



Family &
Community
Services

Empowering people to live fulfilling lives and achieve their potential

FACS stakeholder 2016–17 Budget briefing
21 June 2016



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**‘Working with you to
make a real difference’**

Message from Brad Hazzard MP

Twenty years ago the care system looked after just under 6,000 children. Today it is close to 20,000.

I wish I could say that in those 20 years we were driving down the numbers of children in care and that the outcomes for those young people have improved. Change has been too slow and not good enough. Care leavers continue to have poorer general health, mental health and educational outcomes and end up homeless and in the criminal justice system at far higher rates than other young people.

With the strong backing of the Premier and the Treasurer, this Budget delivers substantial funding to assist in reforming the child protection and out of home care systems. New evidence-based intensive family preservation and restoration programs will deliver services to 1,000 additional children and their families. Half of these places will be dedicated to Aboriginal children and their families.

There is also funding for new open adoption initiatives, which will see more children secure a family for life.

And for those young people leaving care who are homeless or at risk of homelessness, there’s new Budget money to help secure a roof over their heads, helping them into education, training and jobs so that they can successfully transition into adult life.

As we are reforming the child protection and out-of-home care systems, we are also reforming and bringing social housing into the 21st century.

We are intent on delivering a sustainable social housing system that is a safety net for the most vulnerable while supporting residents in social housing to be aspirational, not generational.

Despite its important role, the social housing system hasn’t supported or encouraged residents to build their capabilities and independence. Many of the new private rental products in today’s Budget support people waiting for social housing, with education and training. Assisting people to jobs and opportunities means fewer people will need to enter the social housing system.

I very much look forward to working with you to make a real difference.

Brad Hazzard MP

Minister for Family and Community Services
Minister for Social Housing



‘Creating strong, inclusive and empowered communities’

Message from John Ajaka MLC

Everyone, regardless of their age, race or disability, should be able to fully participate in and enjoy everything life has to offer.

The NSW Government is determined to remove barriers preventing people from realising their potential and living life their way.

We are committed to making NSW the ‘State of Inclusion.’

It is why the NSW Government is getting on with the job of delivering the life-changing National Disability Insurance Scheme (NDIS) which will give people with disability real choice and control over their own lives. The NDIS in NSW is on track, on time and on budget.

From 1 July 2016, the NDIS will roll out across half of NSW, with more than 40,000 people with disability estimated to enter the Scheme in the first year alone.

Importantly, the NSW Government is also investing in key whole-of-government, whole-of-community strategies, like the NSW Ageing Strategy and NSW Volunteering Strategy, to support the creation of strong, inclusive and empowered communities.

However, as Minister responsible for Ageing, Disability Services, Multiculturalism, volunteering, youth and carers, I know government can’t do it alone. If we are going to make NSW the ‘State of Inclusion’ and continue to change NSW for the better, we need our partners in the non-government sector.

I am proud to be the Minister responsible for these critical portfolios, and I look forward to working with each of you over the coming year to deliver better outcomes for those in our community.

A handwritten signature in black ink that reads "John Ajaka". The signature is fluid and cursive.

John Ajaka MLC

Minister for Ageing

Minister for Disability Services

Minister for Multiculturalism

Our work

Empowering people to live fulfilling lives and achieve their potential



FACS aims to ensure that all people are empowered to live fulfilling lives and achieve their potential in inclusive communities.

Our work strives to improve lives by supporting:

- children and young people so they have the best possible start in life and are protected from abuse and neglect
- people with disability to realise their potential and participate fully in life
- people in vulnerable circumstances with social housing to help break disadvantage
- people to participate in social and economic life
- communities, so they are more inclusive and begin to thrive
- people who are at risk of, or are experiencing domestic and family violence, so they are safer
- Aboriginal people, families and communities so they have better outcomes.

Highlights and progress in 2015-16

Over the past financial year, FACS:

- directly supported more than 428,000 people, reached a further million people through local community-based programs, and provided over one million seniors cards to older people
- rolled out the National Disability Insurance Scheme (NDIS) one year early in the Nepean and Blue Mountains area to around 2,000 children and young people – there were already 8,700 people in the scheme across NSW as at 30 April 2016
- invested \$726 million to deliver the final year of Ready Together and exceeded the five-year target of 47,200 places for people with disability
- launched *Future Directions for Social Housing in NSW*, the biggest reform to social housing in decades, which will deliver 23,000 new and replacement social dwellings and up to 500 affordable dwellings and bring an estimated \$22 billion to the State
- launched a \$1.1 billion Social and Affordable Housing Fund, the first phase of which will enable non-government providers to access funds to develop over 3,000 new social and affordable homes.

Our 2016-17 Budget continues this good work, making progress on the State and Premier's Priorities and ensuring that FACS continues to strive for our vision of breaking – rather than managing – the cycle of disadvantage.

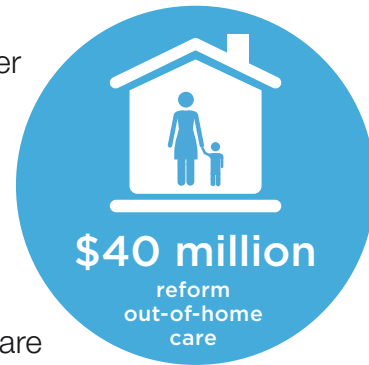
Children and young people are protected from abuse and neglect, and have the best possible lives

Premier's priority

Decrease the percentage of children and young people re-reported at risk of significant harm by 15 per cent.

