

TERRITORY FAMILIES STRATEGIC PLAN REFRESH 2017-2020



KEY ACTIONS 2019 - 2020

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TERRITORY FAMILIES
WE  CARE

INTRODUCTION

The Territory Families Strategic Plan 2017-20 (the Strategic Plan) defines Territory Families' key strategic activities, where the Agency will focus its efforts, and how we will measure our achievements to ensure the Agency delivers quality outcomes for Territorians. The Plan defines our key strategic vision, mission and goals.

Our vision is to empower families and communities for a safe and better future.

Our goals are to:

- Partner to empower change
- Provide early support to children, young people and families
- Safeguard the wellbeing of children, young people, families and the community
- Encourage and celebrate inclusive, diverse and connected communities
- Ensure the structures, systems and legislation supports our vision
- Value and invest in our people

This Strategic Plan Refresh articulates the key actions Territory Families will focus on for the coming year as we continue to strive to empower families and communities for a safe and better future.



PARTNER TO EMPOWER CHANGE

Territory Families will work with families, the community, government and non-government organisations to address challenges and strive for a safe and better future.

STRATEGIES

- Expand collaborative partnerships and build better relationships to provide co-ordinated services.
- Respect, support and provide assistance to our partners, including those who volunteer as carers.
- Co-design and implement quality approaches to deliver locally-informed and effective programs and services.
- Build and nurture stronger relationships with communities and families to ensure all children are raised in a nurturing and caring environment.
- Invest in and support our partners to build capacity and strengthen service delivery.
- Be transparent and accountable and share information effectively to build robust support around families.
- Expand our knowledge and appreciation of Aboriginal culture, particularly principles connected with community and family.
- Empower communities to break the cycle of domestic, family and sexual violence.

Key actions for 2019-20

- Empower regional networks to apply local decision making through investment in new services and ways of working that support Aboriginal Community Controlled Organisations and Aboriginal Non-Government Organisations.
- Work with the Tripartite Forum, the Department of Social Services and the Reform Management Office in collaborating with Regional Children and Families Committees to review and redesign family support investment at a regional level.
- Collaborate with community based organisations to expand youth justice victim offender conferencing and support victims across the Northern Territory.
- Recognise Aboriginal communities, cultural authorities and service providers as central to the out-of-home care system, including through supporting non-Aboriginal organisations to partner with Aboriginal organisations to deliver services and build capacity and capability.
- Strengthen partnerships with the Commonwealth government, in the context of the development of a co-funding framework for families.
- Improve how we engage with children and carers, including through increased surveys and planning for their needs.
- Support stakeholders to grow their capacity in working in partnership to operationalise Family Group Conferencing, the NT Seniors and Concession Recognition Schemes and domestic, family and sexual violence reforms.



PROVIDE EARLY SUPPORT TO CHILDREN, YOUNG PEOPLE AND FAMILIES

Territory Families will expand, develop and deliver services and programs which provide the earlier support families and communities need to tackle their problems.

STRATEGIES

- Support communities and families through targeted investments in early intervention and prevention programs and services.
- Create a responsive service system that provides pathways and options to flexibly meet the needs of families.
- Empower communities and families to tackle and prevent child abuse and neglect.
- Engage with young people earlier to reduce the risk of future offending and divert young people away from crime.
- Value and respect the views and ideas of children and young people and help them to build stronger connections with the community.

Key actions for 2019-20

- Renew our investment in Family Support services and in doing so continue to improve the early intervention system so that it works holistically with vulnerable families to address concerns.
- Deliver purpose built Child and Family Centres in partnership with communities in Katherine, Tennant Creek, Wadeye, the Northern Suburbs and Galiwinku/ Milingimbi.
- Continue the use of targeted and culturally appropriate messaging and education campaigns to encourage families and service providers to seek support and ask for help if they need it – particularly through the ongoing growth of the Family and Children's Enquiry Service (FACES).
- Implement youth justice programs in alignment with Government commitments to deliver evidence-based interventions that stop youth offending.
- Commence the use of a formal Family Group Conferencing model within the child protection system.
- Contribute to and support the Productivity Commission's study on Expenditure on Children in the Northern Territory.



SAFEGUARD THE WELLBEING OF CHILDREN, YOUNG PEOPLE, FAMILIES AND THE COMMUNITY

Territory Families will respond appropriately, practically and constructively to family and community challenges in child protection, youth justice and domestic and family violence.

STRATEGIES

- Work to reduce the number of Aboriginal people in the child protection and youth justice system and address their over-representation.
- Refocus the child protection and youth justice systems on the restoration of families and communities.
- Ensure out-of-home care is a safe, caring, nurturing and restorative experience for children and effectively support them to transition from care.
- Ensure programs and services delivered to children and families are trauma-informed and therapeutic.
- Build a youth detention system that supports effective reintegration.
- Reduce domestic, family and sexual violence by providing targeted interventions and supports when needed.

