



DCP Child and Youth Engagement Action Plan

Year 1 (July 2021-2022)

ACTIONS	MEASURES	TIMEFRAMES	STAKEHOLDERS
1.1 Create and maintain a Young Persons' Group (No Capes for Change) that works with DCP to inform decision makers and provide advice on DCP projects, programs and policies	<ul style="list-style-type: none"> No Capes for Change is maintained as an ongoing source of advocacy and consultation Feedback from membership reflects positive outcomes from engagement in the group Recruitment for membership occurs annually to ensure ongoing opportunity for new members Partner with the Residential Care PAC for recruitment of Aboriginal members that ensures the cultural needs and voices of Aboriginal young people are represented Supporting documentation such as an operating guide, terms of reference, and role description are created and made visible across DCP 	When? July 2021 Why? To achieve our goals of PARTICIPATION and LEARNING Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: YOUNG PEOPLE
1.2 Create a visual identity that is a collective representation of the voices of children and young people who experience the child protection system	<ul style="list-style-type: none"> Art piece designed by children and young people, is culturally appropriate and endorsed for use as a graphic mark, representing the voice of children and young people in DCP 	When? July 2021 Why? To achieve our goal of PARTICIPATION Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: YOUNG PEOPLE
1.3 Develop a Child and Youth Engagement home page on the DCP intranet	<ul style="list-style-type: none"> DCP staff are able to access information on child and youth engagement work, engagement tools, and links to services and advocacy bodies 	When? September 2021 Why? To achieve our goals of PARTICIPATION and LEARNING Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: YOUNG PEOPLE ICT AND INFO MANAGEMENT
1.4 Develop a Child and Youth Engagement Working Group to provide a forum for DCP to communicate with partner agencies and share information relating to child and youth engagement	<ul style="list-style-type: none"> The working group maintains membership inclusive of regional offices and various external stakeholders DCP maintains a coordinated and collaborative approach to child and youth engagement operations 	When? March 2022 Why? To achieve our goal of PARTNERSHIP AND COLLABORATION Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: REGIONAL OFFICES CREATE FOUNDATION OFFICE OF THE GUARDIAN
1.5 Complete quality audits to help DCP understand how children and young people are involved in decisions that impact them	<ul style="list-style-type: none"> Young people provide consultation during the planning phases of relevant quality audits Implementation of quality improvement actions are tracked and monitored through a register to support continuous improvement and address system gaps 	When? June 2022 Why? To achieve our goals of LEARNING and PARTICIPATION Status: Completed ✓	LEAD: QUALITY AND PRACTICE
1.6 Partner with the Office of the Guardian for Children and Young People to review the Charter of Rights for Children and Young People	<ul style="list-style-type: none"> Young people are involved in the review of documents that impact on them Charter is reviewed as per agreement of every 5 years 	When? June 2022 Why? To achieve our goals of PARTICIPATION and PARTNERSHIP AND COLLABORATION Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: YOUNG PEOPLE OFFICE OF THE GUARDIAN
1.7 Partner with the University of South Australia, Australian Centre for Child Protection to provide research and advice to support the Strategy	<ul style="list-style-type: none"> Analysis of effective approaches to youth engagement is completed DCP implements youth engagement reform that is informed by research and evidence-based 	When? June 2022 Why? To achieve our goal of PARTNERSHIP AND COLLABORATION Status: Completed ✓	LEAD: QUALITY AND PRACTICE KEY STAKEHOLDERS: UNISA ACCP



DCP Child and Youth Engagement Action Plan

Year 2 (July 2022-2023)

