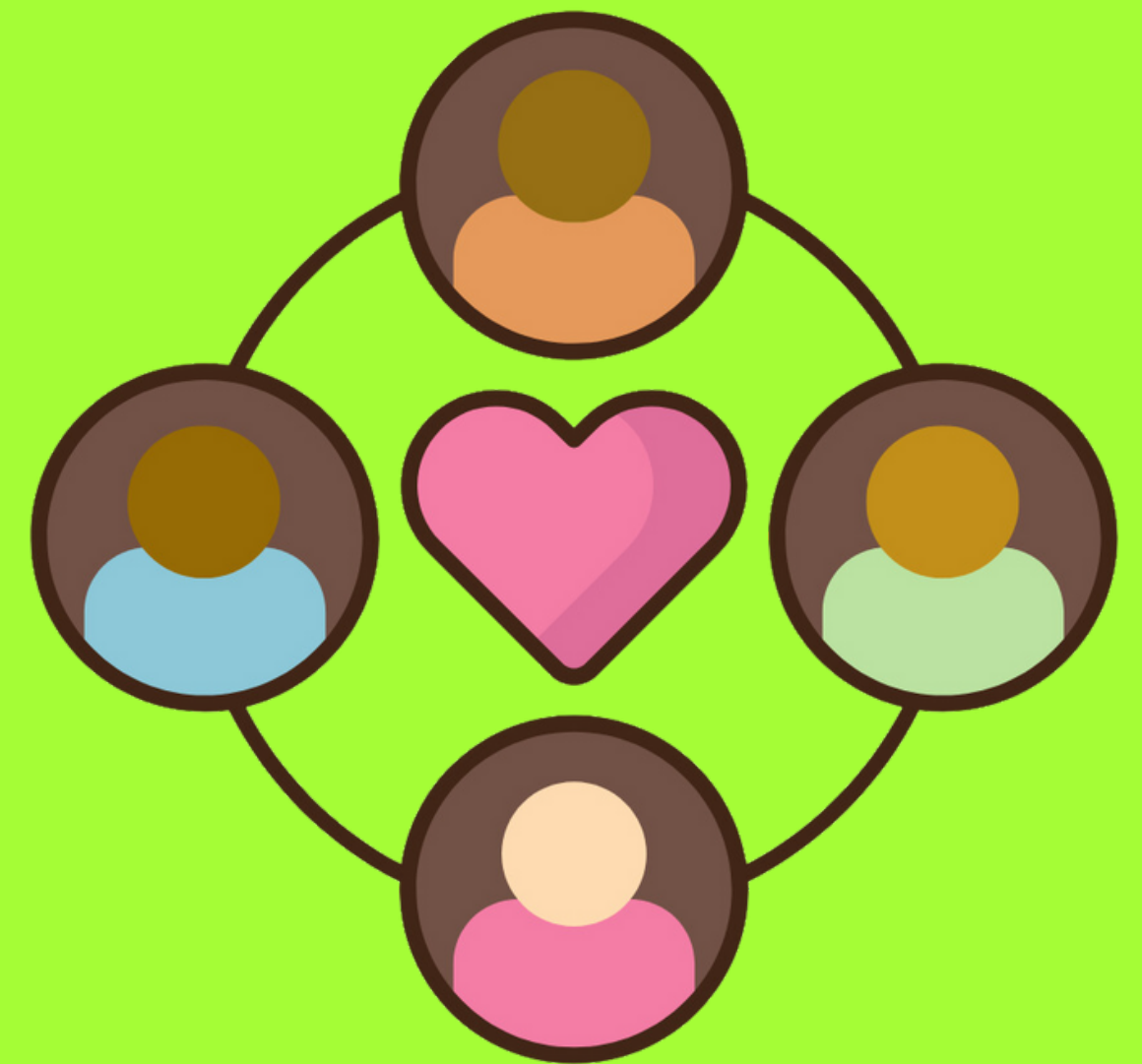


Design Dialogue Workshops

Towards a relational model of care
in the OOHC system

Summary of Workshop 2 outcomes

March 2024



Centre for
Relational Care

Aims of the Design Dialogues

- ▶ Develop a clearer understanding of where the Centre for Relational Care should focus.
- ▶ Identify areas for action to guide new work streams or potential partnerships, which may involve securing government or donor funding.
- ▶ Feed into a report to inform policy changes, as part of the Centre for Relational Care's wider engagement and research program. This report is being undertaken by the James Martin Institute for Public Policy, and commissioned by NSW Department of Communities and Justice.
- ▶ Help us in areas that we don't yet know of.

