



**Family &
Community Services**
Community Services

Intensive Family Based Services (IFBS)

IFBS Connect User Guide

Version: 03/2012

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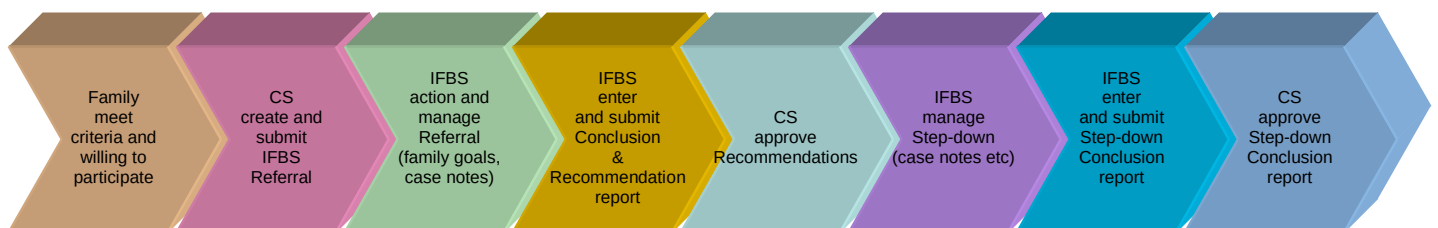
Welcome to the IFBS Connect course

The primary aim of this course is to equip participants with a thorough working knowledge of IFBS Connect. IFBS Connect is the system used by Community Services (CS) and Non Government Organisations (NGO) to create and manage IFBS Referrals.

Referrals for IFBS services can only be made by Community Services and must be made through IFBS Connect. Likewise, all case management by IFBS is to be recorded in IFBS Connect.

This course provides:

- Community Service caseworkers in IFBS catchment areas the information necessary to appropriately create and submit Referrals.
- Community Service manager caseworkers in IFBS catchment areas the information necessary to approve Referral submitted by CS caseworkers and Conclusion Reports from IFBS.
- IFBS managers the information necessary to appropriately accept, return or decline Referrals and to approve Conclusion reports for submission back to Community Services.
- IFBS caseworkers the information necessary to manage Referral records (create family goals, enter case notes etc), enter recommendations and submit Conclusion reports.
- IFBS Step-down caseworkers the information necessary to manage Step-down Referral records (enter case notes etc), enter recommendations and submit Conclusion reports.



Learning outcomes

This learner resource will enable:

- All participants to explain the end to end process of entering, managing and completing Referrals in IFBS Connect.
 - CS caseworkers to create IFBS Referrals in IFBS Connect.
 - CS manager caseworkers to approve and submit Referrals in IFBS Connect.
 - CS manager caseworkers to action Conclusion Reports from IFBS by either accepting the conclusion and recommendations or returning for more information (including Step-down recommendations and termination of service).
 - IFBS managers to return or decline or accept and allocate Referrals in IFBS Connect.
 - IFBS managers to approve Conclusion Reports and submit to CS for final approval (including Step-down recommendations and termination of service).
 - IFBS caseworkers to update Referrals in IFBS Connect:
 - o Update the Initial Dates
 - o Enter the Family Goals
 - o Update the Case Notes
 - o Enter additional services
 - IFBS caseworkers to enter recommendations and submit Conclusion reports.
 - IFBS caseworkers to initiate termination of IFBS service, when required, in IFBS Connect.
 - IFBS Step-down caseworkers to update Referrals in IFBS Connect:
 - o Update the Initial Dates
 - o Update the Case Notes
 - o Enter additional services
 - IFBS Step-down caseworkers to enter recommendations and submit Conclusion reports.
 - IFBS Step-down caseworkers to initiate termination of IFBS service, when required, in IFBS Connect.
 - All participants to generate and print reports.
-

Module 1 – Getting started

Duration 30 minutes

Introduction The purpose of this module is to introduce IFBS Connect.

Learning outcomes

At the end of this module you will be able to:

- state the background and aim of IFBS
- state the purpose of IFBS Connect
- understand your responsibilities in IFBS Connect
- understand the importance of business rules and quality data
- understand system security
- log in to IFBS
- log out of IFBS

Introduction

Background

The Aboriginal Intensive Family Based Service (IFBS) provides an intensive, time-limited, home based program for Aboriginal families in crisis (including extended family). Children in these families are at risk of entering an out-of-home placement due to protective concerns or have been placed in out-of-home care (OOHC). The primary intended outcome of Aboriginal IFBS is that the crisis is stabilised and Aboriginal children at imminent risk of placement in OOHC can stay at home with their family and community in a safe, stable and nurturing environment.

One of the key directions for reform in Keep Them Safe (KTS): A shared approach to child wellbeing was to improve the capacity of the non-government sector to provide support to vulnerable Aboriginal children and families. Community Services (CS) will establish four new Intensive Family Based Services under KTS. These will be operated by the Aboriginal non-government sector and be based in areas that have been identified as having a high number of child protection reports involving Aboriginal children and young people over the past three years. The selected areas will also have the capacity and infrastructure to support the IFBS.

The CS Caseworker will retain primary case management for the family, (unless agreed otherwise).

IFBS is based on some aspects of the Homebuilders® Model, developed in Washington State, United States of America in the mid-1970s. The premise of this model is that if a child can be kept safely at home, it is best for them to grow up in their own families. Where there is child abuse and/or neglect, skilled professionals can assist families to learn more appropriate ways to care for children.

The IFBS model is strengths based using family group conferencing as a strategy to engage the family in decision making and to implement the principles of Aboriginal self-determination and participation.

Intensive Family Based Services (IFBS):

- provide intensive, time-limited, home based program for Aboriginal families in crisis (including extended family) whose children are at imminent risk of entering out-of-home care due to protective concerns, or
- facilitate the restoration of children currently in out-of-home care back with their family (only where 'restoration' is listed as a case plan goal), or
- provide placement support to carers where an Aboriginal child or young person is in their care and the placement has become unstable.

IFBS only work with eligible Aboriginal families that are referred via a Community Service Centre (CSC) that is within each region's IFBS catchment area.

Aim of the IFBS program

The IFBS program aims to:

- Protect Children
 - Stabilise the crisis situation
 - Prevent potential OOHC placement
 - Build on family skills and competencies
 - Maintain and strengthen family bonds
 - Work in partnership with families and communities
 - Facilitate and encourage the families use of a variety of community based services and/or interagency services
 - Identify and utilise culturally appropriate methods, services and service providers
 - Re-establish family and community ties when re-unifying children with their immediate and extended families
 - Identify service and activity needs of families' and where necessary work with other agencies to develop culturally appropriate services and activities to meet these needs.
-

The Purpose of IFBS Connect

What is the IFBS Connect?

IFBS Connect is the system used by CS and NGO's to refer and manage IFBS Referrals and case management data.

When CS refers an eligible Aboriginal family to IFBS, they must submit the Referral in IFBS Connect.

Information in the Referral includes:

- Type of referral required (crisis intervention, restoration or placement support)
- Names and details of parents/caregivers/children being referred
- Cultural identity
- Medical history
- Legal/care status
- Family assessment – strengths
- Violence assessment
- Risk factors to children
- Issues/goals to be addressed through intervention
- Details of other services involved with the family

Once the referral is approved and submitted, IFBS are able to review the information and manage accordingly.

IFBS Connect Referral Process

IFBS Connect is designed to facilitate a streamlined interface between CS and IFBS, for all referral and case work recording in IFBS.

Note: Referrals for IFBS services can only be made by CS and can only be submitted via IFBS Connect Portal. The IFBS should not accept community based referrals (e.g. from other service providers, or self-referrals).

IFBS Connect will facilitate:

- Online referrals from CS to IFBS (with built-in approvals)
- Recording of all IFBS case management data e.g. family goals, weekly case notes, etc
- IFBS conclusion reports e.g. reports against goals (with built-in approvals)
- Step-down service referrals
- Step-down case management data recording
- Step-down conclusion reports
- Printable reports to assist CS with data collection.

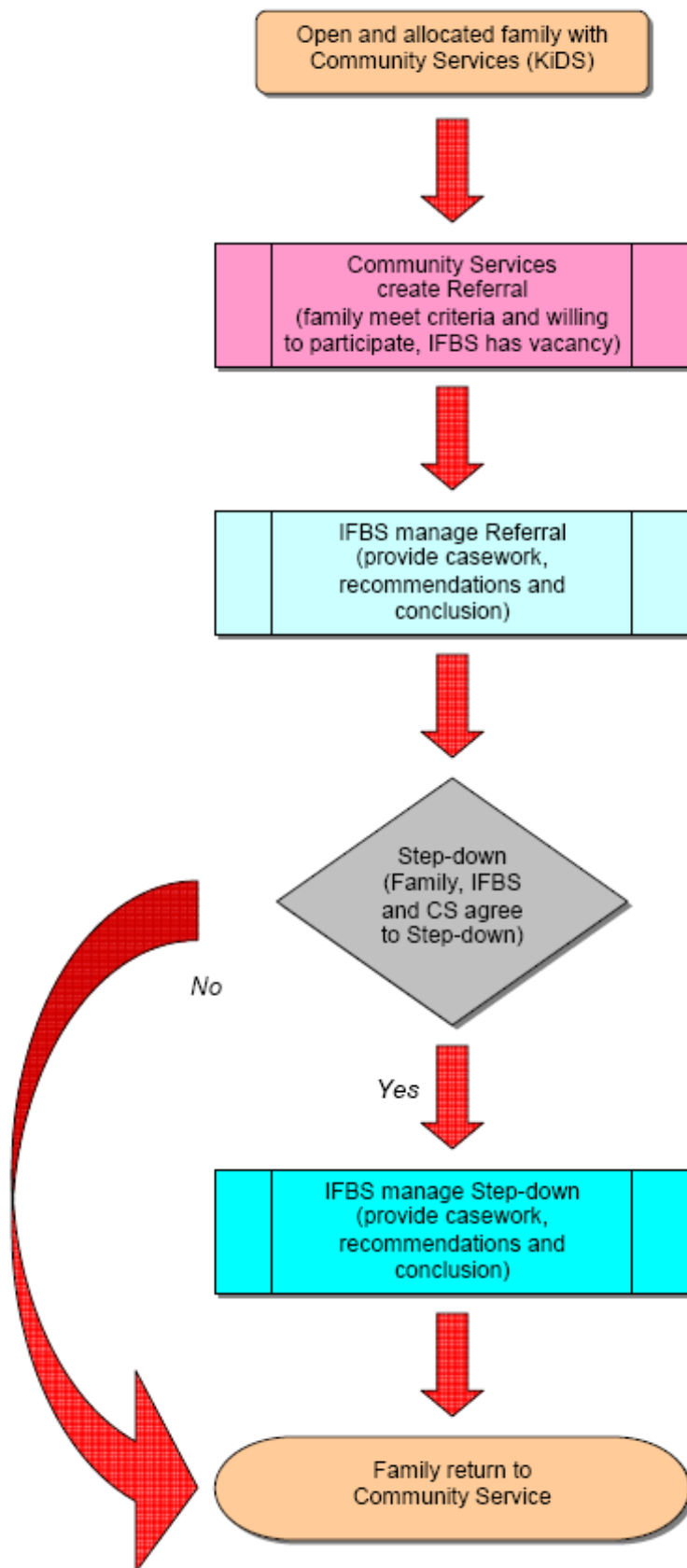
IFBS reports

In NSW Aboriginal children and young people represent over 30% of all children and young people in out-of-home care, yet only represent around 4% of the total young population in NSW. IFBS is a program that exists to help prevent Aboriginal children and young people being removed from their families and placed in out-of-home care.

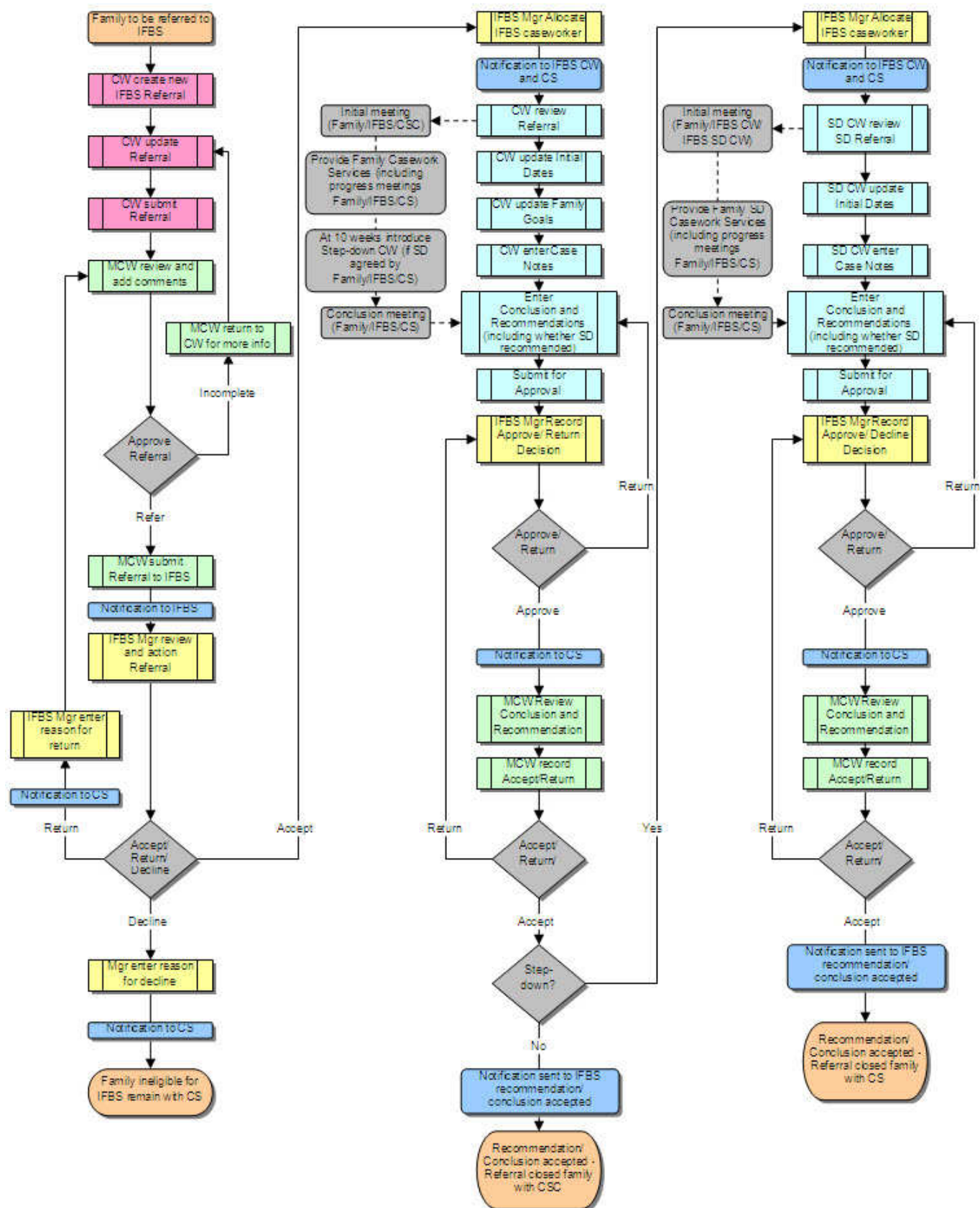
It is critical that eligible Aboriginal families who are experiencing crises are given an opportunity to participate in the IFBS program.

Reports from IFBS Connect will assist Community Services to collect reliable and accurate IFBS data. Data collected through the IFBS reports will be used for various reporting requirements (e.g. *Keep Them Safe*, evaluation).

IFBS Referral Process - High Level



Referral Process – End to End Referral Process



Note:

1. E-mail notifications are sent to the relevant parties whenever a CW submits a request for approval or a MCW actions a request, however only the notifications sent between CSC's and NGO's are represented in this flowchart.
2. Termination of service is not represented in this flowchart, however, termination can occur at any point once the Referral has been allocated to an IFBS caseworker. Refer to topic 5 for more information.

What are my responsibilities in IFBS Connect?

CS caseworker	CS caseworkers located in IFBS catchment areas are expected to complete the Referral for all eligible Aboriginal children and young people who are classified as being at 'imminent risk' of having their child/ren removed and placed in out-of-home care; or where an Aboriginal child or young person has been in an out-of-home care placement for more than three months where restoration is a case plan goal; or where an Aboriginal out-of-home care placement has become unstable and the child and their carers require assistance. Caseworkers are required to complete the Referral and submit to their manager casework for approval.
CS manager casework	CS manager caseworkers are expected to promptly review all Referrals for approval and submit to the IFBS manager.
IFBS manager	The IFBS manager accepts Referrals or declines Referrals or requests further information within 24 hours. If further information is requested, a notification is sent to the requesting CS manager casework for action within 48 hours. If accepting a Referral, the IFBS manager is required to allocate the Referral to an IFBS caseworker.
IFBS caseworker	Record the specific goals set with the family members that are related to the child protection concerns raised by CS and ensure all case notes are recorded in IFBS Connect.
IFBS Step-down caseworker	Record all client contact and progress in IFBS Connect for the duration of the Step-down service.

Business Rules, Recording Data and Security

Business Rules

Business rules provide CS and IFBS with detailed explanations of business processes or clear direction about how to consistently record information when IFBS Connect cannot enforce the recording of certain information. Business rules exist where IFBS Connect can be used in different ways but to meet requirements of legislation, policy, operating guidelines, etc, it must be used in a particular way.

- IFBSBR001 IFBS Eligibility Criteria
- IFBSBR002 IFBS Referral Types
- IFBSBR003 IFBS Reasons for Termination

To view the Business Rules go to the Appendices on page 84.

Record keeping/ documentation

The IFBS Connect portal allows all referral and case notes to be stored within the system however the system has the ability to generate PDF reports should agencies wish to keep hard copy files for client records or to distribute to the families.

All case management practices in IFBS are open and transparent. Therefore; IFBS clients will receive copies of :

- Progress reports
 - Conclusion Reports
-

Data quality

Each Party (i.e. CS caseworker, CS manager casework, IFBS caseworker and IFBS manager) is the owner of the information that they contribute to the IFBS Connect Database.

Each Party is responsible for taking reasonable steps to ensure the data they capture and store using the IFBS Connect Database is of an appropriate quality, accuracy and currency. IFBS Connect Users have the best understanding of the client data collected, entered and maintained on IFBS Connect and are responsible for the quality of that data.

In summary, data quality is important because it:

- enables a complete and accurate assessment of the IFBS Intervention
- permits evidence-based evaluation of the IFBS model;
- facilitates effective allocation of resources by providing a clear justification for where resources should be allocated;
- assists in identifying strategies to divert children or young people and their families from the statutory child protection system; and
- ensures accurate statistical data for evaluation purposes

It is acknowledged that data owned by one Party may be captured by subpoena, freedom of information, government information public

access request, statutory notice or another request for information served on or made out to another Party.

What types of data are critical to data quality?

The quality of all data is important; however, there are three types of data that are particularly critical to maintaining data quality in IFBS Connect

- Recording the correct dates: A date is important because it marks the beginning and end of an event. If there is a lack of clarity about the dates or the event itself then the value of the data is significantly degraded. Important dates to be entered into IFBS Connect are:
 - o Date of referral acceptance
 - o Date of Joint Meeting
 - o Date of Initial Planning Meeting/Start date intervention
 - o End date of intervention/conclusion
 - o Start date of Step-down service
 - o End date of Step-down service
- Identifying the Correct Person: Providing accurate and thorough details about the person when creating, searching or matching person data (and their aliases) is crucial to data quality. Any assessment must have a complete picture of what may have happened to a child or young person over time.
- Identifying the correct KiDS Number. As the IFBS Connect portal does not interface with KiDS the only way to link the two systems is by entering the KiDS number on the referral form. Best practice is to copy and paste the number as KiDS data technicians have reported high inaccuracies with manually typing in these numbers. This is due to the characters being indistinct on the screen, for example; L is commonly mistaken for I and etc.

Modifying and deleting data

Some of the system-enforced rules within IFBS Connect restrict the modification and deletion of data, these rules are as follows:

- You are not able to delete a Referral record once it has been created.
 - You can view all the information and data contained within a Referral record however, you are only able to edit information in a record that you are responsible for i.e. information you entered.
 - The existing content within a record cannot be modified once the record moves to the next stage i.e. after you submit a record for approval.
 - Once you have entered a case note, checked the complete box and saved, you can no longer edit that case note.
-

Security

Only 'authorised users' from CS and IFBS service providers will be given access to the IFBS Connect database which can be accessed via an internet webpage.

Access through IFBS Connects preferred authentication methods will be via password and access code in accordance with CS policies. Auditing trails will be attached to each user and will be on a regular basis scrutinized in accordance with CS policies.

Users must not access, use or disclose any official information, without proper authorisation or lawful reason. Failure to comply could result in either criminal charges or internal disciplinary action.

In addition, you must not disclose your password to anyone or allow anyone else to login to IFBS Connect using your password.

- Before using IFBS Connect you must have been set up as a user and be allocated a 'strong' password.
- Your Manager Case Work/IFBS Manager must approve your access to IFBS Connect and e-mail the form to System Administration.
- Your IFBS Connect User ID and password will be e-mailed to you by the System Administration team.

Refer to *Appendix 1 – IFBS Connect Users Policy* for more information on the IFBS Connect security procedures.

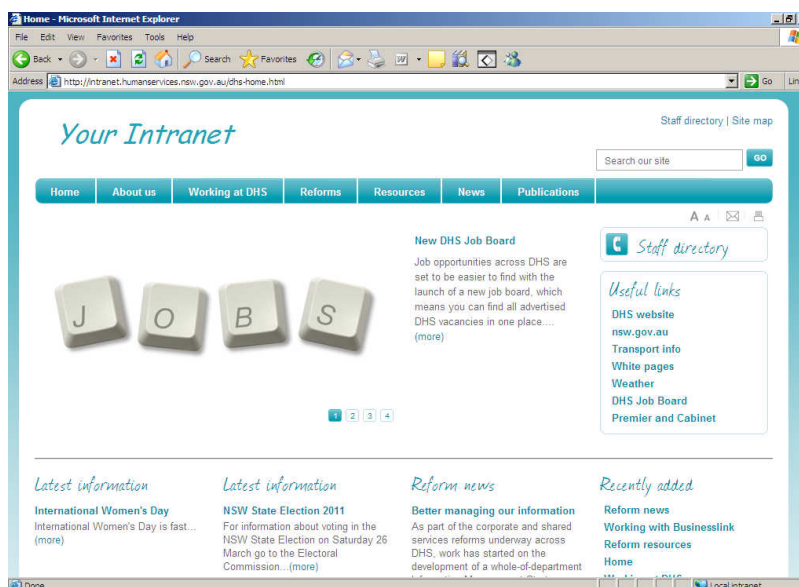
Log in to IFBS Portal (NGO users only)

User Name and Password

The following rules apply:

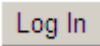
- Your IFBS Connect Username is your email address.
- Your IFBS Connect Password will be e-mailed to you by the system administrator.
- IFBS Connect uses a 'strong' password; that is, passwords must have a minimum of eight characters and are a mixture of letters (upper and lower case), numbers and characters e.g. Monday%1
- As a security measure, IFBS Connect will suspend your login after three invalid login attempts.
- If your account is suspended, you will need to contact the IFBS Connect Help Desk (refer to the Contact link on IFBS Connect).
- Each session timeouts after 120 minutes of inactivity. A counter displaying how long you have remaining is located in the bottom right corner. You are required to refresh the screen to reset the timeout to 120 minutes. Do this by either clicking the **Refresh** button or the **referral list** tab.

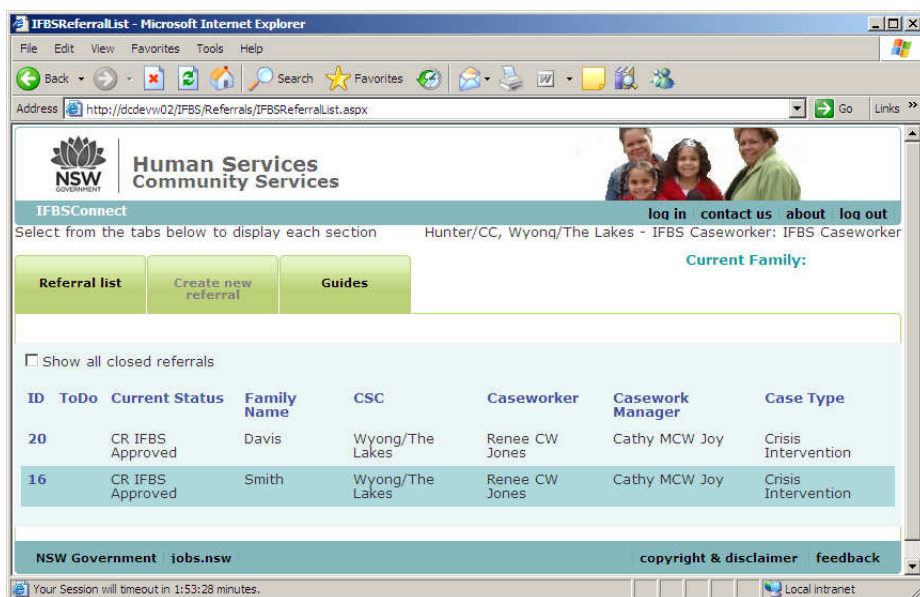
Access IFBS Connect via your web browser



Exercise steps	
	1. Open your web browser. For example, Internet Explorer, Firefox, etc.
	2. Enter the IFBS Connect web address in your address bar.
	https://pra.community.nsw.gov.au/ifbs The IFBS Log in screen is displayed. You may wish to add the IFBS Connect address as a favourite.

Log in

Exercise steps	
	3. Click in the Username field.
	4. Enter your username.
	Your username is your work email address.
	5. Click in the Password field.
	6. Enter your password.
	The password is case sensitive.
	7. Click the Log In button.
	The Referral List is displayed.



Your login is based on your job role and determines the data that you can modify and what you can do in the system.

The job roles that access IFBS Connect are:

- Community Services caseworker
- Community Services manager casework
- IFBS caseworker
- IFBS manager
- IFBS Step-down caseworker

Log out

At the end of each session it is essential to log out correctly from IFBS Connect. Once you have logged in to IFBS Connect you can log out from any screen.



Exercise steps

log out

1. Click the **log out** button.

The log out confirmation is displayed.

To log back in either click the link on the log out confirmation screen, or click the **log in** button or follow the steps in the Log in topic on page 16.

Module 2 – Navigation

Duration 30 minutes

Introduction The purpose of this module is to demonstrate how to navigation through IFBS Connect.

Learning Outcomes At the end of this lesson you will be able to:

- demonstrate an understanding of IFBS Connect screens and views
- identify the available functions
- identify the available reports and understand how to access reports
- identify support options and locate online help

Window Layout

Overview

IFBS Connect is a web-based application designed for easy navigation. IFBS Connect has the capacity to record and manage large amounts of information between Community Services and IFBS. This information is organised into screens, views and sections.

Screen tabs Referral List Log in details Application Menu

Select from the tabs below to display each section

Referral list Create new referral Guides

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50		Referred	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
49		Referred	Walker	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
48		Referred	Jones	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
47		Referred	Johnson	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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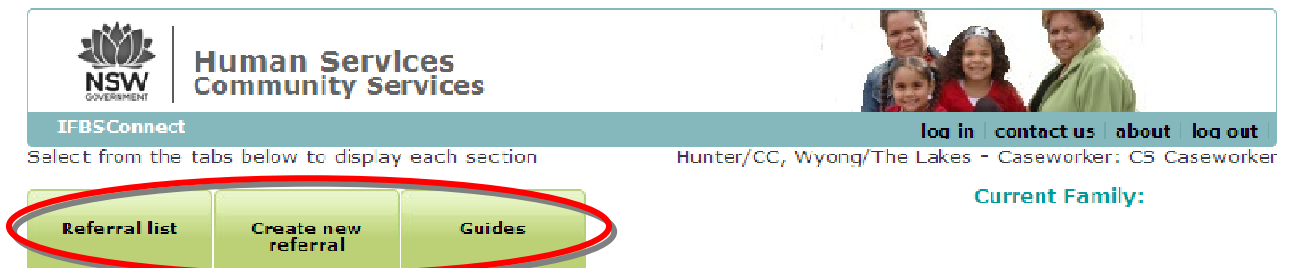
Your Session will timeout in 1:59:51 minutes.

Links to external websites

Screen tabs

Screen tabs are used to navigate you to the Referral List and the Create New Referral screen.

- **Referral List** – Displays all referrals you are responsible for.
- **Create new Referral** – Is used by Community Service caseworkers to create New Referrals (see create referral topic)
- **Guides** – Displays support material such as User Guides, Flow Charts, Service Provision Guidelines etc..



Referral List

When you first log in to IFBS Connect the Referral list is displayed.

The **Referral List** displays all referrals that you are responsible for. You can filter the Referral List to display Incomplete or Completed Referrals. By default, the Referral List is filtered to display Incomplete Referrals.

You can also sort the Referral List by **Column Title**. By default the Referral List is sorted by **ID** in descending order (the most recent Referral first).

