



## Evaluation of the Permanency Coordinator Role

**NGOs** evaluated



the effectiveness of the Permanency Coordinator role

**98**



NGO staff responded to our survey

**54**



were managers or  
supervisors of caseworkers

**28**



were caseworkers or  
case managers

**16**



were other staff

NGO representatives also participated in  
focus groups



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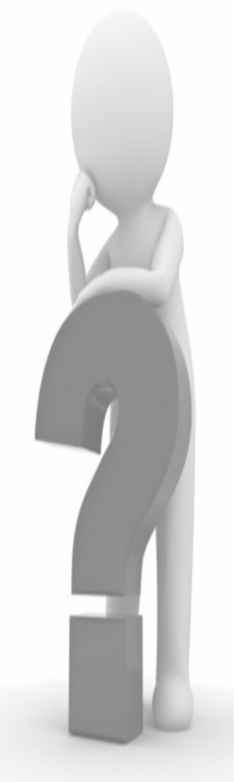
## We heard the majority of participants ....

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- Agree the Permanency Coordinator role is effective in supporting permanency
- Understand the purpose of permanency consultations
- Can implement the actions and recommendations that arise from consultations
- Understand how the Permanency Coordinator role varies from other roles in DCJ
- Support Permanency Coordinators having delegations to approve case plan goals to fast track permanency actions for children

## We also heard ....



- Some staff are not clear about the roles and responsibilities of Permanency Coordinators
- High caseworker turnover can contribute to knowledge gaps about the Permanency Coordinator role and PSP more broadly
- Can be considerable differences in the experience, knowledge, and practice of individual Permanency Coordinators
- Some staff lack clarity about the role of Contract Managers and Adoption Caseworkers
- Opportunity to further embed “good cultural planning” and the use of “Family Finding” to help achieve permanency
- About a third of participants are not clear of what to do if there is disagreement about the best interest of a child
- Some confusion around the casework required for children and young people on short term orders

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## How DCJ is responding....

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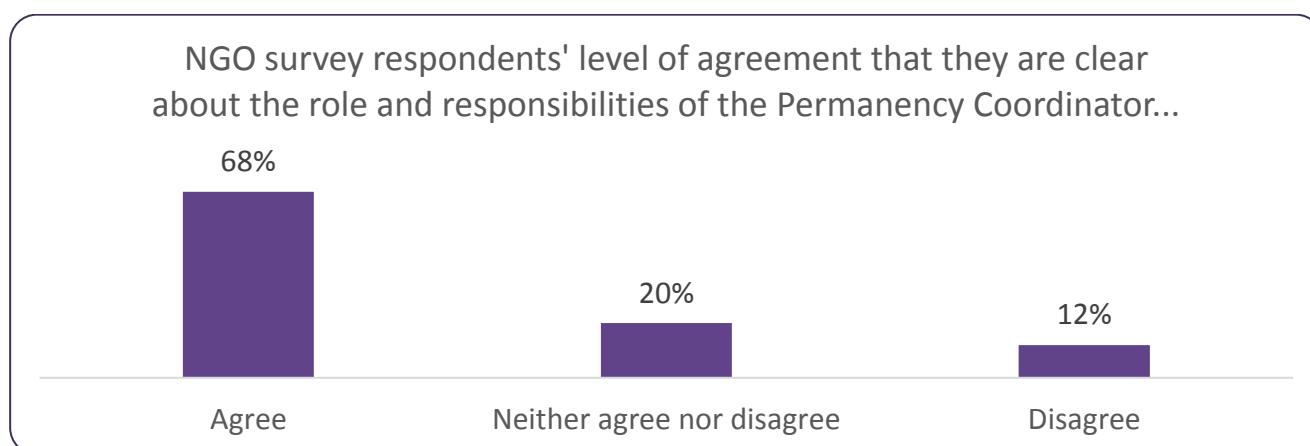
- We will clearly define the scope of the Permanency Coordinator role for you
- We are implementing strategies to clarify roles and responsibilities and improve knowledge about what Permanency Coordinators do
- Developing new practice tools and providing more guidance for our Permanency Coordinators to improve consistency across the role
  - ✓ Guidelines for Permanency Coordinators to use when having permanency consultations and undertaking permanency goal reviews
- Refining or developing processes, where needed, to better support the Permanency Coordinator role
- Encouraging the use of group supervision to determine unresolved disagreements about the best permanency option for a child or young person
  - ✓ You told us group supervision is an appropriate and fair process to resolve disagreement, and your Permanency Coordinator will talk to you about this
- Updating the PSP Learning Hub to host more information and guidance about the Permanency Coordinator role and how to work with them
  - ✓ You will be able to find policies, forms, factsheets and other key documents all in one place
- We will be providing additional training to Permanency Coordinators on a range of 'hot' topics to help them to help you
- Your districts will be supporting Permanency Coordinator and NGO stakeholder relationship building through existing platforms or by arranging specific forums to work through key topics and challenges identified in the consultation process
- It has been recommended Managers of Permanency Coordinators regularly attend local NGO meetings to hear your views, discuss concerns and help embed our PSP reforms
- Permanency Coordinators will also now report centrally to an executive with practice expertise to help improve consistency across the role

