

Program benefits

Increased ability for clients to access and contribute appropriate information about themselves and the services received or needed.

1

Improved ability to analyse outcomes and compare effectiveness of service provision.

2

Increased ability to draw insights from data to better align risks and need, and enable more informed investment decisions.

3

Easier to use system, giving users access to the right information, at the right time, and for the right purpose.

4

Increased ability to plan and manage performance, resource allocation and workload effectively.

5

Improved access to relevant information about a client, as well as for government agencies and funded service providers to access and contribute to this view.

6

Improved access to information on demand and in real time for service delivery and reporting.

7

System is easily adaptable to policy, legislation and business process change.

8

Improved system scalability that is more responsive to evolving business, client groups or service provider needs.

9

What it means to us



Child Safety staff;
Youth Justice staff

I can better understand the needs and views of young people or families. They help me build their story as they are the experts of their own lives. It is valuable to involve them in collaborative decision-making so they feel included in the process.

I can see what services and outcomes my client has previously been to and I can better understand what services will meet their needs now and in the future.

I am confident that I have the best services available for my clients and I will see improvements in my families' outcomes.

Other agencies help me understand my children and how the family functions. I can see the most relevant information I need about my young person or families to support their safety and wellbeing.

I can better plan how to spend my time and my supervisors better understand my workload, skills and performance.

I can see my children and families more often because I am saving time by reducing data entry and duplication.

I have the most current and relevant information from appropriate agencies to support the safety, wellbeing and best interests of young people and families.

I am confident that changes to my work practices, processes and legislation are reflected quickly in our ICT system and I can perform my job better.

I am happy that if our client base or services grow or change, our system will adapt quickly.



CSYW partners; other agencies

Working collaboratively with an integrated approach means I have a single view of my clients' needs.

My agency receives better quality and more appropriate referrals and I can be assured young people and families are getting the right services at the right time in the right place.

I am confident that the best services are being funded and are available for our agency's young people and families.

I have access to relevant information and can contribute to the information that will support my agency to work better with children and families. My agency will work in a more collaborative way with other agencies.

We have a more planned approach to working with CSYW, which allows for more effective collaboration.

I am confident I only need to provide information once, which saves me time. Information I provide is captured appropriately and accurately.

I am confident the information my agency is providing is assisting Child Safety and Youth Justice provide better, more appropriate services.

I am confident that the information we provide to CSYW is managed well and changes to any policy or legislation is integrated efficiently.

I am confident that CSYW's system is flexible to any changes in our services or client scope.



Child, young person and their families

Me, my family and the community are the best people to talk about my culture. When I hear or read my story I feel it's honest as I have been able to contribute to it.

I feel confident I am getting the best services to meet my needs. I am referred to culturally safe services that understand and respect my cultural identity.

I know I will get the help I need and will be referred to the best service for my needs. I have access to effective, culturally safe services.

I only have to tell my story once. I am confident everyone helping me has the relevant information.

My worker and I can better plan when we will see each other in a safe and culturally appropriate space.

I only have to tell my story once. I get to see my workers more often and have them building my journey with me.

I know that relevant information about me is available in a safe and respectful way.

I am confident my needs are being met and will continue to be met when there are changes in how you work with me.

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