

**‘Whole of Community’ Engagement Framework  
to enable effective  
‘Whole of Family’ Intensive, Coordinated and Collaborative Case Management  
to long-term jobless family members to achieve employment, improved personal and family well being and improved social participation**

Long-term jobless families	Personal well-being support services for families	Education and training services and supports for job-seekers and children	Employers, Employment Services providers and stakeholders
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Mapping of needs and issues; Consultation re opportunity for innovative service responses / relations between service partners; Promote the BFO

<p><b>Identify and prioritise</b> priority locations of high residential representation of long-term unemployed families; sole parent families; Aboriginal families; migrant families</p>	<p><b>Identify</b> personal support services currently being accessed by the client target group and/or likely to be required following commencement of intensive family case management</p>	<p><b>Identify</b> education and training services in the region currently being accessed by families in the client target group and/or likely to be required following commencement of intensive family case management</p>	<p><b>Identify</b> Employment Services Providers and key SA Govt., Federal Govt. and non-government employment and skills sector stakeholders as well as employers, employer groups, industry and labour associations</p>
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**Seek engagement via:**  
dissemination of information and outreach personal presence at shopping centres, schools and Children’s Centres , Medical Centres / Hospitals, SA Govt Federal Govt and NGO services Community Centres, Local Radio

**Engage with this range of services, providers and stakeholders to facilitate:**

- Formation of a Local Governance Group to support the forming of cross agency servicing relationships; assist to identify issues/ needs / gaps in service provision and propose solutions /responses
- Clear and strong knowledge and acceptance of the BFO program among these networks
- Appropriate referral of long-term jobless families to the program
- Joint understanding among BFO and other Case Workers of identified priority needs / circumstances /actions
- Engage services in coordinated collaborative case management around needs of participating BFO family members

**Implement Assertive Family Case Management via the BFO Family Service Model at Attachment A, demonstrated as currently delivered in this paradigm at item 3.3.1(i) through the Case Management Framework described at 4.1 (Service Quality) All delivered by a multidisciplinary team: Social Work, Psychology, Education; Employment Services; Cultural competency**

**e.g. Services and service networks for:**  
General and Women’s and Children’s Health, Hospitals, Mental Health, Drug and Alcohol, Parenting Support, Financial Assistance, Legal and Justice, Accommodation and Homelessness, cultural inclusion/support, recreation

**e.g. Services and service networks for:**  
Children’s Centres, Learning support staff at primary and secondary schools, school attendance workers, special needs education support workers, Registered Training Organisations , Community Education Services, tuition services, language services

**e.g. Services and service networks for:**  
JSA , DES and IEP providers; Skills for Jobs in the Regions Networks and Initiatives; Priority Employment Area initiatives through Local Employment Coordinator and the Local Area Group (LAG)

Participate conjointly with the service community and contractually with DEFFEST in Progress Reporting; Program and Service Review; and Evaluation re effectiveness of the program