

Community of Practice Snapshot Report

Home
Stretch
WA

July 2022 - June 2023

The Community of Practice has been supporting providers to implement the Home Stretch WA service since early 2022. The following is a Snapshot Report capturing the achievements under our 5 Pillars:

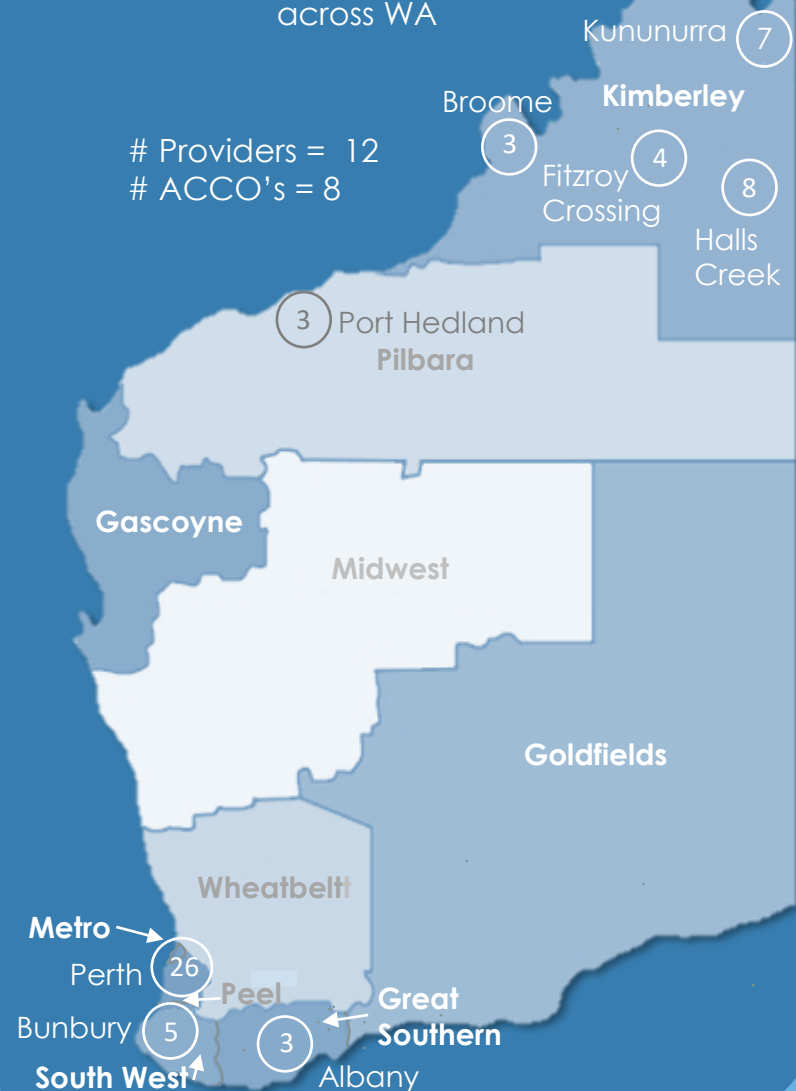
- Workforce Development
- Youth Participation
- Aboriginal Culture & Community
- Continuous Improvement
- Monitoring & Evaluation

Training Participation

of Training Events = **36** including
22 Workshops & **14** Facilitated Practice Hours
 # of Participants at the Training Events = **266**
 # of Staff Trained = **59**

