
- *Families Together*

Phase 1: Preparation
Nov 2025 – Mar 2026

Phase 2: Alignment
Apr 2026 – Jun 2026

Phase 3: Establishment
Jul 2026 – Sep 2026



Setting capacity targets based on current service delivery, geography, and contract volumes and potential future service delivery, geography, and contract volumes.



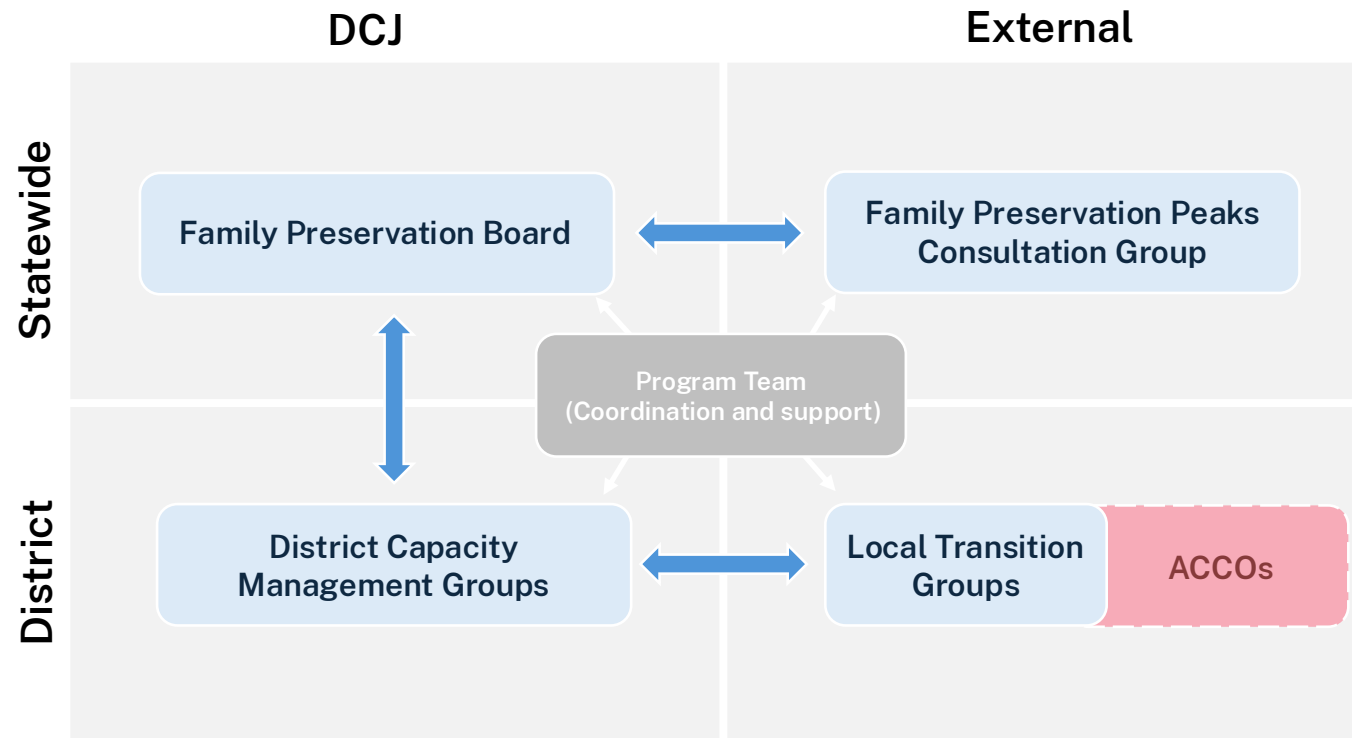
Adjusting capacity targets informed by confirmed future service delivery, geography, and contract volumes



Adjusting capacity targets informed by future service providers readiness as outlined in their establishment plans.

