



Child, Youth and Family Services Transition Guidelines For the period December 2011 to March 2012

ANGLICARE

Outgoing services:

Anglicare currently delivers Youth in the City - Youth Centre that incorporates case management (current capacity 20 – 30 clients at any one time), program activities, drop in, community development and publications. This service is for young people aged 18 to 25 years. This program will not be delivered from 1 March 2012. Young people are being advised the service will not be continuing past 1 March 2012. Some young people have been transitioned to current services and this will continue until all young people have been transitioned.

Incoming services:

Anglicare currently delivers the CYCLOPS program for young carers aged 10 to 18 years and their families incorporating case management (current capacity up to 20 clients at any one time – there may be availability for one to two new clients); group work, recreational activities, advocacy and support. Anglicare will continue to deliver the CYCLOPS program at a similar capacity from 1 March 2012. This is an ACT wide service.

Anglicare in partnership with Northside Community Service will begin delivering the Gungahlin/North Network Youth Engagement services as of 1 March 2012. This service hopes to deliver some of the service from the current Youth in the City site as well as offering the space to successful respondents in Group Programs.

Anglicare in partnership with Southside Community Service and Woden Community Service will begin delivering in the South/Weston Network, Network Coordination, Case Management and Youth Engagement services as of 1 March 2012.

Services during the Transition period:

Youth in the City – Youth Centre will be running a holiday program starting in January 2012. The holiday program will be for young people aged 12 to 25 years. For further information please contact Youth in the City – Youth Centre on (02) 6232 2444.

Youth in the City – Youth Centre will continue to take referrals until early 2012 for low risk clients.

Youth in the City – Youth Centre will cease service delivery from 29 February 2012.

The CYCLOPS program will continue to be delivered during the transition period. Referrals can be made by contacting (02) 6278 8444.

Christmas Shutdowns: CYCLOPS and Youth in the City will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012.

BARNARDOS

Outgoing services:

Barnardos currently delivers the Kids Friends program for children and young people (current capacity 60 clients per annum) and the Parenting Outreach program for families (current capacity 7 clients at any one time). Both programs will not be delivered from 1 March 2012.

Incoming services:

Barnardos will deliver Network Coordination for the Inner North/Gungahlin Network from 1 March 2012.

Barnardos will provide Case Management services ACT wide from 1 March 2012. The service will include a mentoring component and the proposed capacity will be 90 mentoring and 79 case management clients per year.

Barnardos will also deliver the Intensive Intervention Program ACT wide from 1 March 2012. Where agencies have clients currently working with Care and Protection and Youth Justice Services who require referral to the new Intensive Intervention Service please work with the relevant Care and Protection worker and Youth Justice worker to refer.

Services during the Transition period:

Barnardos will continue to deliver both the Kids Friends program and the Parenting Outreach program during the transition period until 29 February 2012. However, due to the significant number of referrals from agencies, the programs are at capacity. Barnardos is currently conducting client reviews to determine ongoing need and the potential for program vacancies. For further information please contact Barnardos on (02) 6228 9500.

Barnardos has negotiated with the Directorate to deliver an intensive case management service during the transition period. This service will be for high risk clients* but these clients are not required to be referred from Care and Protection or Youth Justice during the transition period. The focus will be on referrals from the Tuggeranong and Gungahlin Networks. For further information please contact Barnardos on (02) 6228 9500.

Christmas Shutdown: Barnardos will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012. On call will operate throughout the Christmas period 24 hours per day.

***High risk** children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2years).

BELCONNEN COMMUNITY SERVICE (BCS)**Outgoing services:**

BCS currently delivers the U-Turn program for young people aged 12 to 25 years. The program incorporates case management (capacity varies depending on client need – the service is currently working with 26 young people), group program activities, drop in and community development. BCS also delivers the Family Support program for families incorporating group work and case management (capacity varies depending on client need – the service is currently working with 19 families).

Both the U-Turn program and the Family Support program will not be delivered from 1 March 2012.

Incoming Services:

BCS will begin Network Coordination services and Youth Engagement services in the Belconnen Network from 1 February 2012, in line with the beginning of the new school year. Case Management services will continue with ongoing flexibility around capacity dependent on need. Please contact BCS on (02) 6264 0200 or the Information, Engagement and Coordination Service to refer clients. All incoming services being provided by BCS will be provided for the Belconnen Network.

BCS will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

BCS is implementing a new structure and service delivery system. Case Management services for both youth and families will continue during the transition period with a flexible capacity to be responsive to the needs of clients. BCS is able to work with clients outside the Belconnen Network during the transition period if required. BCS will be accepting direct referrals from 1 December 2011.

U-Turn group programs will finish on 21 December 2011. The U-Turn Youth Drop In service will finish as of 1pm, 23 December 2011.

BCS will deliver activities for the full length of the school holidays through the U-Turn program. The program will be available for all young people aged 12 to 25 years and operate between 12 noon and 6pm Monday to Friday. The program will incorporate a mix of in-house activities and external excursions. For further information, please contact (02) 6264 0260.

Christmas Shutdown: BCS will close from 1pm on 23 December 2011 and reopen on the 3 January 2012.

CATHOLIC CARE

Outgoing services:

CatholicCare currently delivers the Family Support program with a mix of case management and group work (capacity 24 – 40 clients). The program will not be delivered from 1 March 2012.

Incoming services:

From 1 March 2012 CatholicCare will deliver Case Management services throughout the ACT for children, young people and their families (proposed capacity 24-40 clients at any one time).

Services during the Transition period:

CatholicCare will continue to deliver case management services during the transition period for 24-40 at risk clients. Referrals during the transition period can be made directly to CatholicCare on (02) 6163 7600.

However, please note that the program is currently at capacity given the influx of referrals from other agencies. CatholicCare will maintain contact and provide contact/support to people on the waiting list as required.

CatholicCare's current group programs will finish on 21 December 2011. No other group activities will be run during the transition period.

Christmas Shutdown: CatholicCare will close from 23 of December 2011 and reopen on 4 January 2012. The service will be open on 29 and 30 December 2011 with skeleton staff.

COMMUNITIES@WORK

Outgoing services:

Communities@Work currently delivers a Youth Service for young people aged 12 to 25 years incorporating case management (capacity 25 young people – the service is currently working with 18 clients) program activities, drop in and community based projects. Communities@Work also delivers a Family Support program that incorporates case management (capacity 60 families) and group work. Both programs will not be delivered from 1 March 2012.

Incoming services:

Communities@Work will deliver Network Coordination services in the Tuggeranong Network from 1 March 2012.

Communities@Work will also deliver Youth Engagement services in the Tuggeranong Network from 1 March 2012. The Youth Engagement services will be provided in conjunction with the YWCA of Canberra. The program will be for young people aged 12 to 25 years and incorporate youth outreach services in the Tuggeranong region including outreach in schools and colleges, school holiday programs including centre based programs and excursions, educational and training programs and access to the internet and information technology.

Services during the Transition period:

Communities@Work is currently working on transition plans with case management clients in both the Family Support and Youth Support programs. Communities@Work aims to have this process completed by 31 January 2012. For those clients who require ongoing case management, Communities@Work will liaise directly with agencies to refer clients to incoming case management services.

The Youth Support and Family Support programs will continue to take referrals for case management for at risk clients until 31 January 2012. The service will provide case work imbedded within activities throughout holiday programs.

The Youth Drop In program at Tuggeranong Youth Centre will continue to operate during the transition period until 24 February 2012. Program activities for youth will be ongoing during the transition period. For further information please contact (02) 6293 2146.

Christmas Shutdown: Communities@Work will close from 5pm on 23 of December 2011 and reopen on the 3 January 2012.

COMPANION HOUSE

Outgoing services:

Nil.

Incoming services:

Companion House currently delivers a Children's Therapeutic Intervention Program and a Community Development Program throughout the ACT region. These programs will continue from 1 March 2012 with a larger client capacity and an extended target group including children, young people and their families. For further information and referrals contact Companion House (02) 6251 4550.

Services during the Transition period:

Companion House will continue to deliver services during the transition period, for further information and referrals please call (02) 6251 4550.

Christmas Shutdown: Companion House will be closed from 23 December 2011 to 3 January 2012 for the Christmas period.

DUKE OF EDINBURGH AWARD

Outgoing services:

Nil.

Incoming services:

The Duke of Edinburgh Award is a flexible, interesting and fun-packed program for all young people between the ages of 14 and 25 years to participate in a number of activities over a set length of time. It is entirely voluntary and is structured so the participants can design their own unique program centred around their interests and passions. Anyone interested in becoming involved with Duke of Edinburgh Award in the ACT should contact Duke of Edinburgh Award directly on (02) 6291 1705.

Services during the Transition period:

The Duke of Edinburgh Award will continue services during the transition period. For further information contact (02) 6291 1705.

Christmas Shutdown: Duke of Edinburgh will be closed over the Christmas period from 24 December 2011 to 1 February 2012.

FAMILIES ACT (FACT)

Outgoing services:

Nil.

Incoming services:

FACT currently provides peak body services including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. These services will continue from 1 March 2012. An integral part of FACT's role will be working in collaboration with the Youth Coalition of the ACT to

present a combined approach to the development of the CYFS sector. In addition, FACT is responsible for the development of the CYFS Practice Framework. For further information contact 0402 718579.

Services during the Transition period:

FACT will continue to offer services during the transition period. FACT is currently assisting with staff recruitment and retention during the transition period by providing a central information hub for those agencies who are looking for staff or staff who are looking for new positions under the new CYFS Framework. FACT provided a template to agencies on 17 November 2011 and again on 2 December 2011 for agencies to advise their intended recruitment action for new services. This information will be distributed to all service providers to inform staff of vacancies and recruitment action. For further information contact 0402 718 579.

Christmas Shutdown: FACT will be closed from 23 December 2011 to 15 January 2012, re opening on 16 January 2012.

GIRL GUIDES

Outgoing services:

Nil.

Incoming services:

Girl Guides currently provides recreational and leadership activities for girls and young women aged 5 to 18 years to develop their self-confidence and community responsibility. Anyone interested in becoming involved with Girl Guides in the ACT should contact Girl Guides directly on (02) 6282 5328.

Services during the Transition period:

Girl Guides will continue services during the transition period. For further information contact on (02) 6282 5328.

Christmas Shutdown: The program is closed over the December 2011 – January 2012 school holidays but will continue from 30 January 2012.

GUGAN GULWAN

Outgoing services:

Gugan Gulwan currently delivers Youth Services from the Youth Centre at Erindale for young people aged 12 to 25 years. The service incorporates case management (current capacity 15 clients), program activities and groups (including the Young Mums Group for young mum's aged 12 to 25 years and Parenting Our Way for young parents aged 12 to 25 years). Gugan Gulwan also delivers the Education Support program (current capacity 15 clients) for young people aged 12 to 25 years seeking support to continue education and incorporating case management and support services. The Family Support program (current capacity 12 clients – the service is currently working with 14 clients) for families with children or young people aged 0 to 18 years incorporating case management support services and group work.

Incoming services:

Gugan Gulwan is currently developing an integrated model of service delivery that will be delivered from 1 March 2012. The service model will incorporate case management services, youth engagement services and group activities for children, young people and families.

Services during the Transition period:

Gugan Gulwan will be running a school holiday program for Aboriginal and Torres Strait Islander young people in the latter half of January 2012. This program will consist of excursions targeted at young people aged 8 to 12 years and 13 to 16 years. For further information please contact Karla (for the 8-12 years group) and Janine (for the 13 to 16 years group) at Gugan Gulwan on (02) 6296 8900.

Christmas Shutdown: Gugan Gulwan will be closed from 21 December 2011 to 3 January 2012.

GUNGAHLIN REGIONAL COMMUNITY SERVICE (GRCS)

Outgoing Services:

Gungahlin Regional Community Services currently delivers Youth services from the Youth Centre at Gungahlin for young people aged 12 to 25 years incorporating case management (capacity 8 young people currently working with 7 clients) program activities, school programs, drop in, and community based projects. School Group Programs will finish on 16 December 2011. GRCS are also funded to provide a Family Support program incorporating case management (capacity 20 families – the service is currently working with 20 clients) and group programs. Gungahlin Regional Community Service Youth and Family Support programs will cease service delivery from 29 February 2012.