78% of Training was Co-Facilitated by a Lived Experience Consultant

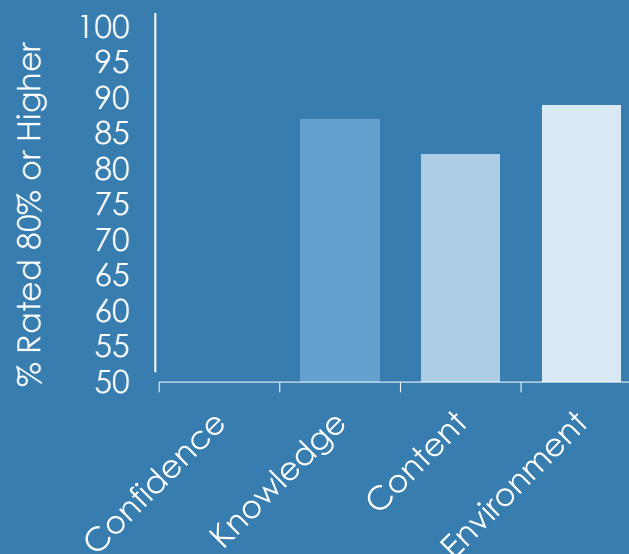
Location of Staff Trained across WA



Providers = 12
 # ACCO's = 8

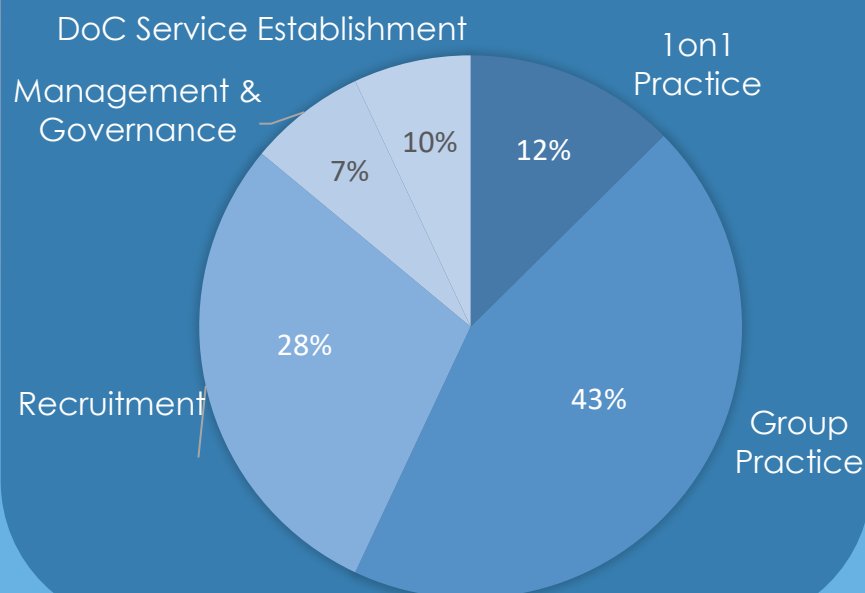
Participants' Ratings of Training

% Participants Who Rated Training 80% or Higher



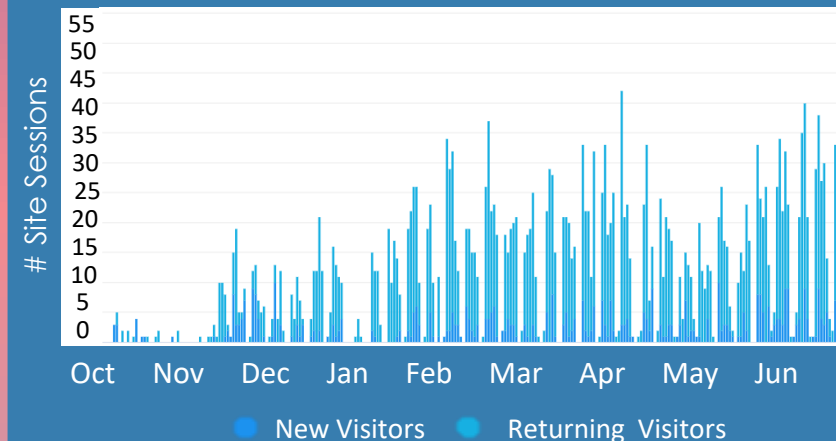
- Response Rate of 30% (total 54)
- High Rating = high confidence, knowledge & expectations

Areas CoP Provided Workforce Development Support



CoP Website

Website Traffic (from launch in October 2022 – June 2023)



of Website Resources Developed = **136**

of CoP Website Members = **88**

Site sessions = **2,844**

Unique Visitors = **489**

Average session duration = **8m 43s**

Average # pages per Session = **2.2**

60% Visited more than one page

Page Most Time Spent On: **Housing Allowance**

CoP Website Feedback

'It's easy to navigate.'

'So many helpful documents.'

'A page with links to relevant external resources would be good.'

'It's great being able to access previous training online.'

Workforce Development Snapshot July 2022 – June 2023

Practice Principals

You are the expert in your life, you deserve the freedom and respect to make your own choices

Our support is unconditional

"Chipping In" is about young people taking charge

This means that young people are asked to invest in themselves - building their skills, knowledge and capacity

Your coach will be consistent & persistent but not intrusive

"Like a text message, not a knock on the door"

You can make an informed choice about the support you receive from Home Stretch WA

There are no shocks for you or the important people in your life



Marra Worra Worra in Fitzroy Crossing



Training at MG Corp in Kununurra

Online Practice Hours have been popular knowledge sharing events



Andy & Shelley in Miriwoong Country



Fitzroy Crossing was a challenge in the floods!