Governing for Success

Strong, responsive leadership, and effective governance are essential to successfully transition to the new Family Preservation system. DCJ has a range of business-as-usual structures it will rely upon to operationalise transition, and will establish internal statewide and district-based governance to provide oversight of transition planning, monitor delivery, and identify, unblock, and escalate any risk or issues that arise during the transition period.



Governing for Success - Statewide

Family Preservation Board

- Providing strategic oversight of the transition and recommissioning process.
- Tracking system wide progress using aggregate data.
- Monitoring and managing risks, to support key decisions.
- Escalating critical issues to executive leadership.
- Ensuring that all actions reflect our commitment to transparency, integrity, and continuous improvement, and that the transition remains focused on outcomes for children and families.

Family Preservation Peaks Consultation Group

- Advising on impacts for delivery plans on Family Preservation recommissioning.
- Identifying and managing sector wide risks and issues and support coordination across partners to enable clear and effective Family Preservation planning, design and implementation.
- Advising on engagement and communication approaches and strategic messaging across the sector, to enable meaningful collaboration.
- Highlighting and advising on interdependencies with other DCJ or government programs that may impact upon achieving successful Family Preservation Recommissioning outcomes.

Governing for success- Districts

District Capacity Management Groups

- Developing and overseeing district transition plans to manage referrals, exit families appropriately, and fill vacancies.
- Monitoring service provider capacity, viability, targets, and escalating concerns as needed.
- Maintaining clear communication with caseworkers and hubs on referral processes.
- Tracking local data to identify risks and respond quickly.
- Escalating risks and sharing updates with the Program team.

Local Transition Groups

- Identifying other programs and services (including DCJ funded services and services funded by other government agencies) available in their locations that may be utilised to support the breadth of families.
- Discussing how best to plan for the transition of families.
- Supporting workforce transition, including from one service provider to another service provider.
- Discussing district wide trends and issues and escalating risks and updates with the Program team.

Establishing roles and responsibilities

The DCJ Program team

Will lead the design and delivery of the transition. Including:

- Setting capacity targets
- Developing tools and messaging
- Managing sector-wide communications.
- Monitor risks, escalate issues to the Family Preservation Board.

Commissioning and Planning (C&P) teams

Will continue to manage contracts

- Monitor service provider capacity and vacancies
- Advise on referral pathways.
- Prioritise referrals
- Support service providers through contract closure and handovers
- Escalate market and workforce risks.

DCJ Child Protection and Permanency (CPP)

Will continue to support families during the transition

- Match families to services
- Submit referrals based on prioritisation and capacity
- Use alternative pathways when needed
- Collaborate with C&P teams and service providers including where there are open and allocated cases.

Family and Community Services Insights Analysis and Research (FACSIAR)

Will provide data and insights needed to guide decision-making

Their analytics will support:

- Planning
- Performance monitoring
- Early risk identification

Current service providers

Will support families to complete services during Phase 1 and 2

- Prepare for operational changes
- Identify families for exit or transitions (where possible), Collaborate with incoming service providers
- Managing workforce impacts in their organisations.

Future service providers

Will prepare for service delivery

- Onboard staff
- Ensure continuity of care through coordinated handovers.

Peaks

Will provide support to their members and the sector

- Advocate key risks, issues, and priorities to DCJ
- Participate as members of the Family Preservation Peaks Consultation Group

Australian Services Union

Will provide support to their members through the transition period

- Advocating key risks, issues and priorities to service providers and DCJ
- Participate as members of the Family Preservation Peaks Consultation Group.

Communicating with purpose, transparency, and clarity



A clear and consistent communications approach will be critical to supporting the sector through the transition.

- ✓ The Family Preservation Program team will lead statewide communications.
- ✓ Messages will be tailored for different audiences (sector-wide, current providers, tendering providers, future providers, DCJ).
- ✓ DCJ will use Procurement Central, FAQs, and website updates as primary channels.
- ✓ DCJ will develop clear, practical communication resources for all stakeholders. These resources will:
 - Explain changes and implications.
 - Help providers, DCJ staff, and sector partners (including peaks and ASU) shape their own messaging.