Incoming services:

Nil.

Services during the Transition period:

Gungahlin Regional Community Service will run a school holiday program between 3 and 27 January 2012. The holiday program will be for young people aged 12 to 25 years and will incorporate a mix of centre based and external excursions. The Centre will be open between 11:30am and 3:30pm Monday to Thursdays and 2pm to 6pm on Fridays. Case management with both the Youth and Family Support programs will continue throughout January and February 2012 with clients being made aware of the transition prior to commencement. GRCS is working with a variety of services including Catholic Care and Barnardos to meet the transition needs of clients.

For further information, please contact Gungahlin Regional Community Service on (02) 6123 4411.

Christmas Shutdown: Gungahlin Regional Community Service will close on 23 December 2011 until 3 January 2012.

LIFELINE

Outgoing Services:

Lifeline Youth NetworX (LYNX) currently provide half day training for young people around peer support, communication, mental health and well being. These programs are based on a school year and are due to be completed by 21 December 2011.

Incoming services:

Nil.

LONE FATHERS:

Outgoing Services:

Nil

Incoming Services:

The Lone Fathers Association ACT currently provides telephone information, referral and court support (excluding legal advice) to Lone Fathers and their families. These services will continue from 1 March 2012. Anyone interested in becoming involved with Lone Fathers in the ACT should contact Lone Fathers Association on (02) 6239 4650, or call the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

The Lone Fathers ACT branch will continue services over the transition period for further information please call (02) 6239 4650.

Christmas Shutdown: Lone Fathers office will be closed over the Christmas period from 16 December 2011 to 2 January 2012.

MAJURA WOMEN'S GROUP:

Outgoing services:

Nil.

Incoming services:

Majura Women's Group currently facilitates parenting, social, educational, arts and community activities for women with young children to develop their skills and networks of mutual support and social contact. These services will continue to be provided come 1 March 2012. Anyone interested in becoming involved with Majura Women's Group can contact Majura Women's Group directly by emailing majurawomensgroup@gmail.com, or call the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

Majura Women's Group will continue to provide activities during the transition period for further information please email majurawomensgroup@gmail.com

Christmas Shutdown: Majura Women's Group will be closed from 21 December 2011 to 1 February 2012.

MARYMEAD:

Outgoing Services:

Marymead Families Together are currently funded under the Family Support program to provide Case Management (capacity for 20 families – the service is currently working with 20 families), and Family Skills Group programs. Marymead Family Skills is not operational, and has ceased service delivery.

Incoming Services:

Nil.

Services during the Transition period:

Families Together currently has a vacancy for 1 client until February 2012. Clients will be advised upon referral that the service will be finishing on 29 February 2012. The Family Skills program is not operational due to an unexpected staff vacancy.

Marymead Families Together Program is currently not accepting any referrals.

Marymead Families Together Program will cease service delivery from 29 February 2012.

Christmas Shutdown: Marymead will be closed from 23 December 2011 until 3 January 2012.

MIGRANT AND REFUGEE SETTLEMENT SERVICES (MARSS)

Outgoing Services:

Nil.

Incoming Services:

MARSS currently run the Program for After School Studies (PASS). This program provides tutoring assistance to young people aged 12 to 25 years. The program has a flexible capacity at this stage. This program will continue into the new Service Delivery Framework. Anyone interested in becoming involved with PASS should contact MARSS directly on (02) 6248 8577, or the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

PASS will continue services during the transition period for further information please call (02) 6248 8577.

Christmas Shutdown: MARSS will be closed from COB on 23 December 2011 until 9am on 9 January 2012. The PASS program will be closed from Thursday 15 December to Tuesday 7 February 2012.

NORTHSIDE COMMUNITY SERVICE

Outgoing Services:

Northside Community Service is currently funded through the Youth Support program for young people aged 12 to 25 years to provide the Majura Youth Services incorporating Case Management (Capacity of 10 clients – the service is currently working with 8 young people), program activities and community based projects.

NCS Family Support program provides case management (Capacity 22 families – the service is currently working with four families) and group programs however they are not accepting any new referrals.

Incoming Services:

Northside Community Service in consortia with Anglicare will begin Youth Engagement Services in the Gungahlin/ North Network as of 1 March 2012.

Services during the Transition period:

NCS Youth Case Management will not take any new referrals as of now; it will continue to provide case management to current clients until early 2012 when it will look towards transitioning clients as appropriate.

NCS has started transitioning clients in the Family Support program due to an unexpected staff vacancy. The service is currently working with the four families to develop transition plans and these clients will be transitioned when appropriate in March 2012. Family Support Parenting Programs will continue to be delivered until the end of 2011.

Northside Community Service Youth Service will not be accepting any new referrals.

Northside Community Service Youth Service will cease service delivery from 29 February 2012.

Northside Community Service Family Support will not be accepting any new referrals.

Northside Community Service Family Support will cease service delivery from 29 February 2012.

Christmas Shutdown: Northside Community Service will be closed from 23 December 2011 until 3 January 2012.

PARENTLINE

Outgoing Services:

Parentline currently provide telephone information and counselling services for parents with funding from the Family Support program.

Incoming Services:

The Information Engagement and Coordination Service will be open for referrals from across the ACT and will be ready for full service provision in March 2012.

Services during the Transition period:

Parentline will provide a transitory Information, Engagement and Coordination Service (IECS). This service will start to offer the services of the IECS in a scaled down model including the provision of telephone information and support to children, young people and their families (where information of incoming services availability is provided) and to provide an active holding service where required, for clients that are unable to get immediate service delivery during the transition period. Parentline will provide a bridging service over December/January/February.

Active Holding for Youth Support – Parentline will provide an active holding service consisting primarily of telephone, some on-line and very limited face to face support to young people unable to access regular support services during the transition phase. Parentline will have the active holding service for young people available from 3 January 2012. Agencies can refer young people on an interim basis as current services wind down and new services become established. For further information on referrals please call (02) 6162 4718.

Christmas Shutdown: Parentline will be closed from 23 December 2011 to 3 January 2012. The service will be available to take calls on 29 and 30 December 2011, however this will be provided through skeleton staff.

CANBERRA POLICE COMMUNITY YOUTH CLUB (CPCYC)

Outgoing Services:

CPCYC are currently funded to provide recreation based activities average of 30 programs a month and case work (capacity 5 clients).

Incoming Services:

CPCYC will be providing case management services across the ACT under the new Service Delivery Framework. This service will target young people and will use recreational activities to engage clients in the case management.

CPCYC will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

CPCYC will be providing holiday programs during the holidays which will be able to take up to 28 young people per week. At this stage the program will run for two weeks beginning 9 December 2011 during the holiday period with a provision for a third week if a need is identified. Transition case management services will be provided and the Erindale Youth Centre will be open during the period.

Christmas Shutdown: CPCYC will be closed from 22 December 2011 until 3 January 2012.

RICHMOND FELLOWSHIP

Outgoing Services:

Richmond Fellowship are currently funded to provide sessional based counselling to young people and their families (Capacity of 45 families although there are currently spaces available) through the Youth Support program. For further information please call (02) 6248 6118.

Richmond Fellowship Family Counselling Program will cease service delivery as of 29 February 2012.

Incoming Services:

Nil.

Services during the Transition period:

Richmond Fellowship will continue to accept referrals until 29 February 2012 as appropriate. As counselling is sessional (6-8 weeks depending on the need of the client). Richmond Fellowship has indicated that they are happy to provide assistance for transitioning clients over the transition period. For further information please call (02) 6248 6118. Richmond Fellowship will cease taking referrals for the Family Counselling program as of 23 January 2012.

Christmas Shutdown: Richmond Fellowship will be closed from 23 December 2011 until 3 January 2012.

RELATIONSHIPS AUSTRALIA

Outgoing Services:

Relationships Australia is currently funded under the Family Support program to provide subsidised counselling sessions (approx 175 sessions per annum) to vulnerable families in the ACT.

Incoming Services:

Relationships Australia (RA) will provide Therapeutic Services (approx 1200 sessions per annum) under the new Service Delivery Framework for the ACT region. RA will commence provision of Therapeutic Services in December 2011. To be eligible for the service clients will need to be: on a low income, adults will need to have children or young people in their family, young people over 16 years of age, be living in vulnerable and disadvantaged situations - e.g., drug and alcohol, family violence, mental health, low, medium or high risk.

RA will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

RA will commence provision of Therapeutic Services in December 2011. Referrals will be accepted from outgoing services.

For further information on services and referrals please contact (02) 6122 7100.

Relationships Australia is currently working in conjunction with the Aboriginal Justice Centre and Northside Community Service on the implementation of an Aboriginal and Torres Strait Islander Engagement Service.

Christmas Shutdown: RA will be closed between 23 December 2011 and 6 January 2012.

SCOUTS ACT

Outgoing services:

Nil.

Incoming services:

Scouts ACT currently provide recreational and leadership activities for children and young people aged 6 to 26 years to develop their self-confidence and community responsibility. This program is closed over the December 2011 – January 2012 school holidays but will be open for enquiries from 9 January 2012. Anyone interested in becoming involved with Scouts in the ACT should contact Scouts directly on (02) 6282 5211.

Services during the Transition period:

Scouts ACT will continue services during the transition period however the program is closed during 23 December 2011 and 9 January 2012 for school holidays but will continue services from 3 February 2012. A summer camp will run during this period for members of Scouts ACT which will engage approximately 200 young people. For further information contact Scouts on (02) 6282 5211.

Christmas Shutdown: Scouts ACT will be closed from 23 December 2011 until 9 January 2012.

THE SMITH FAMILY

Outgoing Services:

Nil.

Incoming Services:

The Smith Family is currently funded to provide Educational Scholarships to vulnerable young people across the ACT. The Smith Family will provide case management with a focus on education under the new Service Delivery Framework. This service will include the provision of scholarships but will also work with young people and their families to address barriers in educational achievement.

Services during the Transition period:

The Smith Family have said they are able to provide low complex case management services for young people and their families over January and February 2012 for less complex case work. This service will be available to young people transitioning from outgoing services in the first instance. Please contact Olga on (02) 6283 7626 or olga.srbovski@thesmithfamily.com.au from 3 January 2011 for further information. During the school holidays The Smith Family will run some services in January 2012 for respite.

Christmas Shutdown: The Smith Family will be closed from midday on 23 December 2011 until 9am on 3 January 2012. Christmas gifts may be available for collection on 23 December 2011 for children aged 0 to 12 years. Please contact The Smith Family on (02) 6283 7626 for further information.

SOUTHSIDE COMMUNITY SERVICES

Outgoing Services:

Southside Community Services is currently funded under the Family Support program to provide case management and groups.

Incoming Services:

Southside Community Services in consortia with Anglicare and Woden Community Service will begin service delivery in Network Coordination, Case Management and Youth Engagement in the South/ Weston Network. No further information has been provided.

Services during the Transition period:

Southside Community Services may have capacity for low risk clients and may provide active holding for group work. For further information and referral please call (02) 6126 4700.

Christmas Shutdown: Southside Community Services will be closed from 12 noon on 23 December 2011 until 3 January 2012.

ST VINCENT DE PAUL**Outgoing services:**

Nil.

Incoming services:

St Vincent De Paul will continue to provide subsidies for St Joseph the Carpenter Conference Camp Holiday Programs as usual.

St Vincent De Paul will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

St Vincent De Paul has approximately 15 to 20 spaces remaining for the St Joseph the Carpenter Conference Camp Holiday Program. Please contact Sarah on (02) 6234 7384 for further information and referrals. Referrals are required by 16 December 2011.

Christmas Shutdown: St Vincent De Paul will be closed from 23 December 2011 until to 3 January 2012.

TUGGERANONG COMMUNITY ARTS**Outgoing services:**

Tuggeranong Community Arts provides the Messengers Program which currently provides activities for young people in Tuggeranong and Belconnen.

Incoming services:

Tuggeranong Community Arts will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

Tuggeranong Community Arts will deliver Group Activities from 1 March 2012, further details will be provided when available.