Column Title

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
19		Accepted	McKenny	Wyong	Renee CW Jones	Cathy MCW Joy	Crisis Intervention
17		Accepted	Jones	Wyong	Renee CW Jones	Cathy MCW Joy	Crisis Intervention
16		Accepted	Smith	Wyong	Renee CW Jones	Cathy MCW Joy	Crisis Intervention

Referral ID

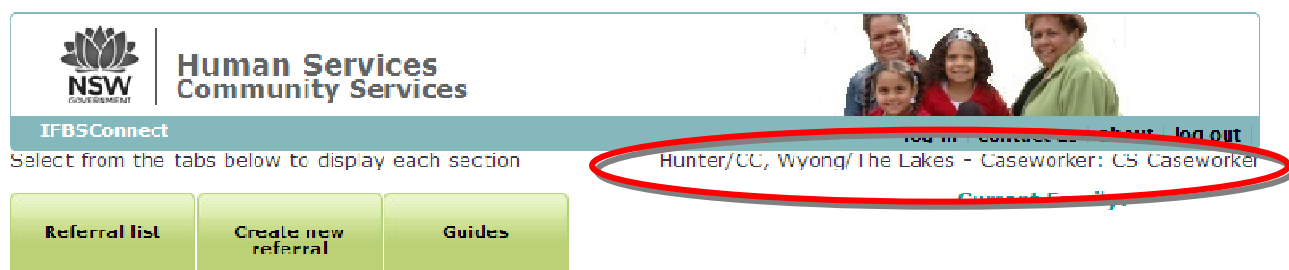
The **Referral List** displays the following information:

ID	Each Referral is given a unique identification number. The Referral ID is only relevant to IFBS Connect. Drill into a Referral record by clicking the Referral ID.
ToDo	Donates whether or not you have current responsibility over the Referral record. A red asterisk identifies you are required to action the Referral. If the ToDo field is blank, the Referral is with someone else to action.
Current Status	Displays the current status of the Referral. This indicates who has current responsibility over the Referral. For example; • <i>Referred</i> – The Referral has been referred to IFBS and is with the IFBS Manager to action • <i>Returned</i> – The Referral has been returned as incomplete by IFBS and is with the CS MCW to action • <i>Accepted</i> – The Referral has been accepted by IFBS and is with the IFBS CW to update
Family Name	Family name of parent/carer.
CSC	Referring CSC
Caseworker	Referring caseworker
Mgr Caseworker	Referring manager casework
Case Type	Displays one of three case types: • Crisis Intervention • Placement Support • Restoration

Log in details

The Log in details confirms your role and the area you work in.

Your log in is based on your job role and determines the data that you can modify and what you can do in the system. If your role changes, please notify the System Administrator.

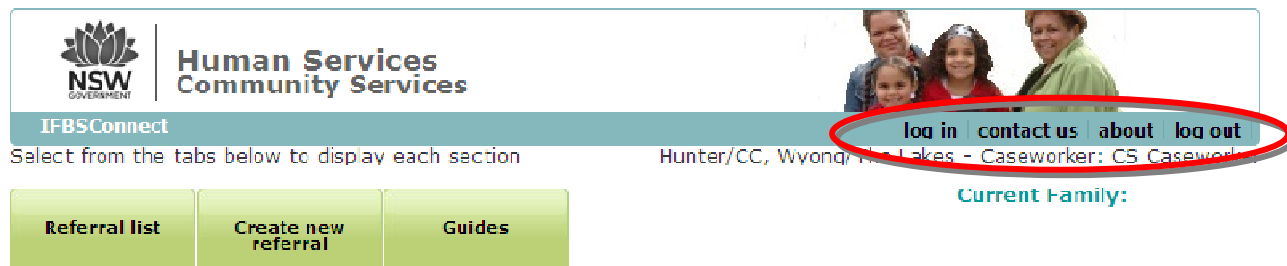


Application menu

The Application Menu is located in the upper right corner of the window.

You can use the Log in menu to log back in if your session times out.

At the end of each session it is essential to log out from IFBS Connect. Once you have logged in to IFBS Connect you can log out from any screen.



Links to external websites

Links to external websites provides you links to websites that may be of use to you. Clicking on a link will open up the website in a new window.



Views and Sections

When you drill into a Referral record a series of View tabs appear.

- Initial Referral
- IFBS Updates
- Conclusion Report
- Step-down Report
- PDF Report

Each view contains a series of **sections** where the information about the Referral is entered, maintained or reviewed.

The views and sections are colour coded to identify where information is required.

Red = The view or section requires information

Amber = The view or section contains some information, however more information is required

Green = There is now sufficient information in the view or section however, more information may be added if required

When entering information, you can complete the sections in any order as information comes to hand. You cannot however move the Referral to the next status until all the sections have been completed (i.e. all sections are Green).



Referral list

Create new
referral

Guides

Current Status: CS - SD Assigned

Next Status:

Initial Referral

IFBS Updates

IFBS Conclusion

Step-down Update

Step-down Conclusion

Reports

C/YP Identified Harm

Goals

Participation

Support

Recommendation

Termination

The information contained within each view is as follows:

Initial Referral

This view contains the Referral information supplied by the CS caseworker and manager casework when the Referral is created. It includes information such, the family's name and address, details of the family members participating in the intervention, reasons for referral, the family's strengths, any violence issues and the CSC goals.

IFBS Updates

This view is used by the IFBS caseworker to record information about the intervention, such as family goals, weekly case notes and services provided.

IFBS Conclusion

This view is used by the IFBS caseworker to record the conclusion and recommendations at the end of the intervention. It contains an assessment of the family progress towards the CSC and Family Goals, details about Service Providers and programs engaged to reduce the crisis and risk of removal, as well as recommendations for the family post intervention i.e. Step-down.

Step-down Update

This view is used by the IFBS SD caseworker to record the Step-down intervention case notes.

Step-down Conclusion

This view is used by the IFBS SD caseworker to record the conclusion and recommendations at the end of the Step-down intervention. It contains an assessment of the family progress towards the Goals, details about Service Providers and programs engaged to reduce the crisis and risk of removal, as well as recommendations for the family post intervention.

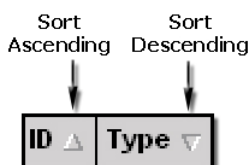
Reports

This view contains reports that can be generated to view and print information stored in IFBS Connect (for more information see the Reports section on page 26).

Section features

A section has several navigational and field entry functions that you should become familiar with to navigate IFBS Connect.

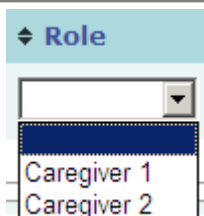
Sort buttons



In any list, click a column heading to sort the whole list by that column. Click the column heading again to switch between ascending or descending order.

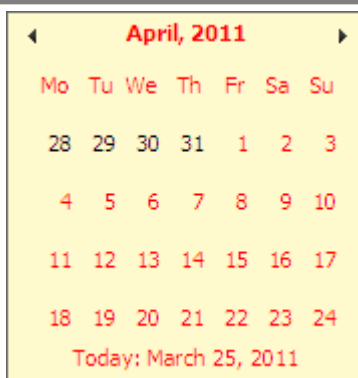
- ascending order is alphabetical (A to Z) or numerical (1 to 10).
- descending order is alphabetical (Z to A) or numerical (10 to 1).

Droplists



Some fields have a drop arrow next to them. This indicates a field that has a predefined set of options to choose from, rather than text to type. Click the drop arrow to open the list and then click the option to be selected.

Calendar



Certain fields require that you enter a date. Click in the date field and a pop-up calendar is displayed.

Note: The calendar displays the date in 4 weeks (28 days) rather than 1 month. Therefore, the remaining days of a month overlap into the next month. Dates that overlap are in black and dates in the current month are in red.

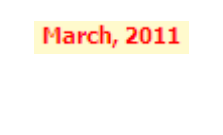
In the above example, 28 to 31 are the remaining days of March that overlapped into April. 25 to 30 April are found in May.

You can navigate through the calendar as follows:

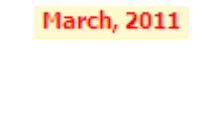
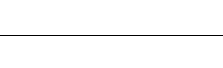
1. To move to the next or previous month, click the left or right arrows.

Exercise steps	
	1. Click the left or right arrow. The next or previous month is displayed.
	2. Continue clicking the left or right arrow until the relevant month is displayed.
	3. Select the relevant date. The date field is updated to reflect the date selected.

2. To move between months, click the month/year displayed.

	1. Click the month/year displayed. The months of the current year are displayed.
	2. If required, click the left or right arrow until the relevant year is displayed.
	3. Click the relevant month. The calendar for the selected month is displayed.
	4. Select the relevant date. The date field is updated to reflect the date selected.

3. To move between years, click the month/year displayed twice.

	1. Click the month/year displayed. The months of the current year is displayed.
	2. Click the year displayed. A range of years is displayed.
	3. If required, click the left or right arrow until the relevant year is displayed.
	4. Click the relevant year. The months of the selected year is displayed.

	5. Click the relevant month. The calendar for the selected month is displayed.
	6. Select the relevant date. The date field is updated to reflect the date selected.

Edit Section

Strengths

- ☐ Positive aspects to child parent relationship
- ☐ Supports outside the family (formal and informal)
- ☐ Coping mechanisms of parents
- ☐ Recent gains made by family
- ☐ Recent gains made by children
- ☐ Other

[Edit](#)

To update certain sections you are required to click the **Edit** button before you can update the section.

Exercise steps	
Edit	1. Click the Edit button to update the section.
	2. Update the relevant fields as required.
Update	3. Click the Update button to update the section.
Cancel	4. Alternatively, if you do not wish to update the section, click the Cancel button.

Hover Over

Initial Referral IFBS Updates IFBS Conclusion Reports

CSC Goals Family Goals Family Issues Support C/YP ROSH Recommendation Termination

◆ Nbr	◆ Goal	◆ Achieved?	◆ Comment	Edit
1	Assist parent's issues with drugs and alcohol. Par...			Edit
2	Improve children's school attendance. Try...		Assist parent's issues with drugs and alcohol. Parents need to acknowledge there is a problem and attempt to control the problem. Consider counselling and program options.	Edit
3	Develop financial management plan to assist family...			Edit
4	Work with parents to improve their capacity to ade...			Edit

This functionality allows you to 'hover' your mouse over a field to reveal the full text contained in that field. This is useful when fields contain more information than can be displayed in the text box. The 'hover over' permits you to view the full text without the need to click the view or edit buttons.

Reports

Overview

A range of reports are available in IFBS Connect. Reports display information about an individual Referral. There is a separate report for each stage of the Referral:

- **CSC Report**
- **IFBS Report**
- **Conclusion Report**
- **Step-down Report**
- **Step-down Conclusion Report**

Reports are displayed in Adobe PDF and are available to all users. Reports can be printed or saved.

CSC Report

The **CSC Report** displays the information entered in the Initial Referral created by CS.

The report contains the following information:

- **CSC Details** – displays the referring CSC, CS CW, CS MCW and Case Type
- **Caregiver Family Details** – displays details of the family (name and address), parent/carer(s) (name and role) and other adults in the home
- **Goals** – displays goals that CS expect the family to meet and CS MCW's comments (if any)
- **Details Of Children Referred** – displays all the C/YP being referred as part of this intervention
- **Risk Factors To Client Children** – displays the reasons for Referral
- **Family Assessment** – displays the family's strengths
- **Violence** – displays violence issued identified (if any)
- **Current Services Involved** – lists any services currently provided to the family

IFBS Report

The **IFBS Report** displays high level Referral information supplied by CS and information entered in the **IFBS Updates** section by the IFBS caseworker during the IFBS intervention.

The report is divided into two parts:

Part 1: IFBS Intervention Referral (CSC) Section

- **CSC Details** – displays the referring CSC, CS CW, CS MCW and Case Type
- **Goals** – displays goals that CS expect the family to meet and CS MCW's comments (if any)

Part 2: IFBS Intervention Referral (IFBS) Section

- **IFBS Details** – identifies the IFBS manager and caseworker responsible for actioning and updating the Referral and reports the dates recorded i.e. accepted date, date of joint home visit and start date of intervention

- **Family Goals** – displays the family goals developed by the family and IFBS at the start of the intervention
- **Case Notes** – reports the case note recorded by the IFBS caseworker
- **New Services** – displays the details of services provided to the family by IFBS

Conclusion Report

The **Conclusion Report** displays high level information supplied by CS and information entered in the **IFBS Conclusion** section by IFBS caseworker.

The report is divided into sections:

Part 1: IFBS Intervention Referral (CSC) Section

- **Family and Caregiver Details** – displays details of the family (name and address), parent/carer(s) (name and role) and other adults in the home
- **CSC Details** – displays the referring CSC, CS CW, CS MCW and Case Type

Part 2: IFBS Conclusion Section

- **Identified Significant Risk** – displays the overall summary of significant risk and assessment of specific C/YP ROSH identified in the Initial Referral
- **Goals** – displays the conclusion of the family progress towards the CSC and family goals
- **Strengths Observed During Intervention** – displays the assessment of the strength observed during the intervention against each of the participants i.e. the parent/carer(s), other adults in the home and C/YP(s)
- **Concerns** – displays the assessment of the concerns observed during the intervention against each of the participants i.e. the parent/carer(s), other adults in the home and C/YP(s)
- **Participation** – displays the assessment of the participation of each of the participants during the intervention i.e. the parent/carer(s), other adults in the home and C/YP(s)
- **Support** – displays the assessment of the support services provided to the family and any recommendations for post intervention support
- **Recommendations** – displays the closing summary, identifies if Step-down is recommended and lists the Step-down or post intervention recommendations
- **Termination** – if the IFBS intervention service is terminated, this section displays the reason for termination

Step-down Case Notes Report

The **Step-down case Notes Report** displays high level information supplied by CS and information entered in the **Step-down Update** section by SD caseworker.

The report is divided into sections:

Part 1: Referral Information Section

- **Family and Caregiver Details** – displays details of the family (name and address), parent/carer(s) (name and role) and other adults in the home

- **CSC Details** – displays the referring CSC, CS CW, CS MCW and Case Type
- **Step-down Initial** – identifies the IFBS manager and SD caseworker responsible for actioning and updating the Referral and reports the dates recorded i.e. allocated date and start date of intervention

Part 2: IFBS Conclusion Section

- **Identified Significant Risk** – displays the overall summary of significant risk and assessment of specific C/YP ROSH identified in the Initial Referral.
- **Case Notes** – reports the case note recorded by the IFBS SD caseworker during the intervention

Step-down Conclusion Report

The Step-down **Conclusion Report** displays high level information supplied by CS and information entered in the **IFBS SD Conclusion** section by IFBS SD caseworker.

The report is divided into sections:

Part 1: IFBS Intervention Referral (CSC) and Initial Intervention Section

- **Family and Caregiver Details** – displays details of the family (name and address), parent/carer(s) (name and role) and other adults in the home
- **CSC Details** – displays the referring CSC, CS CW, CS MCW and Case Type
- **Step-down Initial** – identifies the IFBS manager and SD caseworker responsible for actioning and updating the Referral and reports the dates recorded i.e. allocated date and start date of intervention
- **Identified Significant Risk** – displays the overall summary of significant risk and assessment of specific C/YP ROSH identified in the Initial Referral

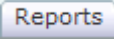
Part 2: IFBS SD Conclusion Section

- **Step-down or post intervention recommendations** – displays the assessment family's progress towards the Step-down goals i.e. the recommendations made at the conclusion of the initial IFBS intervention
- **Participation** – displays the assessment of the participation of each of the participants during the Step-down intervention i.e. the parent/carer(s), other adults in the home and C/YP(s)
- **IFBS Post Support Recommended** – displays a list of support services that the IFBS caseworker recommended the family continue using during the Step-down intervention
- **Step-down New Services** – displays a list of new services the family engaged with during the Step-down intervention and any recommendations for support post Step-down intervention
- **Recommendations** – displays the closing summary and lists any post Step-down intervention recommendations
- **Termination** – if the Step-down intervention service is terminated, this section displays the reason for termination

View a report

To view a Report you must first generate the report. Both CS and IFBS can generate all reports listed.

We begin this exercise from the Referral List.

Exercise steps	
	Click the ID number in the ID field to open the relevant Referral. The Referral is displayed.
	Click the Reports view tab. The range of reports available is displayed. The CSC Report is selected by default.

Current Status: Closed Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update Step-down Conclusion **Reports**

CSC Report IFBS Report Conclusion Report Step-down Case Notes Report Step-down Report

HOW TO PRINT CSC REPORT

Step 1: Click [here](#) to generate a PDF version of your report.

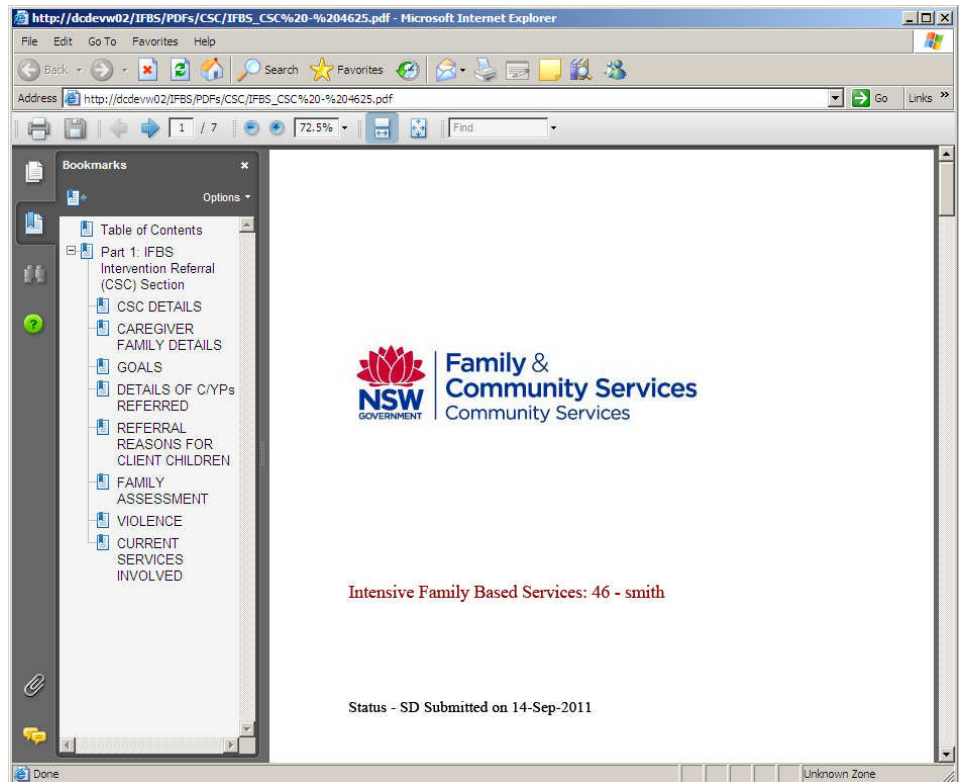
Step 2: Click to view report in PDF format to view or download a printable PDF version of your report.

Please note that after first generating the PDF, it may take a few minutes to view/download it, if you have a slower internet connection.

If you don't have a PDF reader installed then you can get it [here](#)

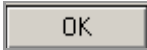
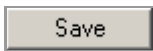
 [Get ADOBE READER](#)

	Select the relevant report e.g. IFBS Report. The How To Print screen is displayed. Follow steps 1 and 2 in the How To Print screen to generate and view the report.
Step 1:	Click the 'here' link to generate the report. You cannot view the report until you click the link. The report is only generated for this session. Each time you select the record you need to generate the report. Follow the steps in the How To Print screen to generate and view the report.
Step 2:	Click the 'view application in PDF format' link to view the report. The report is open in PDF. If you don't Adobe PDF installed, click the Get Adobe Reader button.



Print a report

Once generated you can print or save the report.

Exercise steps	
	1. To print, click the Print button in the report view window. The print dialogue box is displayed.
	2. Click the OK button.
	3. To save, click the Save button. The Save a copy window is displayed.
	4. Click in the File name field and enter the name you wish to call the file.
	5. Click in the Save in field and select the location where you wish to save the file e.g. Desktop.
	6. Click the Save button.
	7. Click the Close (X) button in the report view window.

Support and online help

Online support

An online support page is accessible from IFBS Connect. Information available from this page includes:

- User Guide
- Business Rules
- Frequently asked questions
- Simulations.

System support

For support with IT related issues and/or business support email the Community Services IFBS team:

IFBSConnectHelp@facs.nsw.gov.au

System access

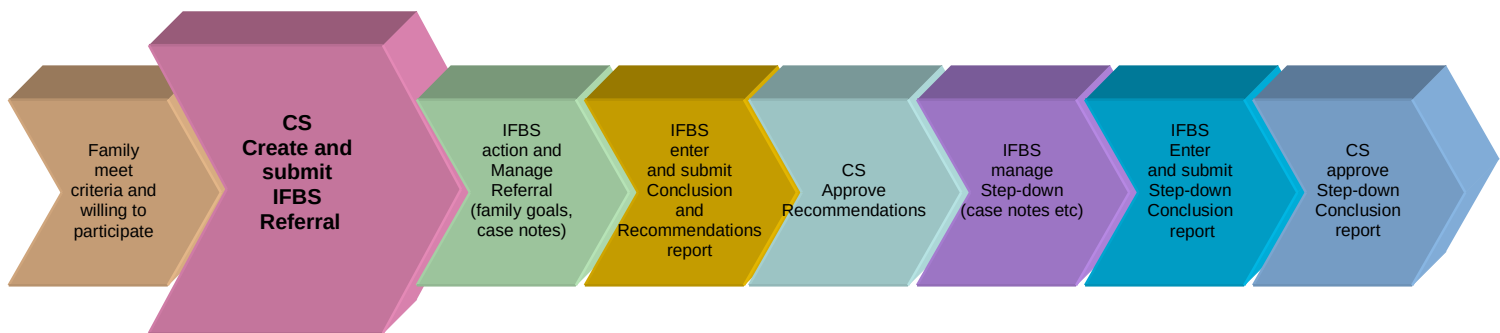
Requests for new access and training must be made by your line manager and sent to:

IFBSConnectHelp@facs.nsw.gov.au

Module 3 – CS Create Referral

Duration 60 minutes

Introduction The purpose of this module is to demonstrate how Community Services create, update and submit an IFBS Referral in IFBS Connect.



Learning Outcomes At the end of this module you will be able to understand how to:

- create an IFBS Referral – CS CW
- update a Referral – CS CW
- submit the Referral for approval – CS CW
- add comments and action the approval request – CS MCW

About Creating Referrals

Overview

Referrals to IFBS can only be made by Community Service Centres (CSC) and must be made through IFBS Connect.

The IFBS must confirm availability before the CSC creates a Referral.

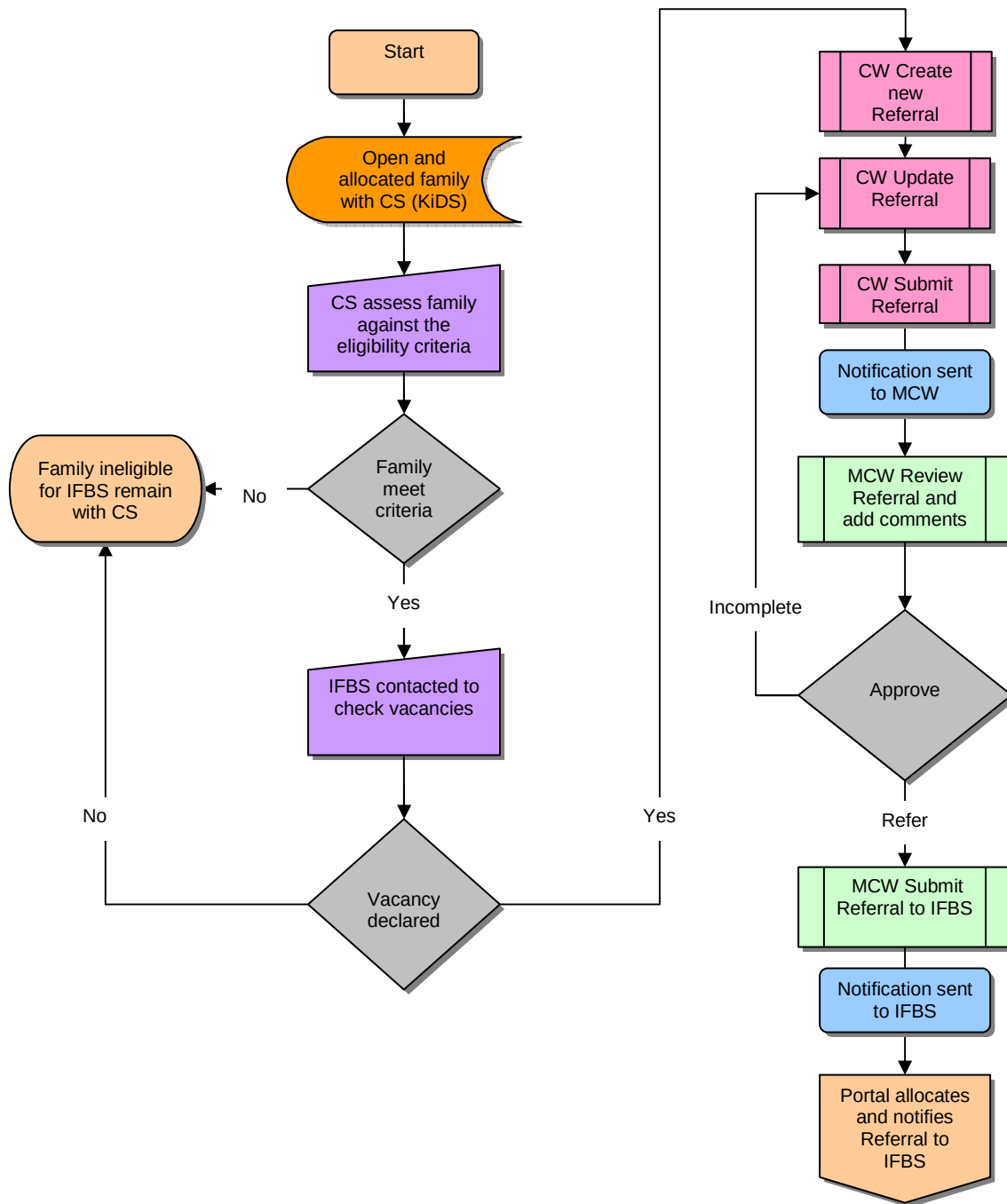
Strict eligibility criteria ensure that the program remains focused on Aboriginal families in crisis. Clients are contacted within 24 – 48 hours of the referral being accepted.

Parents and where appropriate children and young people, will need to consent to any intervention and commit to following the agreed case plan goals.

There are three types of referrals that are eligible for IFBS (refer to IFBSBR002 Referral Types):

- **Crisis Intervention** - children/young people are at imminent risk of out-of-home care placement and significant changes need to occur to avoid children/young people being placed in alternative care.
 - **Placement Support** - provided to carers where Aboriginal children/young people are in their care and the placement has become unstable.
 - **Restoration** - children/young people who have been in out-of-home care for a period exceeding three months and are unable to return home at this time without the involvement of the IFBS (only where 'restoration' is listed as a case plan goal).
-

CS Create New Referral in IFBS Connect



Topic 1 - Create Referral – CS Caseworker

Overview

The purpose of this process is to create a new IFBS Referral in IFBS Connect. Only a caseworker can create a new Referral.

For CS to refer a family to IFBS, a Referral must be created in IFBS Connect. The reason for Referral must be selected as per

IFBSBR002 Referral Types:

- **Crisis Intervention**
- **Placement Support**
- **Restoration**

Refer to *Appendix 2 - IFBSBR001 IFBS Eligibility Criteria* for more details about the above listed selections and related business rules.

Once a new **IFBS Referral** is created in IFBS Connect, enter the details of the Referral in the **Initial Referral** view. The Initial Referral view is divided into 10 sections which are colour coded to identify where information is required to complete the Initial Referral.

- **Red** – information is required
- **Amber** – some information exists, but more information is required
- **Green** – sufficient information exists however, more information can be entered if required.

Navigate through the sections entering information as required. You can complete the sections in any order as information comes to hand. You cannot however move the Referral to the next status until all the sections have been completed i.e. all sections are Green.

- **CSC Details** - Identifies the CSC, CW, MCW, Case Type and the MCW's expectations.
- **Family** - Provides the family's name(s), contact details and number of children residing in the home.
- **Parent/Carers** – Lists the parent(s) and/or carer(s) of the child/ren. This section holds a maximum of two parents/carers and identifies their status as a caregiver and if they are aboriginal or not. To meet the eligibility criteria, at least 1 parent/carer must be Aboriginal.
- **Adults** – Lists additional adults in the home who are not parent/carers, if any, and their relationship e.g. aunt.
- **Children** – Lists all the children being referred as part of this intervention.
- **Referral Reason** – List the reasons for referral.
- **Strengths** – Lists the Family's strengths (if any).
- **Violence** – Identifies violence issues (if any).
- **Goals** – Goals that CS expect the family to meet.
- **Service Types** – Lists services currently provided to the family.

Prerequisites

The prerequisites for this process are:

- an open and allocated Aboriginal family with CS.
- the family meets the eligibility criteria.
- there are vacancies at the IFBS.
- the family agree to the intervention.

