human. services





IMPROVING THE LIVES OF VULNERABLE CHILDREN AND THEIR FAMILIES

IMPLICATIONS FOR THE COMMUNITY SECTOR

CENTRE FOR EXCELLENCE CEO AND SECTOR EVENT

GILL CALLISTER – 28 MAY 2014

THE VICTORIAN DEPARTMENT OF HUMAN SERVICES

THE ORGANISATION:

- 2013-14 Budget : Over $4 billion
- Staff: over 11,000
- Funds: Over 1,100 community service organisations



IMPROVING LIVES, REDUCING SOCIAL DISADVANTAGE:

- Disadvantage a truly ‘Wicked Problem’ that proves difficult to escape
- High direct and indirect costs of social disadvantage
- Long-term ‘life’ outcomes are about capability and participation

Service Delivery Pressures

Demand growth projections and rising costs present significant future challenges

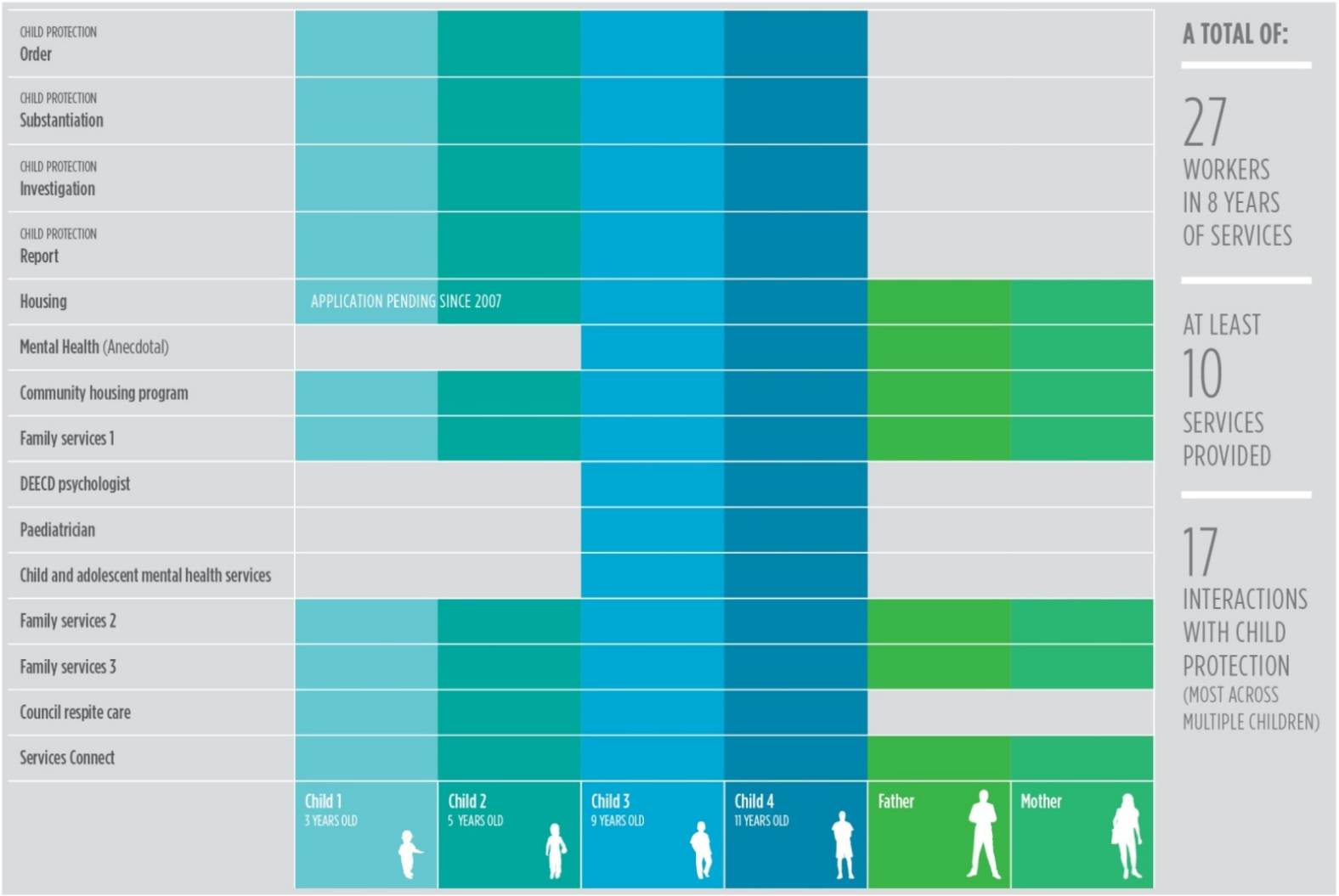
- Projected ***population growth*** from 5.5m in 2010 to 7.3m in 2031
- ***Ageing population*** - population aged over 65 is expected to represent 19.5% of Victoria's population by 2031
- ***Increased reporting*** of family violence incidents to police – up 21.6% between 2011-12 and 2012-13
- ***Increased reporting*** of child abuse or neglect from 64,000 in 2011-12 to 73,000 in 2012-13
- ***Increasing complexity of needs***, due to factor such as generational disadvantage, drugs and alcohol, mental health issues and others

