

It takes a community to raise a child

MULTI-AGENCY COMMUNITY AND CHILD SAFETY (MACCS)
FRAMEWORK



Background

Child death reviews all over the world highlight recurring practice failures where several agencies worked with a shared client at the same time, but didn't collaborate and didn't communicate.

Children and families fall through the gaps and don't get the services they need to improve their safety and wellbeing.

The MACCS Framework is designed, to better align agencies and communities to provide integrated responses to vulnerable children, families, and communities.

The MACCS Framework is about working smarter - together.

MACCS FRAMEWORK OBJECTIVES

- Work in partnership with communities to build community resilience and facilitate Aboriginal community and family led decision making.
- Utilise place-based service responses to maximise local people taking shared responsibility to address local, place-based issues.
- Proactively identify children, young people and communities at risk.
- Deliver combined multi agency responses to prevent their needs escalating, and avoid the likelihood of tertiary intervention.
- Balance multi-agency connectivity at the case-based and strategic level.

MACCS FRAMEWORK OBJECTIVES

- Free up time for services in remote communities to do the work by streamlining multiple interagency coordination groups into one holistic meeting.
- Addressing the holistic needs of children, families and communities in the same meeting rather than talking about specific issues in separate meetings.
- Share information to make informed assessments to deliver combined responses tailored to meet those needs.

Domestic Violence



Health Worries



School Attendance

Alcohol & Drugs



Crime



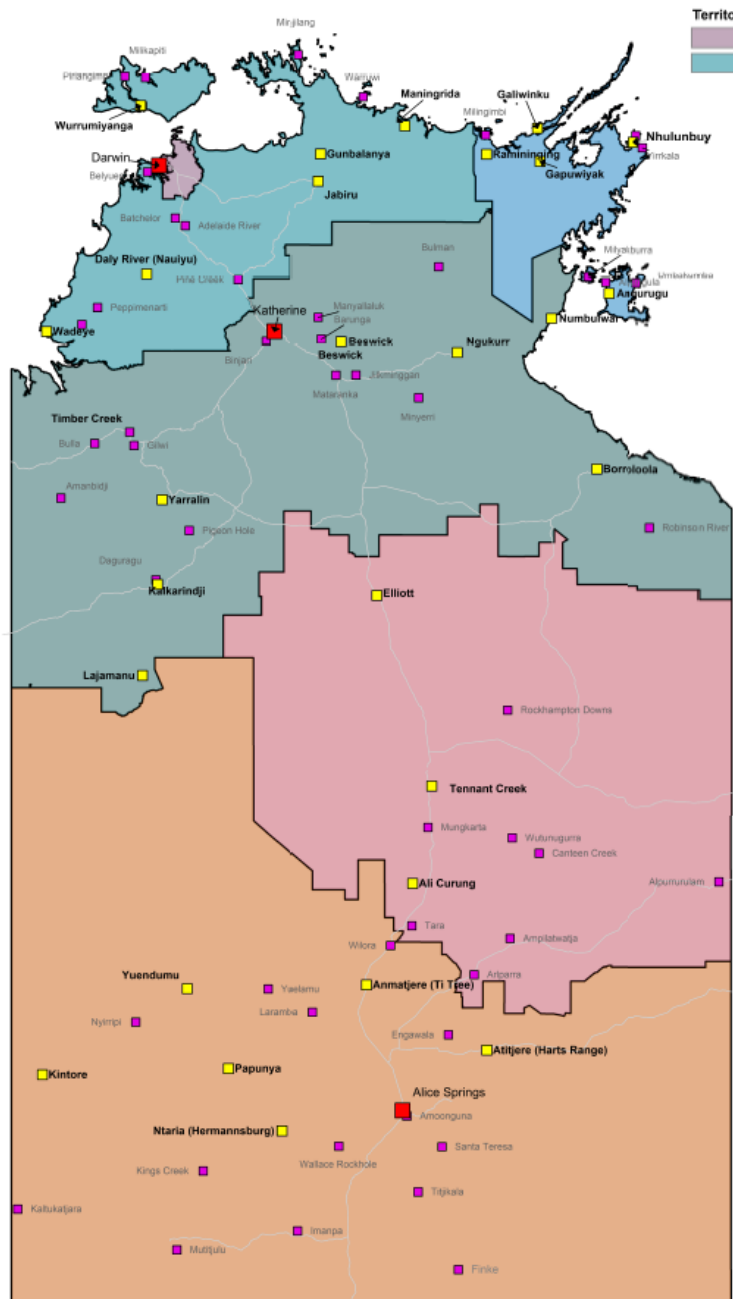
Mental Health



Special Needs /
Disability



Family Support
Child Protection



MACCS Teams will be located in 27 communities across the NT.