Christmas Shutdown: Tuggeranong Community Arts will be closed from 16 December 2011 until 10 January 2012.

WODEN COMMUNITY SERVICE**Outgoing Services:**

Woden Community Service currently provides a Youth Service incorporating case management (capacity of 5 clients) program activities, drop in and community based projects.

Woden Community Service currently provides a Family Support program which incorporates case management (approx 12 families) and group work. The service is still taking referrals, however WCS would like the referring service to complete warm referrals. No further information has been provided.

Incoming Services:

Woden Community Service in consortia with Southside Community Services and Anglicare will begin service delivery as Network Coordination, Case Management Activities and Youth Engagement Services in the South/Weston Network.

Services during the Transition period:

Woden Youth Centre will provide Christmas School Holiday Program which will be a mixture of centre based programs and excursions. The centre will be open between 12 and 5:30pm on Mondays to Thursdays and 12 to 7pm on Fridays.

The centre will also be hosting a Christmas Dinner on 22 December 2011.

For further details please contact Woden Youth Centre on (02) 6282 5704 or wodenyouth@wcs.org.au . All details will also be available on the Woden Youth Centre Facebook Page.

Christmas Shutdown: The service will be closed from on 23 December 2011 to 3 January 2012.

UNITING CARE KIPPAX**Outgoing Services:**

Nil.

Incoming Services:

Uniting Care Kippax is currently funded to provide case management including NEWPIN (capacity 30 clients – the service is currently working with 45 clients) to clients in the West Belconnen region. As a case management provider in the new Service Delivery Framework, Uniting Care Kippax will be expanding their case management capacity to 50 – 70 clients as of March 2012 for the Belconnen Network.

Services during the Transition period:

Uniting Care Kippax will be continuing these services into the new Service Delivery Framework. For more information please call (02) 6254 1733.

Christmas Shutdown: Uniting Care Kippax will be closed from 23 December 2011 until 9 January 2012.

YOUTH COALITION ACT**Outgoing Services:**

Nil.

Incoming Services:

The Youth Coalition of the ACT will be operating business as usual. This includes working as a Peak Body for those working with Youth in the ACT – including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. An integral part of this role will be working in collaboration with Families ACT to present a combined approach to the development of the CYFS sector. The Youth Coalition can be contacted on (02) 6247 3540.

The Youth Coalition of the ACT with the Queanbeyan Multilingual Centre will deliver Culturally and Linguistically Diverse Youth Engagement Services from 1 March 2012. No further information is available at this stage.

Services during the Transition period:

The Youth Coalition of the ACT will be operating business as usual however will be closed from 23 December 2011 to 3 January 2012 for the Christmas period. In the week prior to Christmas, the Youth Coalition of the ACT will have one person available in the office. The Youth Coalition of the ACT work as a Peak Body for those working with Youth in the ACT – including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. The Youth Coalition can be contacted on (02) 6247 3540.

Christmas Shutdown: The Youth Coalition of the ACT will be closed from 23 December 2011 until 3 January 2012.

YWCA OF CANBERRA

Outgoing Services:

The YWCA of Canberra is currently funded under the Youth Support program to provide:

SCOPE – a case management (capacity 25 - 30 young people) and health promotions program (3-5 programs per week)

Navigate is a service for young people and their families offering counselling, case management service (Capacity 24 Families – the service is currently working with 24 clients) and groups (2 per annum).

Lanyon Youth Centre currently provides a Youth Service incorporating case management (Capacity of 5 clients) program activities, drop in and community based projects.

Incoming Services:

The YWCA of Canberra will be providing Therapeutic Services from 1 March 2012. No further information has been provided at this stage.

The YWCA and Communities@Work will be providing a Youth Engagement Service in the Tuggeranong Network. No further information has been provided.

Services during the Transition period:

The YWCA of Canberra are currently working with their clients to transition clients to other services or completing case plans. Their aim is to achieve this by 1 February 2012.

Lanyon Youth Centre will cease school based groups by 21 December 2011 but will operate a Youth School Holiday Program throughout January 2012.

SCOPE is not accepting any new referrals requesting long-term or on-going case management support, however the Program will continue providing 'One-Off' support to anyone requesting case management support. Capacity to continue offering the service will be reviewed by 9 January 2012.

Navigate is no longer accepting referrals for long-term or on-going counselling/case management support; however, the team will continue offering 'One-Off' counselling/case management support to any caller requesting assistance from the program. Capacity to continue offering this service will be reviewed by 9 January 2012.

SCOPE is not accepting any new referrals.

SCOPE will cease service delivery from 1 February 2012.

Navigate is not accepting any new referrals.

Navigate will cease service delivery from 1 February 2012.

Christmas Shutdown: SCOPE will be closed from 23 December 2011 until 3 January 2012. Navigate will be closed from 23 December 2011 until 3 January 2012.

OTHER COMPLEMENTARY SERVICES

Youth Connections:

The Youth Connections Program helps young people who have left school, or who are thinking of leaving school, to continue with their education and ultimately gain a Year 12 (or equivalent) level education. Service delivery is characterised by flexible and individualised case management to assist young people to remain engaged or re-engage with education and to improve their ability to make positive life choices. Youth Connections providers also run outreach activities for young people in the community and work to strengthen services in their regions so young people are better supported. The ACT Provider is Anglicare through the Youth Education Program. Youth Connections Workers are located at YWCA Mura, Lanyon Youth Centre; Woden Youth Centre; U-Turn Youth Services at Belconnen Community Services; and Gungahlin Youth Centre. A Youth Connections worker is located at Anglicare's Club 12/ 25 building as well as the Youth Education Program.

Youth Education Program – Anglicare

The Youth Education Program (YEP) is an alternative education program funded through the Education and Training Directorate that provides an opportunity for young people aged 15 to 19 years to gain their Year 10 and Year 12 Certificate (as well as additional training programs such as Road Ready and Certificate I in Work Preparation Training).

YEP provides a caring and supportive environment that is inclusive and reinforces the achievements of all students.

It offers an integrated approach to personal, social as well as educational welfare of students, including the relationships between knowledge, life skills, interpersonal relationships and employment by using a variety of educational options.

For further information, please contact YEP on (02) 6232 2433.

Child and Family Centres:

Canberra currently has three Child and Family Centres; these are located in Gungahlin, Tuggeranong and West Belconnen. The Child and Family Centres are a division of the Office for Children, Youth and Family Support within the Community Services Directorate.

All services available at the Child and Family Centres are free to ACT residents, and whilst centres primarily support children and families in the Gungahlin, Tuggeranong and West Belconnen communities, ACT parents outside of these regions are welcome to contact the centres for more information about services in their local communities. Child and Family Centres run a range of parenting and group sessions as well as drop-in parenting information.

For further information, please contact the individual Child and Family Centres on:

Gungahlin Child and Family Centre

Phone: (02) 6207 0120

Fax: (02) 6205 5084

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

Tuggeranong Child and Family Centre

Phone: (02) 6207 8228

Fax: (02) 6207 0540

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

West Belconnen Child and Family Centre

Phone: (02) 6205 2904

Fax: (02) 6205 4318

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

General Information can be accessed at www.dhcs.act.gov.au/childandfamilycentres

Christmas Shutdown: The Child and Family Centres will be closed between 23 December 2011 and 3 January 2012.

Family Relationship Centres

Family Relationship Centres are able to provide information about family relationships at all stages including forming new relationships, overcoming relationship difficulties and dealing with separation. Centres are able to provide joint sessions with family members to assist in agreements in relation to parenting.

The Family Relationship in Canberra is located in Deakin as is able to be contacted on (02) 6122 7190 or at canberrafrfc@relationships.com.au. The centre is open Monday to Friday between 9am and 5pm. The Centre makes it easier for families to negotiate their way through the pathways while remaining child focused during times of separation, divorce and other family issues as they arise.

The Centre offers:

- information and referral;
- one-on-one assessment with a clinical practitioner;
- family dispute resolution;
- early intervention programs and workshops;
- child inclusive practice;
- regional outreach support from Cooma and the Canberra office;
- comprehensive resource library;
- a community development worker; and
- friendly support, advice and intervention.

Further information can be obtained from the Family Relationship Advice Line on 1800 050 321 between 8am and 8pm, Monday to Friday and 10am to 4pm on Saturdays.

Christmas Shutdown: The Family Relationship Centres will be closed during 23 December 2011 and 6 January 2012.

Family Relationships Online provides access to information on services available to assist families, changes to the family law system and family relationship issues. Family Relationships Online can be accessed at www.familyrelationships.gov.au

Centrelink Social Workers

Centrelink Social Workers are available to help customers in Centrelink Customer Service Centres and Call Centres.

The Centrelink Social workers are able to:

- provide counselling and support to Centrelink customers with difficult personal or family issues;
- provide information about, or refer customers to, community support services; and
- help with claims for payments from Centrelink.

Centrelink Customer Service Centres are located at:

- Braddon - 13 Lonsdale Street, Braddon ACT 2612. Opening hours are 8am to 5pm, Monday to Friday.
- Woden – 90 Corinna Street, Woden ACT 2606. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Belconnen – Level 1, North Point Plaza, Corner Chandler Street and Benjamin Way, Belconnen ACT 2617. Opening hours are between 8am to 5pm, Monday to Friday.
- Queanbeyan – 183 Crawford Street, Queanbeyan NSW 2620. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Gungahlin – Shop 30-33 Woolworths Building, the Marketplace, 33 Hibberson Street, Gungahlin ACT 2912. Opening hours are 9am to 5pm, Monday to Friday.
- Tuggeranong – Tuggeranong Square, Corner Anketell Street and Reed Street, Greenway ACT 2900. Opening hours are 8am to 5pm, Monday to Friday.

Further information can be located at www.centrelink.gov.au

Centrelink Family Assistance Office can be contacted on 13 6150 and Youth and Student Services on 13 2490.

FirstPoint

First Point is a free phone service for Canberrans who are homeless or at risk of homelessness to find services that meet their needs.

First Point is a central intake service; it is the single and only access point for Canberrans to find support in the homelessness system. First Point operates out of the Central Access Point in Belconnen that includes community service organisations as well as Centrelink and Housing ACT.

The service is open Monday to Friday 9am to 7pm and on Saturday between 10am to 1pm at Nature Conservation House, Corner of Emu Bank & Benjamin Way, Belconnen ACT 2610.

Further Information can be obtained by contacting FirstPoint on 1800 1 POINT (1800 1 76468), office@firstpoint.org.au and www.firstpoint.org.au

Christmas Shutdown: First Point will be closed on 25, 26 December 2011 and 1 January 2012. The service will continue to operate on all other public holidays between 10am and 1pm.

CAP Services (Central Access Point)

The Central Access Point co-locates Housing ACT's Gateway Services, where people can apply for public or community housing. Clients are met at the Central Access Point by a concierge who assesses their needs before referring them to the best suited service.

The Central Access Point is located at Nature Conservation House on the Corner of Emu Bank and Benjamin Way, Belconnen ACT 2610.

The Central Access Point will be open on 29 and 30 December 2011 with skeleton staff.

Aboriginal Legal Service (NSW/ACT)

The Aboriginal Legal Service provides legal advice and representation for Indigenous people in Canberra and the surrounding regions including Queanbeyan, Yass, Goulburn and Cooma. For further information please contact (02) 6249 8488.

Legal Aid Office ACT

The Legal Aid Office provides legal advice, information, assistance and representation to people disadvantaged in their access to the law. The Office is open between 8:30am and 5pm, Monday to Friday and is located at 2 Allsop Street, Canberra City. For further information please phone (02) 6243 3411.

The Free Legal Aid Helpline is available between 9am and 4pm, Monday to Friday to provide free legal information, referral and limited advice to anyone in the ACT. Please call 1300 654 341.

Welfare Rights and Legal Centre

Welfare rights provides free legal advice, information and advocacy in private and public tenancy and on Centrelink benefits and legal aid appeals for people on low incomes and issues relating to housing (private and public tenancy). The service is available Monday, Tuesday, Thursday and Fridays between 9:30am and 1pm at Havelock House, 85 Gould Street, Turner ACT. Please phone (02) 6218 7900 or go to www.welfarerightsact.org for further information.