People waiting to access DHS services

- 36,000+ people on the public housing waiting list
- 20,000 people recorded as homeless in Victoria
- Out-of-home Care placements are growing at around 4.7% per annum
- 1,300 people registered as requiring disability support to live in the community
- 4,500 people waiting for disability aids and equipment

WHY WE NEED A NEW APPROACH

BROWN FAMILY SERVICES 2005 – 2013



SERVICES CONNECT





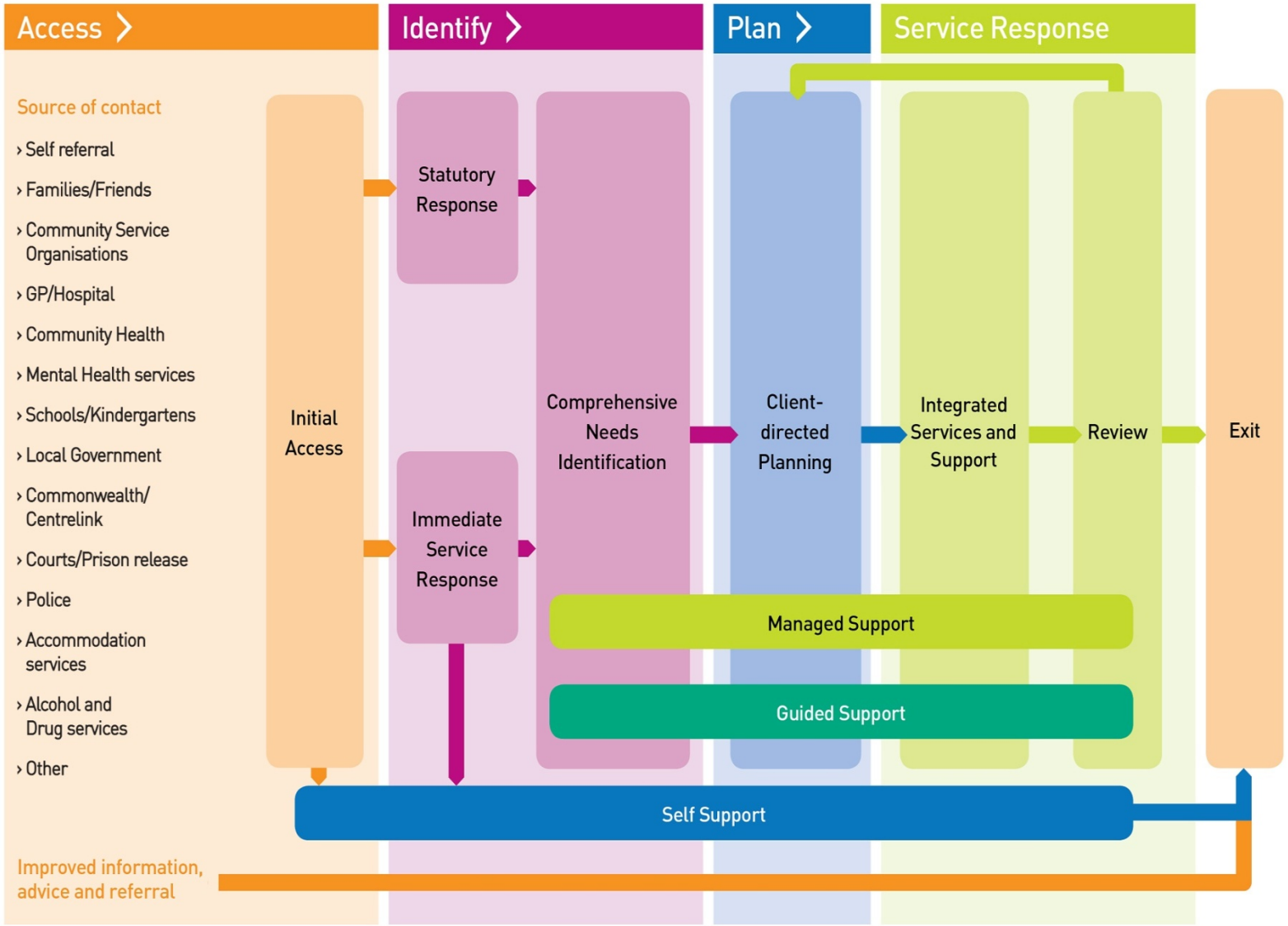




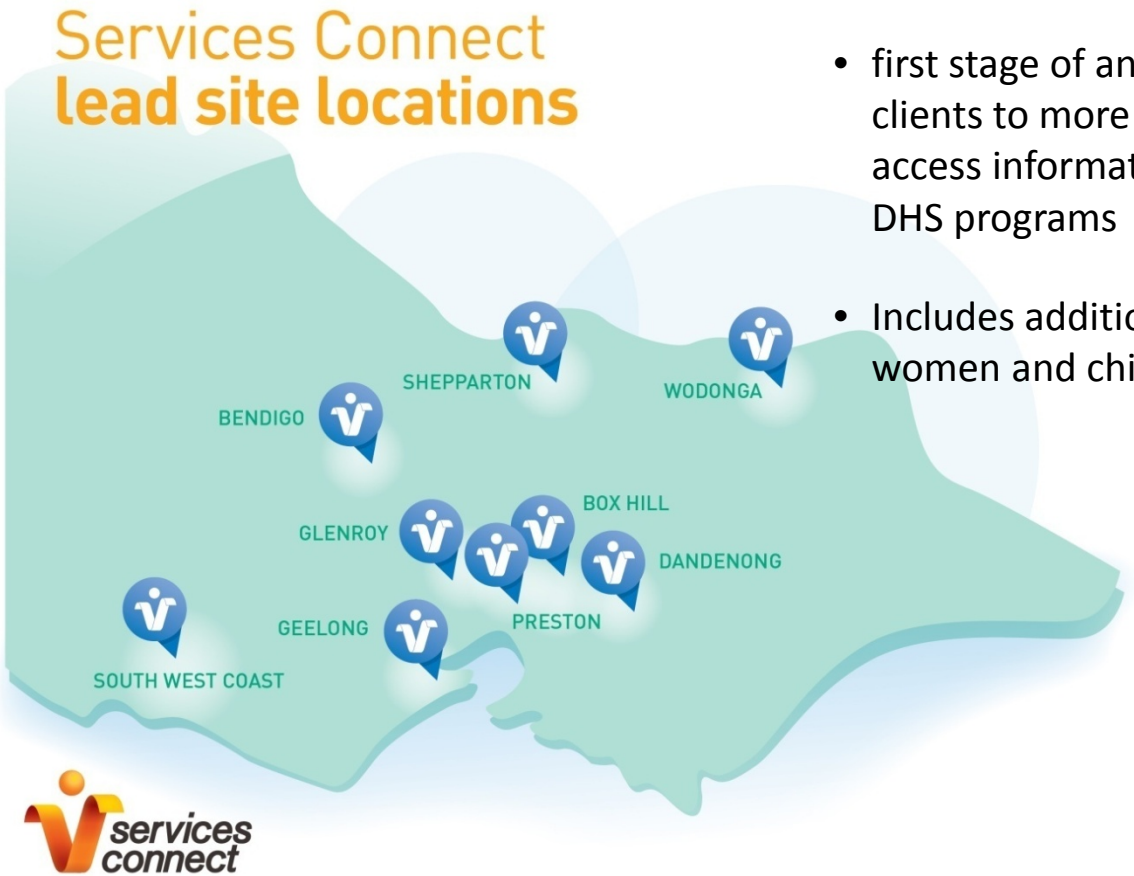


	Improving processes & systems	Improving information technology	Skilling our workforce	Changing practice	Improving services
Effectiveness	✓	✓	✓	✓	✓
Efficiency	✓	✓	✓	✓	✓

SERVICES CONNECT



SERVICES CONNECT BUDGET COMMITMENT



2014-15 State Budget: **$17.8 million** to fund:

- 8 new **community sector trial sites**
- the first stage of **Single Client View** IT system to enable the creation of a single record for each DHS client