Hanging with the Broome Youth & Families Hub mob



Meeting on Yawuru Country

Training – What you said...

- Words used to describe the training: helpful, good, great, enjoyable, dynamic, interactive, engaging and amazing
- "The Trial Team and CoP Team have helped immensely to adjust to the program"
- "The training is practical, allows connection with real scenarios, coaches and coordinators, share information and learnings and meet new people"
- "Being able to discuss best practice and our own experience and hearing the point of view from the Dep and their process, makes the whole transition easier"
- "Simultaneous in-person and online training is not a good experience for those online"
- 'Keeping to the time in workshop was an issue and meant many slides, practical activities and discussions, which would have been useful, were not covered.'

Training – What we did...

- Maintained high participation of Lived Experience Consultants and Trial Coaches
- Maintained high number of interactive and real-life experiences and activities
- Training will be either online OR in-person
- Up-skilled and increased the number CoP team members delivering training
- Made improvements based on your feedback
- Provided material at sessions and recordings and slides added to the website
- Decreased length of individual training sessions and delivering one topic per session
- Increased administrative resources in the team to improve preparation and sharing of resources
- Providing regular workforce development updates

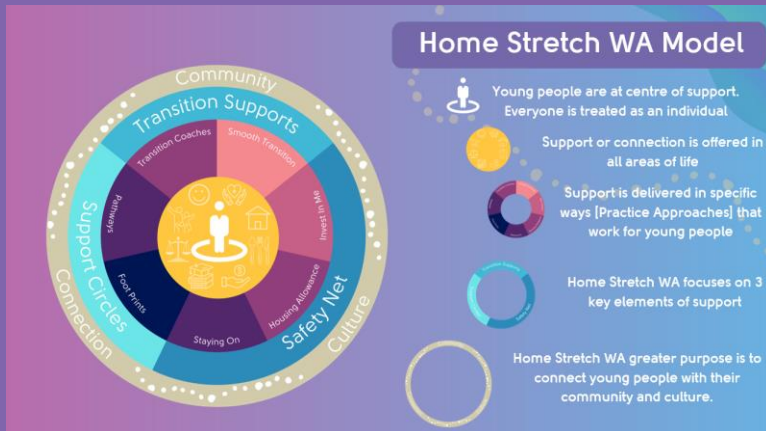
Developing Our Approach with Yorganop

- Co-locating the CoP with Yorganop's Home Stretch WA Team allowed us to support the establishment of a high integrity ACCO led Home Stretch WA service, whilst also learning and developing our approach to support the scaling of the model across WA.
- Intensive one-on-one and group support was provided to the Yorganop team, integrating the strengths and practices of the Home Stretch WA Trial with those of Yorganop as an organisation.
- Model Publication Sprints were undertaken in consultation with Yorganop to develop and refine resources to support service establishment, practice governance, service delivery and workforce development.
- Cultural guidance was provided by Aboriginal staff from Yorganop, building on the principles developed through Nitja Nop Yorga Ngulla Mia.
- A range of prototype training workshops and reflective practice forums were developed with lived experience consultants, and then tested with Yorganop's staff and other metro service providers.
- Training workshops and content have been adapted and contextualised to meet the needs of regional and remote Home Stretch WA providers across the state.



Youth Participation Snapshot July 2022 – June 2023

Logo & Model Diagram



- Young Consultants led the development and design of the logo and the Home Stretch WA Model Diagram

Youth Engagement Plan

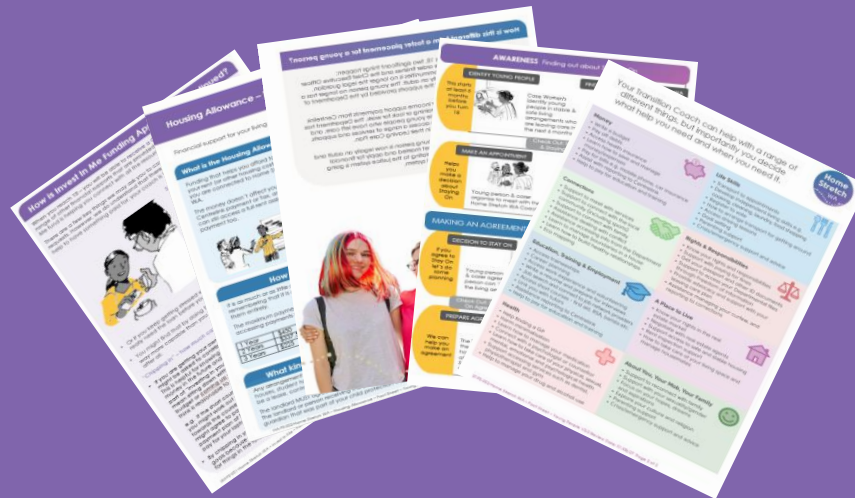
- 5 Lived Experience Consultants Co-created the Youth Engagement Plan

