Client Pathway Service Model - Building Family Opportunities Playford.

Undertake mapping of local area services and networks including:

- Employers and employer representative groups
- Employment, Education and Training services
- Government and non-government community services and advocacy / representative groups/associations

Client Referred from set referral point - e.g. Housing SA, Families SA, Centrelink Participation Facilitator (PF) establishes Stage 1. partnership model with existing and other **Establish Initial Service Agreement with the family.** service providers assessed as having a Agreement will include consents to work with, at a minimum: relevant stake in assisting the family to - JSA provider; progress their goals. - DECD services to support school attendance and ILP / NLP - The referring agency; and Involves establishing an agreed strength based - Other relevant agencies the family is / or wants to be approach to client servicing, identification of engaged with resources required, a resource sharing arrangement, respective responsibilities of partners and case coordination with existing services and family. Stage 2. Develop initial CFP build Identify joint and individual agency KPIs as relationship with Family, formal engagement they relate to family servicing and set agreed with co-service providers, map collaborative strategies to optimise outcomes. pathway and goals to enable best coordinated response/effort/resourcing for family around non vocational barriers to participation. Implement CFP strategies and maintain contact and support family to achieve non vocational Stage 3. Establish JSA / DES relationship. and vocational goals Review JSCI / ESAt/ tailor EPP/ EPF entitlements with the client and the JSA case manager. Develop strategies, 100% jobseekers in families have identify responsibilities and negotiate the JSA Pathway Plan future contact pattern. incorporated into the CFP Facilitate access to appropriate pre-Stage 4. employment / pathway activities Maintain, monitor, review the ongoing support plan with the family – include all partners / review SEE training dates / contact pattern/ responsibilities etc. and **Learner Support Services** contribute to program evaluation activity ACE programs / reconnect programs Vocational and Non Vocational supports identified C4C activities 80% families progress along the employment Soft skill employability training participation continuum within 6 months of Job Club / volunteering service Internal Business Liaison support Stage 5. Provide post placement support for Family extends participation or family exits program employment, education and training with connections to appropriate services and commencements tracked with flexible support transition plan