Background to the Design Dialogues

The Centre for Relational Care has brought together people across the care system to contribute to the development of a relational model of care in the out-of-home care system. We held two workshops:

- ▶ In workshop 1 (December 2023) we identified the change needed and started the work to identify potential areas for action.
- ▶ In workshop 2 (February 2024) we focused on generating practical solutions to address three problem areas and plan our next our next steps.

This summary provides an overview of the solutions we developed. At this stage, they are high-level concepts we need to explore further, with support from partners.

Design Briefs to inform Workshop 2

Design brief 1

A new government interface for out-of-home care in NSW that is structured around child connection

A solution to support a shift from a system marked by separation, detachment, and a sense of being an outsider to one that fosters connected relationships, a sense of belonging, and closeness with communities.

Design brief 2

A regulation and assessment process that prioritises relational care

A solution to transform the focus of OOHC assessments from primarily protection-based metrics to a broader evaluation of child well-being and the quality of relationships in the care environment.

Design brief 3

Supporting, scaling and replicating relational place-based solutions for out-of-home care

A solution that demonstrates how local relational approaches can be supported or scaled, including strengthening what exists and removing barriers created by the current wider system.

Design brief 1

A new service to support families

A personal and virtual 'one stop shop' centred on child connection, helping families to thrive



Design brief 1

A new government interface for OOHC in NSW that is structured around child connection



Concept solution 1

A “one-stop shop” service structured around the central purpose of helping families to thrive, operating under a relational framework

Key elements of the solution

- Focused on early support of families so that fewer children go into OOHC
- A holistic, multi-disciplinary service that supports families with:
 - Connection (to family, friends, community).
 - Needs-based packages that consider the child and their family's needs holistically.
 - Connection to other community led relational-based services.
 - Navigating other services such as childcare, health, education and housing.
- Available whenever families need support with digital components to the service, where appropriate
- Delivered by a new entity, funded by government but run by a CEO who has the authority and accountability for delivering relational service outcomes. A Chief Relationship Officer operationalises the relational way of working.
- The culture and workforce focuses on thriving and positivity using new tools and frameworks that:
 - Orient the service experience to how it makes people feel with a focus on relationships, connection and understanding.
 - Start with curiosity and helpfulness (“how can I help?”) and enables teams to genuinely support families and create trust.
 - Focus on decision-making that is closest to the child (reframing risk).
 - Support the team to spend 80% of their time directly engaging and supporting families (“how am I helping them”) and 20% focused on governance and paperwork (“how am I documenting this”).
 - See families through a strength-based, not deficit-based, lens.

Design brief 2

Relational care assessment and regulation for services

Better service outcomes through relationally-focused discussions and self-reflection



Discussion-Based Assessment

Collaborative care plans

Lived experience

Round-table assessment panel discussions



Self-Reflection Framework

AI-assisted care plans

Focus on the child

Inclusive, accessible and relational

Design brief 2

A regulation and assessment process that prioritises relational care



Concept solution 2a:

Deliberative discussion with the people who are closest to the child

Concept solution 2b:

A relationally-informed Self Reflection Framework

2a Deliberative discussion: Key elements of the solution

- Aims for better outcomes for children and young people through a more deliberative and supportive culture of assessment.
- A panel and roundtable conversation with the people who know the child best (inspired by Circle Sentencing).
- The panel includes people from the regulator, possibly a peer from another agency, possibly a former young person from OOHC.
- The focus is on several children (chosen at random by the regulator) for discussion at a roundtable.
- Roundtable participants are selected based on the quality of the relationship they have with the child to create a more holistic picture of the child.
- The provider would identify two or more people that know that child the best to participate. That could be the carer, caseworker, or family member who opts into being part of this process.
- Purpose of the roundtable is to understand the nature and the quality of the child's relationships. Initial questions could include:
 - what are the things that you're doing to allow that child to flourish?
 - what are the things that are making that hard?
 - what are the barriers that are holding you back?
 - what do you plan to do differently?
- Based on the discussion, the panel can then provide advice and recommendations to the provider on how the child is being supported. This is an iterative, continuous improvement process that aims to help identify what the provider can best be doing to help this young person.
- This could follow with a goal plan being created together, guiding areas for the agency/provider to be looking at, and thinking and talking about how to improve relational outcomes for the child.