Sector forums

Following today's briefing, DCJ will recommence monthly Family Preservation forums, with a clear focus on supporting the sector through the transition period, noting there will be limitations to what can be discussed during a live procurement process.

- Engage existing service providers to prepare for upcoming changes.
- Focus on capacity targets, resources, and messaging to families.
- Provide a space to ask clarifying questions, share concerns, risks and issues, and best practice approaches.

From April, the forums will broaden to include new service providers and a focus on implementation,

Supporting families

Keeping children safe through transition

The safety of children and young people remains paramount throughout the transition. DCJ continues to prioritise its statutory response for children most at risk of harm, regardless of whether they are working with a Family Preservation service provider or not



DCJ will continue to exclusively hold **the statutory powers and obligations to assess whether a child is at risk of significant harm** and take action as appropriate.

There are no circumstances where Family Preservation providers do not have the powers or duties to assess risk of significant harm under the Care Act.



DCJ will continue to rely on its **usual policies, mandates and processes** during this period and will not be creating exceptional processes for families receiving a family preservation service.

Maintaining current processes means DCJ can continue to manage and prioritise its response to all children reported at risk of significant harm across NSW.



As mandatory reporters, service providers are required to **report any children they suspect to be at risk of significant harm to the Helpline**

Service providers should state they are a Family Preservation service provider, the concerns they hold, the current and planned supports in place, and if the service has ceased or is ongoing.



If a service provider is working with a family for which DCJ has an **open and allocated case**, the service provider is expected to work closely with the DCJ caseworker

DCJ will retain responsibility for assessment of risk and planning for the safety to the child – Family Preservation providers will have valuable insights to support this work

Preparing families currently in service to exit



Families currently in service are supported by a range of models, each with its own program specifications, including expected service duration and intensity. As we move into the transition phases, this plan will override those expectations. In some cases, families may receive **a shorter duration or reduced intensity of service than originally anticipated**.

As these models are being decommissioned, DCJ and service providers will work towards exiting families as these contracts come to an end. This will be the general approach to **minimise disruption and “handovers” for most families**. Families will be supported to exit in one of two phases:

Transition Phase One by 31 March 2026

Transition Phase Two by 30 June 2026

Service providers will continue to use their professional judgement throughout the transition period to help families understand the impact this transition has for them, if at all, and how they will be supported through this change.

Planning with families to transition

Some families who satisfy the **eligibility and suitability criteria** for the new Family Preservation system may need to **transition to the new service system**. This may include families with children at the **highest level of risk**, where it is possible that the child may need to be removed to keep them safe, families with limited access to alternative supports, and/or those who have historically been supported through models with longer service duration and/or higher intensity.

In **limited** circumstances...

transition with
current service provider...

where the current service provider has secured a new contract for a service that is suitable for the family.

In **exceptional** circumstances...

transition to
new service provider...

where the current service provider is exiting, and there is a new service provider with a contract for a service that is suitable for the family.

The families who are to be transitioned to the new system **will not become apparent until after procurement** outcomes have been finalised and we enter Phase 2 of the transition.

Planning with families to transition



Individualised transition planning

Service providers will need to provide families with clear communication about changes to programs and what this means for them, Working directly with families to ensure they understand their options, feel prepared for the transition.

Privacy and consent

Service providers will need to make sure personal information is handled securely, with consent obtained before any data is shared.

Planned transitions

In the exceptional circumstances where families move between services, current and future service providers will be expected to coordinate early and ensure continuity of care is maintained.

Referral to other supports

Where appropriate, service providers may offer families referrals to other services to ensure they remain connected to support that meets their needs.

Given the significant growth in investment in ACCOs, there will be more dedicated places for Aboriginal families in the system. Therefore, it is likely that **more Aboriginal families will transition to future services than non-Aboriginal families**. Service providers should work closely with Aboriginal families to understand their **preference** for continued service provision.

