



## Fact Sheet

### Family Case Management (FCM)

Updated: 3 March 2010

**FCM is for families that repeatedly come into contact with numerous service providers but still struggle to improve their situation. The Program aims to assist these families using integrated case management, accessing local Government and non-Government service providers. Mission Australia delivers FCM in Orange, Leeton and Narrandera.**

#### Target Groups

FCM is a key initiative in the NSW Governments Keep them Safe action plan. Mission Australia delivers the FCM program in Orange, Leeton and Narrandera.

FCM is an integrated case management response to families that are frequently encountered and require the services of Government and non-Government agencies.

FCM in Orange, Leeton & Narrandera will focus on Aboriginal Families and Communities and involve families that have a child or young person who is at risk of harm.

Families will be nominated by a cross section of services providers including Government and non-Government agencies who are involved on Local Management Groups.

#### Service Activities

FCM will involve Local Management Groups (LMG), who are responsible for identifying & selecting families, guide family plan development and review plans regularly and ensure agencies deliver on agreed actions.

Local Management Groups meet monthly and are made up of representatives from:

- Non-Government Organisations
- Housing NSW
- Education & Training
- Aging Disability & Home Care
- Greater Southern Area Health Service
- Greater Western Area Health Service
- Community Services
- Aboriginal Affairs
- Juvenile Justice
- NSW Police
- Corrective Services – Probation and Parole

Local Management Groups resolve issues, align agency priorities around families and assist to facilitate change. There will be a LMG who will cover Orange and another who will cover Leeton & Narrandera.

Mission Australia employs a Coordinator for the FCM Program. The Coordinator's role involves:

- Facilitate the implementation of the Family Case Management response in Orange, Leeton & Narrandera.
- Build cross-agency relationships.
- Support the LMG with integrated case management activity.

- Provide administrative and organisational support to LMG.
- Track Family Case Management progress and provide support to evaluators.
- Work within the Aboriginal community to build awareness and community support for Family Case Management.

#### Outcomes

FCM aims to improve outcomes for families by working in a coordinated manner to implement actions that will reduce the risk of harm to children and young people and increase overall family functioning.

#### Funding Sources

Stage 1 funding, comes from the FCM component of the NSW Government's *Keep them Safe* budget.

During Stage 1 the Department of Premier and Cabinet will provide project management and evaluation of Family Case Management.

#### Mission Australia

Mission Australia is one of the nation's leading charities and community service organisations, having helped change the lives of individuals and families in need for almost 150 years. Mission Australia's vision is 'to see a fairer Australia by enabling people in need to find pathways to a better life'. Mission Australia currently operates more than 450 services throughout metropolitan, rural and regional Australia – in every state and territory. Our services are made up of community, employment and training services aiming to provide:

- Pathways away from homelessness;
- Pathways to strong families and healthy, happy children;
- Pathways through a successful youth;
- Pathways to skills and qualifications; and
- Pathways to sustainable employment

#### Contact Information

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