Design brief 2

A regulation and assessment process that prioritises relational care



Concept solution 2a:

Deliberative discussion with the people who are closest to the child

Concept solution 2b:

A relationally-informed Self Reflection Framework

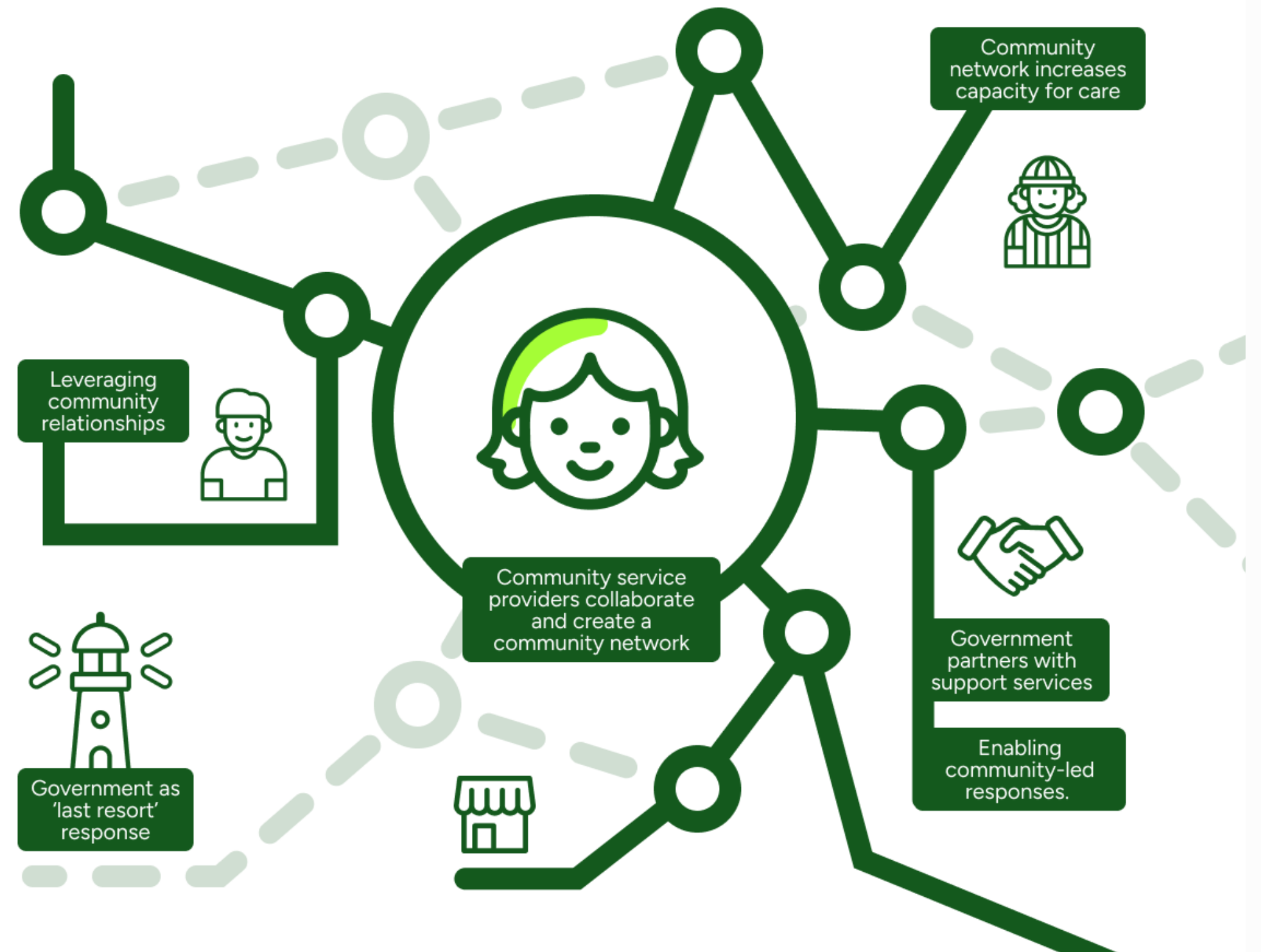
2b Self Reflection Framework: Key elements of the solution