Scenario

You need to create an IFBS Referral for Aboriginal family who are to be referred to IFBS.

The case is 'open' and 'allocated' with CS. The family meet the criteria, there is a vacancy at the IFBS and the family have agreed to the program.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Navigate to Create New Referral.
2. Create a new IFBS Referral.
3. Update the Initial Referral details.
4. Submit Referral for approval.

Navigate to Create New Referral

Navigate to the Create New Referral screen.

IFBSConnect

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Select from the tabs below to display each section: Hunter/CC, Wyong/The Lakes - Caseworker: CS Caseworker

Current Family:

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
49		Referred	Walker	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
48		Referred	Jones	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
47		Referred	Johnson	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Exercise steps

create new referral

- 1 Click the **Create New Referral** screen tab.

The Create New Referral screen is displayed.

Only CS CW can access the Create New Referral screen.

Create new IFBS Referral

Create a new IFBS Referral.

CSC

Kempsey

Caseworker

Mark CW Ormiston

Mgr Caseworker

Case Type

Insert

Cancel

Exercise steps	
	2. Click the drop down arrow in the Mgr Caseworker field and select the relevant manager casework.
	3. Click the drop down arrow in the Case Type field and select the relevant case type as per IFBSBR002 Referral Types . Crisis Intervention - children/young people are at imminent risk of out-of-home care placement and significant changes need to occur to avoid children/young people being placed in alternative care. Placement Support - provided to carers where Aboriginal children/young people are in their care and the placement has become unstable. Restoration - children/young people who have been in out-of-home care for a period exceeding three months and are unable to return home at this time without the involvement of the IFBS (only where 'restoration' is listed as a case plan goal).
	4. Click the Insert button. The Referral List is displayed. The new referral is located at the top of the list with a red asterisks in the ToDo field indicating you are currently responsible for actioning the Referral. Once a Referral is created it cannot be deleted.



Human Services
Community Services



IFBSConnect
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Select from the tabs below to display each section
Hunter/CC, Wyong/The Lakes - Caseworker: CS Caseworker

Current Family:

Referral list Create new referral Guides

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	New		Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
49		Referred	Walker	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
48		Referred	Jones	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
47		Referred	Johnson	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Update the Initial Referral Details

The Initial Referral record is created and ready to be completed.

The **Current Status** is set to *New* and the **ToDo** field contains a red asterisks.

Open the record and update the each section with the relevant information.

Exercise steps

5. Click the ID number in the **ID** field to open the relevant Referral.

The new Referral is displayed.

The tabs are colour coded to identify where information is required to complete the Initial Referral.

- Red** – information is required
- Amber** – some information exists, but more information is required
- Green** – sufficient information exists however, more information can be entered if required.

Referral list Create new referral Guides

Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

CSC Details

The first section - **CSC Details** - identifies the following information:

- The CSC the family is assigned to
- The CS caseworker assigned the case
- The CS manager casework assigned the case
- Case Type
- The CS manager caseworker's expectations (the expectations are not supplied until the CS manager casework reviews the Referral)

Except for the manager caseworker's comments, this information was supplied in the Create New Referral screen, see steps 1 to 4.

The screenshot shows the 'CSC Details' section of the IFBS Connect system. At the top, there are tabs for 'Initial Referral', 'IFBS Updates', and 'Reports'. Below these are sub-tabs for 'CSC Details', 'Family', 'Parent/Carers', 'Adults', 'C/YP', 'Referral Reasons', 'Strengths', 'Violence', 'Goals', and 'Current Services'. The 'CSC Details' sub-tab is active, displaying a form with the following fields: 'CSC:' (Wyong/The Lakes), 'Caseworker:' (CS Caseworker), 'Casework Manager:' (CS Mgr Caseworker), 'Case Type:' (Crisis Intervention), and 'Casework Manager Comments:'. An 'Edit' button is located at the bottom left of the form.

Review the information to ensure you selected the correct details when creating the new Referral.

The **CSC Details** is read only until you click the **Edit** button. If required, click the **Edit** button to amend the details then click the **Update** button to accept the changes or click the **Cancel** button to reject the changes.

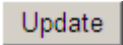
Family

The **Family** section contains the:

- family's name and alias
- family's contact details (address and phone number)
- number of children residing in the home, including those not being referred as part of this intervention.

With the exception of the family's alias name, all fields are mandatory in this section.

The screenshot shows the 'Family' section of the IFBS Connect system. It features the same top navigation and sub-tab structure as the CSC Details section. The 'Family' sub-tab is active, displaying a form with the following fields: 'Family Name:', 'Family Name Alias:', 'Address:', 'Suburb:', 'State:', 'Postcode:', 'Phone:', and 'Nbr Children Residing: 0'. An 'Edit' button is located at the bottom left of the form.

Exercise steps	
	6. Click the Family tab. The Family section is read only until you click the Edit button.
	7. Click Edit button.
	8. Enter the family name.
	9. Enter the family's alias name (if required).
	10. Enter the family address and phone number.
	11. Enter the number of all the C/YPs residing in the home.
	12. Click the Update button to save the family details. You must click the Update button to save the family details otherwise the information will not be retained. The family's details are now displayed in the Family section. If required, repeat steps 7 to 12 to amend the family's details.

Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details **Family** Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

Family Name: Smith

Family Name Alias:

Address: 168 Liverpool Road

Suburb: Ashfield

State: NSW

Postcode: 2131

Phone: 97162467

Nbr Children Residing: 2



Parent/Carers

Enter the details of the C/YP's parent(s) or carer(s). There must be at least one parent/carer entered and a maximum of two.

You must identify the parents/carer's role as a caregiver and if they are Aboriginal.

Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family **Parent/Carers** Adults C/YP Referral Reasons Strengths Violence Goals Current Services

First Name	Last Name	Role	Relationship	Aboriginal	Edit
				☐	
					

Exercise steps	
Parent/Carers	13. Click the Parent/Carers tab.
	14. Click in the name fields and enter the name of the parent/carer.
	15. Click the drop down arrow in the Role field and select the role of the parent/carer i.e. Caregiver 1 or Caregiver 2.
	16. Click the drop down arrow in the Relationship field and select the role of the parent/carer to the C/YP e.g. parent of C/YP.
	17. Click the checkbox in the Aboriginal field if the parent/carer is Aboriginal.
Save	18. Click the Save button to save the parent/carer details. You must click the Save button to save the parent/carer details otherwise the information will not be retained. A second row will appear allowing you to enter a second parent/carer (if required).
	19. If required, repeat steps 14 to 18 to enter a second parent/carer.

Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family **Parent/Carers** Adults C/YP Referral Reasons Strengths Violence Goals Current Services

◆ FirstName	◆ LastName	◆ Role	◆ Relationship	◆ Aboriginal	Edit
Debbie	Smith	Caregiver 1	Parent of	☒	Edit Delete
John	Smith	Caregiver 2	Parent of	☒	Edit Delete

Edit	20. To edit the details of a parent/carer, click the Edit button in the row of the relevant parent/carer.
Update	21. Update the details then click the Update button.
Delete	22. To delete a parent/carer, click the Delete button in the row of the relevant parent/carer.

Adults

Enter the details of adults in the home who are not parent/carers, if any, and their relationship e.g. aunt.

This section is not mandatory and is only required if the information is known, hence the section is colour coded 'green' even before information is entered.

You can enter as many adults as required.

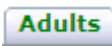
Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers **Adults** C/YP Referral Reasons Strengths Violence Goals Current Services

Note: Please include details of all adults who are not parent/carers in the home

First Name	Last Name	Relationship	Comment	Edit
				Save

Exercise steps	
	23. Click the Adults tab.
	24. Click in the name fields and enter the name of the adult.
	25. Click the drop down arrow in the Relationship field and select the relationship. If the relationship is not known or not listed select <i>Other</i> and enter unknown or the relationship in the Comment field.
	26. Click in the Comment field and enter any comments you feel relevant to the intervention. For example, comment on whether the adult is part of the intervention, e.g. 'Aunt part of intervention'.
	27. Click the Save button to save the adult's details. You must click the Save button to save the adult's details otherwise the information will be not be retained. A second row will appear allowing you to enter a second adult (if required).
	28. Repeat steps 24 to 27 to enter subsequent adults.

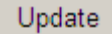
Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers **Adults** C/YP Referral Reasons Strengths Violence Goals Current Services

Note: Please include details of all adults who are not parent/carers in the home

First Name	Last Name	Relationship	Comment	Edit
Mary	McKenny	Aunt	Carer and will to participate	Edit Delete
				Save

	29. To edit the details of an adult, click the Edit button in the row of the relevant adult.
	30. Update the details then click the Update button.
	31. To delete an adult, click the Delete button in the row of the relevant adult.

Children/Young Person(s)

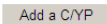
Enter the details of all the C/YP's in the household. This section is mandatory and must contain the details of at least one C/YP.

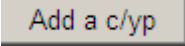
Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers Adults **C/YP** Referral Reasons Strengths Violence Goals Current Services

◆ KiDS Nbr ◆ FirstName ◆ LastName ◆ Sex ◆ DOB 



Exercise steps	
	32. Click the CYP tab.
	33. Click the Add a c/yp button. The Add a new child form is displayed. All fields on the form are mandatory unless otherwise stated. You must complete all mandatory fields on the form before you can add the CY/P. You cannot partially complete the details and return to the form later. Therefore, you must have all the information to hand.

Add a new C/YP

KiDS Nbr:

First Name:

Last Name:

Sex:

Date of Birth:

Culture:

Culture Other:

Mother First Name:

Mother Last Name:

Father First Name:

Father Last Name:

Medical History:

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

School Year:

School Details:

(This textbox accepts only 100 characters which includes spaces) tbd characters remaining

Legal Status:

Legal Status Details:

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

C/YP Location:

C/YP Location Other:

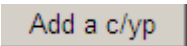
Birth Parent(s) Contact Info:

(This textbox accepts only 200 characters which includes spaces) tbd characters remaining

Add

Cancel

Exercise steps	
	34. Click in the KiDS Nbr field and enter the C/YP's KiDS person number. If the C/YP has a KiDS person number it is mandatory that the number is entered, as this is the only reference to link the KiDS record and the IFBS referral record. Obtain the KiDS person number from the KiDS system. There is no validation that the number is correct. To ensure you enter the correct number <u>copy</u> and <u>paste</u> the number from KiDS.
	35. Click in the name fields and enter the C/YP's name.
	36. Click in the Sex field and select the sex of the C/YP.
	37. Click in the DOB field and enter the date of birth of the C/YP. For help on entering a date refer to Calendar on page 27 of this guide.
	38. Click the drop down arrow in the Culture field and select the relevant cultural identity i.e. Aboriginal, Torres Straight Islander, Aboriginal and Torres Straight Islander or Other. If <i>Other</i>, you must state the cultural identity in the Culture Other field. If <i>Aboriginal, Torres Straight Islander or Aboriginal and Torres Straight Islander</i> selected, you can also use the Culture Other field to identify any other significant culture. For example, the C/YP may have an Aboriginal mother and a Maori father.
	39. Enter both the Mother and Father's first and last name. If not known, enter <i>Unknown</i> in both the First name and Last Name fields.
	40. Click in the Medical History field and enter the details of the C/YP's medical history (if known). This is not a mandatory field, but if the medical history is available you are required to supply the details.
	41. Enter the school year and name and address of the C/YP's school (if applicable or known). This is not a mandatory field, but if the schooling information is available you are required to supply the details.

	42. Click the drop down arrow in the Legal Status field and select the relevant status. Depending on the legal status selected, a second Legal Status field may be displayed. If so, you are required to select the relevant status.
	43. Click in the Legal Status Details field and enter related details of legal status selected. Specify the type of order, interim or final, order number, carer/parental responsibility details, date of expiration and any other information relevant to the legal status.
	44. Click the drop down arrow in the Child Location field and select the relevant location where the child resides. If <i>Other</i> selected, you must enter the details of where the child resides in the Child Location Other field. You can also use the Child Location Other field to add information regarding the location of the child. For example, if the CYP alternates residence or you have any other information relevant to where to child lives.
	45. Click in the Birth Parent(s) Contact Info field and enter any contact details of the birth parents e.g. address and phone number. Although not a mandatory field, please enter the information if known. If the contact details are the same as the address and phone number supplied on the Family view, please re-enter the details.
	46. Once you have entered the C/YP's details, click the Add button. If you do not supply information in a mandatory field a message box is displayed along side the field advising you are required to enter information to continue. You may need to scroll through the form to locate the field requiring information. Enter the information and click the Add button again.
	47. To add another C/YP, click the Add a c/yp button and repeat steps 34 to 46.

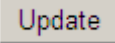
Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

KiDS Nbr	FirstName	LastName	Sex	DOB	Edit
A-12345678	Tracy	Smith	Female	21-Sep-2005	Edit Delete

Add a C/YP

	48. To edit the details of a C/YP, click the Edit button in the row of the relevant C/YP. The Add a new child form is re-opened.
	49. Update the details in the form then click the Update button.
	50. To delete a C/YP, click the Delete button in the row of the relevant C/YP.

Referral Reason

Enter the reasons for Referral.

Enter as many reasons as required and the full details of the each reason for referral.

Current Status: New Next Status:

Initial Referral IFBS Updates Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

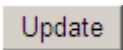
Please check one or more and include details about each referral reason selected in the comments field

Referral Reasons

- ☐ History of Reports
- ☐ Current Reports
- ☐ Recent crisis in the family
- ☐ History of out of home care placements
- ☐ Poor relationship between parent/s/carer/s and child/ren
- ☐ Physical violence in the household
- ☐ Substance abuse
- ☐ Lack of parenting skills
- ☐ Lack of organisational skills
- ☐ Difficult behaviour of children
- ☐ Disability - children
- ☐ History of illness - children
- ☐ Current ill health - children
- ☐ Mental health of parent/s and/or carer/s
- ☐ Developmental disability of parent/s and/or carer/s
- ☐ Other disability of parent/s and/or carer/s
- ☐ History of abuse of the parent/s and/or carer/s
- ☐ Recent crisis
- ☐ Other

Edit

Exercise steps	
	51. Click the Referral Reasons tab.
	52. Click the Edit button. The Referral Reason section is read only until you click the Edit button.
	53. Click the checkbox against each Referral Reason that applies to the family. Select as many Referral Reasons as required.

	54. Click in the Comments field and enter details about each Referral Reason selected. Enter further details regarding the reason for referral. For example, if 'parenting skills' is one of the reasons for referral, then additional comments may be 'mum and dad like to go to the club at night and leave children at home on their own until 1am, this occurs almost every night. This presents safety risks children as eldest child is 8 years old and youngest is three years old.'
	55. Click the Update button to save the reasons for Referral. Repeat steps 52 to 54 to amend the Referral Reasons or Comments.

Strengths

Select the Family's strengths (if any). Select as many strengths as required and enter the full details of the each strength.

Current Status: New Next Status:

Initial Referral **IFBS Updates** Reports

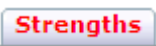
CSC Details Family Parent/Carers Adults C/YP Referral Reasons **Strengths** Violence Goals Current Services

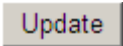
Please check one or more and include details about each strength selected in the comments field

Strengths

- ☐ Positive aspects to child parent relationship
- ☐ Supports outside the family (formal and informal)
- ☐ Coping mechanisms of parents
- ☐ Recent gains made by family
- ☐ Recent gains made by children
- ☐ Other



Exercise steps	
	56. Click the Strengths view tab.
	57. Click the Edit button. The Strengths section is read only until you click the Edit button.
☐	58. Click the checkbox against each strength that applies to the family. Click as many strengths as required.

	59. Click in the Comments field and enter details about each strength selected. Enter any additional information relevant to the strength selected. For example, if 'recent gains made by family' is selected then additional comments could include 'dad recently gained permanent employment which has resulted in a fulltime wage, the family is making progress with starting to pay off outstanding utility bills and get up to date with their rent'.
	60. Click the Update button to save the strengths. Repeat steps 57 to 59 to amend the Strengths or Comments.

Violence

Select violence issues that apply to the family (if any).

Select as many violence issues as required and enter the full details of the each issue.

Current Status: New Next Status:

Initial Referral **IFBS Updates** Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths **Violence** Goals Current Services

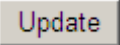
Please check one or more and include details about each violence selected in the comments field (for no violence/issues only select this one)

Violence

- ☐ There is history of violence and potential for future violence
- ☐ There are weapons in the home
- ☐ There has been violence towards family members. Indicate who and when
- ☐ There has been violence towards others. Indicate who and when
- ☐ There are other significant safety issues that IFBS workers should be aware of
- ☐ There are current Apprehended Violence Orders. Persons to which the Order/s applies and the details/conditions of the Order/s
- ☐ There is no violence/issues



Exercise steps	
	61. Click the Violence view tab.
	62. Click the Edit button. The Violence section is read only until you click the Edit button.
	63. Click the checkbox against each violence issue that applies to the family. Click as many violence issues as required.
	64. Click in the Comments field and enter details about each violence issue selected. Enter any additional information relevant to the violence issue selected.

	65. Click the Update button to save the violence issues. Repeat steps 62 to 64 to amend the Violence issues or Comments.
---	---

Goals

Enter the goals that you want the IFBS to work with the family during the intervention.

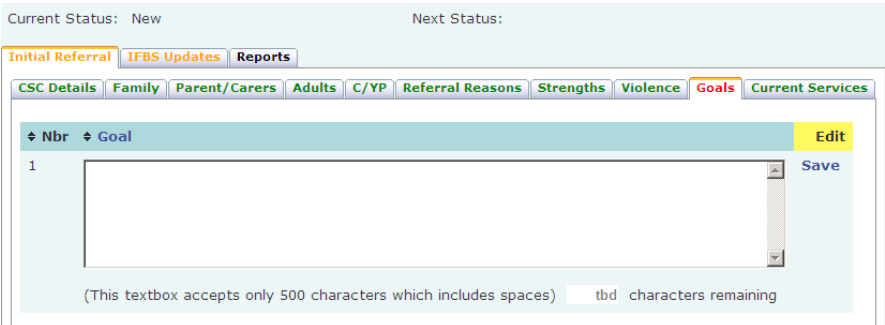
The goals set must be achievable and measurable goals that address the child protection concerns that led to the referral.

Note: The family may not have agreed to the goals at this stage or know exactly what they are.

You must establish a minimum of 3 goals and a maximum of 5.

For example:

1. Assist parents to address issues with drugs and alcohol. Consider counselling and program options.
2. Improve Jordan and Casey's school attendance. Try to limit days absent to no more than two per month, with the exception of confirmed illness or other extenuating circumstances.
3. Improve parent's capacity to address children's difficult behaviours (i.e. swearing and fighting) and assist them to develop effective strategies to manage behaviours.
4. Develop financial management plan to assist family to pay outstanding bills and effectively budget for living expenses.
5. Work with parents to improve their capacity to adequately supervise their children, including ensuring responsible adult is available to care for children when parents are absent.



Exercise steps	
	66. Click the Goals view tab.
	67. Click in the Goal textbox and enter a first goal established with the family.

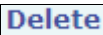
	68. Click the Save button to save the goals. You must click the Save button to save the goals otherwise the information will be not be retained. A new Goal textbox appears allowing you to enter another goal.
	69. Repeat steps 67 to 68 to enter more goals. Enter a minimum of 3 goals and a maximum of 5 goals.

Current Status: New Next Status:

Initial Referral **IFBS Updates** Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence **Goals** Current Services

Nbr	Goal	Edit
1	Assist parent's issues with drugs and alcohol. Parents need to acknowledge there is a problem and attempt to control the problem. Consider counselling and program options.	Edit Delete
2	Improve children's school attendance. Try to limit days absent to no more than two per month, with the exception of confirmed illness or other extenuating circumstances.	Edit Delete
3	Develop financial management plan to assist family to pay outstanding bills and effectively budget for living expenses.	Edit Delete
4	Work with parents to improve their capacity to adequately supervise their children, including ensuring responsible adult is available to care for children when parents are absent.	Edit Delete

	70. To edit the details of a goal, click the Edit button in the row of the relevant goal.
	71. Update the details then click the Update button.
	72. To delete a goal, click the Delete button in the row of the goal.

Current Services

Prior to making a referral, Community Services may have engaged the services of specialist to work with the family e.g. specialist health and mental health, alcohol and other drug services, domestic violence, and disability services.

Use the Current Services section to advise IFBS of any such services.

Note: This section is for information purposes only. The IFBS service is responsible for engaging other specialist services during the intervention.

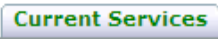
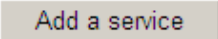
Note: The Current Services view tab is already 'green'; this is because it is not mandatory that information is supplied in this section.

Current Status: New Next Status:

Initial Referral **IFBS Updates** Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals **Current Services**

Service Type	Other Service	Service Name	Start Date	Edit
Add a service				

Exercise steps	
	73. Click the Current Services view tab.
	74. Click the Add a service button to add each service.
	The Add a service form is displayed. All fields on the form are mandatory unless otherwise stated. You must complete all mandatory fields on the form before you can add the service. You cannot partially complete the details and return to the form later. Therefore, you must have all the information to hand.

Add a new service

Service Type:

Other Service:

Service Name:

Start Date:

Contact First Name:

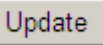
Contact Last Name:

Contact Phone:

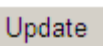
Add

Cancel

Exercise steps	
	75. Click drop down arrow in the Service Type field and select the relevant service.
	76. Click in the Service Name field and enter the name of the service.
	77. Click in the Start Date field and enter the date the service began working with the family.
	78. Enter the name and phone number of the contact person at the service.

	79. Once you have entered all the service details, click the Update button. If you do not supply information in a mandatory field a message box is displayed advising where you are required to enter information to continue. Enter the information and click the Add button again.
	80. Repeat steps 74 to 80 to enter additional services.



	81. To edit the details of a service, click the Edit button in the row of the relevant service.
	82. Update the details then click the Update button.
	83. To delete a service, click the Delete button in the row of the service.

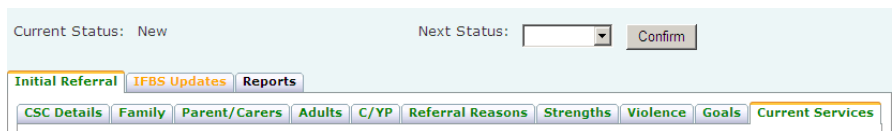
Submit Referral for Approval

Once the Initial Referral is complete, the next step is to submit the Referral to your manager casework for approval.

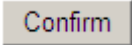
Note: IFBS Connect will not allow you to submit an Initial Referral for approval until sufficient information has been provided.

IFBS Connect indicates sufficient information is provided to submit the Referral for approval when:

- the **Initial Referral** tab and all the **View** tabs are colour coded green
- the **Next Status** field becomes available to update.



Exercise steps	
	84. Click the drop down button in the Next Status field.
	85. Select <i>Submitted</i>.

	86. Click the Confirm button. The Current Status is updated to <i>Submitted</i>. The record is now read only. An e-mail is sent to your manager casework advising them that they have a Referral to review.
---	---

Related information

Once an Initial Referral is submitted for approval, IFBS Connect sends an email to the manager casework advising that there is a new referral awaiting their approval.

The Referral is now read only to the caseworker.

The manager casework reviews the Referral and either submits the Referral to IFBS or returns the Referral to the caseworker as incomplete.

In either case IFBS Connect sends an email to the caseworker advising what action the manager casework has taken.

If the manager casework returns the Referral as *Incomplete*, they are required to communicate to the caseworker reason for return.

Note: There is no facility in IFBS Connect for the manager casework to advise the caseworker why the Referral has been returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

If returned, the Referral becomes available to edit and the caseworker is required to complete the information and re-submit the Referral to the manager casework.

If the manager casework submits the referral the IFBS, the Referral remains read only to the caseworker.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 1 to create a new Referral. The scenario covers creating a Referral for the case type *Crisis Intervention*.

Topic 2 - Review Referral – CS Manager Casework

Overview

The purpose of this process is for the manager casework to review a new Referral and refer on to the IFBS service.

When a caseworker submits a Referral an email is automatically sent from IFBS Connect to the manager casework advising that they have a Referral to action.

The email identifies the Referral ID and caseworker.

After reviewing the Referral, the manager casework either refers to the Referral on to IFBS or returns it to the caseworker for more information (incomplete).

With the exception of CSC Details, all sections of the Referral are read only to a manager casework. When submitting a Referral to IFBS, the manager casework may provide comments about their expectations of the intervention. Comments are entered in the CSC Details section.

Note: If returning a referral, there is no facility in IFBS Connect for the manager casework to advise the caseworker why the Referral has been returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

Prerequisites

The prerequisite for this process is:

- a new Referral exists with a status of *Submitted*.

Scenario

You have received an email advising you have a new Referral to action.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS Portal processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral.
 2. Review the Referral.
 3. Add Manager Casework Comments.
 4. Update Next Status (Refer on to IFBS or return to caseworker).
-

Open the Referral

Select the Referral you have been requested to review.

The email notification you received identifies the Referral ID.

The new referral is located at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.

Current Family:

Referral list		Create new referral	Guides				
☐ Show all closed referrals							
ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	Submitted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
49		Referred	Walker	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
48		Referred	Jones	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
47		Referred	Johnson	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention
NSW Government		jobs.nsw				copyright & disclaimer	feedback

Exercise steps

1. Click the ID number of the relevant Referral in the **ID** field to open the Referral.

The Referral ID is supplied in the Referral notification email.

The Initial Referral is displayed.

Review the Referral

Review the details of the new Referral by reviewing each section as discussed with the caseworker when you assessed the case.

Only the **CSC Details** section is 'open' for manager caseworkers to update. All other sections are 'read only' for manager caseworkers.

Pay particular attention to the **Referral Reasons** and **Goals**.

Although the IFBS program is for clients who are at immanent risk there are eligibility requirements that need to be met in order for the clients to qualify for the program. There are a number of factors which would be deemed too high for the program (see the Service Provision Guidelines for further information). Manager casework need to ensure that the referral reasons are within the eligibility requirements of the program, and feasible to be addressed in the short term.

Given that the program is time intensive up to 16 weeks and the clients are high risk/needs families there are limitations to the amount of issues the IFBS can work with during the intervention. Caseworkers need to identify what are the crisis points that the family are experiencing and base the goals around this as the purpose of the IFBS intervention is to reduce crisis.

If you identify any errors or information that needs to be added you must advise the caseworker and return the Referral as *Incomplete*.

Current Status: Submitted Next Status:

Initial Referral **IFBS Updates** Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

Exercise steps	
	2. Navigate through the each section and confirm the information supplied is correct. Pay particular attention to the Referral Reasons and Goals sections. You are also required to confirm the CYP's KiDS person number has been recorded correctly in the CYP section. If you identify any errors or information that needs to be added you must advise the caseworker and return the Referral as <i>Incomplete</i> when updating the Next Status.

Add CS Manager Casework Comments

If required, enter your comments. These may include what priority you would like IFBS to give to any of the goals or if there are certain services or programs you want the IFBS to engage the family with.

Note: This field is optional.

Current Status: Submitted Next Status:

Initial Referral **IFBS Updates** Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

CSC: Wyong/The Lakes

Caseworker: CS Caseworker

Casework Manager: CS Mgr Caseworker

Case Type: Crisis Intervention

Casework Manager Comments:

Exercise steps	
CSC Details	3. Click the CSC Details view tab.
Edit	4. Click the Edit button.
	5. Click in the Casework Manager Comments field and enter your expectations of the IFBS intervention with the family. This field is optional.
Update	6. Click the Update button.

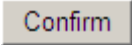
Update Next Status

After you have entered your comments (if required), the Referral is ready for the **Next Status** to be updated. This is indicated by the fact that the:

- **Initial Referral** tab and all the **View** tabs are colour coded green
- **Next Status** field is available to update

At this point you can either submit the Referral to IFBS or return it to the caseworker for more information (incomplete).

The screenshot shows the IFBS system interface. At the top, it displays 'Current Status: Submitted' and 'Next Status: [dropdown menu]'. Below this, there is a 'Confirm' button. The interface also shows a series of tabs: 'Initial Referral', 'IFBS Updates', 'Reports', 'CSC Details', 'Family', 'Parent/Carers', 'Adults', 'C/YP', 'Referral Reasons', 'Strengths', 'Violence', 'Goals', and 'Current Services'. The 'Initial Referral' tab is currently selected and highlighted in green.

Exercise steps	
	7. Click the Next Status drop down button.
	8. Select the relevant option: • <i>Referred</i> – sends the Referral to IFBS. • <i>Incomplete</i> – returns the Referral to the caseworker for more information. If <i>Referred</i> is selected, an email notification is sent to the caseworker advising that the Referral has been sent to IFBS. An email is also sent to the IFBS manager advising that they have a Referral that needs actioning. If <i>Incomplete</i> is selected, an email notification is sent to the caseworker advising that the Referral has been returned and that it needs to be updated and resubmitted for approval.
	9. Click the Confirm button. The Current Status is updated to according to the Next Status selected. The record is now read only and the email notifications are sent.

Related information

The manager casework has reviewed the Referral and actioned it accordingly by either:

- Returning the Referral to the caseworker as incomplete or
- Submitting the Referral to IFBS

In either case an email is sent to the caseworker notifying them of the outcome.