- first stage of an **online self-service** system to enable clients to more easily complete forms and processes, access information and assess their own eligibility for DHS programs
- Includes additional funding to respond to the needs to women and children at extreme risk of family violence

- **Now 9 sites across Victoria**

  (Dandenong, Geelong, Preston, Shepparton & South West Coast and new sites currently being set up in Glenroy, Box Hill, Wodonga and Bendigo)

BROADER REFORM CONTEXT



COMMUNITY SECTOR REFORM COUNCIL

Professor Peter Shergold led the Service Sector Reform project to review and improve the way government and the community sector work together.

Government has endorsed the statement of principles recommended in the Final Report and established the Community Sector Reform Council to oversee reform in Victoria.

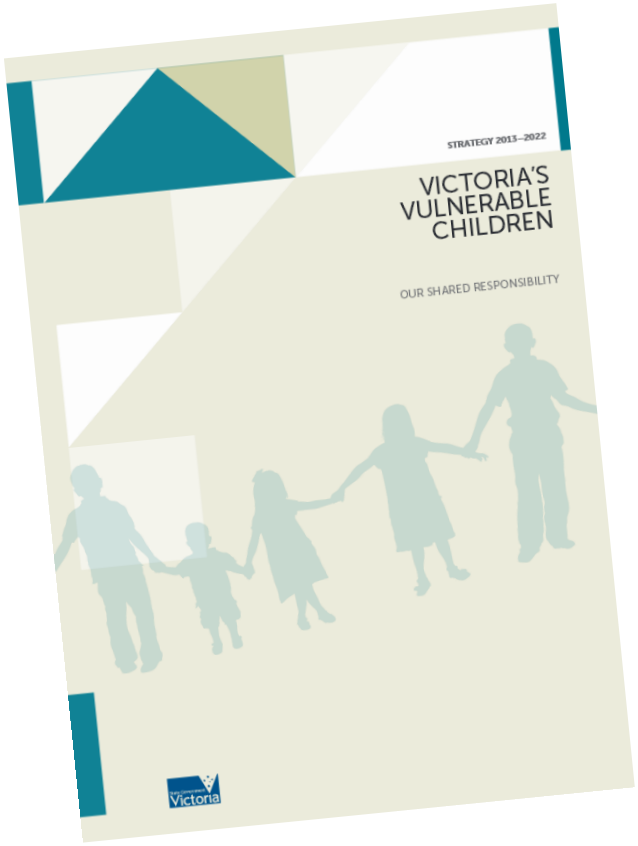


community sector reform council

Priorities for the next year:

1. Embedding a stronger focus on articulating and measuring ***outcomes*** across all services
2. Improving sector ***capability*** through stronger governance; more flexible funding arrangements; and removing unnecessary red tape
3. Trialling new forms of ***collaboration and governance*** at the local area level, targeted at improving outcomes for vulnerable communities

VICTORIA'S VULNERABLE CHILDREN STRATEGY

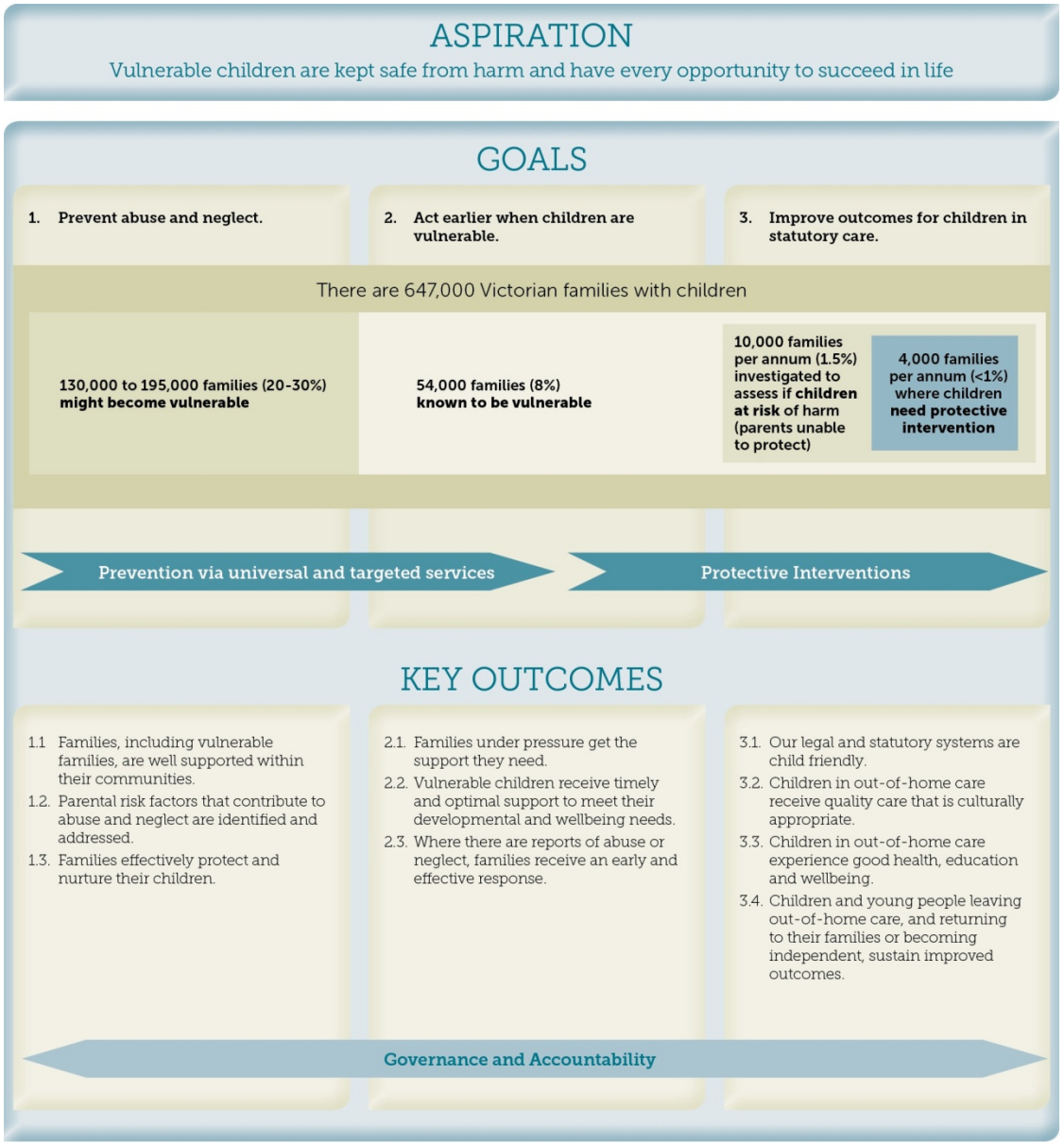


The VVCS was released in May 2013, and is a whole-of-government commitment to improve outcomes for vulnerable children, young people and their families.