A Night Time Free Legal Service is available for one-off night time free legal advice and referral in all areas of law for people on low incomes. The service is available on Tuesday nights between 6 and 8pm at Havelock House, Gould Street, Turner ACT. No appointments are necessary. Please contact (02) 6218 7999 for further information.

Street Law provides a free outreach legal service for people who are homeless or at risk of becoming homeless. The service provides advice and assistance on a broad range of legal issues and operates from local centres at several hosting agencies including Queanbeyan. For further information, please phone (02) 6218 7995, 1800 787 529 or go to www.streetlaw.org.au.

Consumer Law Centre of the ACT

The Consumer Law Centre provides free legal assistance and advice to low to moderate income earners, primarily in the areas of consumer credit, telecommunications and utilities as well as general fair trading and consumer protection. The telephone information service is available 9am to 12 noon weekday mornings. A Drop In service operates Wednesday evenings between 5:30pm and 7:30pm. For further information please contact (02) 6257 1788 or go to www.carefcs.org.

Tenants Advice Service

The Tenants Advice Service provides free legal advice on tenancy matters, information and community education for all ACT tenants. The service is available between 9:30am and 1pm, Monday to Friday and 4:30pm to 8pm on Tuesdays. For further information, please phone (02) 6247 2011 or go to www.tenantsact.org.au.

Youth Law Centre ACT

This service provides a drop in legal and referral service for young people aged 12 to 25 years who may need assistance or information on a range of legal matters. The service is available between 12 and 4pm, Monday to Friday. Further information can be located at www.youthlawact.org.au or by phoning (02) 6173 5410.

Disability Discrimination Legal Service

The Disability Discrimination Legal Service provides a free legal service to assist people who have been discriminated on the basis of their disability as recognised under legislation. The service operates from Havelock House, Gould Street, Turner ACT between 2:30 and 4:30pm on Thursdays. Please phone (02) 6218 7918 for further information.

Women's Legal Centre

This service provides free, confidential telephone advice to women on legal issues. Appointments are required. Please phone (02) 6257 4499 for further information.

After Hours Bail Service

The After-Hours Bail Support Service provides a service for young people who are at risk of being remanded in custody, to assist them to remain in the community. The service makes assessments of young people's suitability for bail and provides support and advice to young people, family and other supports and the police. The service's target group is young people in police custody in relation to fresh offences, where the watch house sergeant is considering refusing bail and young people already on bail, who are at risk of breaching their bail, or who have already breached their bail. The service operates between 5pm- 2am weekdays and 4pm-2am weekends and public holidays. For further information, please contact 1800 178 277.

Family Law Services

The Australian Government funds a range of services to help separating or separated families resolve their disputes without going to court. The services assist families dealing with personal and family issues or issues relating to the care of children during family separation and divorce.

The services provided include:

- Children's Contact Services;
- Counselling;
- Family Dispute Resolution;
- Parenting Orders Program;
- Post Separation Cooperative Parenting; and
- Supporting Children After Separation.

Further information can be obtained by going to www.familyrelationships.gov.au.

GLOSSARY

Low risk children, young people and their families are likely to require short term support (0-6 months) as a prevention or early intervention response.

Medium risk children, young people and their families are likely to require medium to long term support (6 to 12 months).

High risk children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2 years).

YOUTH

ANGLICARE

Outgoing services:

Anglicare currently delivers Youth in the City - Youth Centre that incorporates case management (current capacity 20 – 30 clients at any one time), program activities, drop in, community development and publications. This service is for young people aged 18 to 25 years. This program will not be delivered from 1 March 2012. Young people are being advised the service will not be continuing past 1 March 2012. Some young people have been transitioned to current services and this will continue until all young people have been transitioned.

Incoming services:

Anglicare currently delivers the CYCLOPS program for young carers aged 10 to 18 years and their families incorporating case management (current capacity up to 20 clients at any one time – there may be availability for one to two new clients); group work, recreational activities, advocacy and support. Anglicare will continue to deliver the CYCLOPS program at a similar capacity from 1 March 2012. This is an ACT wide service.

Anglicare in partnership with Northside Community Service will begin delivering the Gungahlin/ North Network Youth Engagement services as of 1 March 2012. This service hopes to deliver some of the service from the current Youth in the City site as well as offering the space to successful respondents in Group Programs.

Anglicare in partnership with South Side Community Service and Woden Community Service will begin delivering the Woden/ Weston Network, Network Coordination, Case Management and Youth Engagement services as of 1 March 2012.

Services during the Transition period:

Youth in the City – Youth Centre will be running a holiday program starting in January 2012. The holiday program will be for young people aged 12 to 25 years. For further information please contact Youth in the City – Youth Centre on (02) 6232 2444.

Youth in the City – Youth Centre will continue to take referrals until early 2012 for low risk clients.

Youth in the City – Youth Centre will cease service delivery from 29 February 2012.

The CYCLOPS program will continue to be delivered during the transition period. Referrals can be made by contacting (02) 6278 8444.

Christmas Shutdowns: CYCLOPS and Youth in the City will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012.

BARNARDOS

Outgoing services:

Nil Youth Programs.

Incoming services:

Barnardos will deliver Network Coordination for the Inner North/Gungahlin Network from 1 March 2012.

Barnardos will provide Case Management services from 1 March 2012. The service will include a mentoring component and the proposed capacity will be 90 mentoring and 79 case management clients per year.

Barnardos will also deliver the Intensive Intervention Program from 1 March 2012. Where agencies have clients currently working with Care and Protection and Youth Justice Services who require referral to the new Intensive Intervention Service please work with the relevant Care and Protection worker and Youth Justice worker to refer.

Services during the Transition period:

Barnardos has negotiated with the Directorate to deliver an intensive case management service during the transition period. This service will be for high risk clients* but these clients are not required to be referred from Care and

Protection or Youth Justice during the transition period. The focus will be on referrals from the Tuggeranong and Gungahlin Networks. For further information please contact Barnardos on (02) 6228 9500.

Christmas Shutdown: Barnardos will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012. On call will operate throughout the Christmas period 24 hours per day.

***High risk** children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2 years).

BELCONNEN COMMUNITY SERVICE (BCS)

Outgoing services:

BCS currently delivers the U-Turn program for young people aged 12 to 25 years. The program incorporates case management (capacity varies depending on client need – the service is currently working with 26 young people), group program activities, drop in and community development.

The U-Turn program will not be delivered from 1 March 2012.

Incoming Services:

BCS will begin Network Coordination services and Youth Engagement services in the Belconnen Network from 1 February 2012, in line with the beginning of the new school year. Case Management services will continue with ongoing flexibility around capacity dependent on need. Please contact BCS on (02) 6264 0200 or the Information, Engagement and Coordination Service to refer clients.

BCS will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

BCS is implementing a new structure and service delivery system. Case management services for both youth and families will continue during the transition period with a flexible capacity to be responsive to the needs of clients. BCS is able to work with clients outside the Belconnen Network during the transition period if required. BCS will be accepting direct referrals from 1 December 2011.

U-Turn group programs will finish on 21 December 2011. The U-Turn Youth Drop In service will finish as of 1pm, 23 December 2011.

BCS will deliver activities for the full length of the school holidays through the U-Turn program. The program will be available for all young people aged 12 to 25 years and operate between 12 noon and 6pm Monday to Friday. The program will incorporate a mix of in-house activities and external excursions. For further information, please contact (02) 6264 0260.

Christmas Shutdown: BCS will close from 1pm on 23 December 2011 and reopen on the 3 January 2012.

CATHOLIC CARE

Outgoing services:

Nil Youth Programs

Incoming services:

From 1 March 2012 CatholicCare will deliver Case Management services for children, young people and their families (proposed capacity 24-40 clients at any one time).

Services during the Transition period:

Nil Youth Services during the transition period.

Christmas Shutdown: CatholicCare will close from 23 of December 2011 and reopen on 4 January 2012. The service will be open on 29 and 30 December 2011 with skeleton staff.

COMMUNITIES@WORK

Outgoing services:

Communities@Work currently delivers a Youth Service for young people aged 12 to 25 years incorporating case management (capacity 25 young people – the service is currently working with 18 clients) program activities, drop in and community based projects. This program will not be delivered from 1 March 2012.

Incoming services:

Communities@Work will deliver Network Coordination services in the Tuggeranong Network from 1 March 2012.

Communities@Work will also deliver Youth Engagement services in the Tuggeranong Network from 1 March 2012. The Youth Engagement services will be provided in conjunction with the YWCA of Canberra. The program will be for young people aged 12 to 25 years and incorporate youth outreach services in the Tuggeranong region including outreach in schools and colleges, school holiday programs including centre based programs and excursions, educational and training programs and access to the internet and information technology.

Services during the Transition period:

Communities@Work is currently working on transition plans with case management clients in the Youth Support program. Communities@Work aims to have this process completed by 31 January 2012. For those clients who require ongoing case management, Communities@Work will liaise directly with agencies to refer clients to incoming case management services.

The Youth Support program will continue to take referrals for case management for at risk clients until 31 January 2012. The service will provide case work imbedded within activities throughout holiday programs.

The Youth Drop In program at Tuggeranong Youth Centre will continue to operate during the transition period until 24 February 2012. Program activities for youth will be ongoing during the transition period. For further information please contact (02) 6293 2146.

Christmas Shutdown: Communities@Work will close from 5pm on 23 of December 2011 and reopen on the 3 January 2012.

COMPANION HOUSE

Outgoing services:

Nil.

Incoming services:

Companion House currently delivers a Children's Therapeutic Intervention Program and a Community Development Program. These programs will continue from 1 March 2012 with a larger client capacity and an extended target group including children, young people and their families. For further information and referrals contact Companion House (02) 6251 4550.

Services during the Transition period:

Nil Youth Programs.

Christmas Shutdown: Companion House will be closed from 23 December 2011 to 3 January 2012 for the Christmas period.

DUKE OF EDINBURGH AWARD

Outgoing services:

Nil.

Incoming services:

The Duke of Edinburgh Award is a flexible, interesting and fun-packed program for all young people between the ages of 14 and 25 years to participate in a number of activities over a set length of time. It is entirely voluntary and is structured so the participants can design their own unique program centred around their interests and passions.

Anyone interested in becoming involved with Duke of Edinburgh Award in the ACT should contact Duke of Edinburgh Award directly on (02) 6291 1705.

Services during the Transition period:

The Duke of Edinburgh Award will continue services during the transition period.
For further information, contact (02) 6291 1705.

Christmas Shutdown: Duke of Edinburgh will be closed over the Christmas period from 24 December 2011 to 1 February 2012.

GIRL GUIDES

Outgoing services:

Nil.

Incoming services:

Girl Guides currently provides recreational and leadership activities for girls and young women aged 5 to 18 years to develop their self-confidence and community responsibility. Anyone interested in becoming involved with Girl Guides in the ACT should contact Girl Guides directly on (02) 6282 5328.

Services during the Transition period:

Girl Guides will continue services during the transition period. For further information, contact (02) 6282 5328.

Christmas Shutdown: The program is closed over the December 2011 – January 2012 school holidays but will continue from 30 January 2012.

GUGAN GULWAN

Outgoing services:

Gugan Gulwan currently delivers Youth services from the Youth Centre at Erindale for young people aged 12 to 25 years. The service incorporates case management (current capacity 15 clients), program activities and groups (including the Young Mums Group for young mum's aged 12 to 25 years and Parenting Our Way for young parents aged 12 to 25 years). Gugan Gulwan also delivers the Education Support program (current capacity 15 clients) for young people aged 12 to 25 years seeking support to continue education and incorporating case management and support services.

Incoming services:

Gugan Gulwan is currently developing an integrated model of service delivery that will be delivered from 1 March 2012. The service model will incorporate case management services, youth engagement services and group activities for children, young people and families.

Services during the Transition period:

Gugan Gulwan will be running a school holiday program for Aboriginal and Torres Strait Islander young people in the latter half of January 2012. This program will consist of excursions targeted at young people aged 8 to 12 years and 13 to 16 years. For further information please contact Karla (for the 8-12 years group) and Janine (for the 13 to 16 years group) at Gugan Gulwan on (02) 6296 8900.