Forever Families – using evidence-based programs for vulnerable children and families

We are investing \$40 million in 2016–17 (\$190 million over four years) reforming the out-of-home care system and will target evidence-based family preservation and restoration programs. Children deserve a forever family and we will provide this by looking to internationally proven, evidence-based programs that help families stay together where it is safe to do so. We will restore children and increase the number of children who exit care through open adoption, rather than a life in foster care.



Family Finding

Family Finding locates relatives of children in out-of-home care, including through social media and public records. The approach searches each child's extended family and community network in the same way crisis groups search for relatives separated by war or natural disasters.

Family Finding gives our frontline practitioners strategies and tools to help them identify, engage and build a safe life-long network of support around vulnerable children. Sometimes this process can also identify stable and loving homes with family or others who care about the child by finding significant people that have lost contact with the child.

For some, this means a permanent home with extended family members, and for others it leads to a life-long safe network of support they otherwise would not have had.

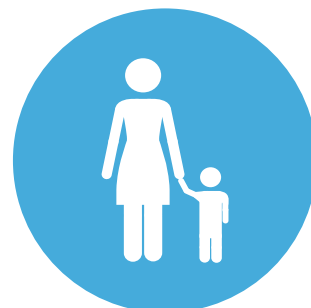
Family group conferencing

A family group conference is a formal meeting for family members to talk about what can be done to make sure their child or young person is safe. The family is asked to be involved in making plans for the child and to consider the issues raised by Child Protection Services.

Family group conferencing is a way of planning for a child's future and reviewing past decisions. Family group conferences allow families to have their say and to meet in private to develop their plan. Family members, and professionals who have participated in family group conferences before, say that they are a good way of working together in the best interests of children and young people.

Focus on family preservation

In 2016–17, we are going to significantly change the way we work with vulnerable families so we can help children have better lives. We want to reduce the number of children entering out-of-home care and direct resources towards intensive family preservation and restoration, applying a suite of international evidence-based models.



We are investing \$190 million over four years to help a range of organisations deliver intensive therapeutic programs to prevent out-of-home care entries, increase exits and improve placement stability for children in care.

This will provide an estimated 1,000 additional places for families with children at imminent risk of entering out-of-home care and families with children entering out-of-home care where restoration is identified as a case plan goal.

Half of all places will be available for Aboriginal families. This reflects our focus on addressing the overrepresentation of Aboriginal children in out-of-home care by working with families more intensively to help keep families together in a safe and loving environment.

This work builds on our current intensive family preservation program which will see \$11 million invested in 2016–17 to support approximately 260 families.

Targeted Earlier Intervention

FACS invests more than \$233 million each year in community, earlier intervention and intensive services. These services are provided by more than 600 organisations, which collectively support more than 130,000 vulnerable children, young people, families and communities.

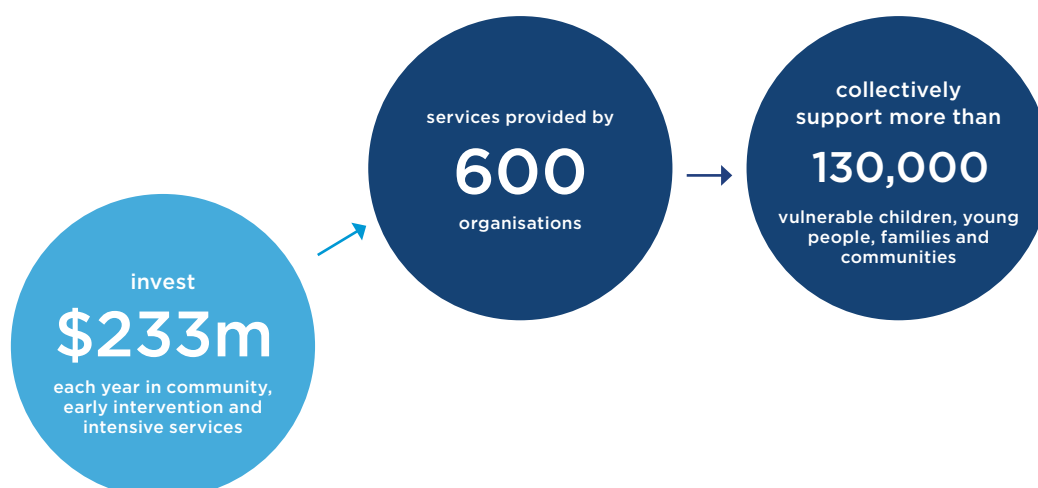
Reforms to Targeted Earlier Intervention (TEI) programs are being introduced because, despite all our efforts, the number of children reported at risk of significant harm continues to grow. Nine programs, worth more than \$150 million, are the focus of the current reform.

Our reforms will help make earlier intervention services more:

- flexible – focusing on children’s needs rather than program guidelines
- locally responsive – working to the strengths, assets and needs of local communities
- evidence based – grounded in what we know works and building on that knowledge
- adaptive – continuously improving and responding
- child centred – working with the child and family to address their needs.