2.1	Support the establishment of new regional Youth Councils across DCP	<ul style="list-style-type: none"> Youth council representation exists throughout all DCP regions Youth councils are representative and inclusive of the voices of Aboriginal, culturally and linguistically diverse, LGBTQIA+ children and young people and those with disability Membership is representative of the diverse demographic of young people in care Youth council's receive adequate funding to ensure sustainability of facilitation 	<p>When? January 2023 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: REGIONAL OFFICES</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
2.2	Review and update relevant DCP practice papers and chapters in the Manual of Practice in consultation with No Capes for Change	<ul style="list-style-type: none"> Number of consultations that have taken place Updated documents are uploaded and made available to staff Key documents reflect how youth consultation was undertaken and implemented 	<p>When? March 2023 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
2.3	Partner with external research bodies to contribute to the body of research within the child protection space	<ul style="list-style-type: none"> DCP participates in relevant research projects DCP practice and strategic reform is continually improved by the evidence base 	<p>When? June 2023 Why? To achieve our goals of PARTICIPATION and PARTNERSHIP AND COLLABORATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
2.4	Streamline the process of raising complaints/feedback for children and young people and increase children and young people's awareness of this process	<ul style="list-style-type: none"> Consultation takes place between Complaints and Feedback Management Unit and No Capes for Change Information about how to provide feedback and complaints processes are made visible to children and young people within DCP DCP partners with the CREATE foundation to develop short videos on complaints and children's rights Feedback from children and young people indicates process is understood and accessible 	<p>When? June 2023 Why? To achieve our goals of PARTICIPATION and PARTNERSHIP AND COLLABORATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: COMPLAINTS AND FEEDBACK MANAGEMENT YOUNG PEOPLE</p>
2.5	Streamline the process of recording and responding to significant incidents relating to children and young people	<ul style="list-style-type: none"> A Significant Incident Reporting Unit is developed with relevant procedures and training for staff to ensure continual monitoring and timely reporting The incident management system reviews individual incidents and identifies practice trends through the analysis of incidents 	<p>When? June 2023 Why? To achieve our goals of PARTICIPATION and LEARNING Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: COMPLAINTS AND FEEDBACK MANAGEMENT YOUNG PEOPLE</p>
2.6	Develop a Children and Young Person's webpage linked to the DCP internet. The page will be child friendly and have key information and links to support services for children and young people	<ul style="list-style-type: none"> The webpage is designed in consultation with youth councils Children and young people are provided with resources on how to access the webpage Children and young people are supported to build awareness of their rights and the services available to them, including services specific for Aboriginal children and young people Children and young people are able to easily access important information regarding their care experiences 	<p>When? June 2023 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: COMMUNICATIONS, MEDIA AND ENGAGEMENT YOUNG PEOPLE</p>



2.7	Develop a training package for the new DCP Survey Tool to support staff to confidently and competently engage children and young people with the tool and obtain their views	<ul style="list-style-type: none"> • Training and resources are made available to staff through Learning, Practice and Professional Development • Number of staff who complete training • Feedback given from staff who complete training • Children and young people’s views are made visible and accurately recorded within data systems 	<p>When? June 2023</p> <p>Why? To achieve our goal of LEARNING</p> <p>Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: LEARNING, PRACTICE, AND PROFESSIONAL DEVELOPMENT YOUNG PEOPLE</p>
2.8	The DCP Policy Governance Framework recognises children and young people as subject matter experts in the development and review of policies that impact them	<ul style="list-style-type: none"> •The Policy Governance Framework requires lead writers to seek consultation from children and young people in all relevant policy development • The Child and Youth Engagement Program acts as a point of consultation during the development of policies, procedures, and projects that impact children to ensure that Youth Impact Statements are developed where necessary • Number of policies, programs, and service initiatives that include Youth Impact Statements 	<p>When? June 2023</p> <p>Why? To achieve our goals of PARTICIPATION and LEARNING</p> <p>Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
2.9	Support opportunities for No Capes for Change and other groups to co-present at key forums and events on relevant topics	<ul style="list-style-type: none"> • Youth Councils are consulted regarding their willingness and interest in presenting at forums • Number of Supervisor/Senior Practitioner forums at which No Capes for Change are invited to present • Young people are supported by DCP to attend key conferences and events (e.g. CREATE conference) • Young people are encouraged to co-facilitate/co-present at Youth Council meetings and their leadership and engagement skills are nurtured • No Capes for Change presents at the 2022 CREATE conference 	<p>When? June 2023</p> <p>Why? To achieve our goals of LEARNING and PARTNERSHIP AND COLLABORATION</p> <p>Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: LEARNING, PRACTICE, AND PROFESSIONAL DEVELOPMENT YOUNG PEOPLE</p>
2.10	Partner with the CREATE foundation to pilot the CREATE Your Future program with young people aged 15 to 17 living in Residential Care	<ul style="list-style-type: none"> • Train the trainer is completed with key residential care staff • Number of training sessions able to be facilitated through upskilling • Young people are provided the scaffolding to learn life-skills, self-awareness, improve interpersonal skills, and critical thinking to support responsible decision making into their futures • Number of participants who completed the CREATE Your Future program 	<p>When? June 2023</p> <p>Why? To achieve our goal of PARTNERSHIP AND COLLABORATION</p> <p>Status: In progress</p>	<p>LEAD: RESIDENTIAL CARE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>



DCP Child and Youth Engagement Action Plan

Year 3 (July 2023-2024)