If returned as incomplete, the Referral is once again the caseworker's responsibility i.e. the Referral appears in their Referral List with a red asterisks in the **ToDo** column.

The caseworker is required to update the Referral accordingly and then resubmit for approval.

If submitted to IFBS, an email is also sent to the IFBS manager advising that there is a new referral that requires actioning. The Referral is now in the Referral List of the IFBS manager with a red asterisks in the **ToDo** column.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 2 to approve the Referral created in Topic One.

Module Summary

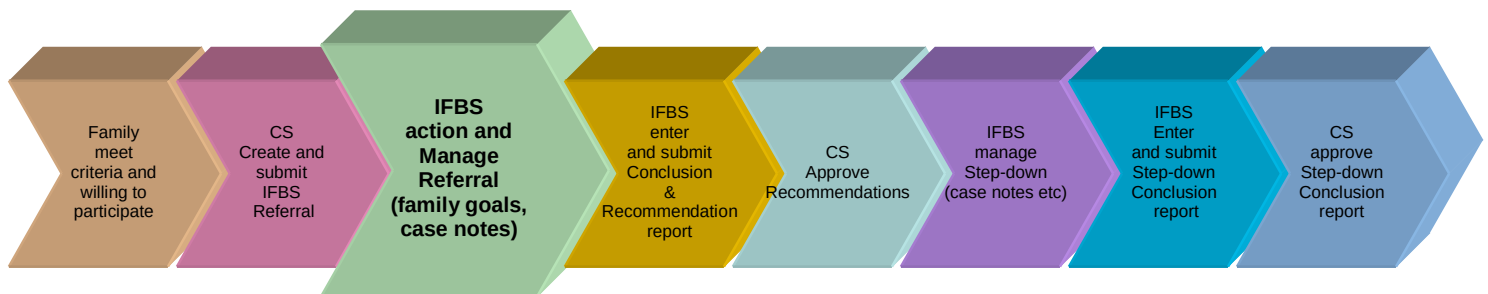
During this module we have:

- created an IFBS Referral – CS CW
 - update the Referral details – CS CW
 - submitted the Referral to the MCW for approval – CS CW
 - reviewed a Referral, added comments and actioned the approval request – CS MCW
-

Module 4 – IFBS Action and Manage Referral

Duration 60 minutes

Introduction The purpose of this module is to demonstrate how IFBS action and manage a Referral in IFBS Connect.



Learning Outcomes

At the end of this module you will be able to:

- review and action an IFBS Referral – IFBS manager
 - return, decline or accept and allocate a Referral
 - review and update a Referral – IFBS CW
 - review the Referral
 - update the Initial Dates
 - enter the Family Goals
 - update the Case Notes
 - enter New Services
-

About New Referrals

Overview

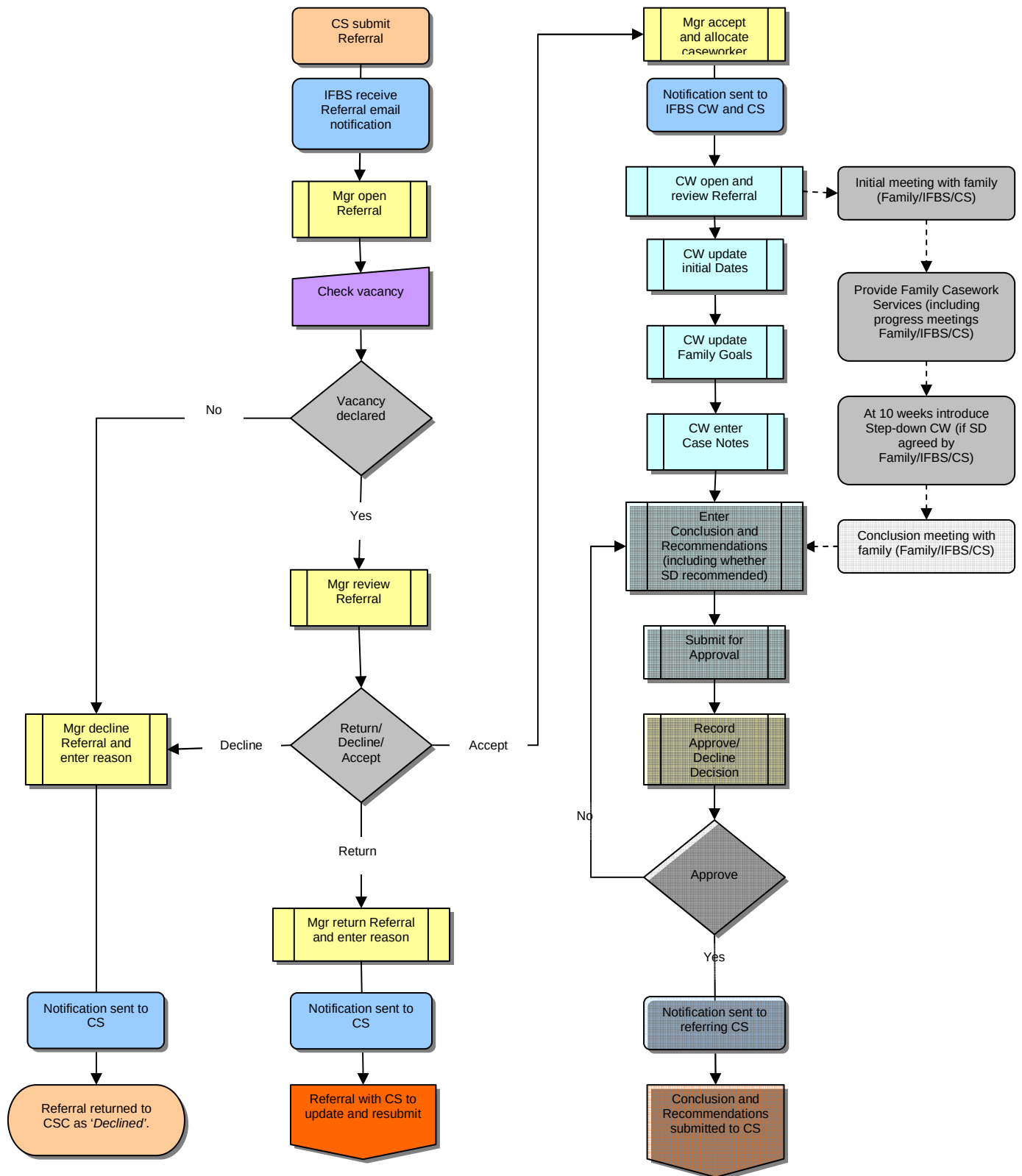
Referrals to IFBS can only be received from Community Service Centres (CSC). Strict eligibility criteria ensure that the program remains focused on Aboriginal families in crisis. Clients are contacted within 24 – 48 hours of the referral being accepted.

Parents and where appropriate children, will need to consent to any intervention and commit to following the agreed case plan goals.

There are three types of referrals that are eligible for IFBS (refer to IFBSBR002 Referral Types):

- **Crisis Intervention** - children/young people are at imminent risk of out-of-home care placement and significant changes need to occur to avoid children/young people being placed in alternative care.
 - **Placement Support** - provided to carers where Aboriginal children/young people are in their care and the placement has become unstable.
 - **Restoration** - children/young people who have been in out-of-home care for a period exceeding three months and are unable to return home at this time without the involvement of the IFBS (only where 'restoration' is listed as a case plan goal).
-

Action and Manage Referral – IFBS



Topic 3 - Action Referral – IFBS Manager

Overview

The purpose of this process is to action a new IFBS Referral received from CS in IFBS Connect. Only an IFBS manager can action a Referral request.

A Referral must be actioned by IFBS with 48 of receiving Referral request. Actioning entails reviewing the Initial Referral and either:

- **Declining** the Referral as your IFBS does not have the capacity to take on the Referral or the family is ineligible
- **Returning** the Referral to CS as more information is required. This will allow CS to edit the Referral and re-submit
- **Accepting** the Referral and allocating an IFBS caseworker

For CS to refer a family to IFBS, a Referral must be sent via IFBS Connect. The reason for Referral must be selected as per **IFBSBR002 Referral Types**:

- **Crisis Intervention**
- **Placement Support**
- **Restoration**

Refer to *Appendix 3 - IFBSBR002 IFBS Referral Types* for more details about the above listed selections and related business rules.

When CS sends a Referral to IFBS, the IFBS manager receives an email from IFBS Connect advising that they have a Referral to action.

The details of the Referral are contained in the **Initial Referral** view of IFBS Connect. The Initial Referral is divided into 10 sections. The information contained in these sections is read only.

Navigate through the sections reviewing the information.

- **CSC Details** - Identifies the CS CW and MCW, Case Type and the CS MCW's expectations of the intervention.
- **Family** - Provides the family's name(s), contact details and number of children residing in the home.
- **Parent/Carers** – Lists the parent(s) and/or carer(s) of the child/ren. This section holds a maximum of two parents/carers and identifies their status as a caregiver and if they are aboriginal or not. To meet the eligibility criteria, at least 1 parent/carers must be Aboriginal.
- **Adults** – Lists additional adults in the home who are not parent/carers, if any, and their relationship e.g. aunt.
- **Children** – Lists all the children being referred as part of this intervention.
- **Referral Reason** – List the reasons for referral.
- **Strengths** – Lists the Family's strengths (if any).

- **Violence** – Identifies violence issues (if any).
- **Goals** – Lists the goals agreed upon with the family.
- **Service Types** – Lists services provided to the family (if any).

Prerequisites

The prerequisite for this process is:

- Community Services has sent an IFBS Referral request.

Scenario

You have received a Crisis Intervention Referral from CS for an Aboriginal family who have agreed to participate in the IFBS program.

You need to decide if you are going to accept, return or decline the Referral. In doing so, you need to:

- *decide if you have a vacancy*
- *review the Referral to verify sufficient information is supplied*
- *review the Referral to ensure the family meet the eligibility criteria.*

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral.
2. Review the Referral.
3. Update the Next Status.
4. Update IFBS Updates.

Open the Referral

Open the Referral you have been requested to action.

The email notification you received identifies the Referral ID.

The new referral is located at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.



The screenshot shows the IFBSConnect interface. At the top, there is a header with the NSW Government logo and 'Human Services Community Services'. Below this, there are navigation links: 'log in', 'contact us', 'about', and 'log out'. A message reads: 'Hunter/CC, Wyong/The Lakes - IFBS Manager: IFBS Mgr'. There are three tabs: 'Referral list', 'Create new referral', and 'Guides'. The 'Referral list' tab is selected. Below the tabs, there is a checkbox for 'Show all closed referrals'. A table displays the referral list with columns: ID, ToDo, Current Status, Family Name, CSC, Caseworker, Casework Manager, and Case Type. The first row shows a referral with ID 50, marked with a red asterisk in the ToDo field, with a status of 'Referred', Family Name 'Smith', CSC 'Wyong/The Lakes', Caseworker 'CS Caseworker', Casework Manager 'CS Mgr Caseworker', and Case Type 'Crisis Intervention'. At the bottom, there are links for 'NSW Government', 'jobs.nsw', 'copyright & disclaimer', and 'feedback'.

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	Referred	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

Exercise steps	
	Click the ID number of the relevant Referral in the ID field to open the Referral. The Referral ID is supplied in the Referral notification email. The Initial Referral view is displayed.

Review the Referral

Before you review the Initial Referral, your IFBS must have availability to accept the family.

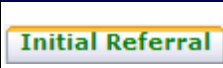
Caseworkers carry 2-3 cases at a time. This enables them to be accessible and provide intensive services in-line with the Homebuilders® Model. Each IFBS service will be required to meet a target of 22 families per annum. The availability will depend on a caseworker having less than 2-3 cases at a time (some IFBS have a policy that IFBS Caseworkers will have a maximum of 2 cases at one time and some will have a maximum of 3, this depends on how many case workers the service has and how many cases they will take in order to meet the target of 22 families). It is at the IFBS Manager Caseworks discretion to allocate cases to IFBS Caseworkers. When a Caseworker is working with two cases that are very high needs and both at the beginning of the intervention where intensity is at its highest then it would not be feasible to allocate a third case to that worker

If your IFBS doesn't have any current or upcoming vacancies, you must decline the referral.

Note: Declining a Referral permanently cancels the Referral. CS should be in consultation to confirm availability before sending through a Referral however, time lapse or other circumstances may arise that either prevent consultation or changes your IFBS's availability. If you need to decline a Referral, please contact CS before doing so.

If your IFBS has availability to accept the Referral, you must review the details of the Referral to ensure:

- sufficient information is supplied
- the family meet the eligibility criteria, see *Appendix 2 - IFBSBR001 IFBS Eligibility Criteria*
- The goals are attainable within the timeframe.

Exercise steps	
	2. Navigate through each section of the Initial Referral view to review the information supplied. This Initial Referral view is read only to IFBS. If you believe the information is incorrect or insufficient, you must return the Initial Referral to CS explaining your reason for return. Pay particular attention to the CS manager caseworker's expectations, reasons for referral and the goals set by CS.

Update Next Status

Once you have determined availability and reviewed the Referral, the next step is to update the **Next Status** to move the Referral to the next stage.

The **Next Status** options are:

- **Declining**
- **Returning**
- **Accepting**

Declining

Select *declining* when IFBS is not able to accept and manage the Referral.

This may be due to lack of availability at IFBS or IFBS deem the case not illegible for intervention.

You are required to select the reason for declining and add comments to explain the reason.

Returning

Select *Returning* when there is insufficient information on the Referral to for IFBS accept or manage the Referral.

You are required to select the reason for return and comment on specifically what is required for IFBS to accept the Referral.

This option gives CS an opportunity to update the Referral and resubmit it to IFBS.

Accepting

Select *Accepting* when IFBS is able to accept and manage the Referral.

You are required to allocate the referral to an IFBS caseworker.

Current Status: Referred Next Status: ▼ Confirm

Initial Referral **IFBS Updates** IFBS Conclusion Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

Exercise steps	
	3. Click the drop down arrow in the Next Status field and select the relevant option. Select either: - Declining - Returning - Accepting
Confirm	4. Click the Confirm button.

Update IFBS Updates

After updating the **Next Status**, to action the Referral you are required complete the **IFBS Updates** view.

The sections displayed in the **IFBS Updates** view are governed by the Next Status selected.

Status Selected	Section Displayed	Action Required
<i>Declining</i>	Decline	Select the reason for declining and add comments to explain the reason
<i>Returning</i>	Return	Select the reason for return and comment on specifically what is required for IFBS to accept the Referral
<i>Accepting</i>	Assign	Allocate the referral to an IFBS caseworker

Current Status: Accepting Next Status: ▼ Confirm

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History **Assign**

Exercise steps									
IFBS Updates	5. Click the IFBS Updates view. The sections displayed in the IFBS Updates view are governed by the Next Status selected. <table> <tr> <th><u>Status Selected</u></th><th><u>Section Displayed</u></th></tr> <tr> <td><i>Declining</i></td><td>Decline</td></tr> <tr> <td><i>Returning</i></td><td>Return</td></tr> <tr> <td><i>Accepting</i></td><td>Assign</td></tr> </table> If Declining, follow steps 6 to 9. If Returning, follow steps 10 to 13. If Accepting, follow steps 14 to 16.	<u>Status Selected</u>	<u>Section Displayed</u>	<i>Declining</i>	Decline	<i>Returning</i>	Return	<i>Accepting</i>	Assign
<u>Status Selected</u>	<u>Section Displayed</u>								
<i>Declining</i>	Decline								
<i>Returning</i>	Return								
<i>Accepting</i>	Assign								

Current Status: Declining Next Status:

Initial Referral **IFBS Updates** **IFBS Conclusion** **Reports**

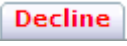
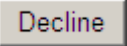
Referral History **Decline**

Declined Reason

Declined Reason Other

IFBS Comment

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

	6. Click the Decline tab.
	7. Click the drop down arrow in the Declined Reason field and select the relevant option. If <i>Other</i> selected, you must enter a reason for decline in the Decline Reason Other field.
	8. Click in the IFBS Comment field and enter comments to support the reason for decline.
	9. Click the Decline button. The Referral is now declined and sent back to CS. An email notification is sent to CS caseworker and manager casework. No further action is required by IFBS.

Current Status: Returning Next Status:

Initial Referral **IFBS Updates** **IFBS Conclusion** **Reports**

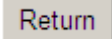
Referral History **Return**

Return Reason ☐ Referral not complete
☐ CS goals not specific
☐ Other

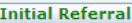
Return Reason Other

IFBS Comment

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

	10. Click the Return tab.
	11. Select the relevant return reason. Select as many return reasons as required. If <i>Other</i> selected, you must enter a reason for return in the Return Reason Other field.
	12. Enter comments to support the reason(s) for return in the IFBS Comment field.
	13. Click the Return button. The Referral is now returned to CS. An email notification is sent to CS caseworker and manager casework. No further action is required by IFBS at this point. The Referral is with CS to edit and re-submit.

Current Status: Accepting Next Status:  

IFBS CW Assigned 


	14. Click the Assign tab.
	15. Click the drop down arrow in the IFBS CW Assigned field and select the relevant caseworker.

Accept	16. Click the Accept button. The Referral is now assigned to the IFBS caseworker. An email notification is sent to the IFBS caseworker advising they have a Referral to manage. An email notification is sent to the CS caseworker and manager casework advising the Referral has been accepted and allocated. The sections of the IFBS Updates view now include the sections required to manage the Referral (see Topic 4 - Manage IFBS Referral in IFBS Portal – IFBS Caseworker). These sections are colour coded to indicate where information is required by the IFBS caseworker.
--	--

Current Status: Accepted

Next Status:

Initial Referral

IFBS Updates

IFBS Conclusion

Reports

Referral History

Assign

Dates

CSC Goals

Family Goals

New Services

IFBS Caseworker

IFBS Caseworker

IFBS Manager

IFBS Mgr

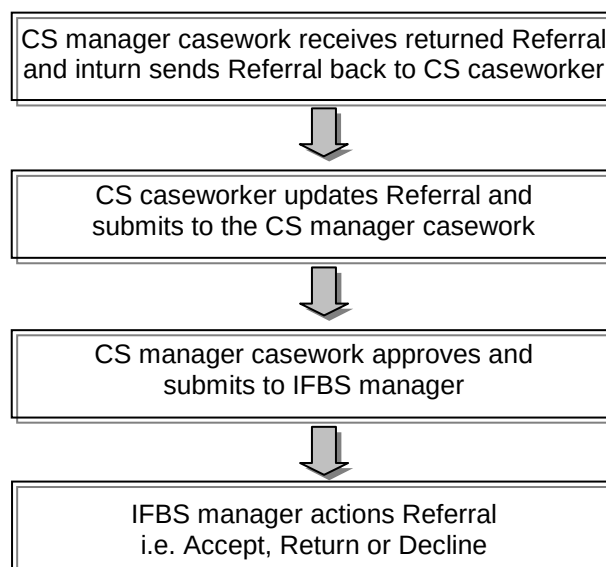
Edit

Related information

Once a Referral is actioned by an IFBS manager, IFBS Connect sends an email notification to CS caseworker and CS manager casework advising what action has been taken. An email is also sent to the allocated IFBS caseworker if the action taken is *Accepted*.

The next stage of the Referral process is based on the action taken:

If *Returned*, the Referral is sent back to the CS manger casework who inturn sends the Referral back to the CS caseworker to amend. The Referral then goes through the same update and approval process;



If *Declined*, the Referral is sent back to CS, but no further action can be taken by IFBS or CS. If CS wishes to re-submit the family to IFBS, they must create a new Referral and begin the process again.

If *Accepted*, the Referral is sent to the allocated IFBS caseworker to manage. The Referral is 'read only' to CS.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 3 to action the Referral created and submitted in Topics 1&2.

Topic 4 - Update Referral – IFBS Caseworker

Overview

The purpose of this process is for an IFBS caseworker to update a Referral in IFBS Connect. The Referral is sent from Community Services and is accepted and allocated by the IFBS manager.

The reason for Referral is either:

- **Crisis Intervention**
- **Placement Support**
- **Restoration**

Refer to **IFBSBR002 IFBS Referral Types**.

When a Referral is accepted and allocated by the IFBS manager, an email is automatically sent to the IFBS caseworker advising that they have a Referral to update.

The details of the Referral are contained in the **Initial Referral** view of IFBS Connect. The **Initial Referral** view is divided into 10 sections. The information contained in these sections is read only.

Navigate through the sections reviewing the information.

- **CSC Details** – Identifies the CSC CW and MCW, Case Type and the CS MCW's comments about the intervention.
- **Family** – Provides the family's name(s), contact details and number of children residing in the home.
- **Parent/Carers** – Lists the parent(s) and/or carer(s) of the child/ren. This section holds a maximum of two parents/carers and identifies their status as a caregiver and if they are aboriginal or not. To meet the eligibility criteria, at least 1 parent/carer must be Aboriginal.
- **Adults** – Lists additional adults in the home who are not parent/carers, if any, and their relationship e.g. aunt.
- **Children** – Lists all the children being referred as part of this intervention.
- **Referral Reason** – List the reasons for referral.
- **Strengths** – Lists the Family's strengths (if any).
- **Violence** – Identifies violence issues (if any).
- **Goals** – Lists the Goals that CS expect the family to meet.
- **Service Types** – Lists services provided to the family (if any).

The IFBS caseworker provides the family casework service; the details of which are entered in the **IFBS Updates** view of IFBS Connect.

The **IFBS Updates** view is divided into 8 sections:

- **Referral History** – Displays the history of the Referral's status and the dates at each status (the information is auto-populated).
- **Assign** – Identifies the assigned IFBS caseworker and IFBS manager. If required, either can be edited.

- **Dates** – Identifies key dates of the Referral:
 - **Accepted Date** – Date IFBS accepted the Referral (pre-populated when IFBS Manager accepts and allocates the Referral)
 - **Date of Joint Home Visit** – The date the initial meeting between the family, CSC and IFBS takes place
 - **Start of Intervention** – The date the intervention with the family begins
 - **Date End of Intervention** – The date the intervention is concluded (auto-populated when the CS MCW accepts the Conclusion Report)
- **CSC Goals** – Lists the Goals the CSC expect the family to meet. (This section is read only).
- **Family Goals** – Staff will work with the family to set agreed goals for the intervention period.
- **Case Notes** – Contains the case notes on the family's progress towards the CSC Goals.
- **New Services** – Lists Services that IFBS engage the family with.

Note: An IFBS caseworker would typically update a Referral in stages during the intervention period, but for the purposes of this training guide we will update the Referral in one go.

Prerequisites

The prerequisite for this process is:

- the IFBS manager has accepted and allocated a Referral.

Scenario

You have been allocated, by your manager, a Crisis Intervention Referral for an Aboriginal family CS have identified they believe would benefit being referred to IFBS.

You need to update IFBS Connect with the details of the intervention.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral
 2. Review the Referral
 3. Update the Initial Dates
 4. Enter the Family Goals
 5. Enter the Case Notes
 6. Enter New Services
-

Open the initial Referral to Review

Open the Referral you have been requested to update.

The email notification you received identifies the Referral ID.

The new referral is located at the top of the list with a red asterisks in the ToDo field indicating you are currently responsible for actioning the Referral record.



IFBSConnect Human Services Community Services

log in contact us about log out

Select from the tabs below to display each section: Hunter/CC, Wyong/The Lakes - IFBS Caseworker: IFBS Caseworker

Current Family:

Referral list Create new referral Guides

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	Accepted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

NSW Government jobs.nsw copyright & disclaimer feedback

Exercise steps

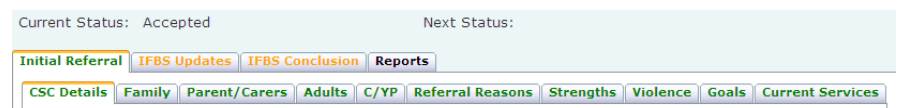
1. Click the ID number of the relevant Referral in the ID field to open the Referral.

The Referral ID is supplied in the Referral notification email.

The Initial Referral view is displayed.

Review the Referral

Review the Initial Referral details supplied by CS.



Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

CSC Details Family Parent/Carers Adults C/YP Referral Reasons Strengths Violence Goals Current Services

Exercise steps

2. Navigate through each section of the **Initial Referral** view to review the information supplied.

This Initial Referral view is read only to IFBS. If you believe the information is incorrect or insufficient, you must notify your manager casework or advise CS during the initial meeting with the family.

Pay particular attention to CS manager caseworker's comments, reasons for referral and the CS goals.

Update Dates

Within 24 hours of accepting the referral, the IFBS Caseworker will commence convening a meeting with the family. To avoid confusion regarding roles, CS and IFBS staff will jointly meet with the family for the initial contact to clarify areas of responsibility and to work on identifying case goals together. The meeting will occur within a maximum of 48 hours from the time the referral is accepted.

Update the **Dates** section to identify the date of:

- **Accepted Date** – Date IFBS accepts the Referral

Note: the Accepted Date is auto-populated when the IFBS Manager accepts and allocates the Referral

- **Date of Joint Home Visit** – Within 48 hours of the IFBS accepting the referral, CS Caseworker will commence convening a meeting with the family. To avoid confusion regarding roles, CS and IFBS staff will jointly meet with the family for the initial contact to clarify areas of responsibility and to work on identifying case goals together. The meeting will occur within a maximum of 48 hours from the time the referral is accepted by the IFBS
- **Start of Intervention** – the date the intervention with the family begins

Current Status: Accepted

Next Status:

Initial Referral

IFBS Updates

IFBS Conclusion

Reports

Referral History

Assign

Dates

CSC Goals

Family Goals

New Services

Accepted Date

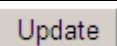
22-Sep-2011

Date of Joint Home Visit

Date Start of Intervention

Date End of Intervention

Edit

Exercise steps	
	3. Click the IFBS Updates view tab.
	4. Click the Dates view tab.
	5. Click the Edit button.
	6. Click in the Date of Joint Home Visit field and enter the date of the initial meeting. (For help on using the calendar see page 27).
	7. Click in the Start Date of Intervention field and enter the start date the intervention with the family begins.
	8. Click the Update button.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals Case Notes New Services

Accepted Date 22-Sep-2011
 Date of Joint Home Visit 26-Sep-2011
 Date Start of Intervention 28-Sep-2011
 Date End of Intervention

Edit

Enter Family Goals

The family is encouraged to actively participate in the process of resolving the protective concerns. The participation includes involvement in goal setting.

In keeping with the strengths based nature of the service families are strongly encouraged to develop strategies for resolving their own difficulties, which draw strength from their own cultural background.

Once the initial meeting with the family, IFBS and CS has occurred, staff will work with the family to set agreed goals for the intervention period.

The family goals must be set in response to issues raised by CS and reasons for the referral. These goals (a maximum of five and minimum of three goals) are set with the family and determine what they need to do to improve the safety of the C/YP(s).

If the IFBS Caseworker believes that all issues cannot be addressed in the intervention, it is important that this is communicated back to the referring CS Manager Casework. The priority goals for the intervention should be re-negotiated between CS and IFBS before the intervention continues.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals Case Notes New Services

◆ Nbr ◆ Family Goals Edit

1

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

Save

Exercise steps

Family Goals	9. Click the Family Goals view tab.
	10. Click in the Goal field and enter a goal established with the family.

	11. Click the Save button to save the goal. You must click the Save button to save the goal otherwise the information will be not be retained. Another row will appear allowing you to enter the next goal.
	12. Repeat steps 10 to 11 to enter more goals. Enter a minimum of 3 goals and a maximum of 5 goals.

Enter Case Notes

The **Case Notes** section is used by IFBS to report to CS the family's progress towards their agreed goals and their compliance with existing care orders.

This section is not available until the **Dates** have been entered.

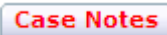
Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals **Case Notes** New Services

Entered	Week Nbr	CaseNotes	Completed	Edit
		(This textbox accepts only 2000 characters which includes spaces) tbd characters remaining	☐	Save

Exercise steps

	13. Click the Case Notes view tab. The Case Notes section is not displayed until the Initial Dates section is complete i.e. the Initial Dates tab is 'green'.
---	---

	14. Click in the CaseNotes field and enter case notes on the case management of the intervention. There is no specific direction around the way to write case notes. When writing case notes you need to give a true reflection of the accounts with the family while writing from Strengths based perspective. Case workers must also be mindful that case notes may be captured by subpoena, freedom of information; government information public access request, statutory notice or another request for information served on or made out to another Party. Case notes should be entered at the end of each week and should capture details of all contact with family for that week, progress against goals, issues and set back and any other information relevant to the intervention.
	15. Click the Completed checkbox. This indicates the case note is complete. You cannot enter the next case note until the previous is checked as complete. Once checked as complete the case note is 'read only' and cannot be edited.
	16. Click the Save button. The Entered and Week Nbr fields are calculated by IFBS Connect and are auto-populated.
	17. Repeat steps 14 to 16 to enter more case notes.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals Case Notes New Services

Entered	Week Nbr	CaseNotes	Completed	Edit
22-Sep-2011	0	Meeting with the family took place on 28 September at family home. All family members were present and participated. Began working with the family on the CSC goal no. 2 - Improve Home Environment & Hygiene issues. Discussed with mother the concerns outlined in the CSC goal that the house was an unsafe and unhealthy environment for her children as there was a lot of debris inside and outside of the home. Mother agreed that the house conditions were poor in terms of cleanliness and wanted to improve this situation for some time however, with the stresses that her family were under these recent weeks she felt overwhelmed and didn't know where to start. She also indicated that she doesn't get much help from the children or their father. We discussed the option of a clean out/working bee which all the family members would participate. I have arranged for XYZ rubbish removals to provide a skip on Monday 3 October so that the larger rubbish in the yard and unsafe broken furniture from within the home can be removed. Aunt has agreed to take the children during the clean up so that there won't be any distractions for parents. Uncle has indicated that he would like to attend to assist with the working bee. We did an exercise with the with the children in regards to which chores they thought they could do and which chores were adult chores and assigned chores to each other. Once they were in agreement we set up a cleaning roster which outlined their chores for each week and placed it in the kitchen.	☒	

(This textbox accepts only 2000 characters which includes spaces) tbd characters remaining

Save

Enter New Services

An essential feature of IFBS case management is referral to other suitable community services and advocacy on behalf of the C/YP and their family. Mediation and negotiation between the C/YP and their family or family members and other service providers, will also be an important role in situations where a crisis or conflict arises.