Home Stretch WA Youth Engagement Plan

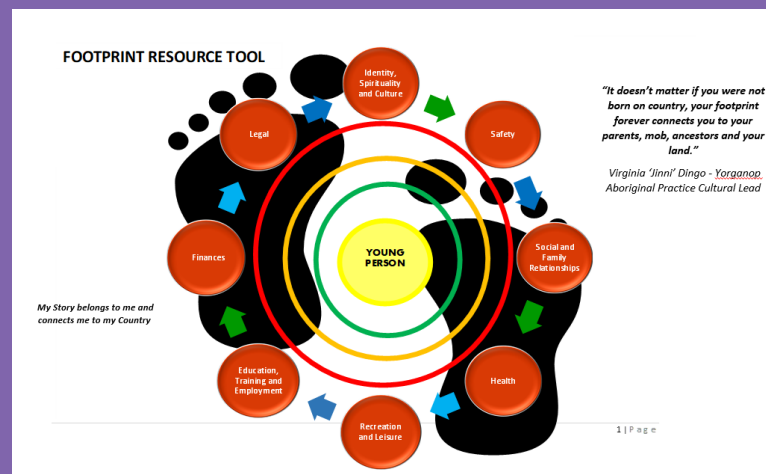
Below is a snapshot from the Home Stretch WA- Youth Engagement Plan & example activities and roles for Lived Experience Consultants.

- Communicate Home Stretch to Young People**
 - Create engaging and funny content for social media
 - Create youth friendly resources to communicate Home Stretch - Flyers, videos, social media, animations, website, blogs etc
 - Create a calendar of events and activities for young people in Home Stretch to be involved in
- Continuous Improvement**
 - Consult other young people in Home Stretch about what is working/ not working!
 - Help young people communicate feedback to improve the Home Stretch Model
 - Support young people in regional areas to work out how Home Stretch works for them and their community!
- Youth Participation**
 - Facilitate or support the Youth Advisory Group to capture the voices of young people, share ideas and feedback and provide guidance for group members.
 - Develop a Feedback & Complaints process for young people in Home Stretch
 - Represent young people's voices at Governance groups for the roll out of the model
 - Share own Lived Experience to help Home Stretch providers understand what works for young people
 - Support other young people to share their Lived Experience in safe and supportive way
- Workforce Development**
 - Co-facilitate training and participate in workshops with Home Stretch Providers and share lived experience perspectives
 - Support the recruitment of Home Stretch Staff members- Coordinators, Transition Coaches, Staying On Facilitators
- Monitoring & Evaluation**
 - Help ensure Home Stretch is delivered the way it was designed by young people
 - Create a tool for Home Stretch teams to reflect on their service and how they are involving young people
 - Interview Home Stretch Teams about how they are involving young people
 - Help the Evaluation team evaluate what success looks like for young people in Home Stretch
 - Capture and share the stories from young people about what's working for them
- Aboriginal Culture & Community**
 - Ensure young Aboriginal people are represented and their voices and knowledge is heard for the roll out.
 - Develop and review the Aboriginal Cultural Framework/Guidelines for Home Stretch
 - Help adapt the model to better support Aboriginal families and communities

Workforce Development Resources & Tools



- Directly supporting design and development of the practice tools and resources published on the website
- Supporting and guiding the development of the Home Stretch WA Model Integrity Framework
- Guided the development of the Housing Allowance policy and practice guidelines
- Guiding the development of the Footprints Practice tools



Co-Facilitated Training & Information Sessions

- Co-creating and co-facilitating a range of bespoke training to more than seven different home stretch providers across the state
- Co-facilitating service establishment workshops and training sessions across the Kimberley.
- Developed and delivered info sessions for young people and foster carers.



Youth Advisory Group (YAG)

- Established a youth advisory group with a focus on Aboriginal young people



Youth Participation Snapshot July – June 2023

Lived Experience Consultants

- 5 young people with lived experience of OOHC were recruited & employed as Lived Experience Consultants, ensuring the voice of young people & lived experience continue to remain at the centre of the development and roll out of the Home Stretch WA model
- Young people are employed as either part-time or casual consultants in order to provide consistency and flexibility in the opportunities available to young people to contribute and lead.
- 3 of the young people who have been employed as consultants have subsequently been offered full time work by other agencies, with one of the young people gaining the opportunity after they had been observed working in their capacity as a lived experience consultant
- Over the first 6 months of the CoP work, the lived experience consultants have collaboratively develop the youth engagement to ensure there is consistent ongoing commitment'
- Each of the consultants bring their strengths and skills to the work, and contributed differently towards the activities and aims of the Community of Practice.