## Snapshot of key survey findings ....

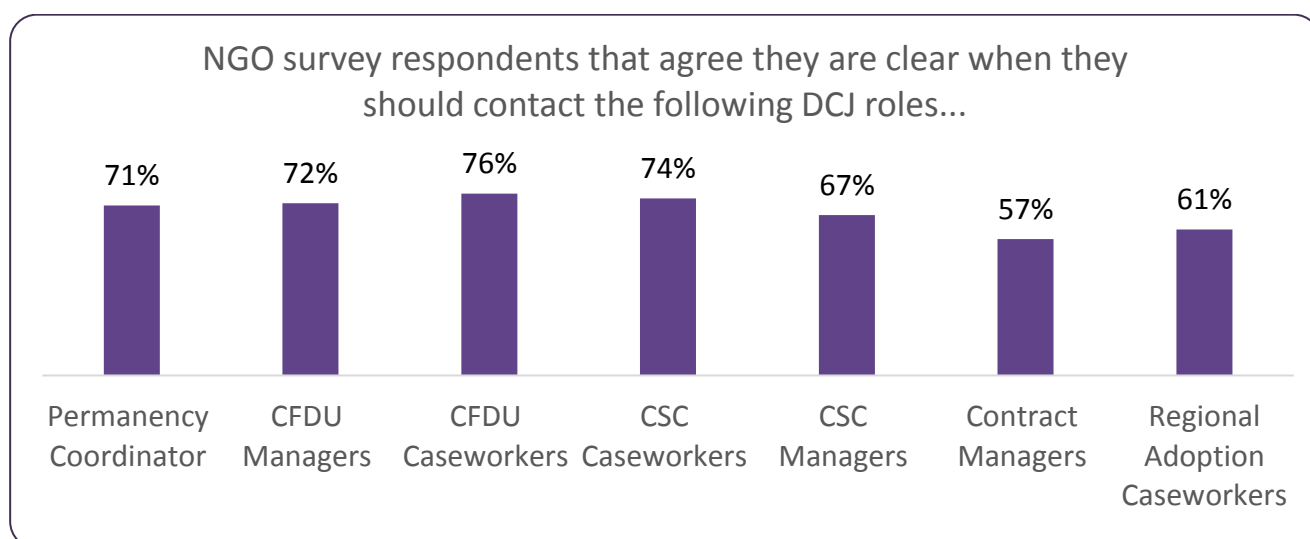
*Permanency Coordinator survey respondents that agree their role is respected by staff in NGOs*



