



Unify Child and Family Project (Stage 1) - Placements

What is the Unify Placements product?

As part of **Stage 1** of the Unify Program, which runs from 1 July 2019 to 31 December 2020, five new Child and Family products are scheduled to be delivered. **Placements** is one of these new products.

The Placements product aims to ensure a child or young person's current and future needs are better met through improved access to information to support placement decisions.

Improvements to the Placement System will be delivered by the Unify Program across three stages over four years. In Stage 1, the scope of the Placements product is focused on **Availability and Matching** for placements delivered by Service providers who have entered into Service Agreements for outsourced service delivery only. Fee for service arrangements are out of scope for Stage 1.

Background

The process of finding a suitable, available care arrangement that meets the needs of the child/young person already in care, or coming into care requires:

- timely communication between a number of different parties internal and external to the Department of Child Safety, Youth and Women
- detailed information about the child/young person and their care or support needs
- an understanding of the contracted placement services and their capacity, and;
- the Service Provider's available placement vacancies and information about foster carer availability, preferences and capability.

The need for a placement can often be reactive with little time to prepare and plan, so a reliable, single source of truth for placement information is

critical to placement referrals and decision making, and ultimately, **better placement outcomes for the child/young person.**

Benefits of the new Placements product

- ✓ Single source of information about the child or young person; making communications between internal and external placement parties easier.
- ✓ Improved visibility of the number of placements and vacancies to enable targeted referrals to service providers.
- ✓ Improved visibility of information to enable placement selection to be focused on better meeting the child or young person's needs.
- ✓ Increased reporting capability e.g. source of funding, child's current household and other children in that household, future capacity planning outcomes.

Partner Agencies and DCSYW functions involved

- Department of Child Safety, Youth and Women:
 - Placement Services Unit / Placement Support Services
 - Child Safety Service Centres
 - Investment and Partnerships
 - Child Safety After Hours Service Centre
 - Adoption Services
- Service Providers, including Foster and Kinship Care Agencies, Residential Service Providers

Product design

The Placements product will be developed with input from business representatives, and external partners where appropriate, to ensure the product is fit for purpose.

The way that Service Providers will engage with Placement Services Units / Placement Support Services will change. Workshops will be held to seek feedback about what the impacts of the new ways of working will mean for Service Providers.

Launch date

The Placements product is expected to be released in early 2021.

Cultural considerations

Culture is central to the design, development and delivery of the Unify program. A cultural lens is being applied across all Child and Family products by engaging with relevant Aboriginal and Torres Strait Islander staff to help inform the design and build of the product.

The Placements product will improve visibility of the cultural considerations by Child Safety Service Centre staff to place an Aboriginal or Torres Strait Islander child/young person with family in accordance with the Child Placement Principle, prior to Placement Services Unit / Placement Support Services progressing a placement referral for this child/young person.

More information

To find out more about the Unify Program and the products being delivered in Stage 1:

- Email Unify@csyw.qld.gov.au
- Visit the Unify website at communitiesqld.sharepoint.com/sites/unify (Note: this is primarily an internal site for DCSYW and DYJ staff)
- Phone 3097 6003
- We also have a dedicated cultural mailbox for any questions of a cultural nature. Email UnifyCulturalConnection@csyw.qld.gov.au

What is Unify?

Unify is a four-year program to replace the Integrated Client Management System (ICMS), the core information system used by both the Department of Child Safety, Youth and Women, and the Department of Youth Justice. The new system is called Unify.

Unify will streamline processes and introduce more contemporary technology to support the work we do with children, young people and families.