Other Significant Achievements of Youth Engagement Plan

- Co-designing the Lived Experience Consultant roles and how they are structured.
- Supporting and guiding the development of Independent Evaluation Outcome Measures and Framework and forming a Reference Group to provide ongoing support.
- Contributed to the creation of the Yorganop Cultural Practice Framework
- Supporting the recruitment of the staff for the Yorganop Home Stretch WA team
- Ongoing membership and attendance at the Guiding Panel and other working groups
- Designed a complaints and appeals process with Advocate for Children in Care
- Provided direct support and advice to the Leaving Care continuum mapping project
- Provided direct support and advice to the Guiding Panel - Disability Working Group to create Stage I Referral NDIS Supplementary Details Form and Smooth Transition Journey map.
- Youth Engagement Plan signed off by the Executive Director of Communities
- Providing 1:1 Support to Home Stretch WA Providers in the Kimberley for Aboriginal Staff
- Providing Feedback in Regional ACCO's Practices Hours



Future Plans for Participation

- Create engaging content to communicate what Home Stretch WA is for other young people, using Instagram & other media.
- Grow the Youth Advisory Group and create a calendar of celebration events and activities for young people in Home Stretch WA to participate
- Create more youth friendly resources to communicate Home Stretch WA – videos, website page, animations & blogs
- Engage more Lived Experience Consultants to share their own experiences to help develop and inform practice that works
- Create and facilitate a program self-audit tool for Home Stretch WA providers to reflect on their service and how closely aligned to the model it is



Aboriginal Practice Lead

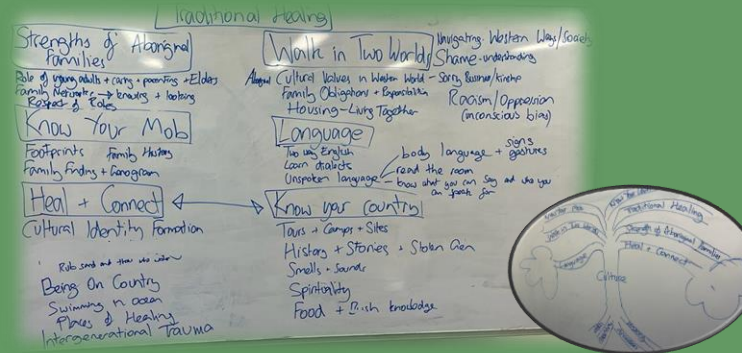
- Kristina Radcliffe is the Aboriginal Practice Lead for the Home Stretch WA Community, working under a subcontract between Anglicare WA and Yorganop.
- The role offers a strong cultural lens to all aspects of the Community of Practice and brings together the voices and experiences of Aboriginal Community Controlled Organisations (ACCOs), and community.



Cultural Practice Support for Aboriginal Coaches

- Safe spaces have been created for Aboriginal Transition Coaches to share the cultural loading of their work
- A diverse range of Aboriginal people share their lived/living expertise around how best to support Aboriginal young people and families.
- Development of the Footprints Tool – a culturally informed approach to supporting young people to understand their connections and natural support networks.
- Reflective Practice Supervision offered to Aboriginal and non-Aboriginal staff to provide additional support around cultural loading, and the challenges and celebrations of dual roles in community.

A Prototype Cultural Framework



- Building on the voices and ideas of Aboriginal people expressed through Nitja Nop Yorga Ngulla Mia Design.
- Yorganop's framework was developed as a prototype for the broader system.

Building a Shared Cultural Framework Across Home Stretch WA

- Together with our ACCO members, the CoP is developing a framework that will support Home Stretch WA providers to understand the importance of culture in the lives of Aboriginal young people, families and Aboriginal Community.
- Co-design work began in December 2022 to understand some of the common cultural elements to a framework.
- Regional Practice forums are held regularly to provide a safe space to continue development.
- The journey deepens our understanding of how to balance the needs of a western child protection system, with the right to self-determination and empowerment of Aboriginal communities.

Building a Network of ACCO's

- Support provided to regional ACCO's has included respectful engagement and consultation around how their cultural knowledge will underpin and guide their Home Stretch WA service.