Christmas Shutdown: Gugan Gulwan will be closed from 21 December 2011 to 3 January 2012.

GUNGAHLIN REGIONAL COMMUNITY SERVICE (GRCS)

Outgoing Services:

Gungahlin Regional Community Services currently delivers Youth services from the Youth Centre at Gungahlin for young people aged 12 to 25 years incorporating case management (capacity 8 young people currently working with 7 clients) program activities, school programs, drop in, and community based projects. School Group Programs will finish on 16 December 2011.

Incoming services:

Nil.

Services during the Transition period:

Gungahlin Regional Community Service will run a school holiday program between 3 and 27 January 2012. The holiday program will be for young people aged 12 to 25 years and will incorporate a mix of centre based activities and external excursions. The Centre will be open between 11:30am and 3:30pm Monday to Thursdays and 2pm to 6pm on Fridays. Case management will continue throughout January and February 2012 with clients being made aware of the transition prior to commencement. GRCS is working with a variety of services including Catholic Care and Barnardos to meet the transition needs of clients.

For further information, please contact Gungahlin Regional Community Service on (02) 6123 4411.

Christmas Shutdown: Gungahlin Regional Community Service will close on 23 December 2011 until 3 January 2012.

LIFELINE**Outgoing Services:**

Lifeline Youth NetworX (LYNX) currently provide half day training for young people around peer support, communication, mental health and well being. These programs are based on a school year and are due to be completed by 21 December 2011. This service will cease at 29 February 2012.

Incoming services:

Nil.

MIGRANT AND REFUGEE SETTLEMENT SERVICES (MARSS)**Outgoing Services:**

Nil.

Incoming Services:

MARSS currently run the Program for After School Studies (PASS). This program provides tutoring assistance to young people aged 12 to 25 years. The program has a flexible capacity at this stage. This program will continue into the new Service Delivery Framework. Anyone interested in becoming involved with PASS should contact MARSS directly on (02) 6248 8577, or the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

PASS will continue services during the transition period for further information please call (02) 6248 8577.

Christmas Shutdown: MARSS will be closed from COB on 23 December 2011 until 9am on 9 January 2012. The PASS program will be closed from Thursday 15 December to Tuesday 7 February 2012.

NORTHSIDE COMMUNITY SERVICE**Outgoing Services:**

Northside Community Service is currently funded through the Youth Support program for young people aged 12 to 25 years to provide the Majura Youth Services incorporating Case Management (Capacity of 10 clients – the service is currently working with 8 young people), program activities and community based projects.

Incoming Services:

Northside Community Service in consortia with Anglicare will begin Youth Engagement Services in the Gungahlin/North Network as of 1 March 2012.

Services during the Transition period:

NCS Youth Case Management will not take any new referrals as of now; it will continue to provide case management to current clients until early 2012 when it will look towards transitioning clients as appropriate.

Northside Community Service Youth Service will not be accepting any new referrals.

Northside Community Service Youth Service will cease service delivery from 29 February 2012.

Christmas Shutdown: Northside Community Service will be closed from 23 December 2011 until 3 January 2012.

PARENTLINE

Incoming Services:

The Information Engagement and Coordination Service will be open for referrals and be ready for full service provision in March 2012.

Services during the Transition period:

Parentline will provide a transitory Information, Engagement and Coordination Service (IECS). This service will start to offer the services of the IECS in a scaled down model including the provision of telephone information and support to children, young people and their families (where information of incoming services availability is provided) and to provide an active holding service where required, for clients that are unable to get immediate service delivery during the transition period. Parentline will provide a bridging service over December/January/February.

Active Holding for Youth Support – Parentline will provide an active holding service consisting primarily of telephone, some on-line and very limited face to face support to young people unable to access regular support services during the transition phase. Parentline will have the active holding service for young people available from 3 January 2012. Agencies can refer young people on an interim basis as current services wind down and new services become established. For further information on referrals please call (02) 6162 4718.

Christmas Shutdown: Parentline will be closed from 23 December 2011 to 3 January 2012. The service will be available to take calls on 29 and 30 December 2011, however this will be provided through skeleton staff.

CANBERRA POLICE COMMUNITY YOUTH CLUB (CPCYC)

Outgoing Services:

CPCYC are currently funded to provide recreation based activities average of 30 programs a month and case work (capacity 5 clients).

Incoming Services:

CPCYC will be providing case management services under the new Service Delivery Framework. This service will target young people and will use recreational activities to engage clients in the case management.

CPCYC will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

CPCYC will be providing holiday programs during the holidays which will be able to take up to 28 young people per week. At this stage the program will run for two weeks beginning 9 December 2011 during the holiday period with a provision for a third week if a need is identified. Transition case management services will be provided and the Erindale Youth Centre will be open during the period.

Christmas Shutdown: CPCYC will be closed from 22 December 2011 until 3 January 2012.

RICHMOND FELLOWSHIP

Outgoing Services:

Richmond Fellowship are currently funded to provide sessional based counselling to young people and their families (Capacity of 45 families although there are currently spaces available) through the Youth Support program. For further information please call (02) 6248 6118.

Richmond Fellowship Family Counselling Program will cease service delivery as of 29 February 2012.

Incoming Services:

Nil.

Services during the Transition period:

Richmond Fellowship will continue to accept referrals until 29 February 2012 as appropriate. As counselling is sessional (6-8 weeks depending on the need of the client) Richmond Fellowship has indicated that they are happy to provide assistance for transitioning clients over the transition period. For further information please call

(02) 6248 6118. Richmond Fellowship will cease taking referrals for the Family Counselling program as of 23 January 2012.

Christmas Shutdown: Richmond Fellowship will be closed from 23 December 2011 until 3 January 2012.

RELATIONSHIPS AUSTRALIA

Incoming Services:

Relationships Australia (RA) will provide Therapeutic Services (approx 1200 sessions per annum) under the new Service Delivery Framework. RA will commence provision of Therapeutic Services in December 2011. To be eligible for the service clients will need to be: on a low income, adults will need to have children or young people in their family, young people over 16 years of age, be living in vulnerable and disadvantaged situations - e.g., drug and alcohol, family violence, mental health, low, medium or high risk.

RA will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

RA will commence provision of Therapeutic Services in December 2011. Referrals will be accepted from outgoing services. For further information on services and referrals please contact (02) 6122 7100.

Relationships Australia is currently working in conjunction with the Aboriginal Justice Centre and Northside Community Service on the implementation of an Aboriginal and Torres Strait Islander Engagement Service.

Christmas Shutdown: RA will be closed between 23 December 2011 and 6 January 2012.

SCOUTS

Outgoing services:

Nil.

Incoming services:

Scouts currently provide recreational and leadership activities for children and young people aged 6 to 26 years to develop their self-confidence and community responsibility. This program is closed over the December 2011 – January 2012 school holidays but will be open for enquiries from 9 January 2012. Anyone interested in becoming involved with Scouts in the ACT should contact Scouts directly on (02) 6282 5211.

Services during the Transition period:

Scouts will continue services during the transition period however the program is closed during 23 December 2011 and 9 January 2012 for school holidays but will continue services from 3 February 2012. A summer camp will run during this period for members of Scouts ACT which will engage approximately 200 young people. For further information contact Scouts on (02) 6282 5211.

Christmas Shutdown: Scouts ACT will be closed from 23 December 2011 until 9 January 2012.

THE SMITH FAMILY

Outgoing Services:

Nil.

Incoming Services:

The Smith Family is currently funded to provide Educational Scholarships to vulnerable young people. The Smith Family will provide case management with a focus on education under the new Service Delivery Framework. This service will include the provision of scholarships but will also work with young people and their families to address barriers in educational achievement.

Services during the Transition period:

The Smith Family have said they are able to provide low complex case management services for young people and their families over January and February 2012 for less complex case work. This service will be available to young people transitioning from outgoing services in the first instance. Please contact Olga on (02) 6283 7626 or

olga.srbovski@thesmithfamily.com.au from 3 January 2011 for further information. During the school holidays The Smith Family will run some services in January 2012 for respite.

Christmas Shutdown: The Smith Family will be closed from midday on 23 December 2011 until 9am on 3 January 2012. Christmas gifts may be available for collection on 23 December 2011 for children aged 0 to 12 years. Please contact The Smith Family on (02) 6283 7626 for further information.

SOUTHSIDE COMMUNITY SERVICES

Incoming Services:

Southside Community Services in consortia with Anglicare and Woden Community Service will begin service delivery in Network Coordination, Case Management and Youth Engagement in the Weston/South Canberra Network. No further information has been provided.

Christmas Shutdown: Southside Community Services will be closed from 12 noon on 23 December 2011 until 3 January 2012.

ST VINCENT DE PAUL

Outgoing services:

Nil.

Incoming services:

St Vincent De Paul will continue to provide subsidies for St Joseph the Carpenter Conference Camp Holiday Programs as usual.

St Vincent De Paul will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

St Vincent De Paul has approximately 15 to 20 spaces remaining for the St Joseph the Carpenter Conference Camp Holiday Program. Please contact Sarah on (02) 6234 7384 for further information and referrals. Referrals are required by 16 December 2011.

Christmas Shutdown: St Vincent De Paul will be closed from 23 December 2011 until to 3 January 2012.

TUGGERANONG COMMUNITY ARTS

Outgoing services:

Tuggeranong Community Arts provides the Messengers Program which currently provides activities for young people in Tuggeranong and Belconnen.

Incoming services:

Tuggeranong Community Arts will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

Tuggeranong Community Arts will deliver Group Activities from 1 March 2012, further details will be provided when available.

Christmas Shutdown: Tuggeranong Community Arts will be closed from 16 December 2011 until 10 January 2012.

WODEN COMMUNITY SERVICE

Outgoing Services:

Woden Community Service currently provides a Youth Service incorporating case management (capacity of 5 clients) program activities, drop in and community based projects.

Incoming Services:

Woden Community Service in consortia with Southside Community Services and Anglicare will begin service delivery as Network Coordination, Case Management Activities and Youth Engagement Services in the Weston/South Network.

Services during the Transition period:

Woden Youth Centre will provide Christmas School Holiday Program which will be a mixture of centre based programs and excursions. The centre will be open between 12 and 5:30pm on Mondays to Thursdays and 12 to 7pm on Fridays.

The centre will also be hosting a Christmas Dinner on 22 December 2011.

For further details please contact Woden Youth Centre on (02) 6282 5704 or wodenyouth@wcs.org.au . All details will also be available on the Woden Youth Centre Facebook Page.

Christmas Shutdown: The service will be closed from on 23 December 2011 to 3 January 2012.

UNITING CARE KIPPAX**Outgoing Services:**

Nil.

Incoming Services:

As a case management provider in the new Service Delivery Framework Uniting Care Kippax will be expanding their case management capacity to 50 – 70 clients (vulnerable children, youth or families) as of March 2012.

Christmas Shutdown: Uniting Care Kippax will be closed from 23 December 2011 until 9 January 2012.

YOUTH COALITION ACT**Outgoing Services:**

Nil.

Incoming Services:

The Youth Coalition of the ACT will be operating business as usual. This includes working as a Peak Body for those working with Youth in the ACT – including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. An integral part of this role will be working in collaboration with Families ACT to present a combined approach to the development of the CYFS sector. The Youth Coalition can be contacted on (02) 6247 3540.

The Youth Coalition of the ACT in partnership with the Queanbeyan Multilingual Centre will deliver Culturally and Linguistically Diverse Youth Engagement Services from 1 March 2012. Further details will be provided, once they are made available.

Services during the Transition period:

The Youth Coalition of the ACT will be operating business as usual however will be closed from 23 December 2011 to 3 January 2012 for the Christmas period. In the week prior to Christmas, Youth Coalition of the ACT will have one person available in the office. The Youth Coalition of the ACT work as a Peak Body for those working with Youth in the ACT – including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. The Youth Coalition can be contacted on (02) 6247 3540.

Christmas Shutdown: The Youth Coalition of the ACT will be closed from 23 December 2011 until 3 January 2012.

