



Australian Government
Department of Social Services



Easy
Read

A new program for families and children

What we heard



| [DSS.gov.au](https://www.dss.gov.au)

About this factsheet



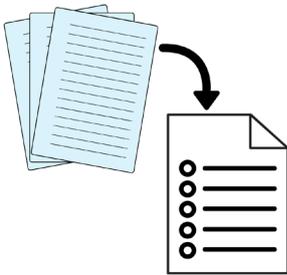
Australian Government
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This factsheet is from the
Department of Social Services.

When you see the word **we**, it means
the Department.

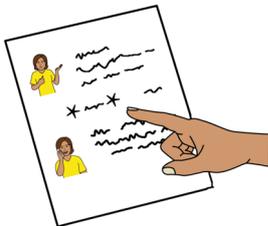


This factsheet is written in a way that is
easy to understand.



This is an easy read summary of another document.

This means it only includes the most important ideas.



We add a star before and after ***hard words***.

Then we explain what the words mean.



You can ask someone to help you read and understand this factsheet.



Contact information is at the end of this factsheet.



You can read more information about this on our [website](https://engage.dss.gov.au/a-new-approach-to-children-and-family-programs)
engage.dss.gov.au/a-new-approach-to-children-and-family-programs

About the *consultation*



Consultation means we hear ideas from people.



We asked service providers and families about a new program for families and children.

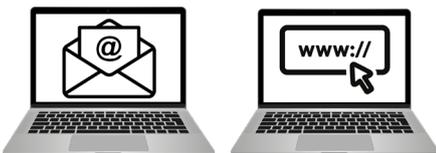
How people shared their ideas



Over 1,000 people shared their ideas.

For example, they

- joined meetings
- did an online survey
- sent information by email or on the website.



Who shared their ideas?



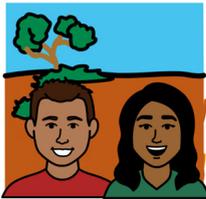
We heard ideas from all over Australia, including

- people in cities



- people in ***regional areas***

- regional areas are places outside of cities



- people in ***remote areas***

- remote areas are places far away from cities.

What we heard



We heard that

- people want 1 national program to support children and families



- 2 out of 3 people think the new program will be good for child and family wellbeing.



We heard the program should

- give support early



- help children and families to reach their goals



- follow ***evidence***
 - evidence is information that is true.



We heard the program should

- give good services to Aboriginal and Torres Strait Islander children and families



- have enough staff to support people now and in the future



- support other government goals
 - for example, keeping children and women safe.

We heard ***cultural safety*** and ***data sovereignty*** are important.



Cultural safety means people's cultures are understood and respected.



Data sovereignty means people have a say about how their information is used.



We heard that providers want agreements that help everyone to work together.



More information



Australian Government
Department of Social Services

For more information contact the
Department of Social Services.



Website

[DSS Engage website](https://engage.dss.gov.au)

engage.dss.gov.au



Email

families@dss.gov.au



Write to us

Families

GPO Box 9820

Department of Social Services

Canberra ACT 2601

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



Call 1800 555 660



Website [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)
www.accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](https://www.tisnational.gov.au)
www.tisnational.gov.au

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