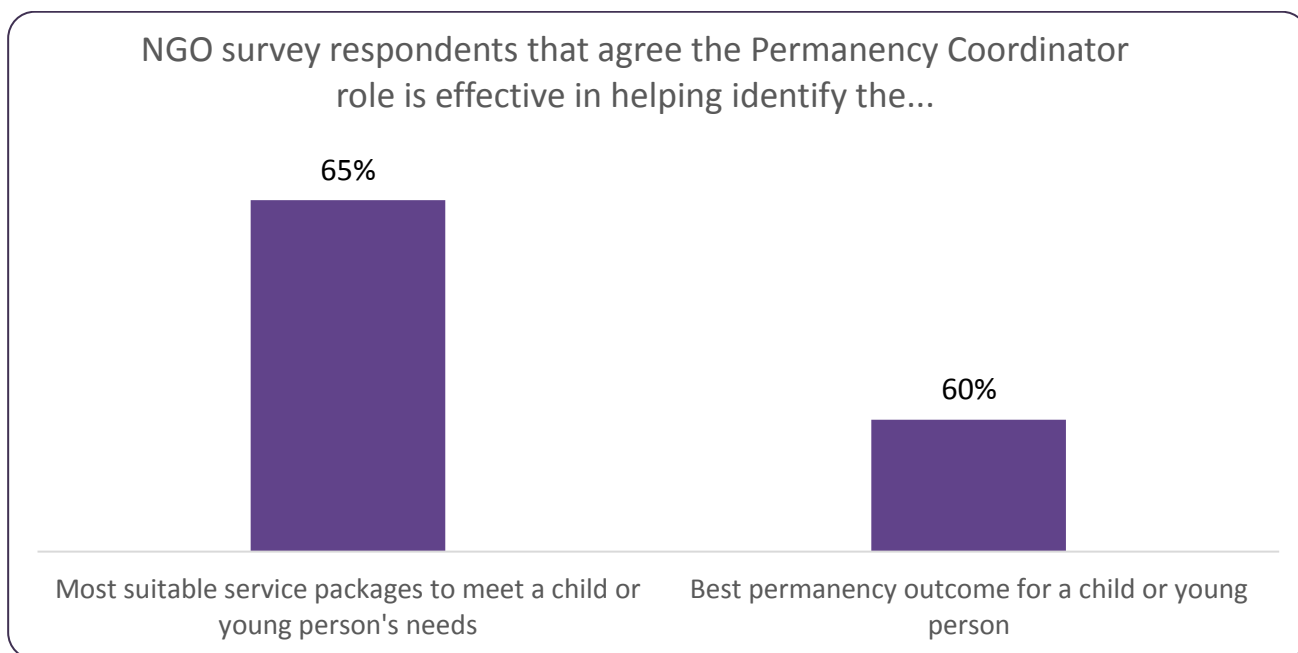
*Majority of NGO respondents agree they are clear about the roles and responsibilities of Permanency Coordinators...*



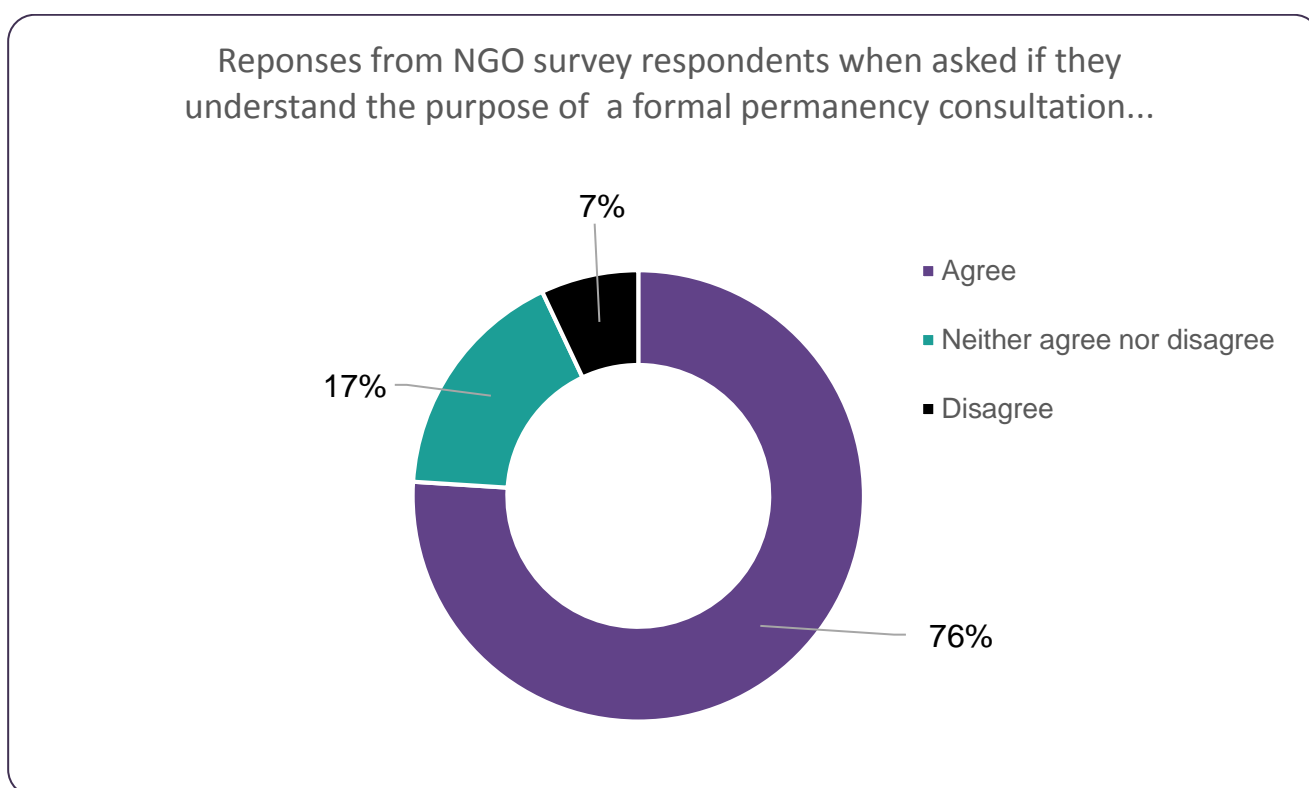
*Majority of NGO respondents agree they are clear about when to contact key roles in DCJ...*



*Majority of NGO respondents agree the Permanency Coordinator role is effective in helping identify the best permanency outcomes and most suitable service packages...*

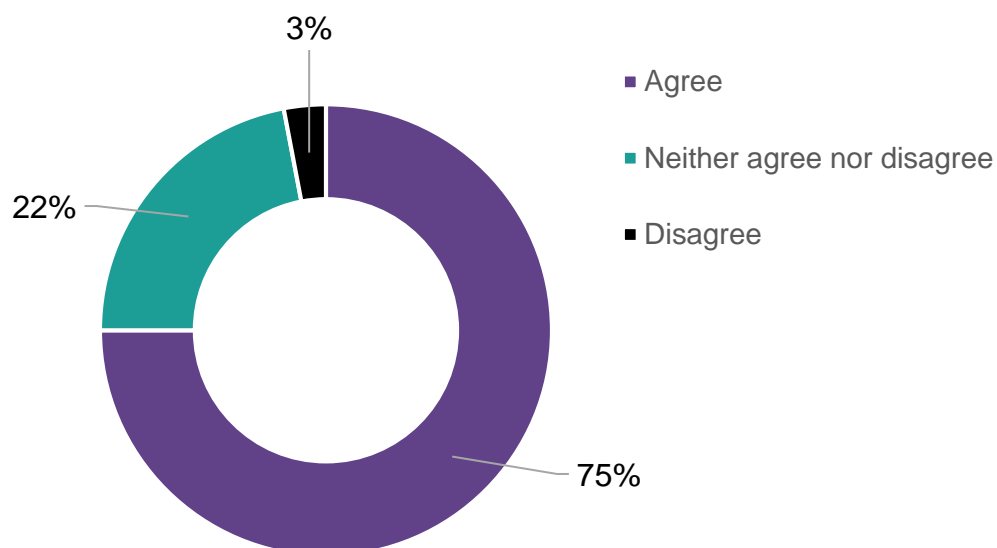


*Most NGO respondents understand the purpose of a permanency consultation...*



*Most NGO respondents agree they can implement the recommendations from a permanency consultation...*

Responses from NGO survey respondents when asked if they can implement the actions and recommendations from a permanency consultation...



*Majority of NGO respondents disagree they have had a consistent experience when working with more than one Permanency Coordinator...*

NGO survey respondents level of agreement they have had a consistent experience when working with more than one Permanency Coordinator...