While we appreciate that not all service providers will be happy with the outcome of the procurement process, we expect **all service providers to communicate respectfully between each other and with DCJ**. We appreciate that all staff working in this sector have the best interests of families at heart – this is the basis for which we will support families through this transition.

Local transition groups will give providers the opportunity to build relationships to manage conversations between providers about specific families.

Supporting the workforce

Valuing and retaining staff in the sector

Dedicated staff in the Family Preservation sector have **long supported families and advocated for improvements** to the system which are now being implemented.

The redesign of the Family Preservation system was informed by the experience, expertise, and talent of the staff who work every day to support families – we are clear that **for redesign to be a success, we must continue to value and retain these staff.**

While many staff are **hopeful** for the opportunities and benefits of the new Family Preservation system, we appreciate that staff working in current service providers are also feeling **anxious and uncertain** about procurement and transition and what this means for their clients and themselves.

Current service providers are **facing a range of potential outcomes** – growth, contraction or exit. DCJ appreciates that this means staff will face varying degrees of opportunity and challenge as a result.

DCJ expects service providers – whether current or future – take all steps possible to retain staff within the sector. This is not only right for staff, but right for service providers and families.

- Current service providers will have obligations to support staff through the transition and will be able to **support staff best when they are engaged and collaborating with DCJ and other service providers in the sector.**
- Future service providers will be required to be operational and delivering services to families as soon as possible from 1 July 2026 – retaining staff through the transition period will be critical to ensure there is **continuity in the service**
- **Families receiving new Family Preservation services require high-quality support** -retaining staff with the depth and breadth of skills and experience in the sector is critical to meeting these needs.

Providing clear pathways for staff

DCJ recognises the staff most impacted by transition will be those in service providers who do not secure a future contract through the procurement or secure a contract of lower value than their current contract.

The rights of affected staff will depend on their particular circumstances, and service providers will need to ensure they respect each worker's rights accordingly. DCJ, the peaks, and the ASU endorse the position that service provider should support adversely affected staff through one of the following pathways:

Redeployment to other roles within their organisation

Redundancy if no other roles are available, and the member of staff is entitled.

Staff transfer or priority employment for an incoming or expanding service provider, where that service provider is supportive of that approach.

The role of the Local Transition Groups will be integral in supporting workforce transition, including from one service provider to another service provider.

ACCOs will have specific expectations of their workforce to ensure services delivered are culturally responsive. Future ACCOs should consider the composition of their workforce, including identified positions, and the recruitment approach that will secure the right skills and knowledge.

Best practice

Recognising that not all managers and leaders have experience at leading through uncertainty and change like this, DCJ has been working with the peaks and the ASU to understand what best practice leadership and management looks like for the Family Preservation transition.

Plan for scenarios early	Think early about the range of scenarios for their organisation and workforce, developing plans for how they will support staff depending on the outcome of procurement.
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Early engagement	Engage ASU early and throughout the transition process
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Establish clear communication approaches early	Establish clear communication approaches early, making sure these are ready as more information becomes available and impacts are better understood – this should include collective and individual communications channels.
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Provide staff with information and respect their agency about their choices	Provide staff with information and respect their agency about the choices available to them and not make assumptions about what their preferences may be.
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Legal obligations for fair and safe work	Understand legal obligations for fair and safe work, as well as organisational policies and processes and how they may apply to staff.
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Support services	Support staff by providing access to support services such as employee assistance programs* – where these are not in place (e.g. for small service providers), the service provider can reach out to DCJ who can help secure support.
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*Where these are not in place (e.g. for small service providers), the service provider can reach out to DCJ who can help secure support.

Phasing transition and maintaining service

Transitioning in three phases

DCJ will take an adaptive approach to transition over three distinct phases (Transition Phase One, Two, and Three). Service capacity will not remain static – it will be adjusted incrementally over these phases.