- Development of draft protocols to support young people to return to country and be supported by the local ACCO delivering Home Stretch WA.
- Proactively strengthening relationships and networks between ACCO's and the broader community service system.
- Bringing together leaders from ACCO's to explore what an Aboriginal-led network might look like, after the end of the funded Community of Practice in 2024.



Voice of Aboriginal Young People



- The Youth Advisory Group (YAG) has been facilitated by our amazing Aboriginal Lived Experience Consultant, Shelley Farmer.
- The Metro YAG has 75% membership by Aboriginal young people.
- The CoP is working with our regional providers to identify young people who would like to be involved in co-design or consultation roles.
- Development of draft protocols to support young people to return to country and be supported by the local ACCO delivering Home Stretch WA.
- Proactively strengthening relationships and networks between ACCO's and the broader community service system.
- Bringing together leaders from ACCO's to explore what an Aboriginal-led network might look like, after the end of the funded Community of Practice in 2024.

Elevating the Voice of Aboriginal Community & Organisations

- The Community of Practice has continued to provide intensive support and advocate for young Aboriginal people, families, workforce and organisations to have their stories and voices heard.



- Young Aboriginal people played an important role in the development of the Independent Evaluation's Outcome Measure Tool, with an Aboriginal Lived Experience Consultant leading the testing & review of the instrument with Aboriginal young people connected to the YAG
- Two young Aboriginal men were supported through Media Training & Lived Experience Story Telling Training so that they could be empowered with the skills & confidence to safely share their story & ideas with decision makers & the public. One of the young men, Gerome, was featured in an article in the West Australian Newspaper after having an opportunity to meet with Hon. Sabine Winton MLA. Minister for Early Childhood Education; Child Protection; Prevention of Family & Domestic Violence; Community Services.
- The work of Innovation Unit to map the Leaving Care Continuum was heavily supported by the CoP team, particularly through vouching & brokering opportunities to engage & connect with Aboriginal workers, organisations, foster carers & young people with lived experience.

- At the recent Home Stretch National Symposium, the CoP advocated with the National Campaign to ensure that the Aboriginal Organisations and staff working on Home Stretch in WA were featured on panels and the program.
- This advocacy resulted in the flights and accommodation for 2 staff from an Aboriginal Organisation to fully funded by the National Campaign, and for 3 representatives to feature on different panels throughout the Symposium.

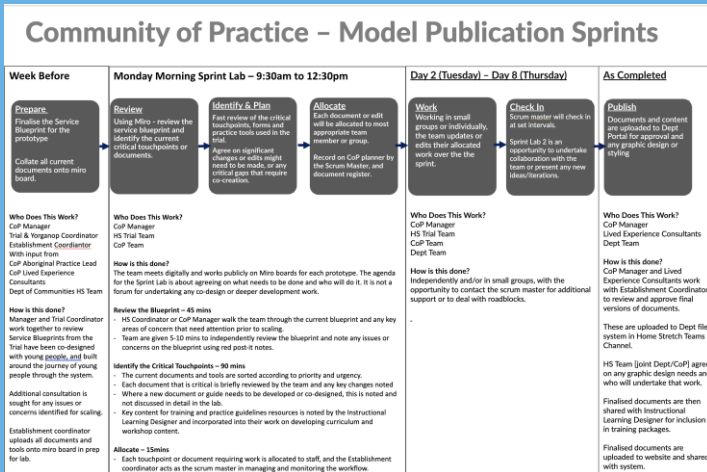
Connecting Aboriginal Workforce



- Every fortnight the CoP Team, together with the Aboriginal Practice Lead facilitates an online practice hour for ACCOs, linking the Aboriginal workforce and Regional ACCO Home Stretch WA Service Providers together to share learnings, insights and experiences.
- Yorganop and the CoP hosted a 3-day practice development forum for coordinators from the Kimberley ACCO HS Providers. The forum was an important starting point for the early development of protocols to support collaboration and shared care of young people returning to their own country across the state, as well as identifying emerging regional needs and opportunities for model adaptation around Housing Allowance and Smooth Transition.

Model Publication

- An agile approach was taken to translating the Home Stretch WA Trial Model into an extensive suite of practice guidelines, policies & program resources.



Young People Living with a Disability

- Ongoing collaboration with CAFAWA Disability Sub-Group to identify key system reforms needed to enable Home Stretch.
 - Completion of 6 Journey Maps
 - Insights Report used as foundation for advocacy by CAFAWA with Specialist Child Protection Unit.
- Home Stretch WA Disability Working Group has begun developing new referral resources and clearer criteria.
- Learnings and insights have been captured through direct support delivered to providers.