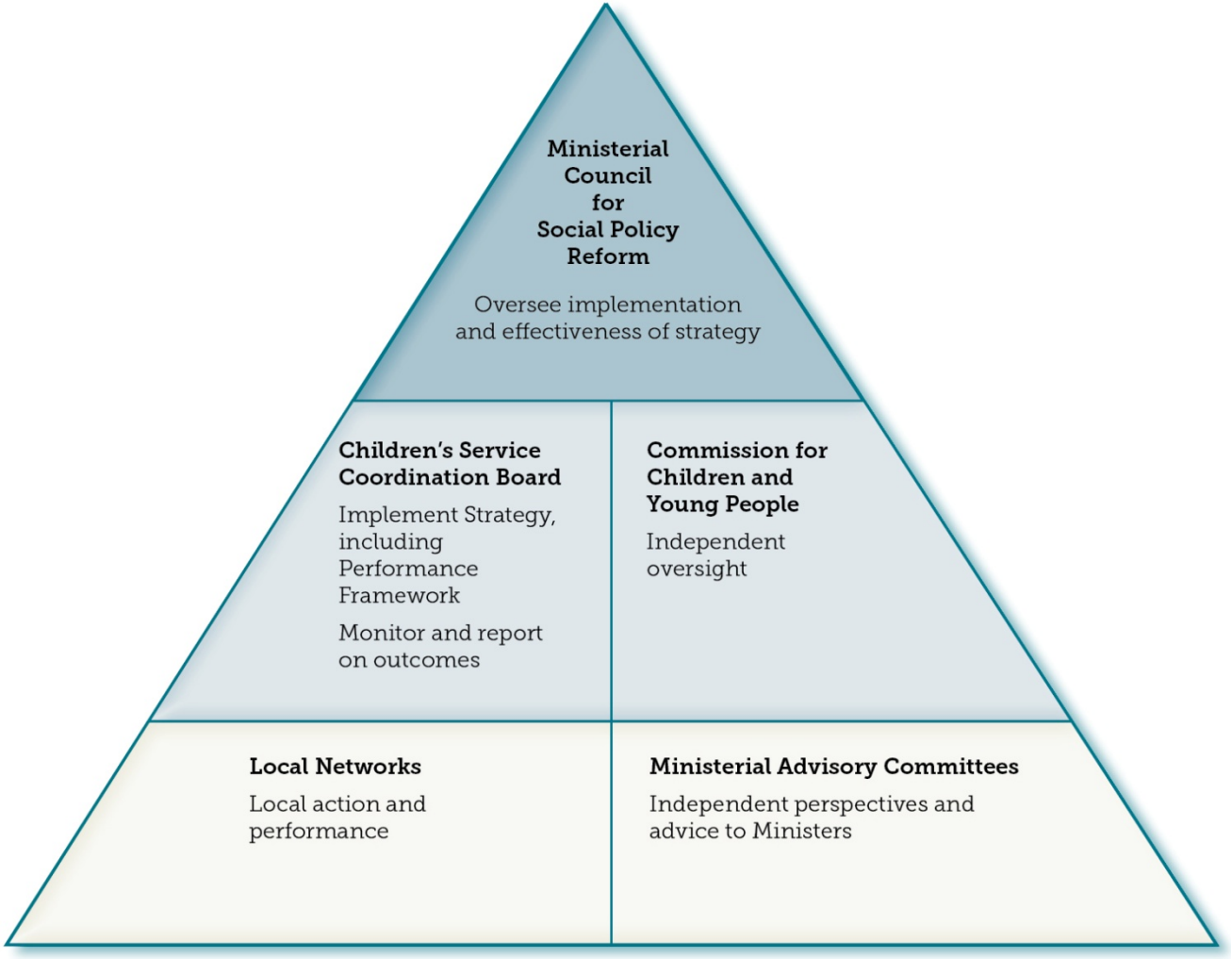
Shared definition of vulnerability

Children and young people are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited

SHARED DEFINITION

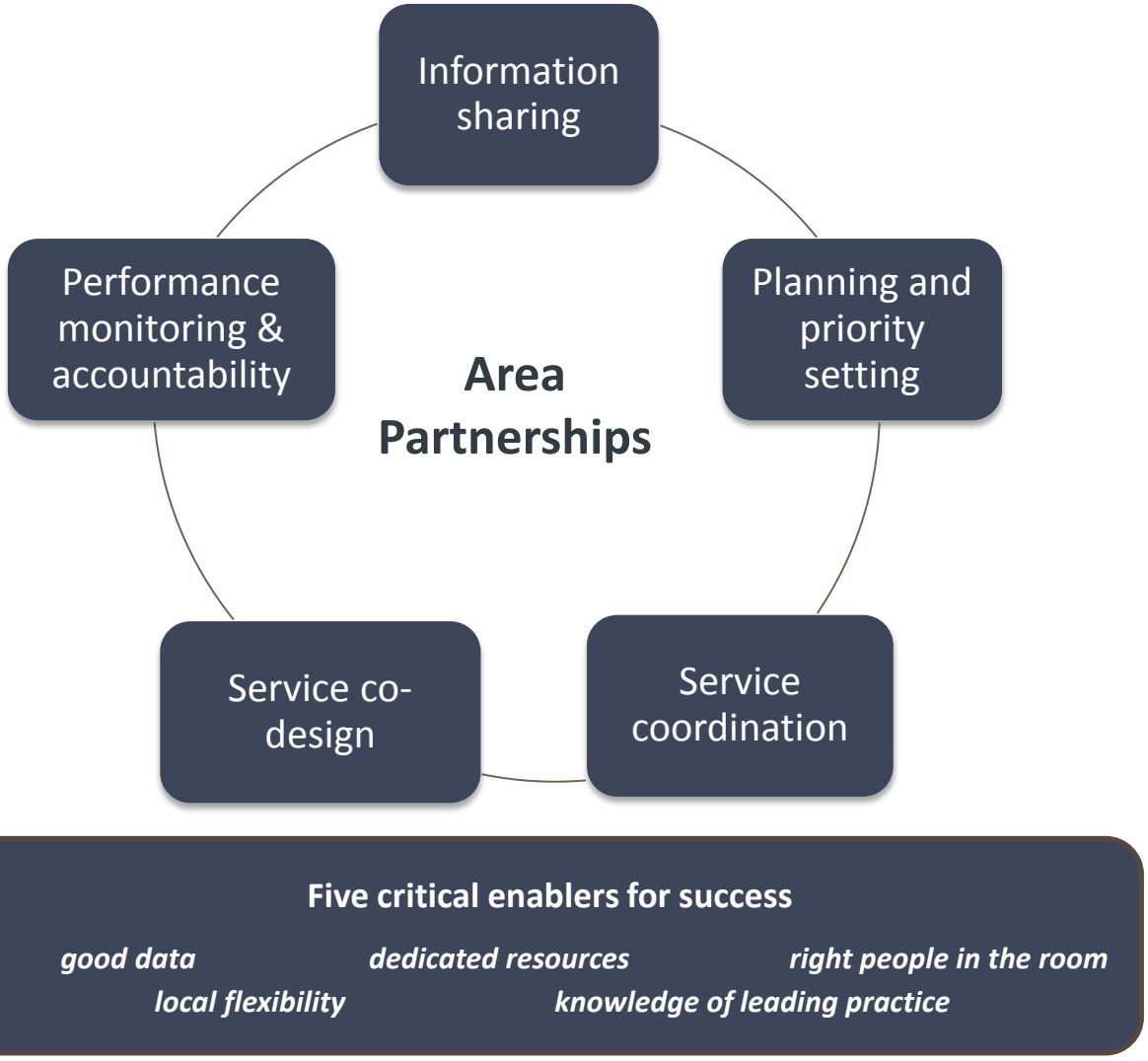


COLLABORATIVE GOVERNANCE STRUCTURE

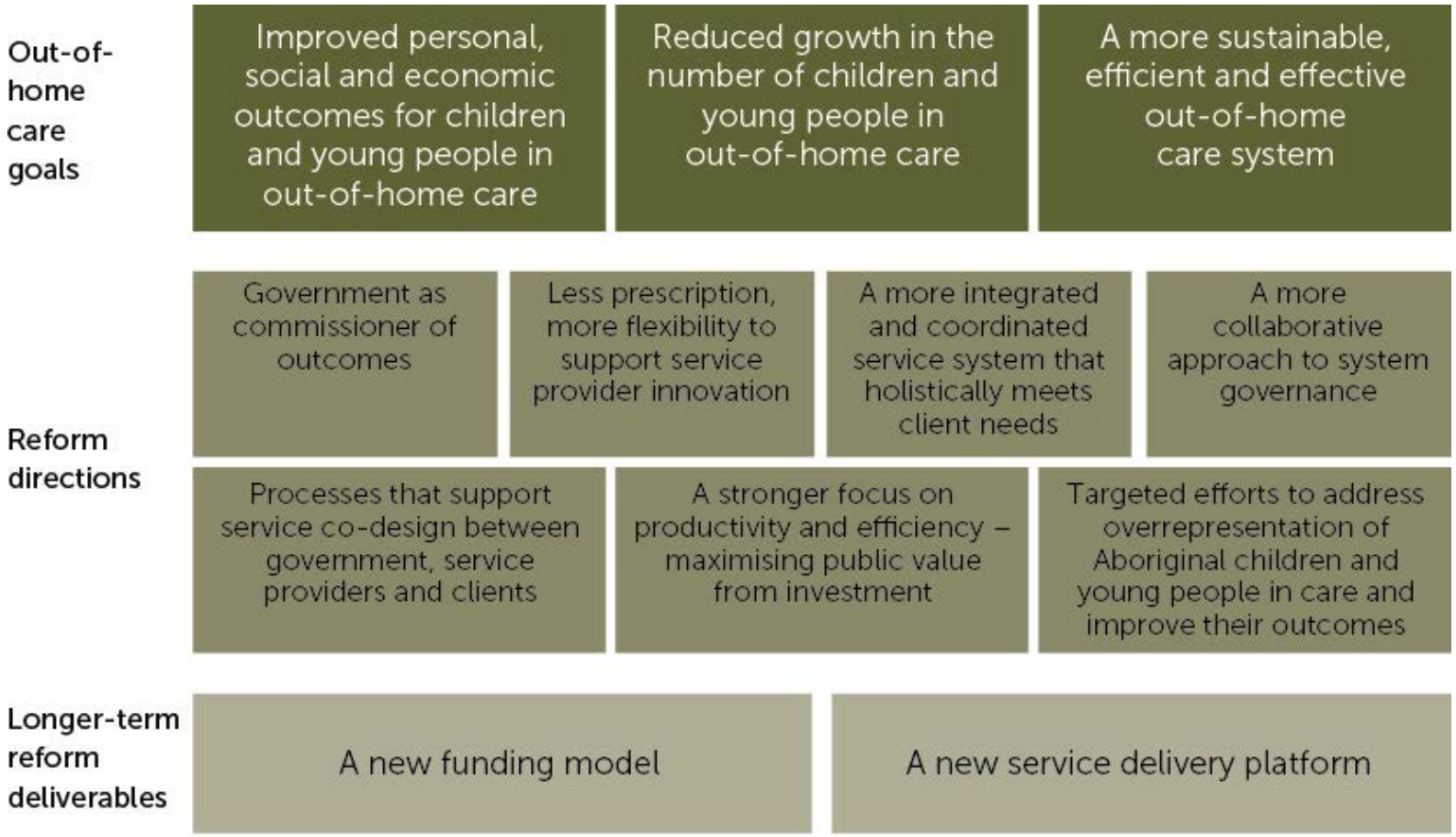


AREA PARTNERSHIPS

17 Area Partnerships to drive cross-government, cross-provider collaboration



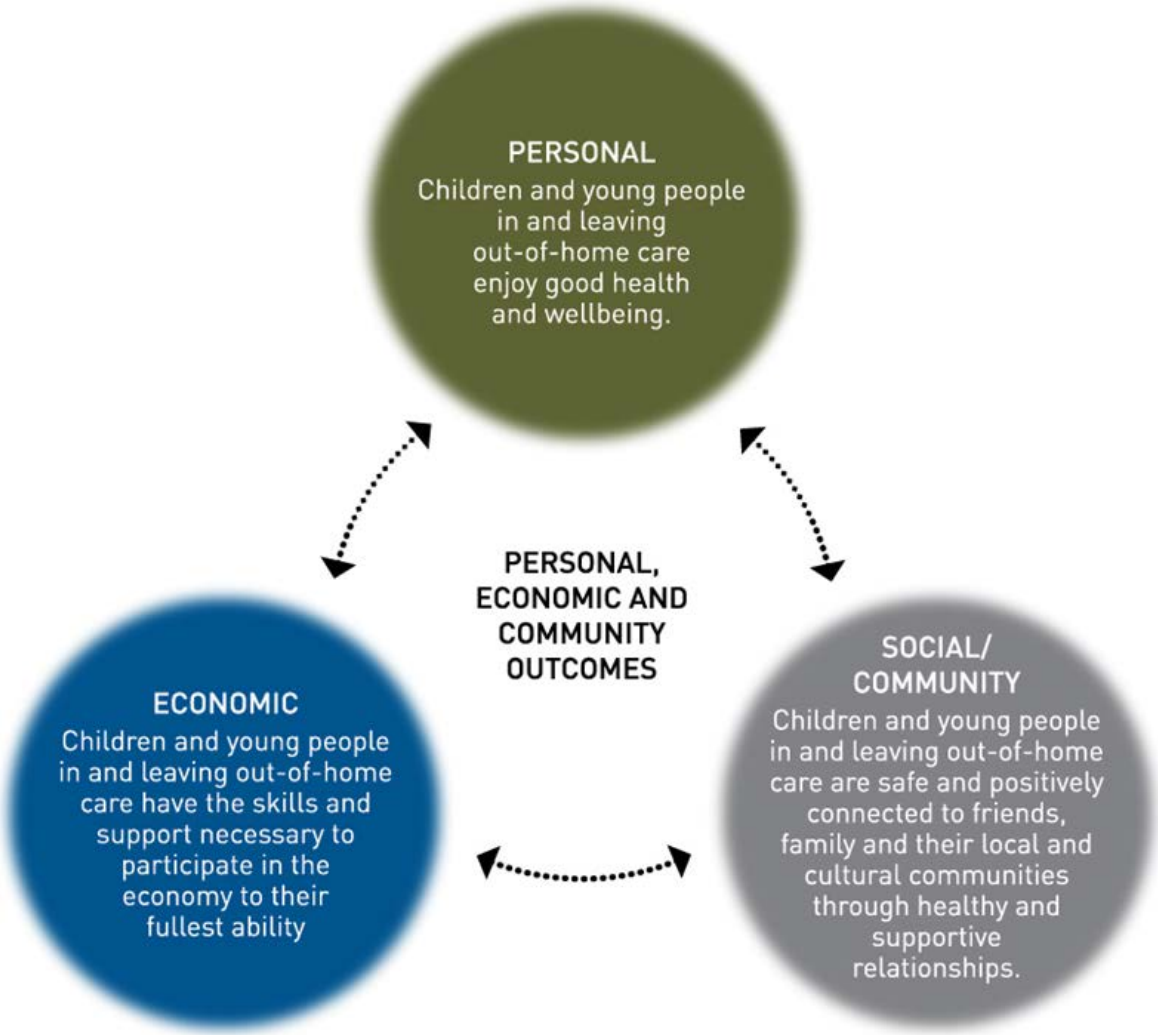
OUT-OF-HOME CARE: A FIVE YEAR PLAN



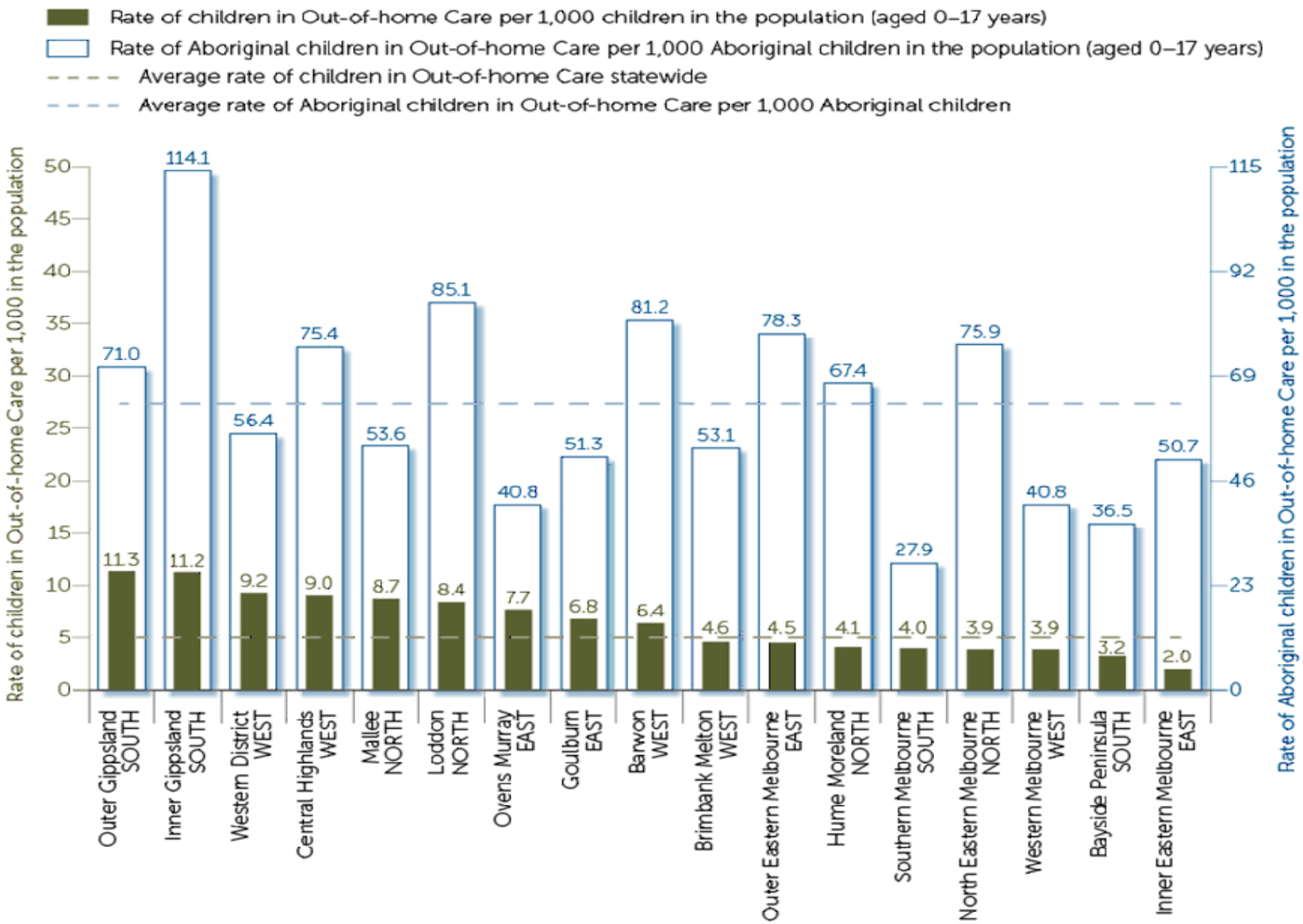
OUT-OF-HOME CARE: A FIVE YEAR PLAN

	Improve the safety and wellbeing of children and young people in residential care	Implement outcomes monitoring framework	Tender the delivery of therapeutic, outcomes focused, care and support services	Develop a complementary plan for Aboriginal children and young people
Immediate reform actions	Establish more collaborative governance	Increase the focus on stability and permanency	Explore professionalised in-home support	Provide additional support to reduce sexual exploitation
	Improve leaving care support	Trial a new approach to kinship care	Better engage foster carers	New approaches to commissioning

STRONGER FOCUS ON OUTCOMES



COMPLEMENTARY PLAN FOR ABORIGINAL CHILDREN & YOUNG PEOPLE



STATE BUDGET HIGHLIGHTS

Funding for major reform and the vital services and support for Victorians in need:

$17.8 million to expand Services Connect testing

$24.1 million over four years to respond to pressures in the child protection system:

- Additional Child FIRST/Family services workers
- Additional child protection workers

$38 million over four years for out of home care: $128 million total package

- Every young person living in residential care will be in a therapeutic placement
- Support for therapeutic home-based placements will reduce the number of children required to live in residential care

$22.7 million over four years to address violence against women & children

$201.9 million over four years for homeless and social housing services

Over $900 million invested in Vulnerable children since the Government took office

Ende.

Thank you. Discussion?