

Child and Family Health Service Proposed Model of Care – Key Differences

The Child and Family Health Service (CaFHS) has released a proposed model of care, which sets out a new way of working with families. This table highlights the key changes under the new model and is designed to accompany the full CaFHS Proposed Model of Care paper.

CURRENT...	PROPOSED...
Services are focussed on families, but may not consistently involve them in decision-making.	Families will be involved in shared decision-making relating to their care.
Focus is primarily on mothers and their children.	The individual needs of families will be better considered including fathers, extended family members, Aboriginal Elders and community, primary carers other than mothers and fathers, and diverse family models.
Focus is on prioritising health and clinical aspects of support to families.	The care and support given will meet the family's cultural and clinical needs and will ensure they receive the most appropriate CaFHS service.
Service availability and response varies depending on geographical location.	CaFHS will work to ensure families can access the full range of services, irrespective of where they are located. CaFHS will ensure the challenges faced by families living in all locations are understood and addressed.
Services are provided predominantly at clinics and in the home.	Services will be provided in partnership with other agencies at more locations including Department for Education and Child Development Children's Centres.
CaFHS does not currently play a consistent role in supporting families to locate reliable information from the range of parenting resources, websites and applications (apps.) available to them.	CaFHS will help connect families with reliable information about parenting, recognising the wide range of apps., and online content available. This will ensure families are linked to other key parenting services available, including via Children's Centres and information through Parenting SA.
Families most in need of support may not always access CaFHS services.	CaFHS will continue to provide services to all families with children up five years of age, and will actively work with those who need it most, increasing the support they receive.
Aboriginal children and families may experience the involvement of an Aboriginal worker but the scope of this role is limited.	Aboriginal workers will be more involved in providing care to Aboriginal children and families, where families choose this.
The community is not always clear about the services CaFHS provides or how to access them.	CaFHS will clearly communicate with families and key partners on who we are, what we do and how we can help. A single point of contact will be established to streamline processes for referrers.
First contact with families ('the universal contact visit') is largely standardised with limited flexibility to respond to families' individual needs.	First contact with families will be more flexible to better meet the needs of children and families.
First contact with families ('the universal contact visit') covers a large amount of information delivered during the single visit, which can be overwhelming.	First contact with families will be conducted over two visits and will be more responsive with fewer standard items. It will be better timed to meet the changing needs of children and families. A third visit is also possible, if the family needs it.
The majority of CaFHS' current ongoing services (Family Home Visiting Program and some Allied Health services) begin following the birth of a baby.	Ongoing services will begin as early as possible in a child's life, including antenatally, in line with current evidence that this time is vitally important to the lifelong health and development of children.
The Family Home Visiting Program runs over two years with the schedule of visits based on the program's structure. Success is measured by retention of families. Around 50% of participants leave the program early for a range of reasons.	Ongoing services will have multiple review points and greater flexibility, including duration, so that they better meet the needs of families.
No specialised CaFHS service exists for children in statutory care (i.e. in the care of the State).	Specialist CaFHS staff will work with the Department for Child Protection to meet the needs of children who have experienced trauma, abuse and neglect. CaFHS is a key service linking with the new Child and Family Assessment and Referral Networks (CFARNs) providing family support services.
A limited range of groups are offered, with availability dependent on geographical location.	A variety of groups will be provided (e.g. Early Parenting Groups, one-off information sessions, 'Welcome to CaFHS' sessions). CaFHS will have strong links with other group programs, including those provided by Children's Centres.