Key actions for 2019-20

- Provide new sentencing options for the courts to hold young accountable through the Back on Track program.
- Progress the program and infrastructure design for the new youth justice facility in Darwin and refurbishment in Alice Springs in consultation with young people and stakeholders.
- Respond to and prevent sexual violence, including through developing a Sexual Violence Prevention and Response Framework and contributing to the multi-agency taskforce to oversee prevention and responses to child sexual exploitation.
- Implement the improved services for children, young people and families committed to through the Barkly Regional Deal.
- Integrate a therapeutic service and approach across all elements of the out-of-home care system.
- Develop a defined and robust kinship and family care system where more children and young people are placed with relative carers who are empowered and supported by Aboriginal led organisations.
- Improve our foster care model so carer recruitment is faster and carers are better supported to provide the care and support children need.
- Reform the service model for women experiencing domestic, family and sexual violence in remote communities.



ENCOURAGE AND CELEBRATE INCLUSIVE, DIVERSE AND CONNECTED COMMUNITIES

Territory Families will support and implement initiatives aimed at improving the lives of all Territorians.

STRATEGIES

- Promote, support and celebrate the community harmony and diversity.
- Support increased social inclusion and participation for groups at risk of social isolation and exclusion.
- Foster and develop programs, strategies and services to further engage Territorians in the community.
- Promote gender equality and diversity to value the contributions of all Territorians.
- Improve programs and initiatives that attract and keep people in the Northern Territory.

Key actions for 2019-20

- Develop a Northern Territory Gender Equality Framework that engages the community in a genuine conversation.
- Continue to embed and improve support for the prevention and response to elder abuse.
- Build on the Multicultural Grants Program to engage with culturally diverse communities and refresh the Northern Territory Multicultural Participation Framework.
- Develop and continue to enhance Regional Youth Programs that promote the inclusion of young people and provide spaces and programs that engage them.
- Encourage positive male role models through the development of a Fathering and Grandfathering Strategy.



ENSURE THE STRUCTURES, SYSTEMS AND LEGISLATION SUPPORTS OUR VISION

Territory Families will use contemporary governance, technology solutions and best practice methods to design, deliver and monitor programs and services.

STRATEGIES

- Commit to evidence-based policy, service and program design that is directly linked to improving outcomes for families in the Northern Territory.
- Develop smarter technology solutions and better integrated systems that improve efficiency, streamline practices and promote paperless methods.
- Ensure agency systems, policy and processes enable effective and transparent partnerships.
- Examine the legislation and regulations governing our work.
- Implement measures to foster consistency, continuous improvement and quality standards across services, programs and policies.
- Improve the seeking, collection and analysis of client feedback in shaping and improving service delivery outcomes.
- Commit to a performance culture and improve accountability and continuous improvement through the public reporting of achievements and progress against our strategic plan.

Key actions for 2019-20

- Develop a rigorous research and evaluation agenda that will inform our future family service system and project design and delivery.
- Progress a case management solution that supports child protection, youth justice and adoptions activity across the Northern Territory.
- Finalise the draft framework for a single Act for children and families in collaboration with stakeholders.
- Embed the Signs of Safety Practice Model across our work and through regional networks.
- Address administrative inefficiencies and work with the Northern Territory Police Fire and Emergency Service to improve the Working with Children Clearance Scheme.
- Enhance the receipt and analysis of feedback on our performance through ongoing improvements to our complaint management, governance and audit programs.
- Implement a debit card system for Seniors Recognition Scheme travel and utility payments.



VALUE AND INVEST IN OUR PEOPLE

Territory Families will operate a safe and nurturing workplace and aim to be an employer of choice.

STRATEGIES

- Ensure a safe, supportive, professional, adaptive and dynamic work environment.
- Equip staff to work in a complex and dynamic environment by growing and developing the capability and capacity of our workforce.
- Work with and listen to staff, value feedback and respect opinions.
- Resource and attract a high quality workforce.
- Grow our Aboriginal workforce.
- Develop and invest in management to ensure the Department has the leadership capacity to deliver.

Key actions for 2019-20

- Develop and implement an Aboriginal Workforce Plan to grow our Aboriginal workforce in operations, organisational services and leadership teams.
- Implement a new rostering model in youth justice facilities that recognises the complexity of the work and supports staff.
- Empower our staff to embed Aboriginal Cultural Security in their work.
- Improve strategic recruitment strategy using the employee value proposition to attract new recruits.
- Ensure remote areas are resourced and remote staff are empowered and retained through improved support services and conditions.





TERRITORY FAMILIES

Strategic Plan Refresh
2017 - 2020