IFBS will supply direct services, as well as coordinate and make active referrals to other service providers and appropriate community-based programs as required.

The **New Services** section is used to record and report to CS any other service providers and appropriate community-based programs provided to the family during the IFBS intervention.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals Case Notes New Services

Service Type	Other Service	Service Name	Start Date	Edit
Add a service				

Exercise steps

New Services

18. Click the **New Services** view tab.

Add a service	19. Click the Add a service button to add each service. The Add a new service form is displayed. All fields on the form are mandatory unless otherwise stated. You must complete all mandatory fields on the form before you can add the service. You cannot partially complete the details and return to the form later. Therefore, you must have all the information to hand.
--------------------------	---

Add a new service

Service Type:

Other Service:

Service Name:

Start Date:

Contact First Name:

Contact Last Name:

Contact Phone:

Add

Cancel

Exercise steps	
	20. Click drop down arrow in the Service Type field and select the relevant service. If <i>Other</i> selected, enter the service type in the Other Service field.
	21. Click in the Service Name field and enter the name of the service.
	22. Click in the Start Date field and enter the date the service started their involvement with the family.
	23. Enter the name and phone number of the contact person at the service.

	24. Once you have entered all the service details, click the Add button. If you do not supply information in a mandatory field a message box is displayed advising where you are required to enter information to continue. Enter the information and click the Add button again.
	25. Repeat steps 19 to 24 to enter additional services.

Current Status: Accepted Next Status:

Initial Referral **IFBS Updates** IFBS Conclusion Reports

Referral History Assign Dates CSC Goals Family Goals Case Notes **New Services**

Service Type	Other Service	Service Name	Start Date	Edit
Counselling General		Family Counselling	03-Oct-2011	Edit Delete

[Add a service](#)

	26. To edit the details of a service, click the Edit button in the row of the relevant service.
	27. Update the details then click the Update button.
	28. To delete a service, click the Delete button in the row of the service.

Related information

Continue to update the case notes and new services during the IFBS intervention period. The family goals will be reviewed at the 6 week progress meeting and at end of the planned intervention period e.g. conclusion meeting.

At the end of the intervention period, IFBS will prepare a Conclusion Report which covers:

- Progress on the agreed family goals i.e. have they been met and if not why?
- Transition to generalist or other specialist support services, including if IFBS Step-down is needed (decided together with the parents and children, as appropriate).
- If there is a need for an extension of IFBS intensive intervention with revised goals and conditions.
- Recommendations for the family post intervention.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 4 to update the Referral accepted and allocated to you by your manager in Topic 3.

Module Summary

During this module we have:

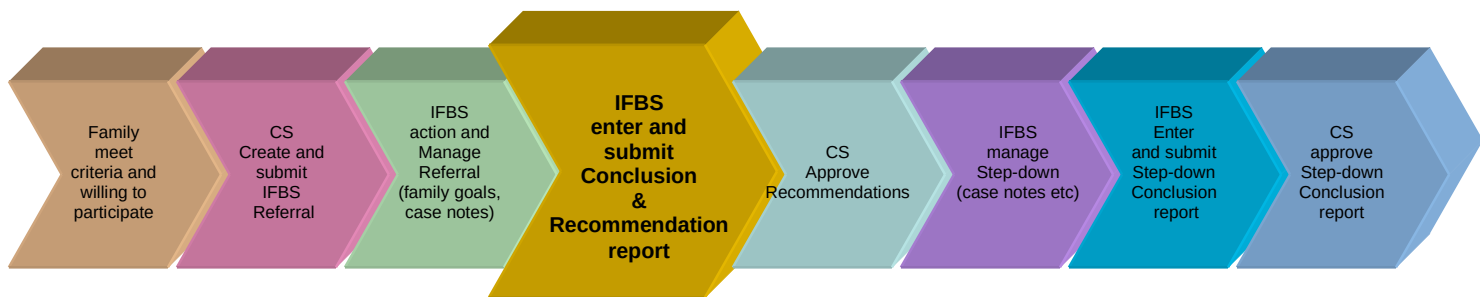
- actioned an IFBS Referral request – IFBS manager
 - reviewed a Referral
 - returned, declined or accepted and allocated a Referral
 - updated the IFBS Updates view – IFBS CW
 - reviewed a Referral
 - updated the Initial Dates
 - entered the Family Goals
 - updated the Case Notes
 - entered New Services
-

Module 5 – IFBS Conclusion and Recommendations

Duration 60 minutes

Introduction

The purpose of this module is to demonstrate how IFBS enter and submit a Conclusion & Recommendations Report in IFBS Connect, including how to terminate a Referral before the end of the intervention service.



Learning Outcomes

At the end of this module you will be able to:

- conclude a Referral and enter recommendations – IFBS CW
 - terminate a Referral when the IFBS service is to end before the agreed end date – IFBS CW
 - review the conclusion and recommendations made by the IFBS CW and submit to CS for approval – IFBS manager
-

About Conclusions and Recommendations

Overview

On completion of IFBS involvement with referred clients, a conclusion meeting is held with Community Services (manager casework and caseworker), IFBS (manager and caseworker), and the family.

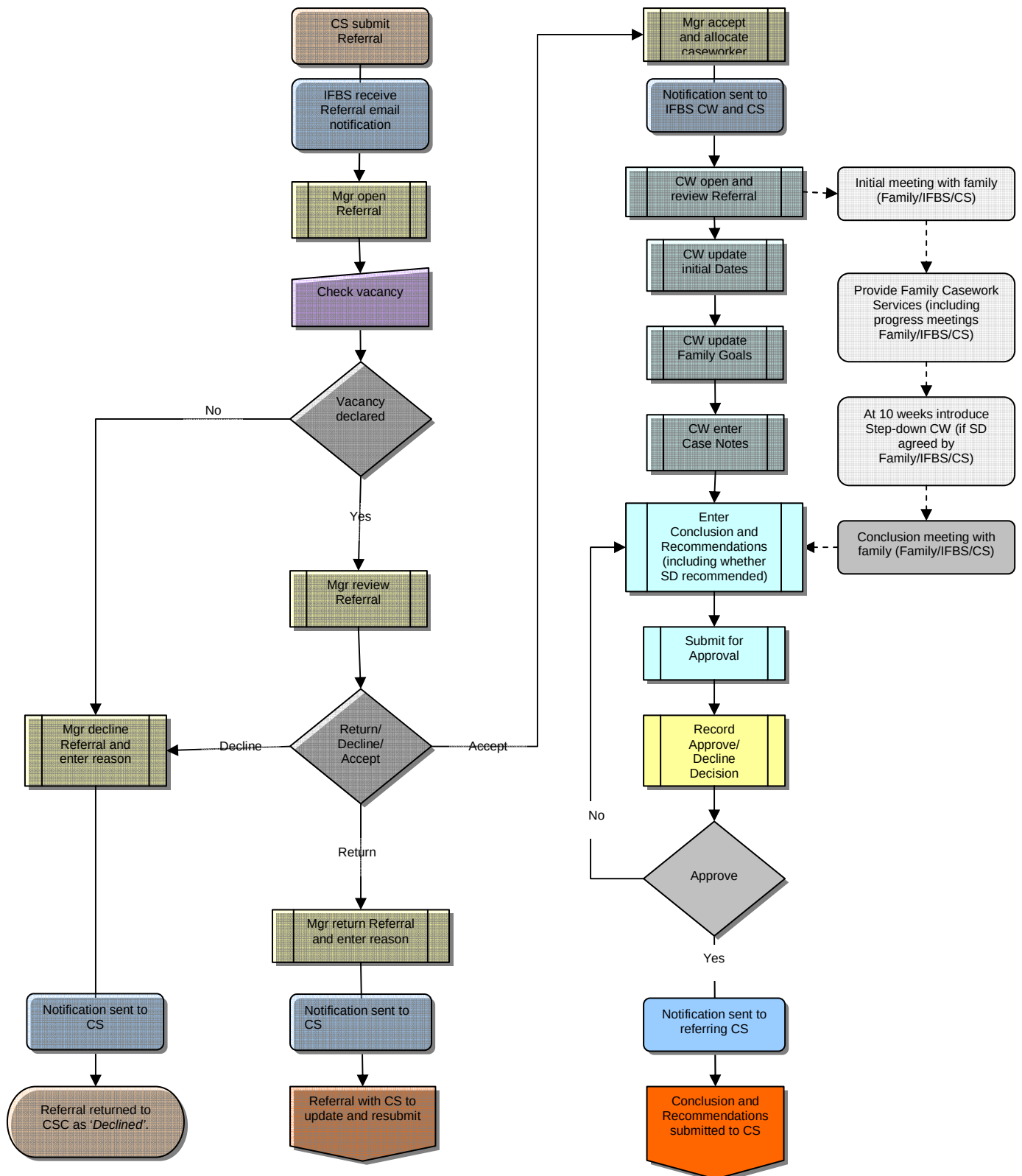
At the meeting all progress towards the CSC goals and family goals are discussed, as well as IFBS recommendations for post-intervention support. If Step-down is recommended for the family, it should be discussed and agreed to by all parties at this meeting.

If the IFBS believes there are still protective concerns for the C/YP, this should also be raised at the conclusion meeting.

Ahead of the conclusion meeting, the IFBS caseworker is required to complete the Conclusion Report in IFBS Connect and submit to the IFBS manager for approval. Once approved, the Conclusion Report is submitted to the CS manager casework for approval.

This also marks the case being closed by the IFBS caseworker and handed back to CS or passed on to a Step-down caseworker.

Conclude Referral – IFBS



Topic 5 - Submit Conclusion and Recommendations – IFBS Caseworker

Overview

The purpose of this process is for an IFBS caseworker to conclude a Referral and submit for approval.

- Ahead of planned conclusion meeting with CSC and family, complete all conclusion report tabs in IFBS Connect Portal and submit to IFBS MCW.
- IFBS Manager reviews draft conclusion report. IFBS Manager returns to IFBS CW if changes are required. Submit report to CSC MCW if no changes are required.
- IFBS CW and IFBS Manager attend conclusion meeting with draft conclusion report, discuss final recommendations including recommendations for Step-down.
- If all parties agree to the recommendations, no amendments are required. CSC MCW approves conclusion report and makes decision as to whether case remains open, is referred to Step Down, or is to be closed.

Note:

- If agreement has been made to extend IFBS CW service the conclusion report is sent back to the IFBS Manager. The IFBS Manager sends conclusion report back to the IFBS CW which keeps the referral 'active'.
- IFBS CW enters case note to record outcome of meeting and that all parties have agreed on an extension
- IFBS CW continues with the IFBS intervention. The conclusion report is then completed at the end of the extended intervention.

Prerequisites

The prerequisites for this process are:

- the IFBS Updates view is 'complete' (all the tabs are green).
- the Conclusion meeting between the family, CS and IFBS has taken place and it is agreed that the IFBS intervention service has concluded.
- if Step-down is to be recommended, both CS and IFBS have agreed that the service is to be offered and the family have agreed to participate.

Scenario

Ahead of the planned conclusion meeting you have reviewed the family's progress towards the CSC and family goals and discussed post intervention recommendations with the family and IFBS Manager.

You need to update IFBS connect with the conclusion and recommendations.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral
2. Enter assessment of the CSC Goals
3. Enter assessment of the Family Goals
4. Enter assessment of the Family Issues
5. Enter assessment of Support
6. Enter assessment of C/YP Harm
7. Enter Recommendation
8. Termination (if required)
9. Submit Conclusion for Approval

Open the Referral

Open the Referral you need to conclude and navigate to the IFBS Conclusion view.

The Referral is located near or at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	Accepted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

Exercise steps	
	1. Click the ID number of the relevant Referral in the ID field to open the Referral. The Initial Referral view is displayed.
IFBS Conclusion	2. Click the IFBS Conclusion view tab.

Enter assessment of the CSC Goals

Assess the family's progress towards the CSC goals.

These are the goals the CSC directed IFBS to work with the family during the intervention and expect the family to meet.

The goals the CSC set are achievable and measurable goals that address the child protection concerns that led to the referral.

You are required to assess each goal by stating whether it was achieved or not and enter a statement to support your assessment.

If the goal was not achieved or not applicable you are required to state why.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates **IFBS Conclusion** Reports

CSC Goals Family Goals Family Issues Support C/YP ROSH Recommendation Termination

◆ Nbr	◆ Goal	◆ Achieved?	◆ Comment	Edit
1	Assist parent's issues with drugs and alcohol. Par...			Edit
2	Improve children's school attendance. Try to limit...			Edit
3	Develop financial management plan to assist family...			Edit
4	Work with parents to improve their capacity to ade...			Edit

Exercise steps	
CSC Goals	3. Click the CSC Goals view tab.
Edit	4. Click the Edit button against the 1 st goal.

Goal: Assist parent's issues with drugs and alcohol. Par...

Achieved?:

Comment:

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

Update Cancel

	5. Click the drop down arrow in the Achieved? field and select the relevant option: • Yes • No • Partial • N/A
	6. Click in the Comment field and enter comments to support you assessment of whether the goal was achieved or not. If No or Partial is selected, enter reasons as to why the goal was not achieved. Use the Recommendations view to enter your recommendations of how the goal may be achieved/sustained post intervention.
Update	7. Click the Update button.

	8. Repeat steps 4 to 7 for each goal. Once all the goals have been assessed the CSC Goals tab will change to green to indicate that this section is complete.
--	---

Enter assessment of the Family Goals

Assess the family's progress towards the family goals.

The family goals were set in response to issues raised by CS and reasons for the referral. These goals (a maximum of five and minimum of three goals) were set with the family and determine what they need to do to improve the safety of the C/YP.

You are required to assess each family goal by stating whether it was achieved or not and enter a statement to support your assessment.

If the goal was not achieved or not applicable you are required to state why.

CSC Goals	Family Goals	Family Issues	Support	C/YP ROSH	Recommendation	Termination
◆ Nbr	◆ Family Goals	◆ Achieved?	◆ Comment	Edit		
1	Improve children's school attendance by trying to ...			Edit		
2	Improve Home Environment & Hygiene issues.			Edit		

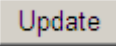
Exercise steps	
Family Goals	9. Click the Family Goals view tab.
Edit	10. Click the Edit button against the 1 st goal.

Family Goal: Improve children's school attendance by trying to ...

Achieved?:

Comment:

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

	11. Click the drop down arrow in the Achieved? field and select the relevant option: • Yes • No • Partial • N/A
	12. Click in the Comment field and enter comments to support you assessment of whether the goal was achieved or not. If <i>No</i> or <i>Partial</i> is selected, enter reasons as to why the goal was not achieved. Use the Recommendations view to enter your recommendations of how the goal may be achieved post intervention.
	13. Click the Update button.
	14. Repeat steps 10 to 13 for each goal. Once all the goals have been assessed the Family Goals tab will change to green to indicate that this section is complete.

Enter assessment of the Family Issues

The Family Issues section is divided into three sub-sections:

- **Caregivers**
- **Family Adults**
- **C/YP**

You are required to navigate through each sub-section and assess each family member listed on the Referral based on the following categories.

- **Participation** - did the individual participate in the intervention
- **Strengths** - describe the strengths observed during the intervention

- **Concerns** - indicate any concerns and whether they were addressed

CSC Goals	Family Goals	Family Issues	Support	C/YP ROSH	Recommendation	Termination
Caregivers	Family Adults	C/YP				
◆ Nbr	◆ Name	◆ Participated?	◆ Strength	◆ Concerns?	◆ Addressed?	Edit
1	Debbie Smith					Edit
2	John Smith					Edit

Exercise steps	
Family Issues	15. Click the Family Issues view tab.
Caregivers	16. Click the Caregivers tab.
Edit	17. Click the Edit button against the 1 st family member.

1. Participation

Participation?:

Did this individual participate in the intervention

What were the Participation barriers:

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2. Strengths

Strength:

Please describe the strengths observed during the intervention

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3. Concerns

Concerns?:

Concern Comment:

Please indicate any concerns

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Concerns Addressed?:

Addressed Comment:

Please indicate if these concerns were addressed

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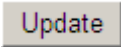
Update

Cancel



18. Click the drop down arrow in the **Participation?** field and select the relevant option:

- Yes
- No
- Partial
- N/A

	19. Click in the Participation barriers field and enter comments to support you assessment of the family member's participation.
	20. Click in the Strength field and enter comments to describe the strengths of the family member observed during the intervention.
	21. Click the drop down arrow in the Concerns? field and select if you observed any concerns about the family member: • Yes • No
	22. Click in the Concerns Comment field and enter comments to describe your concerns observed during the intervention about the family member.
	23. Click the Update button.
	24. Repeat steps 17 to 23 for the next caregiver (if a second caregiver is listed).
 	25. Click the Family Adults and C/YP tabs and repeat steps 17 to 23 for all family members listed. Once all the family members have been assessed the Family Issues tab will change to green to indicate that this section is complete.

Enter assessment of the Supports

An essential feature of IFBS case management is referral to other suitable community services and advocacy on behalf of the C/YP and their family.

IFBS will supply direct services, as well as coordinate and make active referrals to other service providers and appropriate community-based programs as required.

An assessment of other support services, supplied to the family during the intervention, is conducted at the conclusion meeting.

The Support section is used to report to CS any other support service and appropriate community-based programs provided to the family during the IFBS intervention and to make recommendation as to what post intervention supports are appropriate or required.

Current Status: Accepted
Next Status:

Initial Referral
IFBS Updates
IFBS Conclusion
Reports

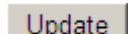
CSC Goals
Family Goals
Family Issues
Support
C/YP ROSH
Recommendation
Termination

Informal Support

Edit

Formal Support

◆ Service Type
▼ Other Service
◆ Service Name
◆ Post Support?
◆ Comments
Edit

Exercise steps	
	26. Click the Support view tab.
	27. Click the Edit button in the Informal Support section.
	28. Enter details of any informal support provided to the family during the intervention and include and post intervention recommendations for informal support.
	29. Click the Update button.
	30. Click the Edit button against the 1 st formal support service listed.

Service Type: Drug & Alcohol

Other Service:

Service Name : Drug & Alcohol Support

Start Date: 13-Oct-2011

Contact First Name: Marie

Contact Last Name: Jones

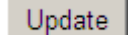
Contact Phone: 99887766

Post Support Recommended?: 

Comment: 

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

	31. Click the drop down arrow in the Post Support Recommended? field and select the relevant option: • Yes • No • <i>Partial</i> • <i>N/A</i>
	32. Click in the Comment field and detail the family's participation, assess the value of the service and enter comments to support you assessment of whether the service should continue post intervention.
	33. Click the Update button.

	34. Repeat steps 30 to 33 for each formal support listed. Once all the supports (informal and formal) have been assessed the Support tab will change to green to indicate that this section is complete.
--	---

Enter assessment C/YP Harm

The family's progress towards reducing/removing the C/YP protection concerns that led to the referral are assessed and during the conclusion meeting.

Use the C/YP Harm view to record the assessment of the C/YP protection concerns that lead to the referral.

You are required to provide an over all summary of significant risk as well as identify the individual protection concerns for each C/YP as identified in the CSC goals.

Exercise steps	
	35. Click the C/YP ROSH view tab.
	36. Click the Edit button in the Summary of Significant Risk section.
	37. Enter an over all summary of the assessment of the significant risk of harm identified in the initial Referral. Summarise the ROSH associated to the C/YP identified in the Initial Referral, assessment of progress, and issues or concerns.
	38. Click the Update button.
	39. Click the Edit button against the 1 st C/YP listed.

Kevin Smith

Sex: Male

Date of Birth: 25-Oct-2002

Are there any safety/risk concerns related to the C/YP?:

Risk Comment:

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

	40. Click the drop down arrow in the Safety/risk concerns field and select if ROSH was identified in the Initial Referral for this C/YP: - Yes - No - Partial - N/A
	41. Click in the Risk Comment field and enter the specific ROSH issue(s) for this C/YP, comment on your assessment of progress towards reducing and any issues or concerns. The Risk Comment field is mandatory. If no ROSH identified, enter N/A.
Update	42. Click the Update button.
	43. Repeat steps 39 to 42 for each C/YP listed. Once all the ROSH has been assessed the C/YP Harm tab will change to green to indicate that this section is complete.

Enter Recommendations

The final part of the IFBS Conclusion Report is to make recommendations for any post-intervention support that is required.

It is at this point that you enter your decision if Step-down is to be provided.

If Step-down is to be provided, the recommendations you make are to be used by the Step-down caseworker as the goals the family must work towards during the Step-down intervention. Therefore the recommendations must be written in the same manner the CSC and family goals were written i.e. specific, measurable and achievable.

The Recommendation view contains three questions that are

divided into two sections.

The first section requires you to identify if Step-down is to be offered and to enter a closing summary of the intervention.

The second section requires you to enter Step-down or post intervention recommendations.

1. Step-down recommendation checkbox – check if Step-down is recommended.

2. Closing Summary – Enter a closing summary of the intervention, commenting on the family's current situation, progress and outstanding issues or concerns.

3. Step-down or post intervention recommendations – enter specific post intervention recommendations (goals). If Step-down is recommended, the post intervention recommendation will be used as the Step-down intervention goals.

Current Status: Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion Reports

CSC Goals Family Goals Family Issues Support C/YP ROSH Recommendation Termination

1. Step-down

Recommended for Step-down? ☐

2. Summary

Closing Summary

Edit

3. Step-down or post intervention recommendations

Nbr	Recommendation	Edit
-----	----------------	------

Add a recommendation

Exercise steps	
Recommendation	44. Click the Recommendation view tab.
Edit	45. Click the Edit button.

Recommended for Step-down? ☒

Closing Summary

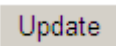
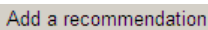
(This textbox accepts only 2000 characters which includes spaces) 2000 characters remaining

Update Cancel

3. Step-down or post intervention recommendations

Nbr	Recommendation	Edit
-----	----------------	------

Add a recommendation

	46. If Step-down is to be recommended, click the Recommended for Step-down checkbox. If selected, the Step-down Update and Conclusion views are displayed. These views are read only until the CS manager casework approves the recommendation for Step-down.
	47. Click in the Closing Summary field and enter a closing summary of the intervention, commenting on the family's current situation, progress and outstanding issues or concerns.
	48. Click the Update button.
	49. Click the Add a Recommendation button and enter the first post support or Step-down recommendation (goal). The recommendation must be written in the same manner the CSC and family goals were written i.e. specific, measurable and achievable.
	50. Click the Add button.
	51. Repeat steps 49 to 50 to add the next recommendation. If Step-down is recommended, enter a minimum of 3 and a maximum of 5 recommendations. Once the closing summary and all the recommendations have been entered the Recommendations tab will change to green to indicate that this section is complete.

Termination (if required)

The IFBS provider may be required to end the service intervention before the agreed date due to any of the following reasons:

- the child/children are removed from the family (long-term) and placed in out-of-home care or another placement (such as with kin)
- the family chooses to no longer continue working with the service
- the family relocates to another area (whether or not a transfer is made to a new service provider)
- safety issues make it unsafe for the IFBS staff or others involved in service delivery to the family
- despite the service provider's persistent efforts, the family do not make themselves available for the services offered or are assessed as not working sufficiently towards the agreed goals

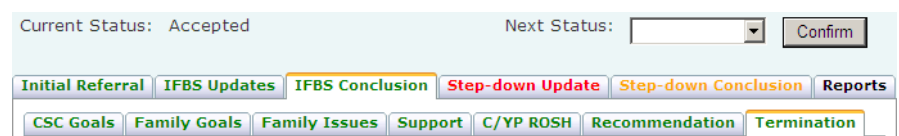
Once the decision has been made to end the service intervention, the Referral must be terminated in IFBS Connect.

The reason for ending the service intervention must also be stipulated when terminating the Referral.

Termination concludes the IFBS Intervention; therefore you are required to complete as much information as possible in each section of the **IFBS Conclusion** view, including your assessment of the family's progress and your recommendations, before you can submit the termination for approval.

How much information you have and how many recommendations you can make will of course depend on how long the family participated in the IFBS intervention before the service was terminated. Enter '*N/A service terminated*' in any fields that require an entry for which you have not been able to obtain or assess.

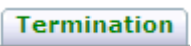
Each section must be 'complete' (green) before the termination can be submitted for approval.



Current Status: Accepted Next Status:

Initial Referral **IFBS Updates** **IFBS Conclusion** **Step-down Update** **Step-down Conclusion** **Reports**

CSC Goals **Family Goals** **Family Issues** **Support** **C/YP ROSH** **Recommendation** **Termination**

Exercise steps	
	52. Click the Termination tab.
	53. Click the Edit button.

Current Status: Accepted Next Status:

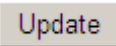
Initial Referral **IFBS Updates** **IFBS Conclusion** **Step-down Update** **Step-down Conclusion** **Reports**

CSC Goals **Family Goals** **Family Issues** **Support** **C/YP ROSH** **Recommendation** **Termination**

Reason for Termination

Reason for Termination Other

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

	54. Click the drop down arrow in the Reason for Termination field and select the relevant option.
	55. Click in the Reason for Termination Other field and enter comments to support the reason for termination.
	56. Click the Update button. The Referral is now flagged as terminated. Update the Next Status to submit the request for termination to your Manager.

Submit Conclusion for Approval

Once the IFBS Conclusion is complete, the next step is to submit the Referral to your manager for approval.

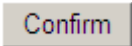
Note: IFBS Connect will not allow you to submit a Referral for approval until sufficient information has been provided.

IFBS Connect indicates sufficient information is provided to submit the Referral for approval when:

- the **IFBS Conclusion** tab and all the **View** tabs are colour coded green
- the **Next Status** field becomes available to update.

Current Status: Accepted Next Status:

Initial Referral **IFBS Updates** **IFBS Conclusion** **Step-down Update** **Step-down Conclusion** **Reports**

Exercise steps	
	57. Click the drop down button in the Next Status field.
	58. Select <i>CR Submitted</i> .
	59. Click the Confirm button. The Current Status is updated to <i>CR Submitted</i> . The record is now read only. An e-mail is sent to your manager advising them that they have a Referral to review.

Related information

Once a Referral Conclusion is submitted for approval, IFBS Connect sends an email to the manager advising that there is a referral conclusion awaiting their approval.

The Referral is now read only to the caseworker.

The manager reviews the Referral Conclusion and either submits the Referral Conclusion to CS or returns the Referral to the caseworker as incomplete.

In either case IFBS Connect sends an email to the caseworker advising what action the manager has taken.

If the manager casework returns the Referral as *Incomplete*, they are required to communicate to the caseworker reason for return.

Note: There is no facility in IFBS Connect for the manager to advise the caseworker why the Referral has been returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

If returned, the Referral becomes available to edit and the caseworker is required to complete the information and re-submit the Referral Conclusion to the manager.

If the manager submits the referral to the CS, the Referral remains read only to the caseworker.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 3 to action the Referral created and submitted in Topics 1&2.

Topic 6 - Approve Conclusion and Recommendations – IFBS Manager

Overview

The purpose of this process is for the IFBS manager to review a Referral Conclusion and submit to CS.

When a caseworker submits a Referral Conclusion an email is automatically sent from IFBS Connect to the manager advising that they have a Referral Conclusion to action.

The email identifies the Referral ID and caseworker.

After reviewing the Referral, the manager casework either approves the Referral Conclusion or returns it to the caseworker for more information (incomplete).

Note: If returning a referral, there is no facility in IFBS Connect for the manager to advise the caseworker why the Referral Conclusion has been returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

Prerequisites

The prerequisite for this process is:

- a Referral Conclusion exists with a status of *Submitted*.

Scenario

You have received an email advising you have a Referral Conclusion to action.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS Portal processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral.
2. Review the Referral.
3. Update Next Status (Approve and submit to CS or return to caseworker).

Open the Referral

Select the Referral you have been requested to review.

The email notification you received identifies the Referral ID.

The Referral is located at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.

Referral list			Create new referral		Guides			Current Family:	
☐ Show all closed referrals									
ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type		
50	*	CR Submitted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention		
NSW Government jobs.nsw						copyright & disclaimer feedback			

Exercise steps	
	Click the ID number of the relevant Referral in the ID field to open the Referral. The Referral ID is supplied in the Referral notification email. The Initial Referral is displayed.
IFBS Conclusion	Click the IFBS Conclusion view tab.

Review the Referral

Review the details of the Referral Conclusion.

Review each section as discussed during the conclusion meeting, paying particular attention to the **Recommendations**.

Current Status: CR Submitted Next Status:

[Initial Referral](#)
[IFBS Updates](#)
[IFBS Conclusion](#)
[Step-down Update](#)
[Step-down Conclusion](#)
[Reports](#)

[CSC Goals](#)
[Family Goals](#)
[Family Issues](#)
[Support](#)
[C/YP ROSH](#)
[Recommendation](#)
[Termination](#)

Exercise steps	
	Navigate through the each section and confirm the information supplied is correct. Pay particular attention to the Recommendations sections. If you identify any errors or information that needs to be added you must advise the caseworker and return the Referral as <i>Incomplete</i> when updating the Next Status.

Update Next Status

After you have reviewed the Referral Conclusion, the Referral is ready for the **Next Status** to be updated. This is indicated by the fact that the:

- Initial Referral** tab and all the **View** tabs are colour coded green
- Next Status** field is available to update

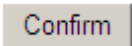
At this point you can either approve and submit the Referral to CS or return it to the caseworker for more information (incomplete).

Current Status: CR Submitted Next Status:

[Initial Referral](#)
[IFBS Updates](#)
[IFBS Conclusion](#)
[Step-down Update](#)
[Step-down Conclusion](#)
[Reports](#)

[CSC Goals](#)
[Family Goals](#)
[Family Issues](#)
[Support](#)
[C/YP ROSH](#)
[Recommendation](#)
[Termination](#)

Exercise steps	
	Click the Next Status drop down button.

	5. Select the relevant option: • <i>CR Approved</i> – approves the conclusion and sends the Referral to CS. • <i>Incomplete</i> – returns the Referral to the caseworker for more information. If <i>CR Approved</i> is selected, an email notification is sent to the caseworker advising that the Referral has been sent to CS. An email is also sent to the CS manager casework advising that they have a Referral Conclusion that needs actioning. If <i>Incomplete</i> is selected, an email notification is sent to the caseworker advising that the Referral Conclusion has been returned and that it needs to be updated and resubmitted for approval.
	6. Click the Confirm button. The Current Status is updated to according to the Next Status selected. The record is now read only and the email notifications are sent.

Related information

The manager has reviewed the Referral and actioned it accordingly by either:

- Returning the Referral Conclusion to the caseworker as incomplete or
- Approving and submitting the Referral Conclusion to CS

In either case an email is sent to the caseworker notifying them of the outcome.

If returned as incomplete, the Referral is once again the caseworker's responsibility i.e. the Referral appears in their Referral List with a red asterisks in the **ToDo** column.

The caseworker is required to update the Referral Conclusion accordingly and then resubmit for approval.

If approved and submitted to CS, an email is also sent to the CS manager caseworker advising that there is a Referral Conclusion that requires actioning. The Referral is now in the Referral List of the CS manager casework with a red asterisks in the **ToDo** column.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 2 to approve the Referral created in Topic One.

Module Summary

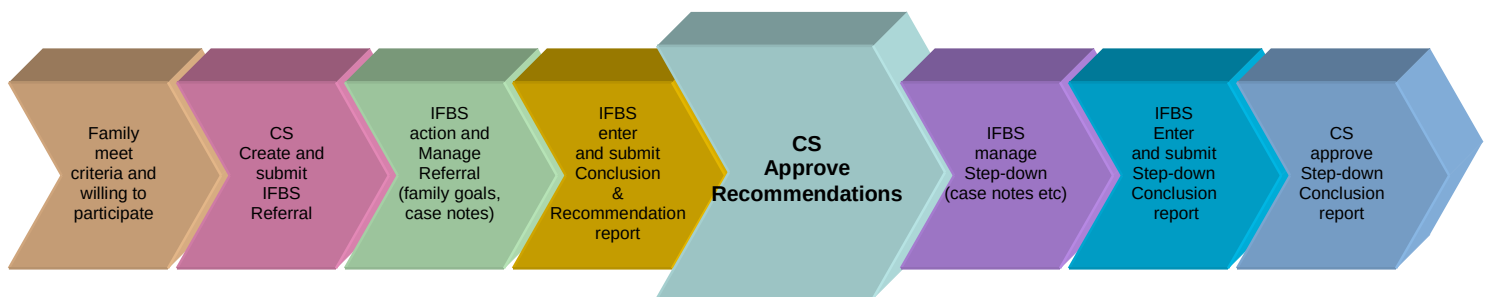
During this module we have:

- updated the Referral Conclusion & Recommendations – IFBS CW
 - initiated the termination of a Referral – IFBS CW
 - submitted the Referral Conclusion & Recommendations to the IFBS manager for approval – IFBS CW
 - reviewed a Referral Conclusion & Recommendations and actioned the approval request – IFBS manager
-

Module 6 – CS Approve Conclusion and Recommendations

Duration 60 minutes

Introduction The purpose of this module is to demonstrate how a CS manager caseworker approves an IFBS Referral Conclusion & Recommendations report.



Learning Outcomes

At the end of this module you will be able to:

- review and action a Referral Conclusion & Recommendations report submitted by IFBS
-

About Conclusions and Recommendations

Overview

On completion of IFBS involvement with referred clients, a conclusion meeting is held with Community Services (manager casework and caseworker), IFBS (manager and caseworker), and the family. The Conclusion & Recommendations Report also marks the case being closed by the IFBS caseworker and either handed back to, or CS passed on to a Step-down caseworker.

Ahead of the planned conclusion meeting with CSC and family, complete all conclusion report tabs in IFBS Connect Portal and submit to IFBS MCW.

IFBS Manager reviews draft conclusion report. IFBS Manager returns to IFBS CW if changes are required. Submit report to CSC MCW if no changes are required.

IFBS CW and IFBS Manager attend conclusion meeting with draft conclusion report, discuss final recommendations including recommendations for Step-down.

If all parties agree to the recommendations, no amendments are required. CSC MCW approves conclusion report and make decision as to whether case is referred to Step Down, remains open, or is to be closed.

If agreement has been made to extend IFBS CW service the conclusion report is sent back to the IFBS Manager. The IFBS Manager sends conclusion report back to the IFBS CW which keeps the referral 'active'.

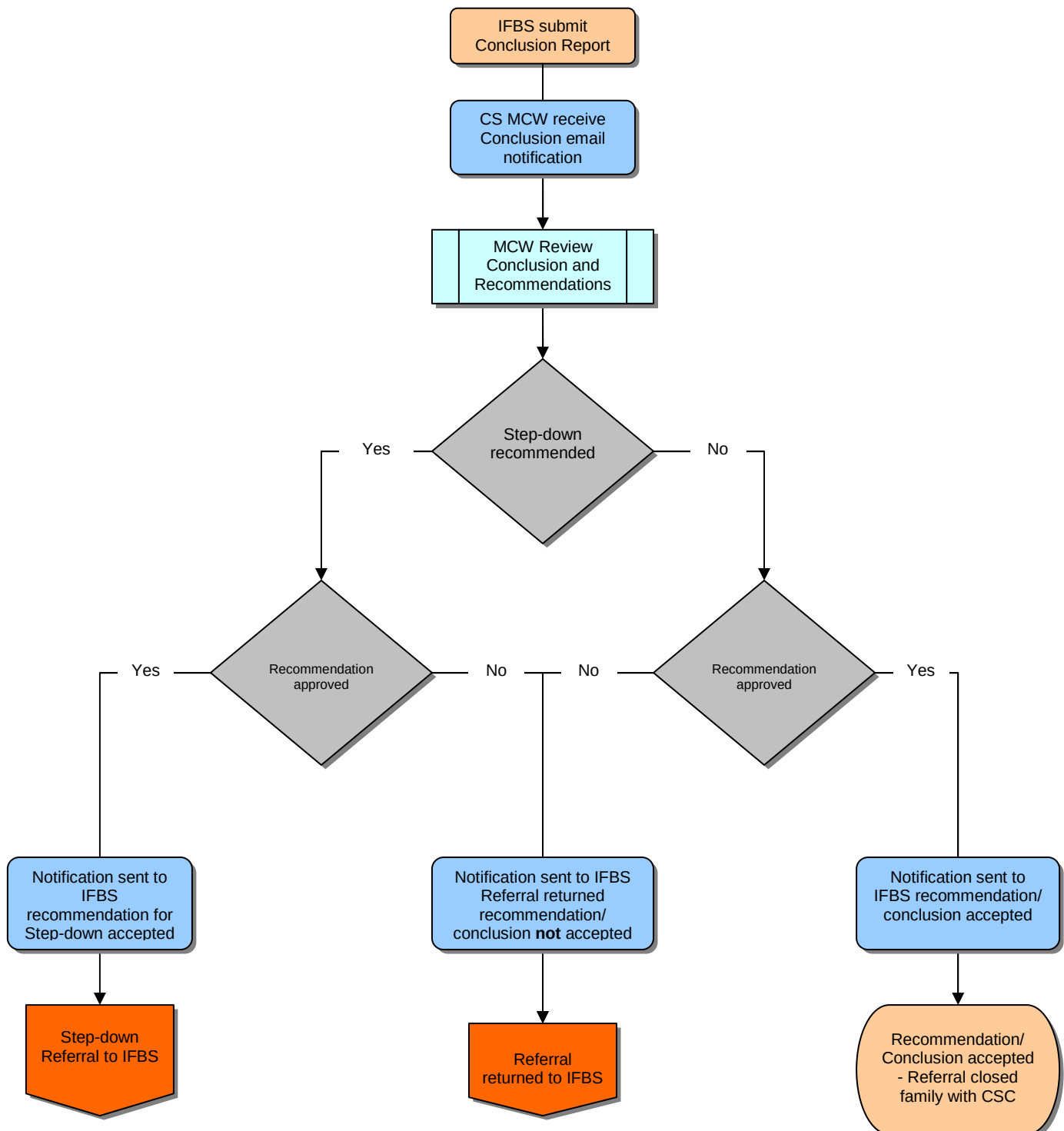
IFBS CW enters case note to record outcome of meeting and that all parties have agreed on an extension

IFBS CW continues with the IFBS intervention. The conclusion report is then completed at the end of the extended intervention.

At the meeting all progress towards the CSC goals and family goals are discussed, as well as IFBS recommendations for post-intervention support. If Step-down is recommended for the family, it should be discussed and agreed to by all parties at this meeting.

If the IFBS believes there are still protective concerns for the C/YP, this should also be raised at the conclusion meeting.

Approve Conclusion Report – CS MCW



Topic 7 - Approve Conclusion and Recommendations – CS Manager Casework

Overview

The purpose of this process is for a CS manager casework to review and action a Referral Conclusion & Recommendations Report submitted for approval by IFBS.

Agreement between family, CS and IFBS must be sought before Step-down can be recommended.

If agreement has been made to extend IFBS CW service the conclusion report is sent back to the IFBS Manager. The IFBS Manager sends conclusion report back to the IFBS CW which keeps the referral 'active'.

IFBS CW enters case note to record outcome of meeting and that all parties have agreed on an extension

IFBS CW continues with the IFBS intervention. The conclusion report is then completed at the end of the extended intervention.

Prerequisites

The prerequisite for this process is:

- a Referral Conclusion & Recommendations Report is submitted for approval by IFBS.

Scenario

You have received an email advising you have a Referral Conclusion to action.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral
2. Review the Referral Conclusion
3. Update Next Status

Open the Referral

Open the Referral Conclusion you have been requested to approve.

The email notification you received identifies the Referral ID.

The Referral is located at the top of the list with a red asterisks in the ToDo field indicating you are currently responsible for actioning the Referral record.

Exercise steps	
	- Click the ID number of the relevant Referral in the ID field to open the Referral. - The Referral ID is supplied in the Referral notification email. - The Initial Referral view is displayed.
IFBS Conclusion	Click the IFBS Conclusion view tab.

Review the Referral Conclusion

Review the details of the Referral Conclusion.

Review each section as discussed during the conclusion meeting, paying particular attention to the **Recommendations**.

Exercise steps	
	- Navigate through each section of the IFBS Conclusion view to review the conclusion information supplied. - Pay particular attention to CYP Harm and Recommendations.

Update Next Status

After you have reviewed the Referral Conclusion, the Referral is ready for the **Next Status** to be updated. This is indicated by the fact that the:

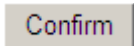
- Initial Referral** tab and all the **View** tabs are colour coded green
- Next Status** field is available to update

At this point you can either approve the Referral Conclusion or return it to the IFBS manager for more information (incomplete).

Current Status: CR IFBS Approved Next Status:

Initial Referral IFBS Updates **IFBS Conclusion** Reports

CSC Goals Family Goals Family Issues Support C/YP ROSH Recommendation Termination

Exercise steps	
	4. Click the Next Status drop down button.
	5. Select the relevant option. The options available are dependant on the whether Step-down has been recommended or not: • <i>Closed</i> – approves the conclusion report and the recommendation that Step-down is <u>not</u> offered. The Referral is now closed • <i>CR SD Accepted</i> – approves the conclusion report and the recommendation that Step-down commences • <i>CR Returned</i> – returns the Referral to the IFBS manager for more information.
	6. Click the Confirm button. The Current Status is updated to according to the Next Status selected. The record is now read only and the email notifications are sent.

Related information

The CS manager casework has reviewed the Referral and actioned it accordingly by either:

- Returning the Referral Conclusion to the IFBS manager as incomplete or
- Approving the Referral Conclusion

In either case an email is sent to the IFBS manager notifying them of the outcome.

There are three possible outcomes; which are dependant on the recommendations made by IFBS on the Referral Conclusion Report i.e. is Step-down is recommended or not.

1. If returned as incomplete (*CR Returned*), the Referral is once again the IFBS managers responsibility i.e. the Referral appears in their Referral List with a red asterisks in the **ToDo** column. They inturn should send the Referral on to their caseworker to amend and re-submit for approval
2. If approved for Step-down (*CR SD Accepted*), an email is sent to the IFBS manager advising that there is a Step-down Referral that requires actioning. The Step-down Referral is now in the Referral List of the IFBS manager with a red asterisks in the **ToDo** column. The IFBS manager is required to assign the Step-down Referral to their Step-down caseworker.

3. If approved with no Step-down (*Closed*), an email is sent to the IFBS manager confirming the Referral Conclusion has been approved by CS. The family is now back with CS and no further action is required by IFBS.
-

Exercise

Using the information in the Scenarios section, follow the steps in Topic 2 to approve the Referral created in Topic One.

Module Summary

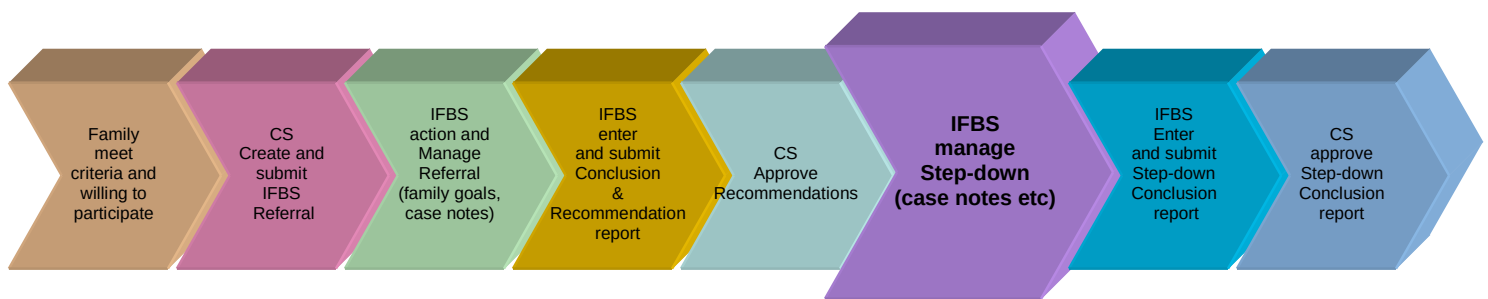
During this module we have:

- reviewed an IFBS Referral Conclusion report and actioned the approval request – CS MCW.
-

Module 7 – IFBS Manage Step-down Service

Duration 60 minutes

Introduction The purpose of this module is to demonstrate how IFBS manage a Step-down Referral in IFBS Connect.



Learning Outcomes

At the end of this module you will be able to:

- assign an IFBS Referral for Step-down service – IFBS manager
 - review and update a Referral for Step-down service – IFBS SD CW
-

About Step-down

Overview

An IFBS intervention is time limited, only lasting up to 12-16 weeks. IFBS clients are considered to be at high risk of having children/young people placed into OOHC. For the most part, it is unrealistic to expect that families, who are in such a high level of crisis, will not need support after only 12-16 weeks.

An evaluation of the Community Services IFBS program, conducted in March 2008, identified a need for improved, albeit less intensive, support for families post IFBS intervention. A recommendation was made to further explore what this support would look like, and to consider trialling a Step-down caseworker role in IFBS.

In response to this recommendation, most IFBS pilot sites (Keep Them Safe) will operate a Step-down program to provide continued, less intensive support to eligible IFBS families, post intervention. The benefits of Step-down will be reviewed in the broader evaluation of the program, which will assist CS to ascertain the longer term benefits of providing post intervention support to IFBS clients.

Where IFBS operates a Step-down service, an IFBS Step-down caseworker can commence working with families once they complete the IFBS intervention, providing the family is willing to participate and meets eligibility requirements.

The role of the IFBS Step-down caseworker is to implement recommendations made by the IFBS caseworker at the end of an intervention, and to continue to provide less intensive support to the family over a six month period. The primary goal of Step-down is to ensure families maintain gains made in the IFBS intervention and are not at risk of falling into crises again.

The IFBS caseworker should know if they plan to refer the family on to IFBS Step-down within a few weeks before the planned end of intervention date. Where this is the case and the family has indicated they would be willing to participate, it is recommended that the IFBS Step-down caseworker starts to engage with the family at the ten week point of the IFBS intervention, to commence building rapport with the family prior to the start of the Step-down service.

Note: this is not the start of the Step-down service; rather it's an inform engagement between the family and the Step-down worker that provides an opportunity for Step-down worker to build a rapport with the family and prepare the family for the Step-down intervention.

Step-down services are voluntary and only offered to families where there are no ongoing and significant child protection concerns.

A recommendation for Step-down must be made by the IFBS and noted in the conclusion report in the IFBS Connect Portal. CS is required to approve all IFBS recommendations at conclusion, including referrals to Step-down. Approval of the recommendation

must be made by CS within 48 hours of receipt. If approved, the IFBS Step-down caseworker must commence work with referred family within 24 hours. As noted above, where IFBS are recommending Step-down for a family, the IFBS Step-down caseworker should start engaging the family during the tenth week of the IFBS intervention. The formal recommendation for Step-down will not be made until the 12th week as part of the conclusion.

The proposed duration of a Step-down service is six months, consisting of a weekly visit from weeks 1-12 followed by one fortnightly visit from weeks 13 to 24. Length of service and intensity may be altered to suit the family's needs; however the aim is to gradually reduce dependency on support and for the family to become more self-sufficient, so adhering to this time frame is recommended.

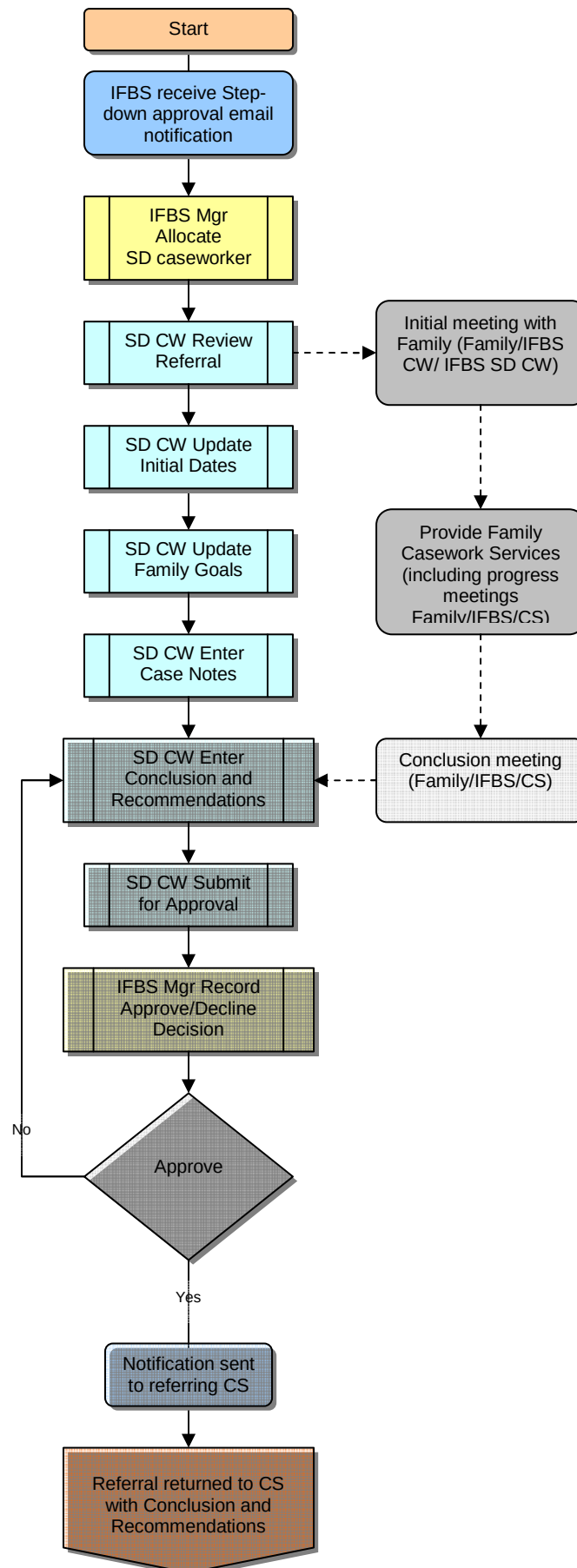
Similar to an IFBS intervention, the IFBS Step-down caseworker must record all client contact and progress notes/reports in the IFBS Connect Portal for the duration of the Step-down service. A Conclusion report will need to be completed and signed by all parties; the IFBS Step-down caseworker will need to report on progress made against IFBS recommendations from the initial IFBS intervention and advise CS if the family require further support.

A Step-down conclusion meeting needs to occur with the IFBS manager and caseworker, CS caseworker and family at the end of the Step-down service.

If all recommendations have been implemented, including referrals to other relevant services, and the family has managed to maintain and build on their progress, CS can close the case file if they are satisfied that risks have been reduced.

An IFBS Step-down service should only operate Monday to Friday during business hours. IFBS Step-down caseworkers are not required to participate in after hours/on-call work.

Manage Step-down Referral – IFBS



Topic 8 - Assign Step-down Referral – IFBS Manager

Overview

The purpose of this process is to assign an IFBS Referral for Step-down service, approved by CS, to a SD caseworker in IFBS Connect. Only an IFBS manager can assign a Referral for Step-down service.

A recommendation for Step-down must be made by the IFBS and noted in the conclusion report in the IFBS Connect Portal. CS is required to approve all IFBS recommendations at conclusion, including referrals to Step-down.

When IFBS are recommending Step-down for a family, the IFBS Step-down caseworker should start engaging the family during the tenth week of the IFBS intervention. The formal recommendation for Step-down will not be made until the 12th week as part of the conclusion.

Approval of the recommendation must be made by CS within 48 hours of receipt. If approved, the IFBS Step-down caseworker must commence work with referred family within 24 hours.

Prerequisites

The prerequisites for this process are:

- the family are eligible and agree to participate in the Step-down program
- a Conclusion Report has been submitted and approved that recommends the family participate in the Step-down program
- a Referral exists with the status CR SD Accepted.

Scenario

You have recommended a Crisis Intervention Referral for Step-down service. The family have agreed to participate and Community Services has endorsed the recommendation.

Community Services have approved the Referral for Step-down in IFBS Connect.

You need to allocate the Step-down Referral to an IFBS SD Caseworker.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral
 2. Update Step-down Update
 3. Update the Next Status
-

Open the Referral

Open the Referral approved for Step-down.

The email notification you received identifies the Referral ID.

The referral is located at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.

IFBSConnect Human Services Community Services

Select from the tabs below to display each section: [Referral list](#) [Create new referral](#) [Guides](#)

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	CR SD Accepted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Exercise steps

1. Click the ID number of the relevant Referral in the **ID** field to open the Referral.

The Referral ID is supplied in the Referral notification email.

The Initial Referral view is displayed.

Update Step-down Updates

To allocate the Step-down Referral to a SD caseworker, you must enter the Step-down Date (the date you allocate the Step-down Referral to your SD caseworker) and nominate the SD Caseworker in the Step-down Update view.

Current Status: CR SD Accepted Next Status:

[Initial Referral](#) [IFBS Updates](#) [IFBS Conclusion](#) [Step-down Update](#) [Step-down Conclusion](#) [Reports](#)

[Initial StepDown](#)

Exercise steps

2. Click the **Step-down Updates** view.

At this point, the only section displayed is the **Initial Step-down** section.

[Edit](#)

3. Click the **Edit** button.

Current Status: CR SD Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion **Step-down Update** Step-down Conclusion Reports

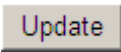
Initial StepDown

Step-down Date

IFBS SD Caseworker

Date of Joint Home Visit

Date Start of Intervention

	4. Click in the Step-down Date field and enter the date you allocate the Step-down Referral. For help on entering a date refer to Calendar topic on page 27 of this guide.
	5. Click the drop down arrow in the IFBS SD Caseworker field and select the SD caseworker.
	6. Click the Update button. The Next Status field is now available to update. The IFBS manager has assess to update the remaining Date fields in this section; however, it is advisable that the SD Caseworker update these fields when the events occur.

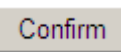
Update Next Status

Once you have allocated the SD caseworker, the next step is to update the **Next Status** to pass the Referral to the SD caseworker.

Current Status: CR SD Accepted Next Status:

Initial Referral IFBS Updates IFBS Conclusion **Step-down Update** Step-down Conclusion Reports

Initial StepDown

Exercise steps	
	7. Click the drop down arrow in the Next Status field and select <i>SD CW Assigned</i>.
	8. Click the Confirm button.

Related information

Once a Referral is assigned to a SD caseworker, IFBS Connect sends an email notification to CS caseworker and CS manager casework advising what action has been taken. An email is also sent to the allocated IFBS SD caseworker advising that they have a Referral to manage and update.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 8 to assign the Step-down Referral to a SD caseworker.

Topic 9 - Update Step-down Referral – IFBS SD Caseworker

Overview

The purpose of this process is for an IFBS SD caseworker to update a Step-down Referral in IFBS Connect.

A recommendation for step-down, where available, must be made by the IFBS and noted in the Conclusion Report following an IFBS intervention. CS is required to approve all IFBS recommendations at conclusion, including referrals to step-down.

Once approved by Community Services, the Step-down Referral is allocated to the SD caseworker by the IFBS manager.

When a Step-down Referral is allocated by the IFBS manager, an email is automatically sent to the IFBS SD caseworker advising that they have a Step-down Referral to update.

The details of the Referral are contained in three sections:

- **Initial Referral**
- **IFBS Updates**
- **IFBS Conclusion**

The **Initial Referral** and **IFBS Updates** sections are used by the SD caseworker as background information about the Referral and the family.

The **IFBS Conclusion** section is used by the SD caseworker as the basis for their intervention with the family. The SD caseworker works with the family through the recommendations made by the IFBS caseworker in the IFBS Conclusion report.

The Step-down caseworker provides the family Step-down casework service; the details of which are entered in the **Step-down Update** and **Step-down Conclusion** views of IFBS Connect

You are required to update the following sections:

- **Initial Step-down** – Identifies key dates of the Step-down Referral and the assigned Step-down caseworker:
 - **Step-down Date** – Date IFBS accepted the Step-down Referral (pre-populated when the IFBS Manager allocates the Referral)
 - **Start of Intervention** – The date the Step-down intervention with the family begins
 - **Date End of Intervention** – The date the intervention is concluded (auto-populated when the CS MCW accepts the Conclusion Report)
- **Case Notes** – Contains the case notes on the family's progress towards the Goals (recommendations made in the Conclusion Report).
- **Support** – Lists Services that IFBS engage the family with. This section is contained in the Step-down Conclusion view; however you can record a support service at any point during the Step-down intervention.

Prerequisites

The prerequisites for this process are:

- a Conclusion Report has been submitted and approved that recommends the family participate in the Step-down program
- the family are eligible and agree to participate in the Step-down program
- the IFBS manager has allocated a Step-down Referral to a SD caseworker

Scenario

You have been allocated, by your manager, a Step-down Referral for an Aboriginal family CS have identified they believe would benefit participating in the IFBS Step-down program.

You need to update IFBS Connect with the details of the Step-down intervention.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Step-down Referral
2. Review the Referral
3. Update the Dates
4. Enter the Case Notes
5. Enter Support Services

Open the Step-down Referral

Open the Step-down Referral you have been requested to update.

The email notification you received identifies the Referral ID.

The new referral is located at the top of the list with a red asterisks in the ToDo field indicating you are currently responsible for actioning the Referral record.