These changes will primarily affect service providers delivering the soon-to-be decommissioned models (Brighter Futures (including SafeCare), Youth Hope, Resilient Families, IFP, IFBS, and PSP-FP). Some of these service providers will have submitted tenders to deliver future services and may or may not be successful. Others may have chosen not to participate in the tender process and will be exiting the Family Preservation system altogether.

There will be less impact for service providers delivering MST-CAN, FFT-CW – High Track, and Nabu.

Phased timeline

Family Preservation forums will occur monthly



Dec 2025

Communicate future service providers: MST-CAN, FFT-CW,

Mar 2026

Communicate future service providers: *Aboriginal Family Preservation & Families Together* – Mar 2026

Apr 2026

Contracts commence:

- MST-CAN
- FFT-CW
- Nabu

Jul 2026

Contracts commence:

- *Aboriginal Family Preservation*
- *Families Together*

Phase 1: Preparation
Nov 2025 – Mar 2026



Setting capacity targets based on current service delivery, geography, and contract volumes and potential future service delivery, geography, and contract volumes.

Phase 2: Alignment
Apr 2026 – Jun 2026



Adjusting capacity targets informed by confirmed future service delivery, geography, and contract volumes

Phase 3: Establishment
Jul 2026 – Sep 2026



Adjusting capacity targets informed by future service providers readiness as outlined in their establishment plans.

InfoShare reporting remains business-as-usual. Providers must **increase reporting frequency** during transition on minimum data fields: Family names, Model of support, Service location and Expected end date

Assessing and prioritising families most in need for referrals

During the transition to the new Family Preservation service system, it is essential that families most in need are prioritised for support.

DCJ referrals will take precedence, and community referrals will be temporarily paused

DCJ referrals should be prioritised based on the following suggested considerations:

Alternative supports:

Where no appropriate alternative services exist to meet a family's needs.

Risk and urgency:

Where the child or children are at risk of significant harm and are most in need of a timely Family Preservation service.

Length of service duration available:

Referral should align with the support that can be provided before the service provider's contract ends, or that there is clarity and agreement that the family will transition to a service provider.

Geographic access and service provider readiness:

Families should be matched to service providers based on location, capacity and readiness to deliver services.

Transition Phase One: Preparation (November 2025 – March 2026)

The objectives during this phase are to prepare for the full transition to the new service system by initiating the winddown of decommissioned models, setting initial capacity targets, and ensuring families currently receiving support can complete their services within the current contract period.

Key actions

Community referrals temporarily paused
DCJ

- Set capacity targets for each provider based on current and future service delivery, geography, and contract volumes.
- Communicate future service providers:
 - MST-CAN, FFT-CW, Nabu– Dec 2025
 - *Aboriginal Family Preservation & Families Together* – Mar 2026
- Monitor capacity targets and track/report vacancies (C&P).
- Assess and prioritise families most in need for referrals (CPP).
- Begin planning for contract closure with service providers (data, records, family exit support).

Service provider

- Assess families in service to determine completion in Phase One (by 31 Mar 2026) or Phase Two (by 30 Jun 2026) based on needs and capacity targets.
- Prepare identified families to complete service by 31 Mar 2026.
- Collaborate with DCJ on contract closure planning.



Supporting families

- Service providers will notify families about upcoming changes to the Family Preservation program (unless unnecessary or inappropriate).
- Inform families of contract end dates and what to expect during the transition.
- Provide exiting families with information on alternative services where appropriate.
- MST-CAN, FFT-CW – High Track, and Nabu capacity targets set and adjusted only in Phase One.



Transition Phase Two: Adjustment

(April 2026 – June 2026)

The objectives during this phase are to adjust capacity targets based on confirmed future service delivery, geography and contract volumes of the future service providers, and to cease referrals to decommissioned models in preparation for the new service system.