Moving from Good Practice to Good Policy

- The CoP Team and Communities Home Stretch WA Team have collaborated with all stakeholders through the working groups to develop a clear policy framework to underpin the Home Stretch WA state-wide rollout
 - Working Together Protocols for the District Office & providers
 - Protocols for Shared Support by providers
 - Invest In Me – Guidelines for providers
 - Staying On & Housing Allowance Financial Governance Policy
 - Staying On & Housing Allowance – Guidelines

Housing Allowance Practice and Policy

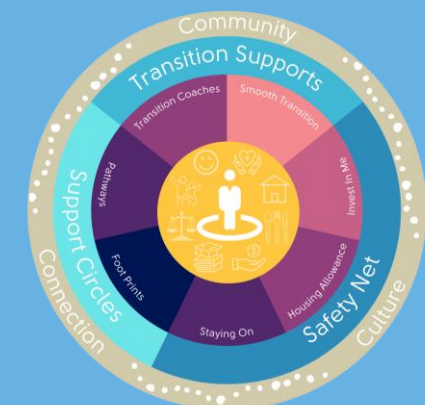


- Introducing the Housing Allowance payment is a major achievement of the CoP team
- Similar models of practice are funded as stand-alone programs in many other jurisdictions.
- Aligning good financial governance at scale with the co-designed model was a complex & highly iterative process, involving multiple working groups.
- The CoP team undertook significant advocacy work with the Commonwealth to reach a policy decision that exempts the Housing Allowance payment from impacting young people's income support.

Model Adaptation for Regions

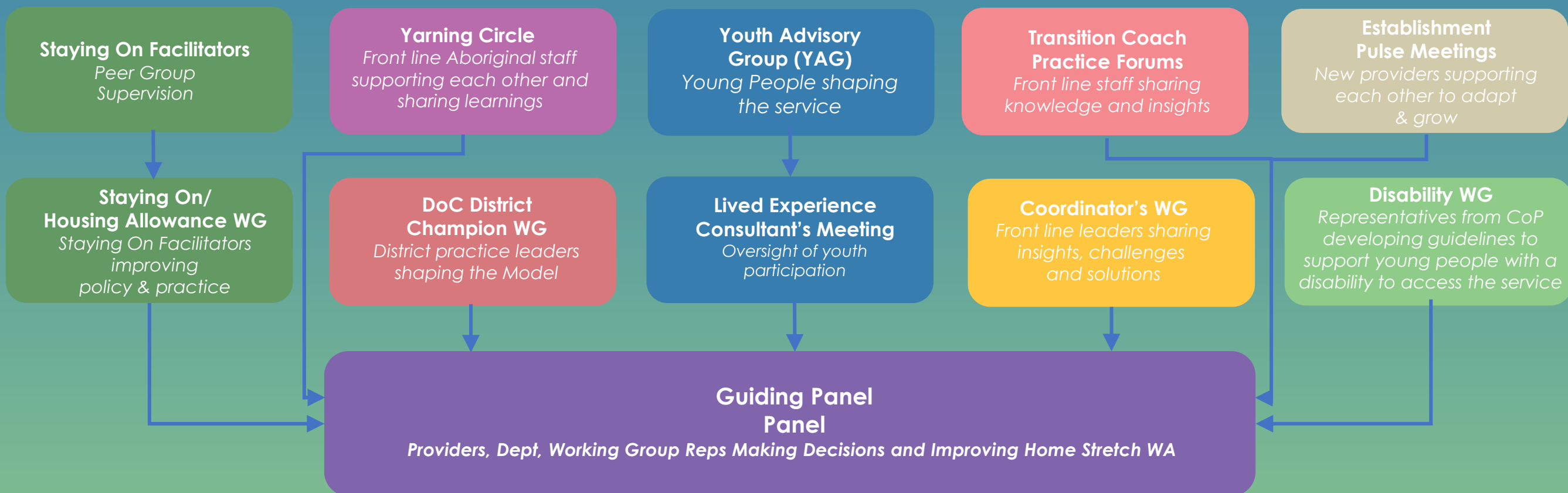
- Service Establishment Workshops with each new provider and their local district office teams to develop a local understanding of what Home Stretch WA will look like.
 - Supporting ACCO's to develop a team structure and roles that build on their organisation strengths.
- Development of bespoke practice resources and referral forms for Kimberley, South-West and Pilbara.
- In Collaboration with Dept of Communities; co-designed and testing a 'By Name Approach' to support Districts and Providers to ensure all young people are offered Home Stretch WA

Model Integrity Framework



- Since September 2022, the CoP Team has developed and continued to refine the Home Stretch WA Model Integrity Framework.
- The Framework describes the Home Stretch WA Service Model, its core elements, and sets out practice standards for how support should be offered.