3.1	Support the ongoing facilitation of regional Youth Councils across DCP and of Young Persons groups across Residential Care (Our Voice, Sista Girl Leadership group, Ringbalin)	<ul style="list-style-type: none"> • Young people continue to have a space to engage in consultation, relationships, and skill building • Youth councils and groups are visibly prioritised and invested in by DCP • Number of meetings held and attendance • Sessions and activities are reported to the Child and Youth Engagement Working Group chaired by the Manager of Quality and Safeguarding • Youth councils receive adequate funding to ensure sustainability of facilitation 	<p>When? January 2024 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
3.2	Resource regional child and youth engagement representatives to support the continued oversight of DCP youth councils across SA	<ul style="list-style-type: none"> • The cohort of staff engaging in child and youth engagement activities continues to grow • Facilitation of youth councils is future-proofed to allow for continuous oversight • A shared understanding of child and youth engagement is cultivated across DCP staff cohorts 	<p>When? January 2024 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: REGIONAL OFFICES YOUNG PEOPLE</p>
3.3	Develop and implement a New Survey Tool for children and young people in care. The tool will include functionality to build once-off short surveys and opportunities for children and young people to provide instant and direct feedback on DCP policies, projects, and programs	<ul style="list-style-type: none"> • New Survey Tool is designed in consultation with young people • New Survey Tool is implemented with capability to include short surveys • Increase in number of children and young people providing feedback on DCP policies, programmes and projects • Follow up actions and outcomes from children’s feedback are integrated into other case management activities such as case plans and annual reviews • Young people, carers, and staff are able to provide feedback regarding the usability of the tool 	<p>When? March 2024 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: ICT AND INFO MANAGEMENT YOUNG PEOPLE</p>
3.4	Partner with Centacare to roll out the ‘Next Steps’ pilot service to provide post-residential care support to a group of young people	<ul style="list-style-type: none"> • New models of supporting young people after they turn 18 will be trialled and information collated to inform future work in this space 	<p>When? Service operating until 2025 Why? To achieve our goal of LEARNING and PARTNERSHIP AND COLLABORATION Status: In progress</p>	<p>LEAD: STRATEGY, PARTNERSHIPS, AND REFORM</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE CENTACARE</p>
3.5	Increase opportunities for all children and young people to have their voices heard in improving the child protection system	<ul style="list-style-type: none"> • A Child and Youth Engagement Framework is developed and implemented for working and engaging with children and young people • Both case planning and annual review processes are updated to be more accessible to young people, young people’s agency and involvement in the process increases, and young people have a clear understanding of the purpose of case plan and annual review documents • Case planning and annual review process are continually updated to reflect the importance of cultural connections with siblings, family, 	<p>When? June 2024 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>



		<p>community and culture specific for Aboriginal children and young people</p> <ul style="list-style-type: none"> • Children and young people are supported to attend key youth engagement events • The creation and management of regional youth councils are incorporated into core business • 1:1 consultation interviews are held with children and young people living in residential care • The development of culturally specific programs designed to meet the cultural values, traditions and way of learning for Aboriginal children and young people 		
3.6	<p>Embed templates and tools within larger frameworks designed to help DCP staff plan consultations with Youth Councils across DCP and engage children and young people on a broader level</p>	<ul style="list-style-type: none"> • Frameworks and practice papers relating to Youth Councils and Youth Consultation are developed to guide participation and engagement of young people in youth councils and the participation of young people in child protection policy and program decision making • A centralised procedure is developed to recognise and support the contributions of children and young people participating in service improvement in DCP • A procedure that is inclusive of specific cultural needs is developed for the new Survey Tool that supports staff to seek children and young people's views on their experience and wellbeing • Procedures are developed in partnership with Youth Council consultation • Procedures are distributed and made visible to staff • Culturally specific consultation processes are developed to support cultural safety and participation 	<p>When? June 2024 Why? To achieve our goal of PARTICIPATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: YOUNG PEOPLE</p>
3.7	<p>Develop resources and training for staff to improve their skills and confidence in engaging children and young people in decision making inclusive of internal training and collaboration with external stakeholders</p>	<ul style="list-style-type: none"> • An analysis of practice gaps and needs regarding youth engagement is undertaken • Children and young people engage in the development of training for DCP staff on genuine engagement with, and involvement of, children and young people in decision-making • Training and resources are made available to staff through Learning, Practice and Professional Development 	<p>When? June 2024 Why? To achieve our goal of PARTICIPATION and LEARNING Status: In progress</p>	<p>LEAD: LEARNING, PRACTICE, AND PROFESSIONAL DEVELOPMENT</p> <p>KEY STAKEHOLDERS: QUALITY AND PRACTICE YOUNG PEOPLE</p>
3.8	<p>Partner with the CREATE foundation to share information as part of the Information Sharing Administrative Arrangement to ensure all eligible children and young people receive information about CREATE and their services</p>	<ul style="list-style-type: none"> • Young people are connected with key engagement and support opportunities through CREATE's services • Information will be shared by DCP biannually as per the pre-existing agreement 	<p>When? Ongoing biannually Why? To achieve our goal of PARTNERSHIP AND COLLABORATION Status: In progress</p>	<p>LEAD: QUALITY AND PRACTICE</p> <p>KEY STAKEHOLDERS: CREATE FOUNDATION</p>