Key actions

DCJ

- Narrow and cease referrals for decommissioned models.
- Adjust capacity targets for *Aboriginal Family Preservation* and *Families Together* providers based on confirmed future delivery, geography, and contract volumes.
- Commence new contracts for MST-CAN, FFT-CW – High Track, and Nabu (April 2026). Monitor capacity targets and track/report vacancies (DCJ Program & C&P).
- Assess and prioritise families most in need for referrals (DCJ CPP).
- DCJ and service providers: Coordinate handovers and staffing plans with incoming service providers.

Service provider

- Prepare families currently in service to:
 - Exit by 30 June 2026.
 - Transition with current provider (if new contract in place).
 - Transition to a new provider (if current provider exits).



Supporting families

- Families transitioning to new services will receive:
 - Details of their new service provider.
 - Timing of the change.
 - Any adjustments to their support.
- Families exiting the program will be contacted and supported with:
 - Information about other services they can access if needed.



Transition Phase Three: Establishment (July 2026 – September 2026)

The objectives of this phase are to commence full service delivery under the new Family Preservation system and adjust capacity targets based on service providers' readiness as indicated in their establishment plans, ensuring continuity of support for families transitioning into the new system.

Key actions

- New contracts commence for *Aboriginal Family Preservation* and *Families Together*.
- DCJ (Program) adjusts capacity targets for each Aboriginal Family Preservation and Families Together service provider based on readiness informed by establishment plans.
- DCJ (C&P) continue monitoring capacity targets and identifying, tracking, and reporting vacancies.
- DCJ (CPP) continues assessing and prioritising families most in need of referrals, in line with capacity targets and vacancies.



Supporting families

- Families starting new services on 1 July 2026 will be welcomed by their new provider.
- They will receive onboarding information about the service.
- Support will be provided to help families build relationships and settle into the new service environment.



Capacity target example

Capacity target scenarios

Scenario 1: Existing service provider is scaling down

Current service provider has tendered to deliver future services. The service provider was successful in securing a new contract; however the volume of the new contract is lower than the volume of their current contract.

Future service providers may be delivering services in several geographies. In these cases, the service providers will have a capacity target set for each of those geographies.

Transition Phase	Timing	Current contract volumes	Potential contract volumes	Conf. contract volumes	Est. plans (readiness rating)	Capacity target	No. of exiting families
One	Nov 2025 – Mar 2026	105	70	N/A	N/A	70	35
Two	Apr – Jun 2026	105	N/A	35	N/A	35	70
Three	Jul – Sep 2026	N/A	N/A	35	Fully	35	N/A

Capacity target scenarios

Scenario 2: Existing service provider is scaling up

Current service provider has tendered to deliver future services. The service provider was successful in securing a new contract, and the volume of the new contract is greater than the volume of their current contract.

Transition Phase	Timing	Current contract volumes	Potential contract volumes	Conf. contract volumes	Est. plans (readiness rating)	Capacity target	No. of exiting families
One	Nov 2025 – Mar 2026	30	70	N/A	N/A	30	N/A
Two	Apr – Jun 2026	30	N/A	70	N/A	30	N/A
Three	Jul – Sep 2026	N/A	N/A	70	Partially	Minimum 30 (+negotiated increase)	N/A

Capacity target scenarios

Scenario 3: Existing service provider is exiting

Current service provider either did not submit a tender to deliver future service or submitted a tender but was unsuccessful in securing a new contract.

Transition Phase	Timing	Current contract volumes	Potential contract volumes	Conf. contract volumes	Est. plans (readiness rating)	Capacity target	No. of exiting families
One	Nov 2025 – Mar 2026	65	84	N/A	N/A	65	0
Two	Apr – Jun 2026	65	N/A	0	N/A	0	65
Three	Jul – Sep 2026	N/A	N/A	N/A	N/A	N/A	N/A

How to get in touch

For all enquiries please:

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

If you would like to be added to our communications distribution list and to receive these forum invitations, please subscribe to our mailing list:

<https://dcj.nsw.gov.au/service-providers/deliver-services-to-children-and-families/family-preservation/communications-and-engaging-with-us.html>

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