

**Are you an individual or making a submission on behalf of an organisation?**

Organisation

**Organisation name**

Communities for Children FP Townsville West -The Smith Family

**Is your organisation....?**

- A provider currently funded under one or more of the 5 programs in scope for this consultation

**What type of service or support do you mostly provide?**

- Prevention or early intervention services

**What state or territory does your organisation deliver services and supports in?**

- Queensland

**Where does your organisation deliver most of their services and supports?**

Regional area

**1. Does the new vision reflect what we all want for children and families?**

Yes, though it is missing key elements All children and young people thrive in safe, inclusive, and culturally respectful communities, supported by strong families who have the skills and confidence to nurture them. The key elements safe, inclusive, and culturally respectful communities come from a piece of work discussing the vision for our Townsville FP site in Townsville

**2. Are the two main outcomes what we should be working towards for children and families? Why/Why not? - Outcome 1: Parents and caregivers are empowered to raise healthy, resilient children - Outcome 2: Children are supported to grow into healthy, resilient adults.**

These outcomes are appropriate

**3. Will a single national program provide more flexibility for your organisation?**

Potentially Yes. Currently funded across 9 CfC FP sites with reporting requirements being streamlined across these with more continuity of practice from funder.

**4. Does the service or activity you deliver fit within one of the three funding streams? Do these streams reflect what children and families in your community need now – and what they might need in the future?**

Potentially we would fit within stream 2 with flexibility to stretch into stream 3 as/if individual community need arose. Streams are reflective of need.

**5. Are there other changes we could make to the program to help your organisation or community overcome current challenges?**

Being clear in the grant process that the CfC FP type models is part of the consideration and clear on what these submissions would need to contain. Clear on how DSS will ensure that communities receive equitable funding

**6. Do you agree that the four priorities listed on Page 4 are right areas for investment to improve outcomes for children and families?**

Yes

**7. Are there any other priorities or issues you think the department should be focusing on?**

Inclusiveness, cultural safety

**8. Do the proposed focus areas – like supporting families at risk of child protection involvement and young parents match the needs or priorities of your service?**

yes

**9. Are there other groups in your community, or different approaches, that you think the department should consider to better support family wellbeing?**

Grandparents and kinship carers play a vital role in raising children, particularly in regional communities. These carers often step in during times of family crisis but face unique challenges such as financial strain, limited access to respite, and navigating complex service systems. Approaches could include: Support for grandparents and kinship carers, including tailored programs, peer networks, and flexible respite options.

**10. What are other effective ways, beyond co-location, that you've seen work well to connect and coordinate services for families?**

Long-term, trust-based community relationships are critical yet often undervalued in current funding models, which can undermine their effectiveness. Strong networks, shared purpose, and flexibility within contractual frameworks enable genuine collaboration. With over 20 years of presence, Communities for Children FP is deeply embedded and has built enduring, trusted connections within the community.

**11. What would you highlight in a grant application to demonstrate a service is connected to the community it serves? What should applicants be assessed on?**

Townsville West CfC FP is embedded in the local community through long-standing partnerships, shared governance (Consistently large Townsville West CCC) and genuine co-design with families (Townsville West Thriving Mum's Thriving Families activity- QPASTT) and ACCOs (Townsville West Murma Yallorin Activity Garbutt Bombers Sporting and cultural Association). We use DEX/SCORE and locally sourced data to identify need, design culturally safe, evidence-based programs, and track outcomes for priority cohorts. Our integrated referral pathways and relational contracting approach enable flexible, place-based delivery that has aligned with CfC objectives and national guidance on strengthening community-led systems. This approach demonstrates value for money, improves equity, and supports continuous learning and impact.

Application Assessment:

Depth of local relationships, shared governance, and evidence that community voice shapes decisions early and often. Community connection & co-design, Cultural safety & ACCO engagement, Evidence of need & alignment, Evidence-based service model & learning, Integration & collaboration, Value for money & equity, Governance, risk & capability.

**12. Beyond locational disadvantage, what other factors should the department consider to make sure funding reflects the needs of communities?**

Community Voice, strengths of local partnerships and connections and evidence of cultural safe practice and inclusiveness, along with understanding local service access barriers.

Evidence of monitoring, evaluation and learning (MEL) frameworks, evidenced based or evidence informed practices with staff having cultural competence, trauma-informed practice, lived-experience roles, training, and retention plans.