“Soft entry points to services are a safe space for mob to yarn about what is happening for them,”

Aboriginal workshop participant, South Western Sydney



Better support for caseworkers – ChildStory

In 2016–17 we are investing \$49 million in ChildStory, a new information technology system that places the child at the centre and builds a network of family, carers, caseworkers and service providers around them. ChildStory will mean that:

- children and families will have more information about and involvement in what is happening to them
- caseworkers have access to better tools, so they can spend more time working with children and families, and less time in the office
- non-government organisations will work more closely with FACS in sharing information and coordinating care so every child gets the attention they need.

Included in our investment is funding for ‘Patchwork’ a new web-based application for better team collaboration about children and young people. It saves time and effort by connecting frontline workers with other practitioners who work with the same children and young people, so that services can take a holistic approach.



\$49 million
to ChildStory

Open adoption reform

Open adoption can provide a loving, forever family for children. It provides a permanent and safe home for children and young people who cannot safely return to their families or live with kin. Although international research indicates the benefits of open adoption, the uptake in Australia is comparatively low.

We are investing \$6.4 million in 2016–17 to increase open adoptions.

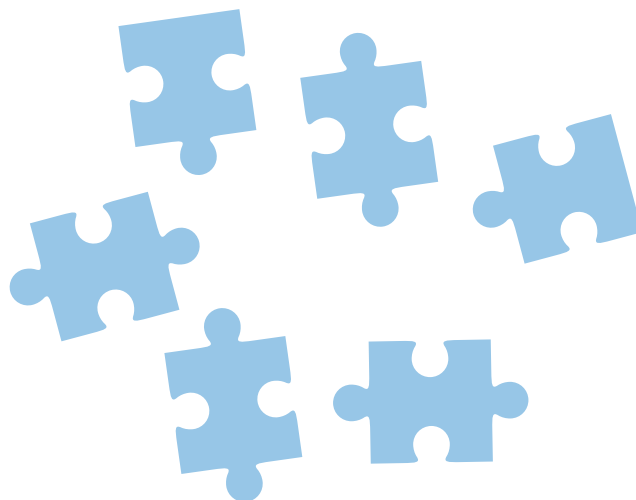
This will include:

- temporary specialist caseworkers to clear the back log of open adoptions
- ongoing specialist casework to increase open adoptions.

We can do more to ensure open adoption is considered as an option, when in the best interests of the child. It is generally not considered appropriate for Aboriginal children. We will support the Institute of Open Adoption Studies to ensure our adoption practices are best practice and deliver positive outcomes.

‘ It was important for me to get adopted because it was a spiritual thing. It made me feel more stable and like that’s where I was definitely going to be. ’

Adopted young person



Out-of-home care (OOHC) improvements

We are investing \$53 million in 2016–17 (\$370 million over four years) to meet increased demand for out-of-home care. This brings our total investment in out-of-home care to more than \$1 billion.

As at 31 March 2016, the number of children and young people in out-of-home care was 18,568, and the number of children and young people on guardianship orders was 2,484.

FACS recognises that non-government organisations have the knowledge, flexibility and close community relationships to deliver quality services to children in out-of-home care.

FACS is working with our non-government partners to develop a Quality Assurance Framework that focuses on children and young people in out-of-home care having better lives.

New contracts with foster and residential care providers will commence in mid-2017 and will include:

- responsibilities around child wellbeing related to the Safe Home for Life reforms
- a small number of outcomes measures
- where necessary, changes to the pricing based on unit costs across continuum of care rather than focusing solely on out-of-home care.



Advocate for Children and Young People

In 2016–17, the Advocate for Children and Young People will invest \$2.8 million to ensure that legislation, policies and services are informed by the best available evidence, to improve the safety and welfare of children and young people in NSW.

People with disability are supported to realise their potential

State priority

Successful implementation of the National Disability Insurance Scheme (NDIS) by 2018.

Transitioning to the NDIS

The National Disability Insurance Scheme (NDIS) is a once-in-a-generation reform that replaces the current NSW disability support system and will improve the lives of people with disability.

The NDIS will give people with disability real choice and control over their lives. They will be able to make choices about the supports they require and the providers that will deliver them.

The 2016–17 Budget provides \$1.3 billion for the implementation of the NDIS. From 1 July 2016, the NDIS will be rolled out across areas of Hunter New England that were not part of the Hunter trial, Southern NSW, Central Coast, Northern Sydney, South Western Sydney, Western Sydney and Nepean Blue Mountains.

It is estimated that 40,000 people with disability will be able to access the NDIS in 2016–17.

When the NDIS is fully implemented by 2018, it will support around 140,000 people with disability, an increase of 64,000, as well as create an additional 25,000 to 30,000 jobs in the disability services sector.



Gretchen

Gretchen recently started accessing the NDIS and the outcomes were life changing. Gretchen, who turns 28 this year, lives in Newcastle with her four-year-old daughter. Gretchen has very little sight due to Cone Rod Dystrophy. Her eye condition was diagnosed when she was 15 and Gretchen became a Vision Australia client then, 'I needed a lot of emotional support at that time.'

