



Evaluation of the *Find and Connect Services*

***Final Report
July 2014***

AHA Australian Healthcare Associates
Australia's largest specialist health and community care consultancy

Acknowledgements

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Abbreviations

Abbreviation	Definition
ACT	Australian Capital Territory
AFA	Alliance for Forgotten Australians
CLAN	Care Leavers Australia Network
COAG	Council of Australian Governments
DSS	Department of Social Services (formerly FaHCSIA)
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FRF	Family Restoration Fund
FSP	Family Support Program
FTE	Full-time equivalent
NSW	New South Wales
NT	Northern Territory
QLD	Queensland
RA	Relationships Australia
SA	South Australia
TAS	Tasmania
VIC	Victoria
WA	Western Australia

Glossary of terms

Term	Definition
Approach	This refers to the approach to service delivery that individual <i>Find and Connect</i> service providers use to provide services to their clients. While the approach may differ between providers, all services are subject to the same Service Delivery Design Principles listed in the Operational Guidelines.
Advocacy organisations	This includes three main organisations: AFA, CLAN and the International Association of Former Child Migrants and their Families.
Brokerage counselling	Brokerage involves the purchase of goods/services that will support clients to meet their goals as specified in a case/support plan. Brokerage counsellors are often used to provide counselling services to <i>Find and Connect</i> clients in rural and remote areas where access to counsellors employed by <i>Find and Connect</i> services is not available or in situations where clients wish to continue with their existing counsellor. In all cases, the cost of brokerage funding is met by the <i>Find and Connect</i> service provider.
Clients	This term is used throughout this report to refer to Forgotten Australians and Former Child Migrants who are using the <i>Find and Connect</i> services. We acknowledge that other terms such as service users and consumers may be used by the service providers.
DSS	Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) initially engaged AHA and became Department of Social Services (DSS) during the timeframe of the evaluation.
<i>Find and Connect</i> Consultative Forum	<p>The Consultative Forum provides a platform for national consultation and communication between the Australian Government, state and territory governments, advocacy groups, peak bodies, non-government organisations and service providers. It performs a key advisory role to Government on the design, implementation and evaluation of <i>Find and Connect</i> services and projects. Its membership is as follows:</p> <ul style="list-style-type: none"> – DSS (chair) – Alliance for Forgotten Australians – Care Leavers Australia Network – International Association of Former Child Migrants and their Families – Child Migrants Trust – One representative from each state and territory – Current Find & Connect support service providers – Past service provider – Council of Australasian Archives and Records Authorities – National and State Libraries Australasia – University of Melbourne – Ageing and Service Improvement Branch (DSS).

Glossary of terms

Term	Definition
Former Child Migrants	Children who arrived in Australia through historical child migration schemes until 1970 and who were subsequently placed in Homes and orphanages.
Forgotten Australian	<p>People who as children were placed in children's Homes, orphanages and other forms of out-of-home 'care' before the end of 1989.</p> <p>Note:</p> <p>The term Forgotten Australians is re-traumatising for some people. This is important to acknowledge due to the regular use of this term throughout this document.</p>
Informants	Collective term to describe survey respondents and focus group participants.
Intergenerational trauma	Intergenerational trauma is trauma that is transferred from trauma survivors to subsequent generations of offspring.
Model	This term refers to the agreed Service Delivery Design Principles listed in the Operational Guidelines that apply to all <i>Find and Connect</i> service providers.
Practice Roundtable	Practice Roundtables occur twice a year and provide an opportunity for support service practitioners to meet, share and learn. Their purpose is to build high quality practice, knowledge and networks to support practitioners working in <i>Find and Connect</i> support services. Practice Roundtables are facilitated by an independent psychologist who works with support service staff to discuss evidence-based best practice in therapeutic support and records and family searching and connection.
Service provider	This term refers to the eight state-based services and the Child Migrants Trust providing <i>Find and Connect</i> services.
Supported release of records	This refers to the support and assistance offered to a client when they receive records about their time in out-of-home 'care'. All clients are offered supported release, but have the right to refuse this type of support.
Operational Guidelines	<i>Find and Connect</i> Support Services, Operational Guidelines
Z test	This is a statistical test used to compare sample proportions. This test is used in this report to test whether there are statistically significant differences between the proportion of Forgotten Australians and Former Child Migrants who responded to particular survey questions.