Community of Practice Implementation Working Groups



Continuous Improvement Snapshot July 2022 – June 2023



Working Groups

The working groups are the heart-beat of the Home Stretch WA Community of Practice and are structured as a continuation of the policy co-design approach that was implemented

Working Group	Number of Meetings	Membership
Guiding Panel (Agenda & Minutes)	6	Senior Leadership from Home Stretch WA providers, CoP Manager, Lived Experience Consultants, Department of Communities – HS Team, District Champion Working Group Representative.
District Champion Working Group (Standing Agenda & Actions Issues Register)	5	Nominated Representatives from Child Protection District Offices Across WA, Department of Communities Home Stretch WA Team,
Metro Establishment Pulse Meeting (Minutes)	5	Leadership from Metro Service Providers (replaced by Guiding Panel)
Staying On/Housing Allowance (Standing Agenda & Action/Issues Register)	7	Staying On Facilitator and/or HS Coordinators, Department of Communities HS Team, Lived Experience Carer (Vacant), Home Stretch WA Trial Coordinator, CoP Manager,
Young Consultants Meeting (Agenda & Minutes)	4	Lived Experience Consultants (5), CoP Coordinator, CoP Manager
Youth Advisory Group - Metro	4	Lived Experience Consultants, Young People Participating in Home Stretch WA, CoP Coordinator, CoP Manager, Create WA
Coordinators Meeting (Standing Agenda & Action/Issues Register)	11	Coordinators from Home Stretch WA Services, Home Stretch WA Trial Coordinator, CoP Manager
ACCO/Regional Practice Forum	5	Front Line Staff working in Regional ACCO providers, Aboriginal staff from Non-ACCO services, CoP - Aboriginal Practice Lead, CoP Workforce Development Coordinator, CoP
Disability Access Working Group (Minutes & Agenda)	2	Lived Experience Consultants (2), Self-Nominated Individuals from HS Service Providers, CoP Manager, CoP Workforce Development Coordinator,
Evaluation Reference Group (Lived Experience) (Quantum Captures Feedback)	2	Lived Experience Consultants (4), Home Stretch Trial Transition Coaches (2), CoP Manager, Quantum Consulting

The Home Stretch WA Minimum Data Set (MDS)

- The development of the MDS was a significant milestone
- All stakeholders were consulted, and ongoing testing and refinement occurred with Yorganop, Department of Communities and the Home Stretch WA trial team.
- A suite of tools, templates, and resources were created to facilitate quality data collation across the network of Home Stretch WA providers
- The Service Tracking Tool (STT) provides Home Stretch WA services with the ability to effectively manage their program, whilst collecting the minimum data required for their reporting and outcomes
- Established clear data sharing mechanisms, including the Department of Communities contributing Staying On Subsidy and Housing Allowance information monthly, showcasing the Department working as an active and contributing member of the CoP
- Unique Identifiers enable deidentified, longitudinal data collation to capture individual outcomes experienced by young people and measure changes as a result of the Home Stretch WA program.

100% Providers shared the full MDS for each month that they were required

48 Data sharing templates have been completed by providers & shared with the CoP

Targeted Provider Support

- Each Home Stretch WA provider receives targeted training and support to establish their data capture/sharing mechanisms, this includes onsite visits where beneficial
- Ongoing support is available to all providers as required

29

Scheduled data support meetings (excludes phone call/email support)

8

Providers onboarded and trained to complete data sharing

- A series of data labs will be facilitated by the CoP mid 2023, using a Results Based Accountability (RBA) framework to build the capacity of providers to understand and explore how they might improve their service and workflow

External Evaluation

- Direct support and collaboration with Quantum Consulting who are completing the Independent Evaluation
- Co-design of a Monitoring and Evaluation Framework and establishment of a Lived Experience Reference Group for the Evaluation.
- Routine transparent data sharing, as well as guidance regarding contemporary research and practice in relation to systems and programs that support young people transitioning from out of home care.

Data Informed Decision Making

- All data shared with the CoP is collated and analysed, contributing to broader systems improvement, providing insight into service statistics, trends, opportunities, and risks.
- The CoP responds to themes identified within the data to tailor its supports, for example offering specific training or practice hours to build knowledge and confidence.

A Data Dashboard

The Power BI report was published on the Home Stretch WA website in May 2023, providing a visual representation of the data being shared across the CoP network. Examples below:

