

Transition Program Office

The transfer of statutory out-of-home care services in NSW to non-government agencies

Information for parents and families

This fact sheet will help you and your family understand the changes Community Services (formally known as DoCS) is making to arrangements for your child or children in foster care and how it affects you.

What are the changes?

To better help children and families, the NSW Government is expanding the role of the non-government sector to provide out-of-home care. This means that children in statutory, relative or kinship care with Community Services are moving to a non-government agency and will be supported by a new caseworker.

When will the transfer happen?

Many children and young people, with their carers, have already moved to a non-government agency, while others are currently transferring. This means that, overtime, Community Services will be less involved in foster care and more focused on working to help families and finding ways of keeping families together.

What does this mean for my child?

There will be no disruption to the day-to-day care of children. Children and their carer will transfer together to the new agency. Your child or children will have a new caseworker to support them. You may hear them talking about a new caseworker.



What the changes mean for you

Moving to a new agency means:

- a new caseworker will be working with your child or children and their carers
- you will now speak directly with the agency caseworker rather than a Community Services caseworker about your child
- the new agency will be making the decisions to support your child's placement and well being and working with the carer and family.

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How will you know if your child has been transferred?

You will receive a letter from Community Services letting you know when your child has transferred to the new agency.

You will be provided with the agency contact details, including the name and telephone number of the person you can contact. This is usually the caseworker.

What are non-government agencies like?

All agencies have to be accredited by the NSW Children's Guardian to look after children in statutory out-of-home care. To be accredited, the agency must meet specific standards called the NSW Standards for Statutory Out-of-Home Care.

All the agencies in NSW where children and carers from Community Services are transferring to already meet these important standards.

Non-government agencies are very good at working with children and young people. Their caseworkers visit the home where your child or children live and regularly talk to your child to make sure things are going well.

They are experienced in working with health, education, early intervention and disability services to support children and their carers.



More information

You can contact Community Services in your area if you have any questions or if your child/children have already transferred to a non-government agency then please contact the agency directly.

You can also find out more at:

- www.tpo.com.au
- www.community.nsw.gov.au