Gretchen started the NDIS process by devising some simple life goals to aim towards. 'My first goal is based around being a single mum and needing some support getting out into the community with my daughter. Other goals are completing some further education, to live independently at home and increase my fitness.'

Gretchen's NDIS package enables her to have a support worker who takes her daughter to kindergarten in the mornings. A support worker also accompanies Gretchen, twice a week, on a 4 kilometre walk to her gym and then orientation around the gym so Gretchen can increase her fitness.

Her package also enabled her to get a Victor reader. 'I finally have been able to start reading books again. It's amazing. I've now turned into a book worm.'

Gretchen has been learning about using the internet. 'I'm taking one step at a time gaining skills and knowledge to be able to study next year. I'm gaining my confidence with equipment and technology.'

Thanks to her NDIS package Gretchen says she now has a 'more independent and carefree life.'

More employment for people with disability – Employment Enablement Strategy

To increase employment of people with disability, we will invest \$2 million in 2016–17 in the Employment Enablement Strategy.

The Strategy helps people develop their skills and job readiness and supports businesses to employ people with disability. A key aspect of the Strategy is the development of an Access and Inclusion Index, which is the first of its kind in Australia. It will enable employers to self-assess their level of inclusion of people with disability, so they are aware of their strengths and where they can be more inclusive.

Key industries identified for future employment include health and social assistance, knowledge (professional, scientific and technical services), accommodation and food services.



Maree

Maree is a 36 year old who has an intellectual disability. She lives in a refuge in the St Marys area. When Maree started receiving the Employment Enablement Package support, she had low self-esteem, anxiety and depression. This made it extremely difficult for her to find and keep work. Maree was also bullied in her last job.

Maree is now working full-time in open employment with Hanson and is a valued staff member. She does reception duties and assists with setting up conference rooms and providing morning tea and lunches in the staff kiosk.

Employment has changed Maree's life as she is able to afford her own residence and has a positive outlook for her future.

Choice and control – My Choice Matters

In its fourth year, the My Choice Matters program empowers people with disability and their families to become more independent in accessing the kind of support they need ahead of the National Disability Insurance Scheme (NDIS) rollout. The NSW Government has invested an additional \$3 million towards My Choice Matters so people will be ready to enter the NDIS.

The program helps people be confident in thinking about new ideas, exercising choice and control, and becoming leaders.

By December 2015, more than 17,000 people had benefitted from the My Choice Matters program and other capacity building activities.

The program includes targeting people from culturally and linguistically diverse backgrounds and Aboriginal people to ensure a smooth transition to the NDIS.

Supporting people with disability to live independently

The NSW Government has previously committed \$394 million toward redeveloping all large residential centres into more home-like accommodation in the community that supports greater independence for its residents by June 2018.

As a part of our commitments over the next two years, we will fund non-government organisations to complete new supported accommodation projects.

Plans are underway to re-locate about 440 residents of the Stockton, Kanangra and Tomaree centres, which are known as the Hunter Residences.

FACS has committed \$10 million of existing funds to build 10 new group homes for the first 50 residents by December 2016.

FACS is engaged with the non-government sector to deliver the remainder of the accommodation on land that it has already acquired.



Social housing assistance is used to break disadvantage

Premier's priority

Increase the proportion of young people who successfully move from Specialist Homelessness Services to long-term accommodation by 10 per cent.

State priority

Increase the number of households successfully transitioning out of social housing by 5 per cent over three years.

State priority

Increase housing supply across NSW.

Future Directions for Social Housing

The NSW Government aims to break the cycle of disadvantage in social housing with the major reform strategy – *Future Directions for Social Housing in NSW*.

The previous system was developed in the 1940s for working families with low incomes, while today's system supports the most vulnerable people in our community.

The reform will transform the current system through three key pillars: more homes, better experiences and more opportunities.

More homes

The Social and Affordable Housing Fund

The NSW Government will provide \$6.1 million in 2016–17 to support the first phase of operations of the \$1.1 billion Social and Affordable Housing Fund (SAHF).

Phase 1 of the Social and Affordable Housing Fund will deliver 3,000 additional social and affordable homes for approximately 5,000 people over four years. People living in these homes will be able to access support, helping them become more independent and, where feasible, move out of social housing.



Communities Plus

Communities Plus is a new and innovative way to deliver social housing that will leverage the expertise and capacity of the private and not-for-profit sectors, including Community Housing Providers, to deliver integrated communities and improved social outcomes.

The program will deliver 23,000 new and replacement social housing dwellings and up to 500 affordable housing dwellings.



Beverley's story

'I could not be more in love with my new home than I am,' says Beverley, aged 69, of her new FACS property in Campbelltown, which was funded from the proceeds from the sale of Millers Point properties.

'I had my misgivings and I did feel resentment when I was told that my home would be knocked down to build a road. I tried to object and met with council and everything. I had a huge three-bedroom home with flowers and a big garden and yard to mow, I raised my family there. But as soon as I first saw my new home, I said: 'Where do I sign?' I couldn't believe it could be so beautiful.

'The government really came through for me on this one. I have no grass to mow – which is a good thing for me at my age – but I have some of my plants. I love the modern layout, the privacy, my neighbours are like me, and I must say that I am completely fulfilled. My life has changed for the better. I could not possibly be any happier.'