**13. What's the best way for organisations to show in grant applications, that their service is genuinely meeting the needs of the community?**

Provide evidence of community consultation, needs assessments, and feedback loops. Include testimonials or data showing responsiveness to local priorities

**14. How could the grant process be designed to support and increase the number of ACCOs delivering services to children and families?**

Simplifying grant processes and providing targeted capacity-building support—such as mentoring and partnership opportunities—are essential. The CfC FP model has played a significant role in enabling this. However, our local experience shows that ACCOs are often burdened by unrealistic expectations to act as a panacea and continually expand beyond their core strengths. Smaller grassroots ACCOs, in particular, require substantial technical and managerial support, including assistance with policy development, compliance procedures, and data systems like DEX. Despite these challenges, their delivery and impact are exceptional, and their commitment to children, families, and community remains unwavering

**15. What else should be built into the program design to help improve outcomes for Aboriginal and Torres Strait Islander children and families?**

Program design must embed cultural safety, First Nations governance, and co-design principles as non-negotiable elements. At the same time, it is important to acknowledge that a universal approach can offer advantages in certain contexts—particularly where families have experienced lateral violence or feel unsafe engaging with Aboriginal Community Controlled Organisations (ACCOs). In these situations, the CfC inclusive, place-based model provides a neutral and trusted platform for engagement, ensuring Aboriginal and Torres Strait Islander families can access culturally respectful services without fear of judgment or community conflict. This approach does not replace ACCO leadership; rather, it complements it by creating multiple safe pathways for families to participate.

**16. What types of data would help your organisation better understand its impact and continuously improve its services?**

We need data that feeds into a Monitoring, Evaluation, and Learning (MEL) framework. The MEL framework could combine quantitative data (DEX/SCORE, participation metrics) and qualitative insights (community feedback, co-design outcomes) to track progress, evaluate impact, and inform continuous improvement. This approach ensures services remain culturally safe, evidence-informed, and responsive to emerging community needs.

**17. What kinds of data or information would be most valuable for you to share, to show how your service is positively impacting children and families?**

Given DEX is here to stay, it at glance DEX is valuable but to be able to see programs SCORE data broken down across the Domains, particularly with different aspects of a program occurring. Alongside a MEL matrix that can

**18. If your organisation currently reports in the Data Exchange (DEX), what SCORE Circumstances domain is most relevant to the service you deliver?**

Family functioning, Age-appropriate development, Education and Skills training and physical health.

**19. What kinds of templates or guidance would help you prepare strong case studies that show the impact of your service?**

A template that enables demonstration of a programs impact: ie  
Context and Purpose: Brief background and why the service was needed.  
Target Group and Activities: Who was supported and what was delivered.  
Evidence of Impact: Combine quantitative data (e.g., DEX/SCORE outcomes) with qualitative insights (family stories, quotes).  
Cultural Safety and Inclusion: Highlight how approaches respected cultural needs and community voice.  
Visuals and Summary: Use of chart or infographics for clarity and finish with key learnings and recommendations.

**20. What does a relational contracting approach mean to you in practice? What criteria would you like to see included in a relational contract?**

The move beyond compliance-heavy processes to flexible, trust-based models.  
Requires capability building, community accountability, community participation, and learning.  
The CfC FP model has always enabled relational contracting with a clear understanding of measuring and meeting key milestones.

**21. What's the best way for the department to decide which organisations should be offered a relational contract?**

An organisations reputation and track record along with a FAM that is experienced and willing to work in the way.

**22. Is your organisation interested in a relational contracting approach? Why/why not?**

Yes, it is a much more flexible way to meet community need in a complex and local changing environment.

**23. Is there anything else you think the department should understand or consider about this proposed approach?**

To consider the Communities for Children Facilitating Partner (CfC FP) model as a proven system enabler that transforms fragmented services into cohesive, collaborative ecosystems. Evidence from national research and local practice demonstrates that backbone facilitation, child voice, and place-based governance are critical levers for improving population-level outcomes for children and families. As the Department moves toward a consolidated national framework, preserving these principles is essential. Without them, we risk reverting to transactional models that erode trust, weaken collaboration, and fail to deliver sustainable change. By safeguarding CfC FP's independent facilitation role, embedding evidence-informed flexibility, and investing in long-term relational contracting, DSS can create conditions where communities are not just served—they are empowered to lead. This approach moves beyond program outputs to systemic impact, ensuring every child can thrive, every family feels supported, and every community becomes a catalyst for lasting wellbeing