- Supports carers to self-audit relational activities, and caseworkers to stay focused on relational care outcomes.
- A reflective self-assessment framework and record management tool that is universal, relational, efficient and user-friendly, and:
 - flips the script to 80% of work focused on the child and 20% administration.
 - aims to assess 'what really matters for kids'.
- Includes a simple checklist of questions, such as:
 - Am I available for the child's needs?
 - What percentage of my time is spent on being relational?
 - How did I know I built connection today with a child?
 - (for organisations) Are we sharing our IP with others?
 - Does this action increase or decrease a child's connection with others?
 - Is this what I would do if this was my child?
- The orientation for paperwork is that the child is the 'audience'. Record keeping uses language that is intended to be read by the child rather than the courts.
- Technical solutions that would free up time for relational assessment could include:
 - Care plans created using AI as a form of logic/decision trees that are more intuitive than current systems.
 - One page care plans that focus just on priorities for the coming period.
 - Voice-to-text system for carers and front-line workers to intelligently capture reflections, reduce their admin load and capture critical data

Design brief 3

Funding community support networks

Shifting funding models to empower communities to deliver relational networks that foster collective responsibility for child wellbeing.



Design brief 3

Supporting, scaling and replicating place-based solutions for OOHC



Concept solution 3

A recalibrated funding model to empower communities to deliver relational, community-based service networks that foster collective responsibility for child well-being.

Key elements of the solution

- The model encourages service providers to collaborate and create a community network.
- Community networks have a central role in:
 - Building long term social capital by tapping into existing relationships and trust of local community institutions.
 - Changing the narrative from risk to family support, and involving children in decision-making processes.
 - Creating expectations and transparency around the role of families, shifting to an engagement with family rather than adversarial and fear-based interactions.
 - Increasing capacity for care when there is a crisis or emergency care is required (i.e. replacing hotel care).
- Emphasising partnership and collaboration between DCJ and organisations best suited for service provision. The role of government is as an emergency response entity, intended as the last resort in community interventions.
- Government becomes a partner and broker of support services, shifting from a policing and protection role to an enabling and supporting role for community-led responses.
- Flexible funding models to support family stabilisation without stringent rules, encouraging innovation and community involvement.
- Funding applicants can show where they would be taking pressure off the existing system and replacing overspending.
- Funding applicants can define how they propose to measure relational outcomes.

Core similarities

The concept solutions emphasise **relational care**, and include the following common features in the design:

Holistic and Multidisciplinary

Comprehensive models that address the needs of children and families from various angles. This approach recognises the interconnectedness of a child's well-being and the importance of addressing their needs in a coordinated, multi-faceted manner.

Community Involvement & Support

Leveraging community resources and networks to support children and families. Community-based services are recognised as having an essential role, and local networks can be engaged to provide a more integrated and supportive environment for families and children.

Shift from Emergency to Early Intervention

Advocating for intervening earlier in a family's journey to prevent emergency action and reduce the number of children entering OOHC. This supports families before situations escalate, highlighting the importance of early support and engagement.

Use of Technology and New Operational Models

Utilising digital services and AI to improve service delivery, reduce administrative burdens, and facilitate better data collection and analysis. This technological integration aims to enhance efficiency and allow more time for direct engagement with families.

Relational Methodologies

Rather than relying solely on traditional metrics, the solutions propose measuring success based on relational outcomes, such as the quality of relationships, child and family satisfaction, and self-confidence levels in children. This shift reflects a broader understanding of what constitutes success.

Embedding Innovation

Piloting innovative ideas and models as a means to test, adapt, and potentially scale successful practices. This approach demonstrates a willingness to experiment and learn from real-world applications to drive systemic change.

Design Briefs to Concept Solutions: recap

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Concept solution

- a) **Deliberative discussion with the people who are closest to the child**
- b) **A relationally-informed Self Reflection Framework**

Design brief 3

Supporting, scaling and replicating relational place-based solutions for OOHC

A solution that demonstrates how local relational approaches can be supported or scaled, including strengthening what exists and removing barriers created by the current wider system.

Concept solution

A recalibrated funding model to empower communities to deliver relational, community-based service networks that foster collective responsibility for child well-being

Next steps

- Socialising conceptual solutions with wider stakeholder networks.
- In-depth co-design with people who bring lived experience, as well as with a broader range of people with professional expertise.
- Testing of relational design principles to inform the design and evolution of new and existing frameworks and models.
- Further analysis to evaluate the potential effects of these ideas through economic modelling.
- Proof-of-concept projects to test and validate the compatibility of these ideas with the intended relational outcomes.