New supply and investment

Land and Housing Corporation will invest \$592 million in capital expenditure for new social housing and the upgrade of existing housing. This includes:

- \$376 million for new capital works and works in progress
- \$216 million in capital maintenance expenditure to upgrade and improve existing housing.

Community Housing Leasing

The NSW Government is investing \$76 million in the Community Housing Leasing program in 2016–17 to allow registered Community Housing Providers to head-lease properties from the private rental market for social housing.

The program will deliver up to 5,880 properties to meet short, medium and long-term needs.



Better experience

Housing Connect

The NSW Government will invest almost \$8.9 million in 2016–17 in the Housing Connect program to give tenants simpler access to our services and more online options.

The new *MyHousing* online portal will allow tenants to access rental account information, make payments online and manage their own personal information. Applicants will be able to check their application status and update their contact details, making it easier for FACS to contact them about housing assistance options. New digital communication options will enable people to communicate with us via email, SMS, webchat and social media.



Social Housing Community Improvement Fund

We are investing \$6 million in 2016–17 (\$20 million over three years) to improve social housing communities across NSW through the Social Housing Community Improvement Fund.

Organisations such as local councils, community-based not-for-profit groups and the private sector can apply for a one-off grant of up to \$50,000 to make physical improvements on or near to social housing communities.

Grants are for projects that improve community facilities, enhance open space, improve resident safety, increase accessibility, and integrate social housing with the surrounding community.

More opportunities

More private rental assistance

In 2016–17, the NSW Government will allocate \$22 million for the expansion of private rent assistance. This includes a new medium-term rental subsidy, Rent Choice, to support households to sustain a tenancy. Rent Choice will be available for up to three years and will require clients to engage with education and/or employment and relevant supports. Young people will also be supported through the Youth Private Rental Subsidy, for young people aged 16 to 24 who are at risk of homelessness to help them resolve housing, employment and education needs.

Homelessness

Reduce youth homelessness

The NSW Government is providing an additional \$10 million (\$40 million over four years) in new funding for youth homelessness initiatives that prioritise young people leaving out-of-home care who are at risk of homelessness.

The NSW Government is also providing over \$10 million for support and accommodation under the Homeless Youth Assistance Program for unaccompanied children and young people.

These measures are aimed at increasing by 10 per cent the proportion of young people who leave Specialist Homelessness Services into stable housing.

Assisting vulnerable war veterans

The NSW Government is committing up to \$1 million in 2016–17 in subsidies for war veterans who are homeless, or at risk of homelessness, to access secure and safe housing.

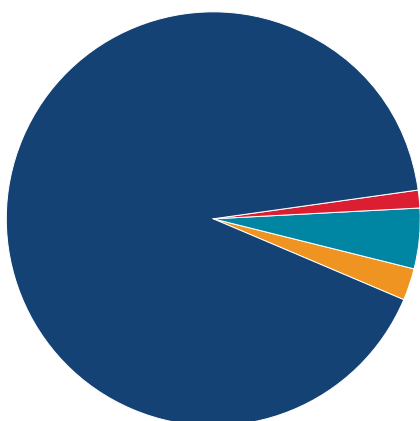
Similar to Start Safely and the Youth Private Rental Subsidy, private rental assistance will be provided through a flexible medium-term rental housing subsidy for up to three years, with integrated support to help the client sustain a private tenancy.

Specialist Homelessness Services

We are increasing investment in homelessness services and programs with \$188 million in 2016–17 for refuges and crisis homelessness services to assist 58,000 people during the year.

Key initiatives include:

- \$161 million for homelessness services delivered by non-government organisations, including inner-city specialist homelessness services and women’s specialist homelessness services
- \$2.5 million for housing and support programs to help 100 homeless people in the inner-city find stable homes through Connect 100
- \$8.5 million in grants under the Service Support Fund
- \$4.2 million for Link2home, the state-wide telephone service.



Specialist Homelessness Services

- \$161 million for homelessness services
- \$2.5 million for housing and support programs
- \$8.45 million for grants under the Service Support program
- \$4.2 million for Link2home

Ryan's story

'He literally had no idea of the services available,' said Ryan from the Housing Contact Centre, referring to a single man with multiple medical conditions who found himself homeless for the first time. 'I was able to give him a few nights temporary accommodation and link him up with a local food van. He was really appreciative.'

The man is now in temporary accommodation while he searches for a place in the private rental market. It's all about assisting clients to lead their own independent lives, according to Ryan. 'Sometimes they just need a leg up. If we can give them a helping hand, it's pretty rewarding.'

Support for refugee resettlement

The NSW Government is allocating \$2 million in 2016–17 to support the Commonwealth's increasing intake of refugees. Initiatives include:

Private rental assistance

Support will be provided for up to 1,200 refugee households through Private Rental Assistance (\$1.1 million), which provides support for long-term accommodation in the private rental market, including Rentstart Bond Loan and Advanced Rent.

Out-of-home care for unaccompanied humanitarian minors

The NSW Government is investing \$317,000 in 2016–17 toward initiatives supporting up to 10 unaccompanied humanitarian minors through the out-of-home care service system.

People are assisted to participate in social and economic life

Premier's priority

Improving government services. Improve customer satisfaction with key government services every year, this term of government.

NSW Disability Inclusion Plan

The plan is the NSW Government's commitment to identifying and breaking down the barriers which prevent people with disability from enjoying the same opportunities and choices as everyone else in the community.

Improving community infrastructure - Community Building Partnership

The NSW Government will provide \$23 million for the Community Building Partnership program in 2016-17.

The program funds local councils and community groups to carry out small infrastructure projects to build or improve facilities that help deliver positive social, recreational or environmental outcomes.



\$23 million

Community Building
Partnership program

Realise the benefits of people living longer

Seniors Card

The Seniors Card scheme encourages older people to enjoy an active and healthy retirement. FACS will invest an additional \$500,000 in the scheme in 2016–17 to expand the number of businesses offering discounts on key living costs for seniors, such as gas and electricity bills, the cost of internet and home delivery of groceries.

Liveable communities for people who are ageing

In 2016–17, FACS is providing \$1 million in grants for local community projects to help local councils, non-government organisations and small businesses deliver accessibility, active living and mobility projects for seniors and also people with disability.

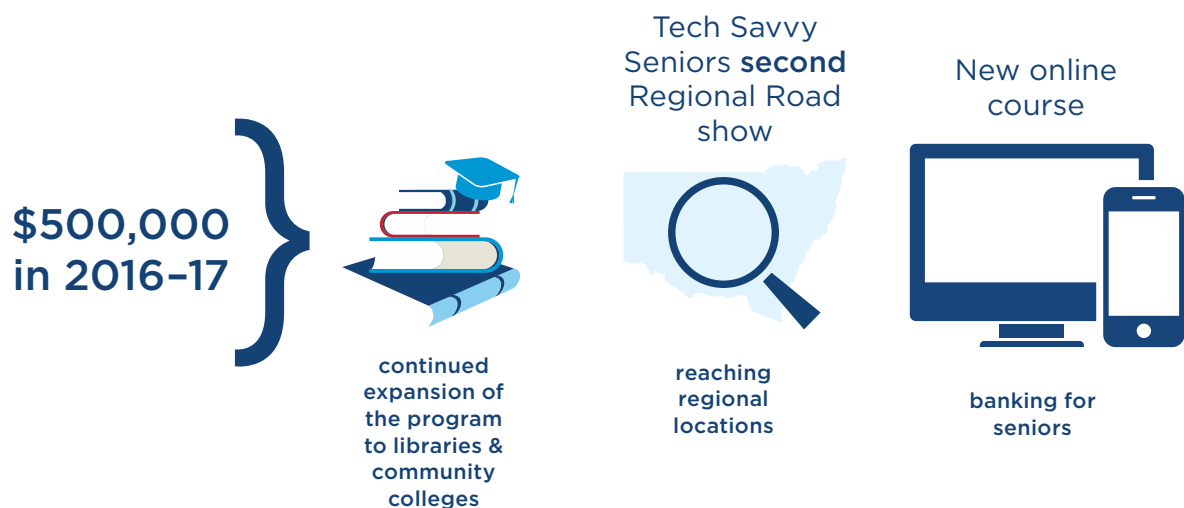
Tech Savvy Seniors

We are continuing to invest in the successful Tech Savvy Seniors program, which provides low-cost or free training for seniors in using computers, tablets and smart phones. The program is a key part of the NSW Ageing Strategy.

In 2016–17, \$500,000 in funding will:

- support the continued expansion of the program through libraries and community colleges
- provide a second Tech Savvy Seniors Roadshow to visit regional locations
- deliver online banking courses for seniors.

Since 2012, over 30,000 people have received training, with training available at more than 130 locations across NSW.



Joan

Joan (74) attended Tech Savvy Seniors because 'I have been left behind the door with all this – I've never had a computer; I had no knowledge of computers and with grandchildren and great-grandchildren, I just wanted to learn.'

Joan explains that she is not highly educated, having left school at 15 to later marry her childhood sweetheart and bring up three children. Since losing her husband, Joan has pursued her interest in music and helps her daughter mind her three great-grandchildren every week.

Joan learnt how to use a computer and the internet during her six Tech Savvy Seniors tutorials. Since then she has bought a desktop computer, which she uses about once a week. She goes online to connect with family by reading emails and looking at photos of great-grandchildren. She also uses the internet in her broader social life by looking up rehearsal dates for Sing Australia, searching for information about drumming, or session times at the cinema – which she frequents with her friends.

'I know that there's a hell of a lot more I could be doing with my computer, but for me at this stage at this time right now, I'm just happy with – it's there and I can use it if I want to.' With her new confidence, Joan plans to upgrade her 'dinosaur mobile phone' to a new smartphone so that she can share photos with her family.

Elder Abuse Helpline

We are providing \$600,000 to the NSW Elder Abuse Helpline and Resource Unit to help intervene in, and prevent, incidences of elder abuse.

The service encourages anonymous individuals, concerned friends, family members, neighbours and support workers to call 1800 628 221 if they suspect elder abuse is occurring. Interpreter services are also offered as part of the Helpline.