YWCA OF CANBERRA

Outgoing Services:

The YWCA of Canberra is currently funded under the Youth Support program to provide:

SCOPE – a case management (capacity 25 - 30 young people) and health promotions program (3-5 programs per week)

Navigate is a service for young people and their families offering counselling, case management service (Capacity 24 Families – the service is currently working with 24 clients) and groups (2 per annum).

Lanyon Youth Centre currently provides a Youth Service incorporating case management (Capacity of 5 clients) program activities, drop in and community based projects.

Incoming Services:

The YWCA of Canberra will provide Therapeutic Services from 1 March 2012. Further details will be provided once they become available.

The YWCA and Communities@Work will be providing a Youth Engagement Service in the Tuggeranong Network. No further information has been provided.

Services during the Transition period:

The YWCA of Canberra are currently working with their clients to transition clients to other services or completing case plans. Their aim is to achieve this by 1 February 2012.

Lanyon Youth Centre will cease school based groups by 21 December 2011 but will operate a Youth School Holiday Program throughout January 2012.

SCOPE is not accepting any new referrals requesting long-term or on-going case management support, however the Program will continue providing 'One-Off' support to anyone requesting case management support. Capacity to continue offering the service will be reviewed by 9 January 2012.

Navigate is no longer accepting referrals for long-term or on-going counselling/case management support; however, the team will continue offering 'One-Off' counselling/case management support to any caller requesting assistance from the program. Capacity to continue offering this service will be reviewed by 9 January 2012.

SCOPE is not accepting any new referrals.

SCOPE will cease service delivery from 1 February 2012.

Navigate is not accepting any new referrals.

Navigate will cease service delivery from 1 February 2012.

Christmas Shutdown: SCOPE will be closed from 23 December 2011 until 3 January 2012. Navigate will be closed from 23 December 2011 until 3 January 2012.

OTHER COMPLEMENTARY SERVICES

Youth Connections:

The Youth Connections Program helps young people who have left school, or who are thinking of leaving school, to continue with their education and ultimately gain a Year 12 (or equivalent) level education. Service delivery is characterised by flexible and individualised case management to assist young people to remain engaged or re-engage with education and to improve their ability to make positive life choices. Youth Connections providers also run outreach activities for young people in the community and work to strengthen services in their regions so young people are better supported. The ACT Provider is Anglicare through the Youth Education Program. Youth Connections Workers are located at YWCA Mura, Lanyon Youth Centre; Woden Youth Centre; U-Turn Youth Services at Belconnen Community Services; and Gungahlin Youth Centre. A Youth Connections worker is located at Anglicare's Club 12/ 25 building as well as the Youth Education Program.

Youth Education Program – Anglicare

The Youth Education Program (YEP) is an alternative education program funded through the Education and Training Directorate that provides an opportunity for young people aged 15 to 19 years to gain their Year 10 and Year 12 Certificate (as well as additional training programs such as Road Ready and Certificate I in Work Preparation Training).

YEP provides a caring and supportive environment that is inclusive and reinforces the achievements of all students.

It offers an integrated approach to personal, social as well as educational welfare of students, including the relationships between knowledge, life skills, interpersonal relationships and employment by using a variety of educational options.

For further information, please contact YEP on (02) 6232 2433.

Centrelink Social Workers

Centrelink Social Workers are available to help customers in Centrelink Customer Service Centres and Call Centres.

The Centrelink Social workers are able to:

- provide counselling and support to Centrelink customers with difficult personal or family issues;
- provide information about, or refer customers to, community support services; and
- help with claims for payments from Centrelink.

Centrelink Customer Service Centres are located at:

- Braddon - 13 Lonsdale Street, Braddon ACT 2612. Opening hours are 8am to 5pm, Monday to Friday.
- Woden – 90 Corinna Street, Woden ACT 2606. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Belconnen – Level 1, North Point Plaza, Corner Chandler Street and Benjamin Way, Belconnen ACT 2617. Opening hours are between 8am to 5pm, Monday to Friday.
- Queanbeyan – 183 Crawford Street, Queanbeyan NSW 2620. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Gungahlin – Shop 30-33 Woolworths Building, the Marketplace, 33 Hibberson Street, Gungahlin ACT 2912. Opening hours are 9am to 5pm, Monday to Friday.
- Tuggeranong – Tuggeranong Square, Corner Anketell Street and Reed Street, Greenway ACT 2900. Opening hours are 8am to 5pm, Monday to Friday.

Further information can be located at www.centrelink.gov.au

Centrelink Family Assistance Office can be contacted on 13 6150 and Youth and Student Services on 13 2490.

FirstPoint

First Point is a free phone service for Canberrans who are homeless or at risk of homelessness to find services that meet their needs.

First Point is a central intake service; it is the single and only access point for Canberrans to find support in the homelessness system. First Point operates out of the Central Access Point in Belconnen that includes community service organisations as well as Centrelink and Housing ACT. The service is open Monday to Friday 9am to 7pm and on Saturday between 10am to 1pm at Nature Conservation House, Corner of Emu Bank & Benjamin Way, Belconnen ACT 2610. Further Information can be obtained by contacting FirstPoint on 1800 1 POINT (1800 1 76468), office@firstpoint.org.au and www.firstpoint.org.au

Christmas Shutdown: First Point will be closed on 25, 26 December 2011 and 1 January 2012. The service will continue to operate on all other public holidays between 10am and 1pm.

CAP Services (Central Access Point)

The Central Access Point co-locates Housing ACT's Gateway Services, where people can apply for public or community housing. Clients are met at the Central Access Point by a concierge who assesses their needs before referring them to the best suited service.

The Central Access Point is located at Nature Conservation House on the Corner of Emu Bank and Benjamin Way, Belconnen ACT 2610.

The Central Access Point will be open on 29 and 30 December 2011 with skeleton staff.

Aboriginal Legal Service (NSW/ACT)

The Aboriginal Legal Service provides legal advice and representation for Indigenous people in Canberra and the surrounding regions including Queanbeyan, Yass, Goulburn and Cooma. For further information please contact (02) 6249 8488.

Legal Aid Office ACT

The Legal Aid Office provides legal advice, information, assistance and representation to people disadvantaged in their access to the law. The Office is open between 8:30am and 5pm, Monday to Friday and is located at 2 Allsop Street, Canberra City. For further information please phone (02) 6243 3411.

The Free Legal Aid Helpline is available between 9am and 4pm, Monday to Friday to provide free legal information, referral and limited advice to anyone in the ACT. Please call 1300 654 341.

Welfare Rights and Legal Centre

Welfare rights provides free legal advice, information and advocacy in private and public tenancy and on Centrelink benefits and legal aid appeals for people on low incomes and issues relating to housing (private and public tenancy). The service is available Monday, Tuesday, Thursday and Fridays between 9:30am and 1pm at Havelock House, 85 Gould Street, Turner ACT. Please phone (02) 6218 7900 or go to www.welfarerightsact.org for further information.

A Night Time Free Legal Service is available for one-off night time free legal advice and referral in all areas of law for people on low incomes. The service is available on Tuesday nights between 6 and 8pm at Havelock House, Gould Street, Turner ACT. No appointments are necessary. Please contact (02) 6218 7999 for further information.

Street Law provides a free outreach legal service for people who are homeless or at risk of becoming homeless. The service provides advice and assistance on a broad range of legal issues and operates from local centres at several hosting agencies including Queanbeyan. For further information, please phone (02) 6218 7995, 1800 787 529 or go to www.streetlaw.org.au.

Consumer Law Centre of the ACT

The Consumer Law Centre provides free legal assistance and advice to low to moderate income earners, primarily in the areas of consumer credit, telecommunications and utilities as well as general fair trading and consumer protection. The telephone information service is available 9am to 12 noon weekday mornings. A Drop In service operates Wednesday evenings between 5:30pm and 7:30pm. For further information please contact (02) 6257 1788 or go to www.carefcs.org.

Tenants Advice Service

The Tenants Advice Service provides free legal advice on tenancy matters, information and community education for all ACT tenants. The service is available between 9:30am and 1pm, Monday to Friday and 4:30pm to 8pm on Tuesdays. For further information, please phone (02) 6247 2011 or go to www.tenantsact.org.au.

Youth Law Centre ACT

This service provides a drop in legal and referral service for young people aged 12 to 25 years who may need assistance or information on a range of legal matters. The service is available between 12 and 4pm, Monday to Friday. Further information can be located at www.youthlawact.org.au or by phoning (02) 6173 5410.

Disability Discrimination Legal Service

The Disability Discrimination Legal Service provides a free legal service to assist people who have been discriminated on the basis of their disability as recognised under legislation. The service operates from Havelock House, Gould Street, Turner ACT between 2:30 and 4:30pm on Thursdays. Please phone (02) 6218 7918 for further information.

Women's Legal Centre

This service provides free, confidential telephone advice to women on legal issues. Appointments are required. Please phone (02) 6257 4499 for further information.

After Hours Bail Service

The After-Hours Bail Support Service provides a service for young people who are at risk of being remanded in custody, to assist them to remain in the community. The service makes assessments of young people's suitability for bail and provides support and advice to young people, family and other supports and the police. The service's target group is young people in police custody in relation to fresh offences, where the watch house sergeant is considering refusing bail and young people already on bail, who are at risk of breaching their bail, or who have already breached their bail.

The service operates between 5pm- 2am weekdays and 4pm-2am weekends and public holidays. For further information, please contact 1800 178 277.

Family Law Services

The Australian Government funds a range of services to help separating or separated families resolve their disputes without going to court. The services assist families dealing with personal and family issues or issues relating to the care of children during family separation and divorce.

The services provided include:

- Children's Contact Services;
- Counselling;
- Family Dispute Resolution;
- Parenting Orders Program;
- Post Separation Cooperative Parenting; and
- Supporting Children After Separation.

Further information can be obtained by going to www.familyrelationships.gov.au.

GLOSSARY

Low risk children, young people and their families are likely to require short term support (0-6 months) as a prevention or early intervention response.

Medium risk children, young people and their families are likely to require medium to long term support (6 to 12 months).

High risk children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2 years).

ANGLICARE

Incoming services:

Anglicare currently delivers the CYCLOPS program for young carers aged 10 to 18 years and their families incorporating case management (current capacity up to 20 clients at any one time – there may be availability for one to two new clients); group work, recreational activities, advocacy and support. Anglicare will continue to deliver the CYCLOPS program at a similar capacity from 1 March 2012. This is an ACT wide service.

Anglicare currently delivers the CYCLOPS program for young carers aged 10 to 18 years and their families incorporating case management (current capacity up to 20 clients at any one time – there may be availability for one to two new clients); group work, recreational activities, advocacy and support. Anglicare will continue to deliver the CYCLOPS program at a similar capacity from 1 March 2012. This is an ACT wide service.

Anglicare in partnership with South Side Community Service and Woden Community Service will begin delivering the Woden/ Weston Network, Network Coordination, Case Management and Youth Engagement services as of 1 March 2012.

Services during the Transition period:

The CYCLOPS program will continue to be delivered during the transition period. Referrals can be made by contacting (02) 6278 8444.

Christmas Shutdowns: CYCLOPS will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012.

BARNARDOS

Outgoing services:

Barnardos currently delivers the Kids Friends program for children and young people (current capacity 60 clients per annum) and the Parenting Outreach program for families (current capacity 7 clients at any one time). Both programs will not be delivered from 1 March 2012.

Incoming services:

Barnardos will deliver Network Coordination for the Inner North/Gungahlin Network from 1 March 2012.

Barnardos will provide Case Management services from 1 March 2012. The service will include a mentoring component and the proposed capacity will be 90 mentoring and 79 case management clients per year.

Barnardos will also deliver the Intensive Intervention Program from 1 March 2012. Where agencies have clients currently working with Care and Protection and Youth Justice Services who require referral to the new Intensive Intervention Service please work with the relevant Care and Protection worker and Youth Justice worker to refer.

Services during the Transition period:

Barnardos will continue to deliver both the Kids Friends program and the Parenting Outreach program during the transition period until 29 February 2012. However, due to the significant number of referrals from agencies, the programs are at capacity. Barnardos is currently conducting client reviews to determine ongoing need and the potential for program vacancies. For further information please contact Barnardos on (02) 6228 9500.