IFBSConnect

Select from the tabs below to display each section

Hunter/CC, Wyong/The Lakes - IFBS SD Caseworker: IFBS SD Caseworker

log in contact us about log out

Current Family:

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	SD CW Assigned	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Exercise steps	
	Click the ID number of the relevant Referral in the ID field to open the Referral. The Referral ID is supplied in the Referral notification email. The Initial Referral view is displayed.

Review the Referral

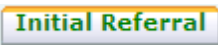
Review the Referral details supplied by CS and IFBS.

Review the following views:

- Initial Referral
- IFBS Updates
- IFBS Conclusion

Current Status: SD CW Assigned Next Status:

Initial Referral	IFBS Updates	IFBS Conclusion	Step-down Update	Step-down Conclusion	Reports				
CSC Details	Family	Parent/Carers	Adults	C/YP	Referral Reasons	Strengths	Violence	Goals	Current Services

Exercise steps	
	Navigate through each section of the Initial Referral view to review the information supplied. This Initial Referral view is read only to IFBS. If you believe the information is incorrect or insufficient, you must notify your manager casework or advise CS during the initial meeting with the family. Pay particular attention to CS manager caseworker's comments, reasons for referral and the CS goals.
	Navigate through each section of the IFBS Updates view to review the information supplied. This IFBS Updates view is concluded and is now read only to IFBS.
	Navigate through each section of the IFBS Conclusion view to review the information supplied. This IFBS Conclusion view is approved and is now read only to IFBS. Pay particular attention to the Support, C/YP Harm and Recommendation (Step-down goals) sections as each section contains information that is carried forward to Step-down.

Update the Dates

Within 24 hours of receiving the Referral the IFBS SD caseworker will commence work with the family.

Record the date that Step-down commenced with the family in the **Start of Intervention** field.

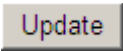
Note: the Step-down date is automatically populated with the date the IFBS manager allocates a Step-down worker.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion **Step-down Update** Step-down Conclusion Reports

Initial StepDown

Step-down Date	23-Sep-2011
IFBS SD Caseworker	IFBS SD Caseworker
Date of Joint Home Visit	
Date Start of Intervention	
Date End of Intervention	

Exercise steps	
	5. Click the Step-down Update view tab.
	6. Click the Initial Step-down tab.
	7. Click the Edit button.
	8. Click in the Start Date of Intervention field and enter the start date the Step-down intervention with the family begins. You may have visited the family at the 10 week point of the IFBS intervention to introduce yourself and build a rapport with the family. This visit is not considered the start of Step-down. Step-down can only commence once IFBS has concluded and Step-down has been recommended by IFBS, agreed to by the family and approved by Community Services.
	9. Click the Update button.

Enter Case Notes

The **Case Notes** section is used by IFBS to report to CS the family's progress towards their agreed goals and their compliance with existing care orders.

This section is not available until the **Start Date of the Intervention** has been entered.

Exercise steps	
	10. Click the Case Notes view tab. This section is not available until the Start Date of the Intervention has been entered.
	11. Click in the CaseNotes field and enter case notes on the case management of the intervention. There is no specific direction around the way to write case notes. When writing case notes you need to give a true reflection of the accounts with the family while writing from Strengths based perspective. SD case workers must also be mindful that case notes may be captured by subpoena, freedom of information, government information public access request, statutory notice or another request for information served on or made out to another Party. Case notes should be entered at the end of each week and should capture details of all contact with family for that week, progress against goals, issues and set back and any other information relevant to the intervention.
	12. Click the Completed checkbox. This indicates the case note is complete. You cannot enter the next case note until the previous is checked as complete. Once checked as complete the case note is 'read only' and cannot be edited.

	13. Click the Save button. The Entered and Week Nbr fields are calculated by IFBS Connect and are auto-populated.
	14. Repeat steps 11 to 13 to enter more case notes.

Enter Support Services

An essential feature of Step-down intervention is referral to other suitable community services and advocacy on behalf of the C/YP (child/young person) and their family. Mediation and negotiation between the C/YP and their family or family members and other service providers, will also be an important role in situations where a crisis or conflict arises.

IFBS will supply direct services, as well as coordinate and make active referrals to other service providers and appropriate community-based programs as required.

The Support section is used to record and report to CS any other service providers and appropriate community-based programs provided to the family during the Step-down intervention.

Note: the Support section is accessed via the Step-down Conclusion view; however you can record a support service at any point during the Step-down intervention.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

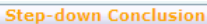
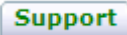
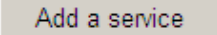
C/YP Identified Harm Goals Participation **Support** Recommendation Termination

IFBS Post Support Recommended

Service Type	Other Service	Service Name	Post Support?	Comments	View
Drug & Alcohol		Drug & Alcohol Support	Yes	Comment	View

Step-down New Services

Service Type	Other Service	Service Name	Post Support?	Comments	Edit
Add a service					

Exercise steps	
	15. Click the Step-down Conclusion view tab.
	16. Click the Support view tab.
	17. Click the Add a service button to add each service. The Add a new service form is displayed. All fields on the form are mandatory unless otherwise stated. You must complete all mandatory fields on the form before you can add the service. You cannot partially complete the details and return to the form later. Therefore, you must have all the information to hand.

Service Type:

Other Service:

Service Name :

Start Date:

Contact First Name:

Contact Last Name:

Contact Phone:

Post Support Recommended?:

Comment:

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

Exercise steps	
	18. Click drop down arrow in the Service Type field and select the relevant service. If <i>Other</i> selected, enter the service type in the Other Service field.
	19. Click in the Service Name field and enter the name of the service.
	20. Click in the Start Date field and enter the date the service started their involvement with the family.
	21. Enter the name and phone number of the contact person at the service.
	22. Once you have entered all the service details, click the Add button. You are not required to identify if Post Support is recommended at this point. Wait until you conclude the Step-down intervention before you make your recommendation. If you do not supply information in a mandatory field a message box is displayed advising where you are required to enter information to continue. Enter the information and click the Add button.

	23. Repeat steps 17 to 22 to enter additional services.
--	---

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm Goals Participation **Support** Recommendation Termination

IFBS Post Support Recommended

Service Type	Other Service	Service Name	Post Support?	Comments	View
Drug & Alcohol		Drug & Alcohol Support	Yes	Comment	View

Step-down New Services

Service Type	Other Service	Service Name	Post Support?	Comments	Edit
Counselling Specialist		Alcohol Counselling Specialists			Edit

[Add a service](#)

Edit	24. To edit the details of a service, click the Edit button in the row of the relevant service.
Update	25. Update the details then click the Update button.
Delete	26. To delete a service, click the Delete button in the row of the service.

Related information

The case plan goals will be reviewed at the end of the planned intervention period e.g. conclusion meeting.

IFBS will prepare a Step-down Conclusion Report which covers:

- Progress on the agreed goals i.e. have they been met and if not why?
- Transition to generalist or other specialist support services, (decided together with the parents and children, as appropriate).
- Recommendations for the family post Step-down intervention.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 4 to update the Referral accepted and allocated to you by your manager in Topic 3.

Module Summary

During this module we have:

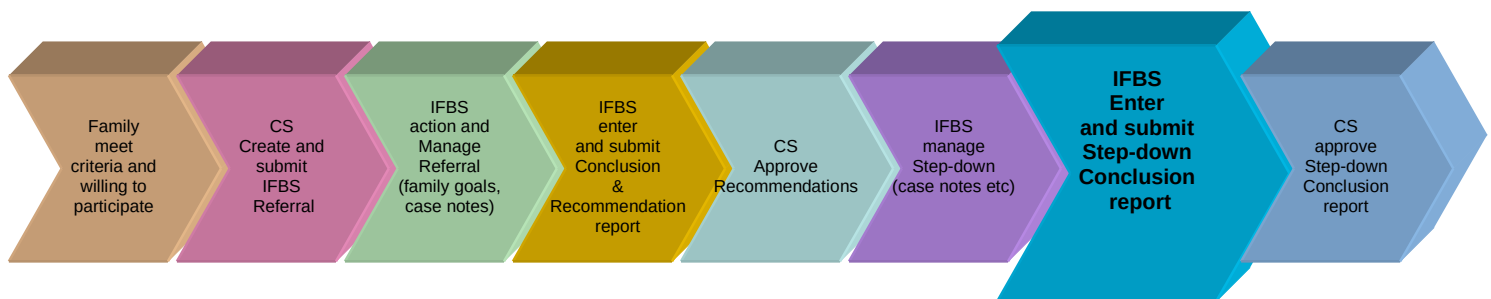
- assigned an IFBS Referral for Step-down service – IFBS manager
- reviewed and update a Referral for Step-down service – IFBS SD CW

Module 8 – IFBS Step-down Conclusion and Recommendations

Duration 60 minutes

Introduction

The purpose of this module is to demonstrate how IFBS enter and submit a Step-down Conclusion & Recommendations Report in IFBS Connect, including how to terminate a Step-down Referral before the end of the intervention service.



Learning Outcomes

At the end of this module you will be able to:

- conclude a Referral and enter recommendations – IFBS SD CW
 - terminate a Referral when the IFBS service is to end before the agreed end date – IFBS SD CW
 - review the conclusion and recommendations made by the IFBS SD CW and submit to CS for approval – IFBS manager
-

About Step-down (SD) Conclusions and Recommendations

Overview

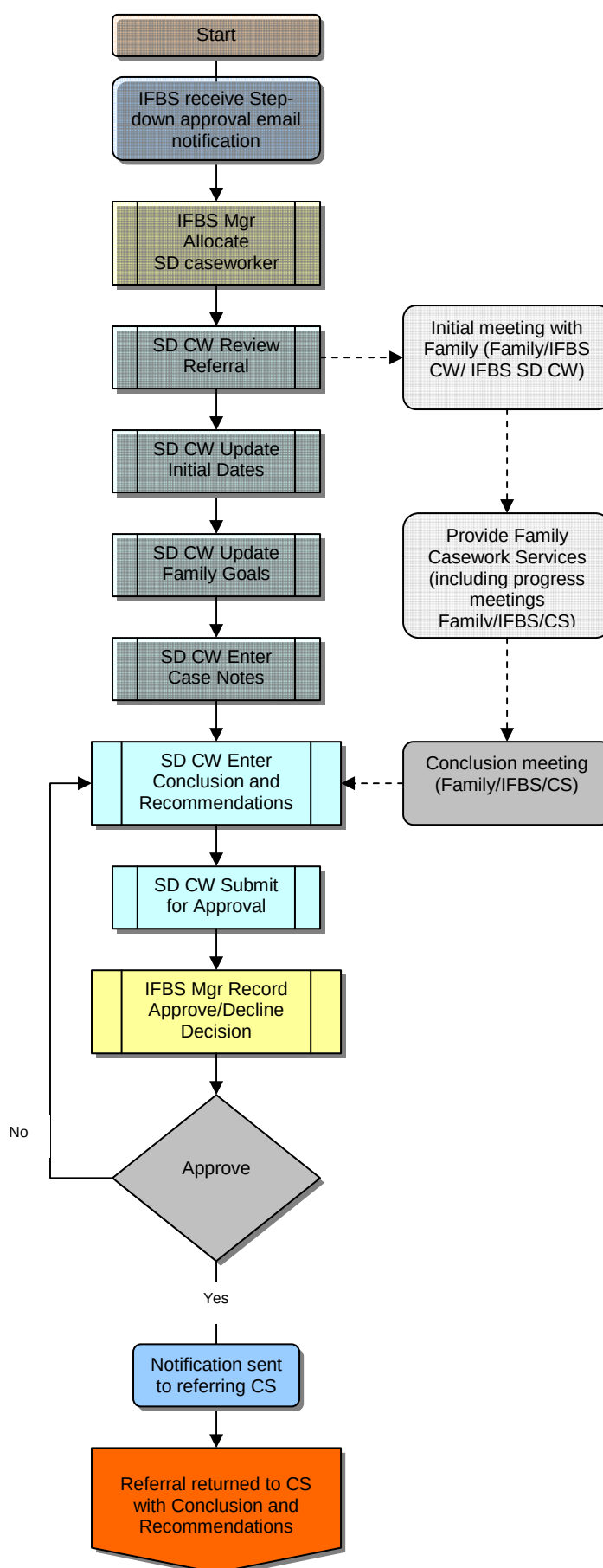
On completion of the Step-down intervention with referred clients, a conclusion meeting is held with Community Services (Manager Casework and Caseworker), IFBS (Manager and Caseworker), and the family.

At the meeting all progress towards the goals are discussed, as well as IFBS recommendations for post-intervention support.

If the IFBS believes there are still protective concerns for the C/YP, this should also be raised at the conclusion meeting.

Ahead of the SD conclusion meeting, the IFBS SD Caseworker is required to complete the Conclusion Report in IFBS Connect and submit to the IFBS manager for approval. Once approved, the Conclusion Report is submitted to the CS manager casework for approval. This also marks the case being closed by the IFBS and handed back to CS.

Conclude Step-down Referral – IFBS



Topic 10 - Submit SD Conclusion and Recommendations – IFBS SD Caseworker

Overview

The purpose of this process is for an IFBS SD caseworker to conclude a Referral and submit for approval.

- Ahead of planned SD conclusion meeting with CSC and family, complete all SD conclusion report tabs in IFBS Connect Portal and submit to IFBS MCW.
- IFBS Manager reviews draft SD conclusion report. IFBS Manager returns to IFBS SD if changes are required. Submit report to CSC MCW if no changes are required.
- IFBS SD and IFBS Manager attend SD conclusion meeting with draft conclusion report, including recommendations.
- If all parties agree to the recommendations, no amendments are required. CSC MCW approves SD conclusion report and makes a decision as to whether case remains open or is to be closed.

Note:

- If agreement has been made to extend IFBS SD service the SD conclusion report is sent back to the IFBS Manager. The IFBS Manager sends SD conclusion report back to the IFBS SD which keeps the referral 'active'.
- IFBS SD enters case note to record outcome of meeting and that all parties have agreed on an extension
- IFBS SD continues with the IFBS intervention. The SD conclusion report is then completed at the end of the extended intervention.

Prerequisites

The prerequisites for this process are:

- the Step-down Updates view is 'complete' (all the tabs are green).
- the Conclusion meeting between the family, CS and IFBS has taken place and it is agreed that the Step-down service has concluded.

Scenario

Ahead of the conclusion meeting with CS and the family you reviewed the family's progress towards the CSC and family goals and discussed post intervention recommendations with the IFBS MCW and the family.

You need to update IFBS connect with the conclusion and recommendations agreed upon with the IFBS MCW and the family.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS processes

You need to complete the following processes in IFBS Connect:

1. Open the Step-down Referral and navigate to Step-down

Conclusion

2. Enter assessment of C/YP Harm
3. Enter assessment of the Goals
4. Record each Family member's participation
5. Enter assessment of Support Services
6. Enter Recommendation
7. Termination (if required)
8. Update Next Status

Open the Referral

Open the Step-down Referral you need to conclude and navigate to the IFBS Conclusion view.

The Referral is located near or at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.

IFBSConnect Human Services Community Services

Select from the tabs below to display each section: Referral list, Create new referral, Guides

log in contact us about log out

Hunter/CC, Wyong/The Lakes - IFBS SD Caseworker: IFBS SD Caseworker

Current Family:

Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	SD CW Assigned	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Exercise steps

1. Click the ID number of the relevant Referral in the **ID** field to open the Referral.

The Initial Referral view is displayed.
2. Click the **Step-down Conclusion** view tab.

Enter assessment C/YP Harm

The family's progress towards reducing/removing the C/YP protection concerns that led to the referral are assessed and during the conclusion meeting.

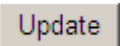
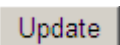
Use the C/YP Harm view to record the assessment of the C/YP protection concerns that lead to the referral.

You are required to provide an over all summary of significant risk as well as identify the individual protection concerns for each C/YP as identified in the CSC goals.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update Step-down Conclusion Reports

C/YP Identified Harm Goals Participation Support Recommendation Termination

Exercise steps	
	3. Click the C/YP Identified Harm view tab.
	4. Click the Edit button in the Summary of Significant Risk section.
	5. Enter an over all summary of the assessment of the significant risk of harm identified in the initial Referral. Enter a summary of risk associated to the C/YP, assessment of progress, and issues or concerns.
	6. Click the Update button.
	7. Click the Edit button against the 1 st C/YP listed.
	8. Click the drop down arrow in the ROSH Identified field and select if ROSH was identified in the Initial Referral for this C/YP: • Yes • No
	9. Click in the Risk Comment field and enter the specific ROSH issue(s) for this C/YP, comment on your assessment of progress towards reducing the risks of harm and enter any issues or concerns.
	10. Click the Update button.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm Goals Participation Support Recommendation Termination

Summary of Significant Risk The following risks were identified in the Initial Referral
The family has made good progress towards reducing the risks



◆ FirstName	◆ LastName	◆ Sex	◆ DOB	◆ Risk?	◆ Risk Comment	Edit
Kevin	Smith	Male	25-Oct-2002	Yes	Comment	
Tracy	Smith	Female	21-Sep-2005	Yes	Comment	

	11. Repeat steps 7 to 10 for each C/YP listed. Once all the ROSH has been assessed the C/YP Harm tab will change to green to indicate that this section is complete.
--	--

Enter assessment of the Goals

Assess the family's progress towards the Step-down goals.

The Step-down goals the family must work towards during Step-down intervention are the 'recommendations' made in the IFBS Conclusion Report.

The goals (recommendations) set are achievable and measurable goals that address the child protection concerns that led to the referral.

You are required to assess each goal by stating whether it was achieved or not and enter a statement to support your assessment.

If the goal was not achieved or not applicable you are required to state why.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm **Goals** Participation Support Recommendation Termination

Exercise steps	
	12. Click the Goals view tab.
	13. Click the Edit button against the 1 st goal.

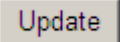
Goal: Continue to assist parent's issues with drugs and alcohol. Parents acknowledge there is a problem and are attempting to control the problem. Counselling and drug & alcohol program to continue..

Achieved?: 

Comment: 

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

	14. Click the drop down arrow in the Achieved? field and select the relevant option: • Yes • No • <i>Partial</i> • N/A
	15. Click in the Comment field and enter comments to support you assessment of whether the goal was achieved or not. If <i>No</i> or <i>Partial</i> is selected, enter reasons as to why the goal was not achieved. Use the Recommendations view to enter your recommendations of how the goal may be achieved/sustained post intervention.
	16. Click the Update button.

	17. Repeat steps 13 to 16 for each goal. Once all the goals have been assessed the CSC Goals tab will change to green to indicate that this section is complete.
--	--

Record each Family member's participation

You are required to report on each family member's participation in the Step-down intervention.

The family members are categorised as follows:

- Caregivers
- Family Adults
- C/YP

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm Goals **Participation** Support Recommendation Termination

Caregivers Family Adults C/YP

Exercise steps	
Participation	18. Click the Participation view tab.
Caregivers	19. Click the Caregivers tab.
Edit	20. Click the Edit button against the 1 st family member.

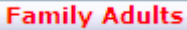
Debbie Smith

Did Participate?:

Participation Barriers:

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	21. Click the drop down arrow in the Did Participate? field and select the relevant option: • Yes • No • Partial • N/A
	22. Click in the Participation Barriers field and enter comments to support you assessment of the family member's participation.
Update	23. Click the Update button.

	24. Repeat steps 19 to 22 for the next caregiver (if a second caregiver is listed).
 	25. Click the Family Adults and C/YP tabs and repeat steps 19 to 22 for all family members listed. Once all the family members have been assessed the Participation tab will change to green to indicate that this section is complete.

Enter assessment of Support Services

The **Support** section is used to view any support services recommended by the IFBS caseworker at the conclusion of the initial IFBS intervention and to report to CS any other service and appropriate community-based programs provided to the family during the Step-down intervention.

During the Step-down conclusion you are required to make a recommendation as to whether the family needs to continue the support services post Step-down intervention.

Current Status: SD CW Assigned Next Status:

Initial Referral | IFBS Updates | IFBS Conclusion | Step-down Update | **Step-down Conclusion** | Reports

C/YP Identified Harm | Goals | Participation | **Support** | Recommendation | Termination

IFBS Post Support Recommended

Service Type	Other Service	Service Name	Post Support?	Comments	View
Drug & Alcohol		Drug & Alcohol Support	Yes	Comment	View

Step-down New Services

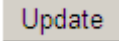
Service Type	Other Service	Service Name	Post Support?	Comments	Edit
Counselling Specialist		Alcohol Counselling Specialists			Edit

Exercise steps

	26. Click the Support view tab. The Support view is divided into 2 section: IFBS Post Support Recommended – lists Support services that continued from the initial IFBS intervention (this section is read only) Step-down New Services – lists new support services provided to the family during the Step-down intervention
	27. Click the Edit button against the 1 st Step-down New Services.

Service Type:	Counselling Specialist
Other Service:	
Service Name :	Alcohol Counselling Speci
Start Date:	16-Jan-2012
Contact First Name:	Donal
Contact Last Name:	Finegan
Contact Phone:	98769876
Post Support Recommended?:	
Comment:	

(This textbox accepts only 1000 characters which includes spaces) tbd characters remaining

Exercise steps	
	28. Click drop down arrow in the Post Support Recommended field and select the relevant option: • Yes • No
	29. Click in the Comment field and enter a comment to support your recommendation.
	30. Click the Update button.
	31. Repeat steps 27 to 30 to enter additional services.

Enter Recommendations

The final part of the Conclusion Report is to make recommendations for any post Step-down intervention support that is required.

The Recommendation view is divided into two sections:

1. Closing summary
2. Post Step-down intervention recommendations

Closing Summary – Enter a closing summary of the intervention, commenting on the family's current situation, progress and

outstanding issues or concerns.

Recommendations following Step-down – enter specific post intervention recommendations.

Keep in mind that If all IFBS recommendations (Step-down goals) have been implemented, including referrals to other relevant services, and the family has managed to maintain and build on their progress, CS can close the case file if they are satisfied that risks have been reduced.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update Step-down Conclusion Reports

C/YP Identified Harm Goals Participation Support Recommendation Termination

Exercise steps	
Recommendation	32. Click the Recommendations view tab.
	33. Click the Edit button.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update Step-down Conclusion Reports

C/YP Identified Harm Goals Participation Support Recommendation Termination

1. Closing Summary

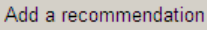
Step-down Closing Summary

2. Recommendations following Step-down

◆ Nbr	◆ Recommendation	Edit
-------	------------------	------

Add a recommendation

	35. Enter comments to support your recommendation for further support post Step-down.
☐	36. Click the Further Attention Required checkbox if further attention post Step-down is recommended.
	37. Enter comments to support your recommendation for further attention post Step-down.
	38. Click in the Closing Summary field and enter a closing summary of the intervention, commenting on the family's current situation, progress and outstanding issues or concerns.
Update	39. Click the Update button.

	40. Click the Add a Recommendation button and enter the first post Step-down support recommendations. The recommendation must be written in the same manner the IFBS Recommendations i.e. specific, measurable and achievable.
	41. Click the Add button.
	42. Repeat steps 45 to 46 for each recommendation. Once the closing summary and all the recommendations have been entered the Recommendations tab will change to green to indicate that this section is complete.

Termination (if required)

The Step-down provider may be required to end the service intervention before the agreed date due to any of the following reasons:

- the child/children are removed from the family (long-term) and placed in out-of-home care or another placement (such as with kin)
- the family chooses to no longer continue working with the service
- the family relocates to another area (whether or not a transfer is made to a new service provider)
- safety issues make it unsafe for the IFBS staff or others involved in service delivery to the family
- despite the service provider's persistent efforts, the family do not make themselves available for the services offered or are assessed as not working sufficiently towards the agreed goals

Once the decision has been made to end the service intervention, the Referral must be terminated in IFBS Connect.

The reason for ending the service intervention must also be stipulated when terminating the Referral.

Note: Complete as much information as possible in each section of the **Step-down Conclusion** view. You are still required to enter your assessment of the family's progress and make recommendations.

Each section must be 'complete' before the termination can be submitted for approval.

Current Status: SD CW Assigned Next Status:

Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm Goals Participation Support Recommendation **Termination**

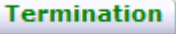
ReceivedDt 21-Sep-2011

Termination Type

DateTerminated

Reason for Termination

Reason for Termination Other

Exercise steps	
	43. Click the Termination tab.
	44. Click the Edit button.

Current Status: SD CW Assigned Next Status:

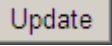
Initial Referral IFBS Updates IFBS Conclusion Step-down Update **Step-down Conclusion** Reports

C/YP Identified Harm Goals Participation Support Recommendation **Termination**

Reason for Termination

Reason for Termination Other

(This textbox accepts only 500 characters which includes spaces) tbd characters remaining

	45. Click the drop down arrow in the Reason for Termination field and select the relevant option.
	46. Click in the Reason for Termination Other field and enter comments to support the reason for termination.
	47. Click the Update button.

The Referral is now flagged as terminated.

Update the **Next Status** to submit the request for termination to your Manager.

Update Next Status

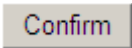
Once the IFBS Conclusion is complete, the next step is to update the status to submit the Step-down Referral Conclusion to your manager for approval.

Note: IFBS Connect will not allow you to submit a Referral for approval until sufficient information has been provided. IFBS Connect indicates sufficient information is provided to submit the Referral for approval when:

- the Step-down Conclusion tab and all the View tabs are colour coded green
- the Next Status field becomes available to update..

Current Status: SD CW Assigned Next Status:

[Initial Referral](#) [IFBS Updates](#) [IFBS Conclusion](#) [Step-down Update](#) [Step-down Conclusion](#) [Reports](#)

Exercise steps	
	48. Click the drop down button in the Next Status field.
	49. Select <i>SD Submitted</i> .
	50. Click the Confirm button. The Current Status is updated to <i>SD Submitted</i>. The record is now read only. An e-mail is sent to your manager advising them that they have a Step-down Conclusion to review.

Related information

Once a Step-down Referral Conclusion is submitted for approval, IFBS Connect sends an email to the IFBS manager advising that there is a referral conclusion awaiting their approval.

The Referral is now read only to the caseworker.

The IFBS manager reviews the Step-down Referral Conclusion and either submits the Referral to CS or returns the Referral to the SD caseworker as incomplete.

In either case IFBS Connect sends an email to the SD caseworker advising what action the IFBS manager has taken.

If the IFBS manager returns the Referral as *Incomplete*, they are required to communicate to the SD caseworker reason for return.

Note: There is no facility in IFBS Connect for the managers to advise caseworkers why Referrals are returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

If returned, the Step-down Referral becomes available to edit and the caseworker is required to complete the information and re-submit the Step-down Referral Conclusion to the IFBS manager.

If the IFBS manager submits the referral the CS, the Referral remains read only to the SD caseworker.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 3 to action the Referral created and submitted in Topics 1&2.

Topic 11 - Approve SD Conclusion and Recommendations – IFBS Manager

Overview

The purpose of this process is for the IFBS manager to review a Referral Conclusion and submit to CS.

When a caseworker submits a Referral Conclusion an email is automatically sent from IFBS Connect to the manager advising that they have a Referral Conclusion to action.

The email identifies the Referral ID and caseworker.

After reviewing the Referral, the manager casework either approves the Referral Conclusion or returns it to the caseworker for more information (incomplete).

Note: If returning a referral, there is no facility in IFBS Connect for the manager to advise the caseworker why the Referral Conclusion has been returned. The reason for return must be communicated off-line, e.g. via email or a meeting.

Prerequisites

The prerequisite for this process is:

- a Referral Conclusion exists with a status of *Submitted*.

Scenario

You have received an email advising you have a Referral Conclusion to action.

Complete the exercise using details provided in the Scenarios section at the back of this guide.

IFBS Portal processes

You need to complete the following processes in IFBS Connect:

1. Open the Referral.
2. Review the Referral.
3. Update Next Status (Approve and submit to CS or return to caseworker).

Open the Referral

Select the Referral you have been requested to review.

The email notification you received identifies the Referral ID.

The Referral is located at the top of the list with a red asterisks in the **ToDo** field indicating you are currently responsible for actioning the Referral record.



IFBSConnect log in contact us about log out

Select from the tabs below to display each section Hunter/CC, Wyong/The Lakes - IFBS Manager: IFBS Mgr

Current Family:

Referral list
Create new referral
Guides

☐ Show all closed referrals

ID	ToDo	Current Status	Family Name	CSC	Caseworker	Casework Manager	Case Type
50	*	SD Submitted	Smith	Wyong/The Lakes	CS Caseworker	CS Mgr Caseworker	Crisis Intervention

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Exercise steps	
	1. Click the ID number of the relevant Referral in the ID field to open the Referral. The Referral ID is supplied in the Referral notification email. The Initial Referral is displayed.
Step-down Conclusion	2. Click the Step-down Conclusion view tab.

Review the Referral

Review the details of the Step-down Conclusion.

Review each section as discussed during the conclusion meeting.

Current Status: SD Submitted Next Status: Confirm

Initial Referral
IFBS Updates
IFBS Conclusion
Step-down Update
Step-down Conclusion
Reports

C/YP Identified Harm
Goals
Participation
Support
Recommendation
Termination

Exercise steps	
	3. Navigate through the each section and confirm the information supplied is correct. If you identify any errors or information that needs to be added you must advise the SD caseworker and return the Referral as <i>SD Incomplete</i> when updating the Next Status.