Supporting volunteers

In 2016–17, FACS is investing \$2 million to implement the second NSW Volunteering Strategy to better recruit, support and recognise volunteers.

Improving technology will link those seeking volunteering opportunities with the organisations needing their support. We will focus on volunteering innovation, exploring new ways to support existing organisations, creating support for new organisations and helping to address emerging social, economic and environmental issues.

Caring for our carers

In 2016–17, FACS will invest \$4.5 million to support the *NSW Carers (Recognition) Act 2010* and the NSW Carers Strategy. The Carers Recognition Act helps us recognise the role and contribution of carers to our community and the people they care for. The Act is currently being reviewed.

The Strategy helps to ensure carers are valued, have time and energy for themselves, and can take responsibility for their own lives, including their caring duties and their health and wellbeing.

As part of the Strategy, FACS will continue the Care for a Carer campaign, Carer's Awards and Carer's grants program in 2016–17.



Celebrating the contribution of young people

FACS will invest \$3.9 million in youth participation programs. This includes:

- \$270,000 in small grants to local councils for Youth Week activities
- \$2.6 million for Youth Frontiers, a mentoring program for students in years 8 and 9 that focuses on leadership, skill development and involvement in community activities
- \$1.1 million for the Youth Opportunities program which provides grants of up to \$50,000 each for projects that engage young people to lead and participate in a range of community development activities.

Bishar

'I like helping people,' says Bishar of his clothing drive for the Smith Family. 'It's a really easy and effective project, it doesn't take much time or [many] people to organise and it has a big effect.'

Bishar's work was recognised at an awards ceremony where he won an award in the Community Harmony category in Youth Frontiers, a NSW Government youth mentoring program. As part of his project, Bishar talked to schools in Liverpool about the importance of helping each other. He collected 40 bags of clothes and says that it's important to help the community. 'You should imagine yourself in their position and you should donate. Everyone is family.'

Vibrant and inclusive multicultural communities

COMPACT

Multicultural NSW will continue to promote social cohesion and community harmony with funding of \$3 million in 2016–17 for COMPACT – Community, in Partnership, taking Action. The program aims to resolve community issues and tensions, and safeguard Australia's peaceful and harmonious way of life against hate, violence and division.

There have been 14 COMPACT projects funded so far, involving 14 host organisations working with a further 23 partner organisations. Projects are valued between \$150,000 and \$750,000, and will run for two to four years. These local projects bring young Australians together to promote positive behaviour and engage with local and global issues relating to social cohesion and community harmony.



Interpreting and translation services

The NSW Government is investing \$9 million in 2016–17 to increase interpreting and translation services in over 100 languages and dialects. Multicultural NSW provides interpreting and translation services and is the main NSW Government provider of language services. We are also investing \$1 million in a new telephone interpreting service as part of improving Multicultural NSW’s language services.

Supporting social cohesion

The NSW Government is investing \$2.8 million in 2016–17 in grants to promote community engagement and celebrate our cultural diversity.

The Multicultural NSW Grants Program invests in community projects and activities that foster community harmony and social cohesion.

The Budget also includes funding to secure the future of one of the State’s largest multicultural festivals, Parramasala.

People experiencing domestic and family violence, or at risk of it, are safer

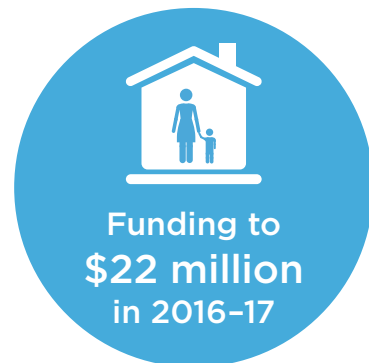
Premier's priority

Reduce the proportion of domestic violence perpetrators reoffending within 12 months by 5 per cent.

Start Safely

Start Safely is a private rental subsidy for people escaping violence to move quickly from homelessness or temporary accommodation such as refuges, into stable housing in the private rental market.

In 2016–17 we have allocated \$22 million to this important program, \$11 million of funding under the Domestic Family Violence program and an additional \$11 million through the *Future Directions for Social Housing* program. The expanded program will assist up to 3,500 households (up from 1,815 last year).



“Coming from a DV situation, it was really difficult to even contemplate what to do next, [Start Safely] took the pressure off financially to be able to stop and think and compose myself and think about what I could do in the future. I decided to go back to uni... It gave me the breather that allowed me to plan ahead and took the edge off. It was a godsend for me.”

Start Safely recipient

Staying Home Leaving Violence

We are investing \$5.6 million in 2016–17 to continue the Staying Home Leaving Violence program. The program supports women and children to stay safely in their own home, or a home of their choice, while police remove the perpetrator. This year the program has expanded to four new areas and will operate in 27 locations in NSW. The four new sites, commissioned in 2015–16, are in Coffs Harbour, Clarence Valley, Inverell and Orange and will open in July 2016. In 2014–15 the program helped 1,558 women and 2,732 children.



Rose

Rose is a single mum with three children who moved interstate to escape her violent and dangerous partner. When Rose and her children came to the Staying Home Leaving Violence program, she was socially isolated and experiencing a high level of trauma. She had little money or financial management skills and was extremely frightened for her safety and the safety of her kids.

Rose and her family were provided with intensive support and complex safety planning that was adjusted on a daily basis according to her risk. She was given an SOS duress personal alarm which, when activated, quickly connects her with NSW Police. The program also helped modify her home so it was safer.

The program helped Rose coordinate multiple local services to help her family recover from the trauma of domestic and family violence. Her future is looking brighter. Rose feels safe and can manage daily tasks. She is confident and is communicating effectively with the organisations providing the family with services and support. Rose's children feel safe, secure and happy, and those at school enjoy it and are doing well.

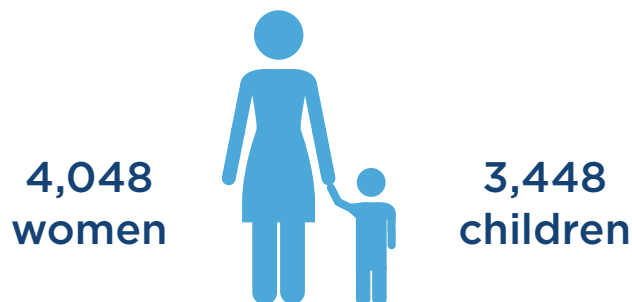
Integrated Domestic and Family Violence Services

We are investing \$3.7 million in 2016–17 to continue the Integrated Domestic and Family Violence Services program, which aims to prevent domestic and family violence escalating among high risk groups.

The program operates in 10 locations throughout NSW, working with survivors, including children, and providing referrals for perpetrators.

In 2014–15, the program supported 4,048 women and 3,448 children. It provides a wrap-around service to families experiencing violence by working closely with key agencies such as Police, Health, Legal Aid, Housing NSW and with local non-government organisations to develop individual support plans for each woman and her children.

In 2014–15, the
program supported



Aboriginal people, families and communities have better outcomes

Premier's priority

Driving public sector diversity. Double the number of Aboriginal and Torres Strait Islander people in senior leadership roles.

Housing for Aboriginal people in NSW

Our vision is to provide Aboriginal people with equal access to affordable housing. In 2016–17, the Aboriginal Housing Office (AHO) will invest \$163 million to deliver more housing for Aboriginal people and continue to provide repairs and maintenance.

The AHO will also use this funding to provide more housing opportunities for Aboriginal people, such as ongoing reforms to improve property and tenancy management, including:

- Increasing the supply of new housing in remote and non-remote NSW
- Improving programs for the repair and maintenance of Aboriginal housing
- Building partnerships to deliver housing opportunities for Aboriginal people
- Implementing ongoing tenancy management reforms.

This work will ensure that our services and programs place the tenant at the centre of everything we do, and that Aboriginal tenants are able to take advantage of the opportunities from *Future Directions for Social Housing*.

As a part of the \$163 million funding, the NSW Government will provide \$53 million to deliver new housing and upgrade existing housing.

\$53 million



existing dwellings



new dwellings

Repairing and maintaining housing

The NSW Government will upgrade existing AHO properties in 2016–17. Of the \$163 million in funding, \$15 million will be allocated to repairing and maintaining dwellings for the Aboriginal community housing sector.

Tenancy management reforms and a new direction

Of the \$163 million funding, \$15 million will contribute to the ongoing reform of the Aboriginal community housing sector. This investment will help us deliver on the three goals that inform service delivery to 2022.

The goals aim to increase suitable and sustainable housing for Aboriginal people and significantly grow and improve Aboriginal housing services in NSW.

Aboriginal Child and Family Centres

The NSW Government is investing \$15 million over four years in the continued funding of Aboriginal Child and Family Centres.

The centres provide integrated and culturally appropriate services in a community hub model, tailored to the needs of the local communities of Ballina, Lightning Ridge, Brewarrina, Gunnedah, Toronto, Doonside, Mt Druitt, Minto and Nowra.

Most centres are operated by Aboriginal organisations, with 80 per cent of the staff being Aboriginal.

Early childhood education and care services are central, with most centres operating a licensed childcare service. Evidence has shown that aside from providing key child development functions, this model helps Aboriginal families access a range of integrated services.

The centres are reaching families who would not previously have accessed services because they were unaware of them, not confident using them, or could not afford them.

An Aboriginal family with four children and a history of needing support for a complex range of issues came in contact with the Aboriginal Child and Family Centre. Three of the children, aged from 2 to 5 years old, are enrolled in the child care centre. The family has accessed a range of services through the centre, including antenatal care, referral to a specialist for a developmental assessment of two of the children and medical appointments through the local Aboriginal Medical Service for the mother.

The centre has supported the family to successfully transition the eldest child to school. The eldest child has benefited from speech and language intervention, with his concentration, engagement, and behaviour improving significantly.

The second oldest child has developed his language skills. He is understanding directions using visuals and starting to engage with other children, joining in their play.

The youngest child has made gains in communication, particularly verbal language skills when imitating others. She is engaging in play with help from staff.

With ongoing support the children will be much better prepared for school as well as healthier and at less risk of harm.

**Department of Family
and Community Services**

Ph: (02) 9377 6000

TTY: (02) 9377 6167

(for people who are deaf)

Email: facsinfo@facs.nsw.gov.au

Web: www.facs.nsw.gov.au