

# Intensive Support Services for care children and young people in out of home

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Healing

Learning

Safety

Growing

# Intensive Support Services - NSW

- ▣ Casework teams across NSW
  - ▣ Metro ISS – Sydney Wide - Parramatta
  - ▣ South Western Sydney ISS - Ingleburn
  - ▣ Hunter ISS /Central Coast ISS – Charlestown / Gosford
  - ▣ Illawarra Shoalhaven ISS – Coniston
  - ▣ Murrumbidgee ISS – Albury / Wagga Wagga
  - ▣ Western ISS – Orange/Dubbo
  - ▣ Mid North Coast ISS – Coffs Harbour
- ▣ Sherwood Program – trauma recovery program
- ▣ Elver Program – Tier 4 specialist mental health service
- ▣ Central Access Unit – manages all referrals to Intensive Therapeutic Care in NSW

# ISS – client group

- For casework support
  - Must be in OOHC
  - Aged 12 – 18 (will work with younger children on exception)
  - Complex care needs – emotional , behavioral and developmental needs with trauma that manifests in different ways
  - Often living in a complex care settings

# Children and young people presentation

- ▣ Intrusive thoughts, Flashbacks
- ▣ Feelings of intense distress/ fear
- ▣ Poor impulse control
- ▣ Stress intolerance
- ▣ Poor memory, Lack of interest, Difficulty concentrating
- ▣ Hypervigilance
- ▣ Developmental challenges

# Frequent Behaviours

- ▣ Difficult to engage
- ▣ Reactive – fight/flight/freeze
- ▣ Verbal and physical aggression
- ▣ Self harm
- ▣ Drug and Alcohol misuse
- ▣ Ongoing exposure to risk and harm
- ▣ Problematic sexual behaviour
- ▣ Difficulty with peer relationships family relationships
- ▣ Disengaged with education and health services
- ▣ Placement disruption

# Challenges

- ▣ Access to mainstream services
- ▣ Engagement and safety in school
- ▣ Reduced opportunity for peer relationships
- ▣ Placement disruption
- ▣ Multiple agencies
- ▣ Anxious service system

# Improving Services for Children and Families

- ▣ Meeting the Premier's Priorities
  - ▣ Protecting our most vulnerable children
  - ▣ Increasing permanency for children in OOHC
- ▣ DCJ Practice Framework
  - ▣ Culture is ever present
  - ▣ Relationships create change and restore dignity Critique leads to improved practice
  - ▣ Ethics and values are integral to good practice Protecting our most vulnerable children
  - ▣ Increasing permanency for children in OOHC
- ▣ Trauma informed practice
- ▣ Relationship based practice
- ▣ Office of Children's Guardian Standards for Permanent Care

# ISS casework

- ▣ Unconditional care
- ▣ Child centered and Individualised care
- ▣ Strengths based
- ▣ Long term
- ▣ Recognition of the role of family
- ▣ Culturally capable
- ▣ Effective relationships with other agencies and professionals



# What we do

- ▣ Assessment, analysis and interventions through case planning
- ▣ Focus on coordination and integration of services
- ▣ Establish and maintain safety
- ▣ Regular/predictable casework visits
- ▣ Provide opportunities to be effective, to belong and to develop a sense of self
- ▣ Work with the family/significant others
- ▣ Know and hold their story
- ▣ Create hope
- ▣ Keep going and never give up
- ▣ After Care



# Staff Support Needs

- ▣ Skills to do the work
- ▣ Holding and sharing risk
- ▣ Maintaining boundaries
- ▣ Long term work
- ▣ Safety

# Contact

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