Arafura (Top End)	Gunbalanya
Arafura (Top End)	Jabiru
Arafura (Top End)	Wadeye
Arafura (Top End)	Wurrumiyanga
Arafura (Top End)	Maningrida
Arafura (Top End)	Daly River (Nauiyu)
Barkly	Ali Curung
Barkly	Tennant Creek
Barkly	Elliott
Big River (Katherine)	Kalkarindji
Big River (Katherine)	Lajamanu
Big River (Katherine)	Ngukurr
Big River (Katherine)	Numbulwar
Big River (Katherine)	Timber Creek
Big River (Katherine)	Yarralin
Big River (Katherine)	Beswick
Big River (Katherine)	Borroloola
Central Australia	Papunya
Central Australia	Yuendumu
Central Australia	Anmatjere (Ti Tree)
Central Australia	Atitjere (Harts Range)
Central Australia	Kintore
Central Australia	Ntaria (Hermannsburg)
East Arnhem	Galiwinku
East Arnhem	Nhulunbuy
East Arnhem	Ramininging
East Arnhem	Gapuwiyak
East Arnhem	Angurugu

MACCS TEAMS



ONE FAMILY



ONE MEETING

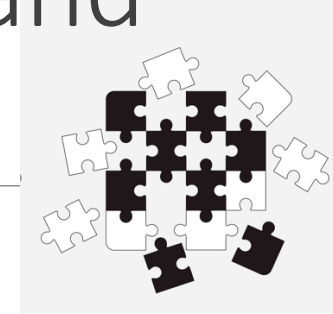
Talk about:

- School Attendance
- Mental Health
- Substance Misuse
- Crime
- Family Support
- Child Protection
- Family Violence
- Health Worries

Outcomes for Children, Families and Communities

MACCS helps children, families and communities by:

- Addressing family and community issues holistically, rather than breaking them up into smaller, disjointed parts.
- Determining shared roles and responsibilities to meet their safety and wellbeing.
- Staying involved long enough to affirm systems are actively engaged to meet the community, child or family's needs on a longer term basis to effect necessary change.
- No wrong front door – one meeting can address lots of issues.
- Delivering joined up responses – families get a cohesive response from collaborative services rather than try to navigate individual parts of the service system.
- Sharing information responsibly to meet their safety and wellbeing needs.



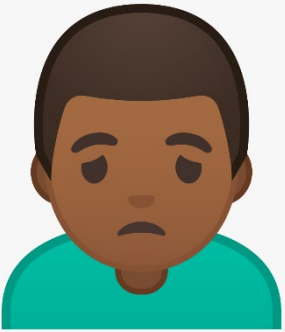
MACCST's deliver timely, coordinated responses on two levels:

COMMUNITY BASED



- Thematic social issues affecting **groups** of children or families in the local community where there are concerns for the safety and wellbeing of
- Members decide how they will work together to support the group and document their shared roles and responsibilities in a Community Response Plan.
- The aim is to reduce risk, prevent, or reduce the need for statutory services in the future.

MACCST's deliver timely, coordinated responses on two levels:



CASE BASED

Any Agency working with an **individual** child or family who has worries about their **safety and wellbeing** that requires two or more services to respond to those needs can refer them to MACCST.



- Children and families who, in comparison to the other children and families in their communities, have greater needs that significantly increase their risk of harm to themselves and/or others.
- Members decide how they will work together to support individual children and families and document their shared roles and responsibilities in a Shared Case Plan.
- The aim is to reduce risk, prevent, or reduce the need for statutory services in the future.

Who participates in a MACCST meeting?



MACCST's promote family and community led decision making.

Services work with the local community to make decisions and plan actions tailored to the individual needs of the child, family or community.

- Manager Children and Families Centre;
- Manager Women's Safe House (NGO);
- Commonwealth & NT Government funded social services; and
- Government Engagement Coordinator (DCM&C or C'wlth)

Information Sharing

MACCST members come together to share their worries about children, families and communities and share problem solving to meet their needs.

MACCST members who talk about specific children and families are always expected to share information about specific children and families unless legislation prevents them from doing so

The legislative provisions that support information sharing are the:

- Information Sharing Authorities – *Care and Protection of Children Act*
- Information Sharing Entities – *Domestic and Family Violence Act*

MACCST Meetings

Occurs fortnightly (unless otherwise specified).

Each MACCST meeting

- Has documented minutes - attendees, absences, community based issues discussed.
- Is counted for reporting purposes. Who attended, who didn't? How many families were discussed and how many Community Response Plans or Shared Case Plans were created or reviewed?
- Shares information to make the most informed assessments and decisions.
- Stores client information securely.

To protect people's privacy MACCST meetings have two parts

PART A – COMMUNITY BASED

Talk about worries for **groups** of families and communities in general.

Do not talk about families or children by name.

Create and review multi Agency Community Response Plans.



Members who do not provide direct services to children and families must leave the meeting before Part B starts.

These members do not see Shared Case Plans for individual children or families.

PART B – CASE BASED

Talk about specific children and families.

Talk about the children and families by name.

Agencies share information they have about the child / family to members who are or will be directly involved with the child and their family.

Create and review multi Agency Shared Case Plans.

Information about specific children and families must be kept secure from Part A meeting members.



MACCST RECORDS MANAGEMENT

MICROSOFT TEAMS



Is used as a 'portal', a means to share access to documents between members. This avoids use of personal emails, USB's etc which increase risk of information loss.

INFORMATION MANAGEMENT SYSTEMS



Agencies will still use their client information management and/or TRiM content management systems 'store' documents. This is to ensure sensitive client information is kept secure.

The MACCST Management Group:

- monitors that meetings are being held across the NT
- monitors which agencies do and do not participate in meetings
- accesses data to know which communities have worries that are growing to provide proactive responses to emerging community need
- provides leadership and direction to it's staff and funded service providers to make decisions, consider strategic changes to respond to local and NT wide needs.

How is the MACCS Framework different?

MACCS Framework has been formed with strong cross Agency leadership and oversight. It is not the initiative of a single agency.

The NT Wide Management Group of Deputy CEOs reports to the Children and Families Standing Committee (CEOs).

There is a strong secretariat & governance structure.

It will be legislated.