Update Next Status

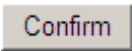
After you have reviewed the Step-down Referral Conclusion, the Step-down Referral is ready for the **Next Status** to be updated.

At this point you can either approve and submit the Step-down Referral to CS or return it to the caseworker for more information (incomplete).

Current Status: SD Submitted Next Status: Confirm

Initial Referral
IFBS Updates
IFBS Conclusion
Step-down Update
Step-down Conclusion
Reports

Exercise steps	
	4. Click the Next Status drop down button.

	5. Select the relevant option: • <i>SD Approved</i> – approves the conclusion and sends the Referral to CS. • <i>SD Incomplete</i> – returns the Referral to the caseworker for more information. If <i>SD Approved</i> is selected, an email notification is sent to the SD caseworker advising that the Conclusion has been sent to CS. An email is also sent to the CS manager casework advising that they have a Step-down Referral Conclusion that needs actioning. If <i>SD Incomplete</i> is selected, an email notification is sent to the SD caseworker advising that the Step-down Referral Conclusion has been returned and that it needs to be updated and resubmitted for approval.
	6. Click the Confirm button. The Current Status is updated to according to the Next Status selected. The record is now read only and the email notifications are sent.

Related information

The manager has reviewed the Step-down Conclusion and actioned it accordingly by:

- Returning the Step-down Conclusion to the caseworker as incomplete or
- Approving and submitting the Referral Conclusion to CS

In either case an email is sent to the caseworker notifying them of the outcome.

If returned as incomplete, the Step-down Referral is once again the SD caseworker's responsibility i.e. the Step-down Referral appears in their Referral List with a red asterisks in the **ToDo** column.

The caseworker is required to update the Step-down Conclusion accordingly and then resubmit for approval.

If approved and submitted to CS, an email is also sent to the CS manager caseworker advising that there is a Step-down Referral Conclusion that requires actioning. The Step-down Referral is now in the Referral List of the CS manager casework with a red asterisks in the **ToDo** column.

This also marks the case being closed by the IFBS and handed back to Community Services.

Exercise

Using the information in the Scenarios section, follow the steps in Topic 2 to approve the Referral created in Topic One.

Module Summary

During this module we have:

- concluded a Step-down Referral and enter recommendations – IFBS SD CW
 - terminate a Step-down Referral when the Step-down service is to end before the agreed end date – IFBS SD CW
 - reviewed the conclusion and recommendations made by the IFBS SD CW and submit to CS for approval – IFBS manager
-

Scenarios

Scenario One – Crisis Intervention Referral

Part 1 – Create and submit Referral to IFBS

Community Services are working with an Aboriginal family who they believe would benefit from being referred to IFBS for crisis intervention. The family meet the IFBS eligibility criteria and agree to participate in the IFBS intervention. The family are to be referred to IFBS via IFBS Connect.

CS Caseworker Create Referral – Initial Referral

- **Case Type** – Crisis Intervention.
- **Family Details:**
 - o Family Name – Smith
 - o Address – 1 Anywhere Street, Anywhere, NSW, 2999
 - o Phone – 99990000
 - o Number of Children residing in home – 1
- **Parent/Carer Details:**
 - o Name – Debbie Smith
 - o Role – Caregiver 1
 - o Aboriginal – Yes
- **Adults in the home:**
 - o Name – Tracey Smith
 - o Relationship – Aunt
 - o Comments – Tracey is to participate in the intervention
- **C/YP Details:**
 - o KiDS Number – A-12345
 - o Name – Paige Smith
 - o Sex – Female
 - o DOB – 21.7.2007
 - o Culture – Aboriginal
 - o Mother Name – Debbie Smith
 - o Father name – Wayne Jones
 - o School Details – N/A
 - o Legal Status – Care of birth parents
 - o Legal Status 2 – Birth mother

- o C/YP Location – With parent at home
- o Birth Parent Contact Info – N/A
- **Referral Reasons:**
 - o Reasons:
 - History of Reports
 - Current Reports
 - Poor relationship between parent/s/carers and child/ren
 - Physical violence in household
 - Lack of organisational skills
 - o Comments
 - Poor relationship between parent/s/carer/s and child/ren – mother and son relation has become conflicted with son resorting to violence to get his way. Son appears to have anxious attachment to mother whereby he monopolises her attention.
 - Physical violence in the household – Son has taken to threatening mother and smashing windows to get his own way. The threats so far have only once escalated to violence.
 - Substance abuse - Alcohol is impacting on the mother's ability to care for her child.
- **Strengths:**
 - o Strengths:
 - Supports outside the family
 - Recent gains made by children
 - o Comments:
 - Supports outside the family (formal and informal) – Aunt and uncle providing support to children by providing a safe and clean house where the children can stay when needed and by being strong role models.
 - Recent gains made by children – Children reacting in a positive way to Aunt and Uncles support and bonding with cousins who are also good role models.
- **Violence:**
 - o Violence issues:
 - There is history of violence and potential for future violence
 - There has been violence towards family members. Indicate who and when
 - There are current Apprehended Violence Orders. Persons to which the Order/s applies and the details/conditions of the Order/s

- o Comments:
 - There is history of violence and potential for future violence - Son has taken to threatening mother and smashing windows to get his own way. The threats so far have only once escalated to violence.
 - There has been violence towards family members. Indicate who and when - Mother has exposed the children to frequent domestic violence and demonstrates little capacity to avoid relationships where violence occurs.
 - There are current Apprehended Violence Orders - A Type 2 AVO that prevents the dad contact.
- **Goals:**
 - o The mother needs to develop new strategies for both moving into and managing her intimate relationships. Successful relationship strategies need to be identified, practised and changes identified and measured.
 - o Mother needs to display an understanding of how the home environment plays a role in providing both physical and emotional safety. It's not clear whether the mother does simply not understand the need for a supportive home environment or does not have the capability to manage/maintain her home. A large part of the problem could be depression and poor health. This issue need to be clarified with the mother and appropriate strategies to address the problem identified, implemented and assessed.
 - o Relationship with son has become quite conflicted with son resorting to violence to get his way. Son appears to have anxious attachment to mother whereby he monopolises her attention. Mother need to develop new ways of relating with son so that she can set more appropriate boundaries and manage his behaviour in a constructive way.
 - o Needs counselling to try and identify what role alcohol plays in her life and look at alternative activities to address the role alcohol plays in her life.
- **Current Services**
 - o Service – Family Support
 - o Service Name – Anywhere Family Services
 - o Start Date – Select a date 1 month prior to the date you are creating the Referral
 - o Contact Name – Jane Davis
 - o Contact Phone – 99991111
 - o Informed of IFBS - Yes
- **Next Status**
 - o Submitted

CS MCW Submit Referral to IFBS – Initial Referral

- **Manager Casework Comments:**
 - o Please continue to engage the family with a family support service.
 - **Update Next Status – Submitted**
-

Part 2 – Accept, allocate and update Referral

An Aboriginal family have been referred to IFBS form the local CSC via IFBS Connect. The family meet the IFBS eligibility criteria and agree to participate in the IFBS intervention.

The IFBS manager is required to accept and allocate the Referral to the IFBS caseworker.

The IFBS caseworker is required to enter; the family goals, case notes and details of any support services provided to the family during the intervention service, in IFBS Connect.

IFBS Manager Action – IFBS Updates

- **Update Next Status – Accept**
- **IFBS Updates:**
 - o Assign to IFBS CW in drop-down list

IFBS Caseworker Update Referral – IFBS Updates

- **Initial Dates:**
 - o Date of Joint Home Visit – Select date 24 hours after accepted date
 - o Date Start of Intervention – Select date 24 hours after Date of Joint Home Visit
- **Family Goals:**
 - o Enter 3 family goals that align with the goals created by CS.
- **Case Notes:**
 - o Enter 2 case notes to report the family's progress towards their goals. Be mindful that the case notes need to give a true reflection of the accounts with the family while writing from Strengths based perspective.
- **New Services:**
 - o Enter at least one new service, for example:
 - Service – Drug & Alcohol
 - Service Name – Anywhere Drug & Alcohol Health Service
 - Start Date – 2 weeks after start date of intervention

- Contact Name – June Cooper
 - Contact Phone – 98765432
 - Informed of IFBS – Yes
-

Part 3 – Enter Conclusion & Recommendations and submit to CS

At the end of the intervention service the IFBS caseworker is required to enter in IFBS Connect a conclusion of the family's progress and make a recommendation for Step-down.

The IFBS manager is to review and approve the Conclusion & Recommendations and submit to Community Services for approval.

IFBS Caseworker Concludes Referral – IFBS Conclusion

- **CSC Goals:**
 - o Enter an assessment of the family's progress towards each of the 4 CSC Goals
- **Family Goals:**
 - o Enter an assessment of the family's progress towards each of the 3 Family Goals
- **Family Issues:**
 - o Enter an assessment of the each of the family members as follows:
 - Show that all members participated.
 - Enter a strength and concern for each member and explain how the concern was addressed.
- **Support:**
 - o Enter details of any Informal Support the family has received during the intervention
 - o Recommend the Formal Support (drug & alcohol service) is to continue post intervention and enter a comment to support this recommendation.
- **C/YP ROSE:**
 - o Enter an assessment of C/YP Harm as identified in the initial referral (C/YP exposed to DV and AVO) that explains that you are satisfied the risk of harm has been reduced to a level that is not significant and supports your recommendation that the crisis is manageable and Step-down is appropriate.
- **Recommendation:**
 - o Recommend Step-down (click the Step-down checkbox)
 - o Enter a closing summary that supports your recommendation for Step-down. Explain that the crisis is

no manageable but for the family to continue to move forward, support is still required.

- o Enter 3 port support recommendations (based on the Family Goals) that will be used as the Step-down Goals.
- **Next Status:**
 - o CR Submitted

IFBS Manager Submits Recommendation to CS

- **Review the Referral:**
 - o IFBS Updates
 - o IFBS Conclusion
 - **Next Status** – CR IFBS Approved
-

Part 4 – CS Approve Conclusion & Recommendations

At the end of the IFBS intervention service the IFBS manager submits a Conclusion & Recommendations report to the CS manager casework for approval.

The CS manager casework is required to review the Conclusion & Recommendations and approve the recommendation for Step-down.

CS MCW Approves Conclusion

- **Review the Referral:**
 - o IFBS Update
 - o IFBS Conclusion
 - **Update Next Status** – SD approved
-

Part 5 – Allocate and Update Step-down Referral

The IFBS manager has recommended a family for Step-down service. The family have agreed to participate and Community Services has endorsed the recommendation.

The IFBS manager needs to allocate the Step-down Referral to an IFBS SD Caseworker.

Once allocated, the SD caseworker needs to update IFBS Connect with the details of the Step-down intervention.

IFBS Manager Allocates Step-down – Step-down Update

- **Initial Step-down:**
 - o Step-down Date - 1 April 2012

- o IFBS Step-down Caseworker - Assign to IFBS SD CW in drop-down list

IFBS SD Caseworker Updates Referral – Step-down Update

- **Initial Dates:**
 - o Date of Joint Home Visit – Select date 24 hours after the Step-down date
 - o Date Start of Intervention – Select date 24 hours after Date of Joint Home Visit
- **Case Notes:**
 - o Enter 2 case notes to report the family's progress towards their goals. Be mindful that the case notes need to give a true reflection of the accounts with the family while writing from Strengths based perspective.

IFBS SD Caseworker Updates Referral – Step-down Conclusion

- **Support:**
 - o Enter at least one Step-down new service, for example:
 - Service – Housing
 - Service Name – Anywhere Housing Service
 - Start Date – 2 weeks after start date of Step-down intervention
 - Contact Name – Dave Brown
 - Contact Phone – 98765432
-

Part 6 – Enter Step-down Conclusion & Recommendations and submit to CS

At the end of the Step-down intervention service the IFBS SD caseworker is required to enter in IFBS Connect a conclusion of the family's progress and make recommendations.

The IFBS manager is to review and approve the Conclusion & Recommendations and submit to Community Services for approval.

IFBS Caseworker Concludes Referral – IFBS Conclusion

- **C/YP ROSH:**
 - o Enter an assessment of C/YP Harm as identified in the initial referral (C/YP exposed to DV and AVO) that explains that you are satisfied the risk of harm has been reduced to a level that is not significant and supports your recommendation that the crisis is manageable.
- **Goals:**
 - o Enter an assessment of the family's progress towards each of the 3 Goals

- **Family Issues:**
 - o Enter an assessment of the each of the family members as follows:
 - Show that all members participated.
 - Enter a strength and concern for each member and explain how the concern was addressed.
- **Support:**
 - o Enter details of any Informal Support the family has received during the Step-down intervention
 - o Recommend the Formal Support (drug & alcohol service) is to continue post intervention and enter a comment to support this recommendation.
- **Recommendation:**
 - o Enter a closing summary explaining that the crisis is now manageable and the risk of harm to the C/YP is not significant or removed all together.
- **Next Status:**
 - o SD Submitted

IFBS Manager Submits SD Recommendation to CS

- **Review the Referral:**
 - o Step-down Updates
 - o Step-down Conclusion
 - **Next Status – SD Approved**
-

Scenario Two – Terminate Referral

Part 1 – IFBS Initiate Termination

An Aboriginal family are not engaging with IFBS and therefore the IFBS service is to end before the agreed end date.

IFBS/SD caseworker completes the Conclusion and then enters the termination information.

IFBS/SD caseworker to terminate – IFBS Conclusion or Step-down Conclusion

- **Termination:**
 - o Discontinued Reason – Client not engaging.
 - o Discontinued Reason Other – State the details of the length of the intervention, the attempts made by IFBS to engage with the family and any information relevant to terminating the intervention.

IFBS Manager Submits Recommendation to CS

- **Review the Referral:**
 - o IFBS/Step-down Updates
 - o IFBS/Step-down Conclusion
 - **Next Status** – CR/SD Approved
-

Part 2 – CS Approve Termination

An Aboriginal family are not engaging with IFBS and therefore the IFBS service is to end before the agreed end date.

IFBS have submitted a Conclusion & Recommendation report with a request for termination.

The CS MCW is required to review and approve the Conclusion & Recommendation.

CS MCW Approves Conclusion

- **Review the Referral:**
 - o IFBS/SD Update
 - o IFBS/SD Conclusion
 - **Update Next Status** – CR/SD approved
-

Course Summary

Having successfully completed this course, you should be able to complete the following tasks in IFBS Connect:

- **All participants:**
 - explain the end to end process of entering, managing and completing Referrals in IFBS Connect.
 - generate and print reports.
 - **CS caseworkers:**
 - create IFBS Referrals in IFBS Connect.
 - **CS manager caseworkers:**
 - approve and submit Referrals in IFBS Connect.
 - action Conclusion Reports from IFBS by either accepting the conclusion and recommendations or returning for more information (including Step-down recommendations and termination of service).
 - **IFBS managers:**
 - action Referrals by returning or declining or accepting and allocating Referrals in IFBS Connect.
 - approve Conclusion Reports and submit to CS for final approval (including Step-down recommendations and termination of service).
 - **IFBS caseworkers:**
 - update Referrals in IFBS Connect:
 - o update the Initial Dates
 - o enter the Family Goals
 - o update the Case Notes
 - o enter additional services
 - enter recommendations and submit Conclusion reports.
 - initiate termination of IFBS service, when required, in IFBS Connect.
 - **IFBS Step-down caseworkers:**
 - update Referrals in IFBS Connect:
 - o update the Initial Dates
 - o update the Case Notes
 - o enter additional services
 - enter recommendations and submit Conclusion reports.
 - initiate termination of IFBS service, when required, in IFBS Connect.
-

Appendices

Appendix 1 - IFBS Connect User Policy

Appendix 2 - Glossary of Terms

Appendix 3 - IFBSBR001 IFBS Eligibility Criteria

Appendix 4 - IFBSBR002 IFBS Referral Types

Appendix 5 - IFBSBR003 IFBS Reasons for Termination

IFBS CONNECT USER POLICY

1. Sharing Information

- 1.1. Each IFBS Connect Portal User will have access to selected data contained on the IFBS Connect Database. This information includes child/young person details and parent or carer details.
- 1.2. The IFBS Connect Database will enable an IFBS Connect User to seek Full Access only to client information pertaining to their Region. Meaning IFBS Connect Users cannot view client related information from other IFBS services or referring CS agencies outside of their catchment.
- 1.3. CS will provide IFBS Connect Users with the following KiDS data:
 - a. KiDS Number
 - b. All contact information pertaining to referred clients, and details of risk factors identified. There is no direct linkage to KiDS, CS IFBS Connect Users will be required to manually enter relevant information from KiDS. NGO IFBS Connect Users will have Full Access (Read Only) to this information. NGO IFBS Connect Users will not have access to history of reports or details pertaining to those reports.
- 1.4. Allowing an IFBS Connect User to access a Party's data via the IFBS Connect Database is the provision of information in accordance with Chapter 16A, Children and Young Persons (Care and Protection) Act 1998 which allows a Party to provide information to another Party that would assist the receiving Party to:
 - a. make any decision, assessment or plan or to provide any service, relating to the safety, welfare or well-being of the child or young person or class of children or young persons, or
 - b. manage any risk to the child or young person (or class of children or young persons) that might arise in the recipient's capacity as an employer or designated agency.
- 1.5. It is acknowledged by each party that has access to IFBS Connect is undertaken on a needs basis and any information obtained from the database is not unlawfully released to a third party. All parties are to be made aware that an audit trail exists in IFBS Connect recording all access to the database.

2. Authorised access to IFBS Connect

Only 'authorised users' from CS and IFBS service providers will be given access to the IFBS Connect database.

Access through IFBS Connects preferred authentication methods will be via password and access code in accordance with CS policies. Auditing trails will be attached to each user and will be on a regular basis scrutinized in accordance with CS policies.

Users must not access, use or disclose any official information, without proper authorisation or lawful reason. Failure to comply could result in either criminal charges or internal disciplinary action.

In addition, you must not disclose your password to anyone or allow anyone else to login to IFBS Connect using your password.

3. Data Quality & Management

3.1. Data Ownership and Accuracy

- a. Each Party is the owner of the information that it contributes to the IFBS Connect Database.
- b. Each Party is responsible for taking reasonable steps to ensure the data it captures and stores using the IFBS Connect Database is of an appropriate quality, accuracy and currency. IFBS Connect Users have the best understanding of the client data collected, entered and maintained on IFBS Connect and are responsible for the quality of that data.
- c. It is acknowledged that data owned by one Party may be captured by subpoena, freedom of information, government information public access request, statutory notice or another request for information served on or made out to another Party.

3.2. Data quality

The quality of all data is important however, there are three types of data that are particularly critical to maintaining data quality in IFBS Connect:

Table 1 - Critical data

Recording the Correct Dates	Dates are important because it tracks client progress in the IFBS program. If there is a lack of clarity about the dates or the event itself, then the data's value is degraded significantly. Important dates to be entered into IFBS Connect are: • Date of referral acceptance. • Date of Joint Meeting. • Date of Initial Planning Meeting/Start date intervention. • End date of intervention/conclusion. • Start date of Step-down service. • End date of Step-down service.
Identifying the Correct Person	Providing accurate and thorough details about the person when creating, searching or matching person data (and their aliases) is crucial to data quality. Any assessment must have a complete picture of what may have happened to a child or young person over time.
KiDS Number	For CS IFBS Connect Users, ensuring the correct KiDS Number for each person is entered correctly is crucial to data quality. KiDS Numbers include a mix of numeral and alphabetic values, therefore it is important to reflect the correct values when entering these numbers into IFBS Connect. Users are advised to 'cut and paste' KiDS Numbers from KiDS into IFBS Connect. If not, then the User must ensure that values are entered accurately (e.g. number 1 should not be confused with lower case L (l), etc).

4. Complying with a subpoena, summons or notice to produce

When a Party receives a subpoena, summons or notice to produce that captures documents accessed via the IFBS Connect system, which were created by another agency, it will:

- Compile any documents captured by the subpoena, including information that the relevant agency can access via IFBS Connect.
- Identify whether information shared by another relevant agency or other agency has been captured.
- Write to all agencies whose information has been captured and provide the following:
 - A copy of the subpoena, summons or notice to produce
 - A copy or description of the documents of that agency which will be produced
 - The return date and the relevant registry
 - Information that the agency may attend to object to the production of any material on the return date
- Ensure that any documents that are protected by section 29 or section 27A(7) are removed, in collaboration with the Legal Unit.

5. Responding to requests for information made under the Government Information (Public Access) Act 2009 – GIPA

When CS receives an FOI or GIPA application which captures 'shared' records on IFBS Connect, which were created by another agency, the receiving agency will:

- make an interim FOI determination on the shared IFBS records;
- if release is proposed, consult the other agency about the possible release of its records and amend the determination if appropriate;
- consult a non-government agency if it provided information which has been incorporated into the CWU records AND release is proposed, and amend the determination if appropriate; and
- advise the applicant that the other agency also holds records about that child.

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Glossary of Terms

Aboriginal	Aboriginal as defined by the <i>Aboriginal Land Rights Act 1983 (NSW)</i> is a person who: • is a member of the Aboriginal race of Australia • identifies as an Aboriginal person and • is accepted by the Aboriginal community in which the person lives.
Aboriginal Service Branch ASB	The Aboriginal Services Branch (ASB) is the branch within Community Services this is the central source of expert, specialist advice on issues affecting Community Services Aboriginal staff and clients and works across all areas of the Agency
C/YP	Child or young person
Conclusion	Conclusion means end of service intervention. In IFBS, there are IFBS conclusions and <i>Step-down</i> conclusion. A conclusion meeting will be held with the IFBS CW and MCW, CS CW and MCW and family. The IFBS CW will need to write a Conclusion report via IFBS Connect following the Conclusion Meeting.
Confidentiality	The assurance that written and spoken information relating to clients is protected from access and use by unauthorised persons. Further, that information should only be available to staff on a need to know basis and the issues of privacy and dignity should always be paramount. Client confidentiality is covered under legislation including the <i>NSW Privacy Act</i> .
CS	Community Services
CSC	Community Service Centre
CW	Caseworker
Eligibility	Entry into IFBS is open only to eligible families. The eligibility process refers to the process whereby a decision is made regarding whether a family meets the eligibility criteria for entry into IFBS.
Family	A family is a group of two or more people, one of whom is the carer of a child/young person. Other members of the group must either be children/young persons or those involved in caring for the children/young persons within the group.

Homebuilders®	Developed in 1974 by the Institute for Family Development in Washington State USA, HOMEBUILDERS® is an intensive, in-home crisis intervention, counselling, and life-skills education program for families who have children/young people at imminent risk of placement in state-funded care. It is the oldest and best-documented Intensive Family Preservation Services (IFPS) program in the United States. The goal is to prevent the unnecessary out-of-home placement of children through intensive, on-site intervention, and to teach families new problem-solving skills to prevent future crises.
Intensive Family Based Services (IFBS)	Intensive Family Based Services (IFBS) provide an intensive, time-limited, home based program for Aboriginal families in crisis (including extended family) whose children/young people are either at risk of entering out-of-home placement due to protective concerns; or whose children/young people have been placed in OOHC and are to be restored with their families; or for carers of an Aboriginal child or young person where the placement has become unstable.
IFBS Connect Portal	IFBS Connect is an online web portal for use by Community Services and IFBS Service Providers, to create and manage IFBS referrals and record all case work data. The portal has no direct linkage to KiDS.
Initial Planning Meeting	The meeting that marks the official start of the IFBS intervention. This meeting should only involve the IFBS CW and referred family. IFBS MCW can attend if required. This meeting should occur in 1-2 days of the joint meeting.
Joint Meeting	A joint meeting is organised by CS that involves the client family and IFBS that occurs within 48 hours of IFBS accepting referral.
MCW	Manager caseworker.
Non-Government Organisation (NGO)	A not-for-profit organisation that is not a part of local, state or federal governments.
North Carolina Family Assessment Scale (NCFAS)	The NCFAS is an assessment tool designed to measure family functioning in family based child abuse and neglect prevention/intervention programs. It assists with developing targeted services to families and evaluating service outcomes.
Referral	The process by which a family is referred to IFBS for IFBS service intervention.
Referral Pathway	Referrals to IFBS can only be made by Community Services, in accordance with strict eligibility criteria .

Risk of Significant Harm (ROSH)	A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety, welfare or well being of the child or young person are present to a significant extent. This means the concern is sufficiently serious to warrant a response by a statutory authority (such as NSW Police Force or Community Services) irrespective of a family's consent. What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child or young person's safety, welfare or wellbeing, or in the case of an unborn child, after the child's birth. The significance can result from a single act or omission or an accumulation of these. Risk of 'significant harm' is legally defined in Chapter 3, Part 2, Section 23 of the Children & Young Person (Care and Protection) Act 1998 ("the Act"). This statutory threshold replaced risk of harm in the Act after 24 January 2010.
Step-down (SD)	<u>Step-down</u> is a service that may occur for eligible families following an IFBS intervention. <i>Step-down</i> provides less intensive support to families for up to 24 weeks, to ensure families maintain gains achieved in IFBS intervention and IFBS conclusion recommendations are implemented.
Vacancy	Refers to an intervention vacancy in IFBS. Each IFBS caseworker can only work with two to three families at one time. When an intervention concludes, a vacancy will occur meaning the IFBS can accept a new referral.

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Human Services
Community Services

IFBSBR001 IFBS Eligibility Criteria

Rationale:

The target group for the Aboriginal IFBS are Aboriginal and/or Torres Strait Islander families with protective concerns.

Rule:

Eligibility criteria – families that are suitable for IFBS referral

Acceptance of families will be based on the following criteria:

- Aboriginal families subject to protective concerns who are experiencing some form of crisis
- a willingness by at least one of the caregivers to work with the program and help in goal setting. If there is an adolescent involved their acceptance is also required where appropriate
- a CS case plan that is open and allocated to the referring CSC
- a Secondary Risk of Harm Assessment (or equivalent) has been completed
- where the child is at risk of being removed from the caregivers; OR
- families where children are returning home from an out-of-home placement and where the children or young people have been in out-of-home placement for over 3 months; and where restoration is already an case plan goal; OR
- where an Aboriginal child or young person is in out-of-home care and the placement has become unstable and placement support is required for the carers and child or young person.

Note: The exception to these criteria would be referrals from the Regional Director as it relates to whole of government activities and case coordination initiatives.

Criteria for exclusion – families that are not suitable for IFBS referral

Any one of the following would exclude families from being referred to IFBS:

- where the family and/or adolescent does not agree to work with the program
- where the child would be unable to return to their family at the time due to an unacceptable level of risk, and the IFBS is not confident about the safety of the child (too high risk)
- children are not assessed as being at risk of significant harm and imminent risk of OOHC placement (too low risk)
- where the safety and well being of the IFBS staff cannot be ensured due to the level of conflict or violence that exists within the family
- one parent has been charged with any allegation of abuse or neglect and it is found that the other parent is incapable or unwilling to protect the child/children against further harm
- intra-familial sexual abuse has been confirmed, or after a report of sexual abuse, the risk of harm assessment confirms the child is 'in need of care and protection' related to the sexual abuse, and there is no protective parent, or the offender still has access to the child.

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Human Services
Community Services

IFBSBR002 IFBS Referral Types

Rationale:

There are three types of referrals that are eligible for IFBS.

Rule:

Crisis Intervention

IFBS is available for Aboriginal families whose children are at imminent risk of out-of-home care placement. This refers to families where significant changes need to occur to avoid children being placed in alternative care. The Aboriginal IFBS is available to families prior to the commencement of court proceedings for removal. Crisis interventions are usually carried out over 12 weeks. This timeframe can be extended depending on the needs of the family.

Restoration/reunification

Eligibility is restricted to those children/young people who would be unable to return home at this time without the involvement of the IFBS, and who have been in out-of-home care for a period exceeding three months, (only where 'restoration' is listed as a case plan goal). Restoration work is usually carried out over 16 weeks, to allow suitable lead-in time of four weeks for IFBS Caseworkers to work with the child's immediate family before the child returns to the family home.

Placement support

Placement support is provided to carers where an Aboriginal child or young person is in their care and the placement has become unstable. Placement support is conducted over a 12 week period. This time can be reduced or increased depending on the needs of the child and/or carers.



IFBSBR003 IFBS Reason for Termination
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Rationale:

The IFBS provider may be required to end the service intervention before the agreed date.

Rule:

The IFBS provider may end their service intervention before the agreed end date if any of the following apply:
--

- | |
|--|
| <ul style="list-style-type: none">• the child/children are removed from the family (long-term) and placed in out-of-home care or another placement (such as with kin)• the family chooses to no longer continue working with the service• the family relocates to another area (whether or not a transfer is made to a new service provider)• safety issues make it unsafe for the IFBS staff or others involved in service delivery to the family• despite the service provider's persistent efforts, the family do not make themselves available for the services offered or are assessed as not working sufficiently towards the agreed goals |
|--|

Any decision to stop services must be made after discussing it with the parent/caregiver/s and family, the referring CSC manager casework and any interagency partners who are actively engaged in carrying out case plan goals, and recorded in the referral and case management web portal.
