

Viewpoint Information for Carers

What is Viewpoint?

Viewpoint is an interactive web-based program designed to capture the voice of children and young people in care. Viewpoint uses colourful backgrounds, animated avatars and speech to guide each child or young person through a self-assessment questionnaire.



How is Viewpoint used?

Viewpoint supports Case Managers to incorporate children's views into their care plan. The questions help to identify needs and specific actions to be included in the plan. For example, if a young person wants more information about their life; or wants to try a new sport or activity.

Case Managers will encourage children and young people to use Viewpoint prior to the care planning meeting. Case Managers will discuss the child or young person's responses with them to make sure their views are incorporated in their care plan.

Young people are still encouraged to attend their care planning meetings. Experience shows they're more likely to attend when they've used Viewpoint because they feel clearer about the issues and are more confident about what they want to say.

How will Viewpoint affect me as a carer?

The use of Viewpoint will not change how Case Managers work with you. Case Managers will continue to work with you to identify the needs of the children and young people in your care and how they can be best met.

Your encouragement in supporting the child or young person in your care to use Viewpoint will help to make sure their views and wishes are accurately included in their care plan.

What happens to the information children and young people provide through Viewpoint?

With the child or young person's agreement, their views will be discussed with you and other significant people in their life as part of the care planning process. Positive feedback as well as any issues raised about their care arrangement will be shared, if the child or young person agrees.

The responses children and young people provide in Viewpoint are confidential and will not be disclosed without their consent, unless there is concern for their safety. Where children and young people do not want to share information, Territory Families will negotiate with them to find other ways of representing their views and addressing any issues.

The answers young people provide will also help Territory Families to identify areas where we need to improve.

For further information regarding Viewpoint please contact your child or young person's Case Manager or visit <https://www.vpthub.com/>