Barnardos has negotiated with the Directorate to deliver an intensive case management service during the transition period. This service will be for high risk clients* but these clients are not required to be referred from Care and Protection or Youth Justice during the transition period. The focus will be on referrals from the Tuggeranong and Gungahlin Networks. For further information please contact Barnardos on (02) 6228 9500.

Christmas Shutdown: Barnardos will close for Christmas break on 23 December 2011 to 2 January 2012 and will reopen on Tuesday 3 January 2012. On call will operate throughout the Christmas period 24 hours per day.

***High risk** children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2years).

BELCONNEN COMMUNITY SERVICE (BCS)

Outgoing services:

BCS delivers the Family Support program for families incorporating group work and case management (capacity varies depending on client need – the service is currently working with 19 families).

The Family Support program will not be delivered from 1 March 2012.

Incoming Services:

BCS will begin Network Coordination services and Youth Engagement services in the Belconnen Network from 1 February 2012, in line with the beginning of the new school year. Case Management services will continue with ongoing flexibility around capacity dependent on need. Please contact BCS on (02) 6264 0200 or the Information, Engagement and Coordination Service to refer clients.

BCS will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

BCS is implementing a new structure and service delivery system. Case management services for both youth and families will continue during the transition period with a flexible capacity to be responsive to the needs of clients. BCS is able to work with clients outside the Belconnen Network during the transition period if required. BCS will be accepting direct referrals from 1 December 2011.

Christmas Shutdown: BCS will close from 1pm on 23 December 2011 and reopen on the 3 January 2012.

CATHOLIC CARE

Outgoing services:

CatholicCare currently delivers the Family Support program with a mix of case management and group work (capacity 24 – 40 clients). The program will not be delivered from 1 March 2012.

Incoming services:

From 1 March 2012 CatholicCare will deliver Case Management services for children, young people and their families (proposed capacity 24-40 clients at any one time).

Services during the Transition period:

CatholicCare will continue to deliver case management services during the transition period for 24-40 at risk clients. Referrals during the transition period can be made directly to CatholicCare on (02) 6163 7600.

However, please note that the program is currently at capacity given the influx of referrals from other agencies. CatholicCare will maintain contact and provide contact/support to people on the waiting list as required.

CatholicCare's current group programs will finish on 21 December 2011. No other group activities will be run during the transition period.

Christmas Shutdown: CatholicCare will close from 23 of December 2011 and reopen on 4 January 2012. The service will be open on 29 and 30 December 2011 with skeleton staff.

COMMUNITIES@WORK

Outgoing services:

Communities@Work currently delivers a Family Support program that incorporates case management (capacity 60 families) and group work. This program will not be delivered from 1 March 2012.

Incoming services:

Communities@Work will deliver Network Coordination services in the Tuggeranong Network from 1 March 2012.

Services during the Transition period:

Communities@Work is currently working on transition plans with case management clients in the Family Support program. Communities@Work aims to have this process completed by 31 January 2012. For those clients who require ongoing case management, Communities@Work will liaise directly with agencies to refer clients to incoming case management services.

The Family Support program will continue to take referrals for case management for at risk clients until 31 January 2012.

Christmas Shutdown: Communities@Work will close from 5pm on 23 of December 2011 and reopen on the 3 January 2012.

COMPANION HOUSE

Outgoing services:

Nil.

Incoming services:

Companion House currently delivers a Children's Therapeutic Intervention Program and a Community Development Program. These programs will continue from 1 March 2012 with a larger client capacity and an extended target group including children, young people and their families. For further information and referrals contact Companion House (02) 6251 4550.

Services during the Transition period:

Companion House will continue to deliver services during the transition period for further information and referrals please call (02) 6251 4550.

Christmas Shutdown: Companion House will be closed from 23 December 2011 to 3 January 2012 for the Christmas period.

FAMILIES ACT (FACT)

Outgoing services:

Nil.

Incoming services:

FACT currently provides peak body services including systemic advocacy and representation on behalf of its members; capacity building contributing to sector development; policy development; leadership and innovation; information and advice and collaborative approaches to cross sector relationships. These services will continue from 1 March 2012. An integral part of FACT's role will be working in collaboration with the Youth Coalition of the ACT to present a combined approach to the development of the CYFS sector. In addition, FACT is responsible for the development of the CYFS Practice Framework. For further information, contact 0402 718579.

Services during the Transition period:

FACT will continue to offer services during the transition period. FACT is currently assisting with staff recruitment and retention during the transition period by providing a central information hub for those agencies who are looking for staff or staff who are looking for new positions under the new CYFS Framework. FACT provided a template to agencies on 17 November 2011 and again on 2 December 2011 for agencies to advise their intended recruitment action for new services. This information will be distributed to all service providers to inform staff of vacancies and recruitment action. For further information contact 0402 718 579.

Christmas Shutdown: FACT will be closed from 23 December 2011 to 15 January 2012, re opening on 16 January 2012.

GUGAN GULWAN

Outgoing services:

Gugan Gulwan currently delivers the Family Support program (current capacity 12 clients – the service is currently working with 14 clients) for families with children or young people aged 0 to 18 years incorporating case management support services and group work.

Incoming services:

Gugan Gulwan is currently developing an integrated model of service delivery that will be delivered from 1 March 2012. The service model will incorporate case management services, youth engagement services and group activities for children, young people and families.

Christmas Shutdown: Gugan Gulwan will be closed from 21 December 2011 to 3 January 2012.

GUNGAHLIN REGIONAL COMMUNITY SERVICE (GRCS)

Outgoing Services:

GRCS are funded to provide a Family Support program incorporating case management (capacity 20 families – the service is currently working with 20 clients) and group programs.

Gungahlin Regional Community Service Family Support program will cease service delivery from 29 February 2012.

Incoming services:

Nil.

Services during the Transition period:

Case management with both the Family Support program will continue throughout January and February 2012 with clients being made aware of the transition prior to commencement. GRCS is working with a variety of services including Catholic Care and Barnardos to meet the transition needs of clients.

For further information, please contact Gungahlin Regional Community Service on (02) 6123 4411.

Christmas Shutdown: Gungahlin Regional Community Service will close on 23 December 2011 until 3 January 2012.

LONE FATHERS:

Outgoing Services:

Nil

Incoming Services:

The Lone Fathers Association ACT currently provides telephone information, referral and court support (excluding legal advice) to Lone Fathers and their families. These services will continue from 1 March 2012. Anyone interested in becoming involved with Lone Fathers in the ACT should contact Lone Fathers Association on (02) 6239 4650, or call the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

The Lone Fathers ACT branch will continue services over the transition period for further information please call (02) 6239 4650.

Christmas Shutdown: Lone Fathers office will be closed over the Christmas period from 16 December 2011 to 2 January 2012.

MAJURA WOMEN'S GROUP:

Outgoing services:

Nil.

Incoming services:

Majura Women's Group currently facilitates parenting, social, educational, arts and community activities for women with young children to develop their skills and networks of mutual support and social contact. These services will

continue to be provided come 1 March 2012. Anyone interested in becoming involved with Majura Women's Group can contact Majura Women's Group directly by emailing majurawomensgroup@gmail.com, or call the Information, Engagement and Coordination Service after 1 March 2012.

Services during the Transition period:

Majura Women's Group will continue to provide activities during the transition period for further information please email majurawomensgroup@gmail.com

Christmas Shutdown: Majura Women's Group will be closed from 21 December 2011 to 1 February 2012.

MARYMEAD:

Outgoing Services:

Marymead Families Together are currently funded under the Family Support program to provide Case Management (capacity for 20 families – the service is currently working with 20 families), and Family Skills Group programs. Marymead Family Skills is not operational, and has ceased service delivery.

Incoming Services:

Nil.

Services during the Transition period:

Families Together currently has a vacancy for 1 client until February 2012. Clients will be advised upon referral that the service will be finishing on 29 February 2012. The Family Skills program is not operational due to an unexpected staff vacancy.

Marymead Families Together Program is currently not accepting any referrals.

Marymead Families Together Program will cease service delivery from 29 February 2012.

Christmas Shutdown: Marymead will be closed from 23 December 2011 until 3 January 2012.

NORTHSIDE COMMUNITY SERVICE

Outgoing Services:

NCS Family Support program provides case management (Capacity 22 families – the service is currently working with four families) and group programs however they are not accepting any new referrals.

Services during the Transition period:

NCS has started transitioning clients in the Family Support program due to an unexpected staff vacancy. The service is currently working with the four families to develop transition plans and these clients will be transitioned when appropriate in March 2012. Family Support Parenting Programs will continue to be delivered until the end of 2011.

Northside Community Service Family Support will not be accepting any new referrals.

Northside Community Service Family Support will cease service delivery from 29 February 2012.

Christmas Shutdown: Northside Community Service will be closed from 23 December 2011 until 3 January 2012.

PARENTLINE

Outgoing Services:

Parentline currently provide telephone information and counselling services for parents with funding from the Family Support program.

Incoming Services:

The Information Engagement and Coordination Service will be open for referrals and be ready for full service provision in March 2012.

Services during the Transition period:

Parentline will provide a transitory Information, Engagement and Coordination Service (IECS). This service will start to offer the services of the IECS in a scaled down model including the provision of telephone information and support

to children, young people and their families (where information of incoming services availability is provided) and to provide an active holding service where required, for clients that are unable to get immediate service delivery during the transition period. Parentline will provide a bridging service over December/January/February.

Christmas Shutdown: Parentline will be closed from 23 December 2011 to 3 January 2012. The service will be available to take calls on 29 and 30 December 2011, however this will be provided through skeleton staff.

RICHMOND FELLOWSHIP

Outgoing Services:

Richmond Fellowship are currently funded to provide sessional based counselling to young people and their families (Capacity of 45 families although there are currently spaces available) through the Youth Support program. For further information please call (02) 6248 6118.

Richmond Fellowship Family Counselling Program will cease service delivery as of 29 February 2012.

Incoming Services:

Nil.

Services during the Transition period:

Richmond Fellowship will continue to accept referrals until 29 February 2012 as appropriate. As counselling is sessional (6-8 weeks depending on the need of the client) Richmond Fellowship has indicated that they are happy to provide assistance for transitioning clients over the transition period. For further information please call (02) 6248 6118. Richmond Fellowship will cease taking referrals for the Family Counselling program as of 23 January 2012.

Christmas Shutdown: Richmond Fellowship will be closed from 23 December 2011 until 3 January 2012.

RELATIONSHIPS AUSTRALIA

Outgoing Services:

Relationships Australia is currently funded under the Family Support program to provide subsidised counselling sessions (approx 175 sessions per annum) to vulnerable families in the ACT.

Incoming Services:

Relationships Australia (RA) will provide Therapeutic Services (approx 1200 sessions per annum) under the new Service Delivery Framework. RA will commence provision of Therapeutic Services in December 2011. To be eligible for the service clients will need to be: on a low income, adults will need to have children or young people in their family, young people over 16 years of age, be living in vulnerable and disadvantaged situations - e.g., drug and alcohol, family violence, mental health, low, medium or high risk.

RA will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

RA will commence provision of Therapeutic Services in December 2011. Referrals will be accepted from outgoing services. For further information on services and referrals please contact (02) 6122 7100.

Relationships Australia is currently working in conjunction with the Aboriginal Justice Centre and Northside Community Service on the implementation of an Aboriginal and Torres Strait Islander Engagement Service.

Christmas Shutdown: RA will be closed between 23 December 2011 and 6 January 2012.

THE SMITH FAMILY

Outgoing Services:

Nil.

Incoming Services:

The Smith Family is currently funded to provide Educational Scholarships to vulnerable young people. The Smith Family will provide case management with a focus on education under the new Service Delivery Framework. This service will include the provision of scholarships but will also work with young people and their families to address barriers in educational achievement.

Services during the Transition period:

The Smith Family have said they are able to provide low complex case management services for young people and their families over January and February 2012 for less complex case work. This service will be available to young people transitioning from outgoing services in the first instance. Please contact Olga on (02) 6283 7626 or olga.srbovski@thesmithfamily.com.au from 3 January 2011 for further information. During the school holidays The Smith Family will run some services in January 2012 for respite.

Christmas Shutdown: The Smith Family will be closed from midday on 23 December 2011 until 9am on 3 January 2012. Christmas gifts may be available for collection on 23 December 2011 for children aged 0 to 12 years. Please contact The Smith Family on (02) 6283 7626 for further information.

SOUTHSIDE COMMUNITY SERVICES**Outgoing Services:**

Southside Community Services is currently funded under the Family Support program to provide case management and groups.

Incoming Services:

Southside Community Services in consortia with Anglicare and Woden Community Service will begin service delivery in Network Coordination, Case Management and Youth Engagement in the Weston/ South Canberra Network. No further information has been provided.

Services during the Transition period:

Southside Community Services may have capacity for low risk clients and may provide active holding for group work. For further information and referral please call (02) 6126 4700.

Christmas Shutdown: Southside Community Services will be closed from 12 noon on 23 December 2011 until 3 January 2012.

ST VINCENT DE PAUL**Outgoing services:**

Nil.

Incoming services:

St Vincent De Paul will continue to provide subsidies for St Joseph the Carpenter Conference Camp Holiday Programs as usual.

St Vincent De Paul will deliver Group Activities from 1 March 2012, further details will be provided when available.

Services during the Transition period:

St Vincent De Paul has approximately 15 to 20 spaces remaining for the St Joseph the Carpenter Conference Camp Holiday Program. Please contact Sarah on (02) 6234 7384 for further information and referrals. Referrals are required by 16 December 2011.

Christmas Shutdown: St Vincent De Paul will be closed from 23 December 2011 until to 3 January 2012.

WODEN COMMUNITY SERVICE**Outgoing Services:**

Woden Community Service currently provides a Family Support program which incorporates case management (approx 12 families) and group work. The service is still taking referrals, however WCS would like the referring service to complete warm referrals.

Incoming Services:

Woden Community Service in consortia with Southside Community Services and Anglicare will begin service delivery as Network Coordination, Case Management Activities and Youth Engagement Services in the Weston/South Network.

The centre will also be hosting a Christmas Dinner on 22 December 2011.

Christmas Shutdown: The service will be closed from on 23 December 2011 to 3 January 2012.

UNITING CARE KIPPAX**Outgoing Services:**

Nil.

Incoming Services:

Uniting Care Kippax is currently funded to provide case management including NEWPIN (capacity 30 clients – the service is currently working with 45 clients) to clients in the West Belconnen region. As a case management provider in the new Service Delivery Framework Uniting Care Kippax will be expanding their case management capacity to 50 – 70 clients as of March 2012.

Services during the Transition period:

Uniting Care Kippax will be continuing these services into the new Service Delivery Framework. For more information please call (02) 6254 1733.

Christmas Shutdown: Uniting Care Kippax will be closed from 23 December 2011 until 9 January 2012.

OTHER COMPLEMENTARY SERVICES**Child and Family Centres:**

Canberra currently has three Child and Family Centres; these are located in Gungahlin, Tuggeranong and West Belconnen. The Child and Family Centres are a division of the Office for Children, Youth and Family Support within the Community Services Directorate.

All services available at the Child and Family Centres are free to ACT residents, and whilst centres primarily support children and families in the Gungahlin, Tuggeranong and West Belconnen communities, ACT parents outside of these regions are welcome to contact the centres for more information about services in their local communities. Child and Family Centres run a range of parenting and group sessions as well as drop-in parenting information.

For further information, please contact the individual Child and Family Centres on:

Gungahlin Child and Family Centre

Phone: (02) 6207 0120

Fax: (02) 6205 5084

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

Tuggeranong Child and Family Centre

Phone: (02) 6207 8228

Fax: (02) 6207 0540

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

West Belconnen Child and Family Centre

Phone: (02) 6205 2904

Fax: (02) 6205 4318

E-mail: childandfamilycentres@act.gov.au

Office Hours are Monday to Friday between 9am and 5pm

General Information can be accessed at www.dhcs.act.gov.au/childandfamilycentres

Christmas Shutdown: The Child and Family Centres will be closed between 23 December 2011 and 3 January 2012.

Family Relationship Centres

Family Relationship Centres are able to provide information about family relationships at all stages including forming new relationships, overcoming relationship difficulties and dealing with separation. Centres are able to provide joint sessions with family members to assist in agreements in relation to parenting.

The Family Relationship in Canberra is located in Deakin as is able to be contacted on (02) 6122 7190 or at canberrafrfc@relationships.com.au. The centre is open Monday to Friday between 9am and 5pm. The Centre makes it easier for families to negotiate their way through the pathways while remaining child focused during times of separation, divorce and other family issues as they arise.

The Centre offers:

- information and referral;
- one-on-one assessment with a clinical practitioner;
- family dispute resolution;
- early intervention programs and workshops;
- child inclusive practice;
- regional outreach support from Cooma and the Canberra office;
- comprehensive resource library;
- a community development worker; and
- friendly support, advice and intervention.

Further information can be obtained from the Family Relationship Advice Line on 1800 050 321 between 8am and 8pm, Monday to Friday and 10am to 4pm on Saturdays.

Christmas Shutdown: The Family Relationship Centres will be closed during 23 December 2011 and 6 January 2012.

Family Relationships Online provides access to information on services available to assist families, changes to the family law system and family relationship issues. Family Relationships Online can be accessed at www.familyrelationships.gov.au

Centrelink Social Workers

Centrelink Social Workers are available to help customers in Centrelink Customer Service Centres and Call Centres.

The Centrelink Social workers are able to:

- provide counselling and support to Centrelink customers with difficult personal or family issues;
- provide information about, or refer customers to, community support services; and
- help with claims for payments from Centrelink.

Centrelink Customer Service Centres are located at:

- Braddon - 13 Lonsdale Street, Braddon ACT 2612. Opening hours are 8am to 5pm, Monday to Friday.
- Woden – 90 Corinna Street, Woden ACT 2606. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Belconnen – Level 1, North Point Plaza, Corner Chandler Street and Benjamin Way, Belconnen ACT 2617. Opening hours are between 8am to 5pm, Monday to Friday.
- Queanbeyan – 183 Crawford Street, Queanbeyan NSW 2620. Opening hours are 8:30am to 4:30pm, Monday to Friday.
- Gungahlin – Shop 30-33 Woolworths Building, the Marketplace, 33 Hibberson Street, Gungahlin ACT 2912. Opening hours are 9am to 5pm, Monday to Friday.
- Tuggeranong – Tuggeranong Square, Corner Anketell Street and Reed Street, Greenway ACT 2900. Opening hours are 8am to 5pm, Monday to Friday.

Further information can be located at www.centrelink.gov.au

Centrelink Family Assistance Office can be contacted on 13 6150 and Youth and Student Services on 13 2490.

FirstPoint

First Point is a free phone service for Canberrans who are homeless or at risk of homelessness to find services that meet their needs.

First Point is a central intake service; it is the single and only access point for Canberrans to find support in the homelessness system. First Point operates out of the Central Access Point in Belconnen that includes community service organisations as well as Centrelink and Housing ACT.

The service is open Monday to Friday 9am to 7pm and on Saturday between 10am to 1pm at Nature Conservation House, Corner of Emu Bank & Benjamin Way, Belconnen ACT 2610.

Further Information can be obtained by contacting FirstPoint on 1800 1 POINT (1800 1 76468), office@firstpoint.org.au and www.firstpoint.org.au

Christmas Shutdown: First Point will be closed on 25, 26 December 2011 and 1 January 2012. The service will continue to operate on all other public holidays between 10am and 1pm.

CAP Services (Central Access Point)

The Central Access Point co-locates Housing ACT's Gateway Services, where people can apply for public or community housing. Clients are met at the Central Access Point by a concierge who assesses their needs before referring them to the best suited service.

The Central Access Point is located at Nature Conservation House on the Corner of Emu Bank and Benjamin Way, Belconnen ACT 2610.

The Central Access Point will be open on 29 and 30 December 2011 with skeleton staff.

Aboriginal Legal Service (NSW/ACT)

The Aboriginal Legal Service provides legal advice and representation for Indigenous people in Canberra and the surrounding regions including Queanbeyan, Yass, Goulburn and Cooma. For further information please contact (02) 6249 8488.

Legal Aid Office ACT

The Legal Aid Office provides legal advice, information, assistance and representation to people disadvantaged in their access to the law. The Office is open between 8:30am and 5pm, Monday to Friday and is located at 2 Allsop Street, Canberra City. For further information please phone (02) 6243 3411.

The Free Legal Aid Helpline is available between 9am and 4pm, Monday to Friday to provide free legal information, referral and limited advice to anyone in the ACT. Please call 1300 654 341.

Welfare Rights and Legal Centre

Welfare rights provides free legal advice, information and advocacy in private and public tenancy and on Centrelink benefits and legal aid appeals for people on low incomes and issues relating to housing (private and public tenancy). The service is available Monday, Tuesday, Thursday and Fridays between 9:30am and 1pm at Havelock House, 85 Gould Street, Turner ACT. Please phone (02) 6218 7900 or go to www.welfarerightsact.org for further information.

A Night Time Free Legal Service is available for one-off night time free legal advice and referral in all areas of law for people on low incomes. The service is available on Tuesday nights between 6 and 8pm at Havelock House, Gould Street, Turner ACT. No appointments are necessary. Please contact (02) 6218 7999 for further information.

Street Law provides a free outreach legal service for people who are homeless or at risk of becoming homeless. The service provides advice and assistance on a broad range of legal issues and operates from local centres at several hosting agencies including Queanbeyan. For further information, please phone (02) 6218 7995, 1800 787 529 or go to www.streetlaw.org.au.

Consumer Law Centre of the ACT

The Consumer Law Centre provides free legal assistance and advice to low to moderate income earners, primarily in the areas of consumer credit, telecommunications and utilities as well as general fair trading and consumer protection. The telephone information service is available 9am to 12 noon weekday mornings. A Drop In service operates Wednesday evenings between 5:30pm and 7:30pm. For further information please contact (02) 6257 1788 or go to www.carefcs.org.

Tenants Advice Service

The Tenants Advice Service provides free legal advice on tenancy matters, information and community education for all ACT tenants. The service is available between 9:30am and 1pm, Monday to Friday and 4:30pm to 8pm on Tuesdays. For further information, please phone (02) 6247 2011 or go to www.tenantsact.org.au.

Disability Discrimination Legal Service

The Disability Discrimination Legal Service provides a free legal service to assist people who have been discriminated on the basis of their disability as recognised under legislation. The service operates from Havelock House, Gould Street, Turner ACT between 2:30 and 4:30pm on Thursdays. Please phone (02) 6218 7918 for further information.

Women's Legal Centre

This service provides free, confidential telephone advice to women on legal issues. Appointments are required. Please phone (02) 6257 4499 for further information.

After Hours Bail Service

The After-Hours Bail Support Service provides a service for young people who are at risk of being remanded in custody, to assist them to remain in the community. The service makes assessments of young people's suitability for bail and provides support and advice to young people, family and other supports and the police. The service's target group is young people in police custody in relation to fresh offences, where the watch house sergeant is considering refusing bail and young people already on bail, who are at risk of breaching their bail, or who have already breached their bail.

The service operates between 5pm- 2am weekdays and 4pm-2am weekends and public holidays. For further information, please contact 1800 178 277.

Family Law Services

The Australian Government funds a range of services to help separating or separated families resolve their disputes without going to court. The services assist families dealing with personal and family issues or issues relating to the care of children during family separation and divorce.

The services provided include:

- Children's Contact Services;
- Counselling;
- Family Dispute Resolution;
- Parenting Orders Program;
- Post Separation Cooperative Parenting; and
- Supporting Children After Separation

Further information can be obtained by going to www.familyrelationships.gov.au.

GLOSSARY

Low risk children, young people and their families are likely to require short term support (0-6 months) as a prevention or early intervention response.

Medium risk children, young people and their families are likely to require medium to long term support (6 to 12 months).

High risk children, young people and families are also likely to be involved in tertiary service interventions and require long term support (12 months to 2 years).