1 Executive Summary

1.1 Background

In recent decades, the plight of Forgotten Australians and Former Child Migrants has gained national and international recognition through a series of national and state based inquiries and parliamentary apologies. As part of its national apology, the Australian Government announced \$26.5 million would be invested over four years (to 2013-14) in a range of *Find and Connect* services and projects for Forgotten Australians and Former Child Migrants.

The key purpose of the *Find and Connect* funding is to:

- Help trace personal and family histories and provide family restoration services where possible through records tracing and support services
- Provide access to case management and professional trauma-informed counselling services from trained and skilled providers
- Provide information, advice and referral to mainstream services such as aged care, health, housing and dental services.

The *Find and Connect* services include:

- The *Find and Connect* web resource
- A national *Find and Connect* 1800 number (1800 16 11 09)
- A national network of specialised case managers to help locate and access records, provide support throughout the records release process, and provide family restoration services
- Professional and specialist trauma-informed counselling
- Referral to mainstream services
- Peer and social support programs
- Outreach to rural, regional and remote areas across Australia.

In June 2012, Australian Healthcare Associates (AHA) was engaged by the Department of Social Services (DSS) to evaluate the *Find and Connect* Services.

1.2 Evaluation objectives

The overall intent of the evaluation was to:

- Gather information from Forgotten Australians and Former Child Migrants about the effectiveness of the *Find and Connect* services in meeting the following objectives:
 - Improved access to family tracing and family restoration services
 - Improved access to specialist counselling services
 - Referral to main stream services
- Identify areas of the service that may need to be improved
- Assess the extent to which the Services are meeting their service delivery design principles agreed by the National *Find and Connect* Consultative Forum in December 2013 (in the *Find and Connect* Support Services, Operational Guidelines).

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1.3 Methods

A mixed methods approach involving a combination of quantitative and qualitative data sources was used to conduct the evaluation. The DSS Human Research Ethics Committee approved the study.

Stakeholders comprised Forgotten Australians and Former Child Migrants who had and who had not used *Find and Connect* services; jurisdictional *Find and Connect* service providers and the Child Migrants Trust; advocacy organisations and other stakeholders such as University of Melbourne web resource personnel, and DSS and state/territory government representatives. Consultations involved a mix of interviews, focus groups and site visits as well as a national survey of Forgotten Australians and Former Child Migrants. Data submitted to DSS by *Find and Connect* service providers as part of their regular reporting requirements (July 2012 to March 2014) and web analytics generated by the University of Melbourne were also used.

A total of 205 valid surveys were completed by Forgotten Australians and Former Child Migrants via the national survey, 13 of whom were followed up for more in-depth discussion. A further 71 participated in focus groups.

1.4 Summary of findings

Triangulation of all findings and data sources indicates the following aspects of the model were generally seen to be working well from both client and service provider perspectives:

- The personalised service and sense of community being generated by and within services
- The non-affiliation of service providers with past 'care' providers (noting this is not the case for all *Find and Connect* services)
- The use of social groups as a medium of client engagement, peer support and social connection
- A dedicated service response which understands the unique legacy and experiences of Forgotten Australians and Former Child Migrants.

Five key areas of improvement were identified by both service level stakeholders and clients, namely:

- Records access (timeliness, ease of access and extent of disclosure)
- Cross-jurisdictional arrangements
- Acknowledgement of intergenerational trauma (and providing services to family members as a result)
- The need to promote services and raise the profile of Forgotten Australians and Former Child Migrants more broadly
- Consideration for issues regarding aged care provision (avoiding re-traumatisation of clients under the current institutionalised model of aged care provision).

Triangulation of findings also highlighted some incongruence between clients' experiences and the standards of service delivery indicated in service provider narratives.

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Overall, services reported considerable progress towards meeting the service design principles agreed in December 2013. Alignment with these design principles has not resulted in a standardised model of delivery across services. This is not necessarily problematic because it signifies flexibility and adaptability in the model. Significant differences are evident not only between the state-based services generally and the Child Migrants Trust but also between the state-based services.

Many of the difference between the state-based services and the Child Migrants Trust can be attributed to differences in the histories, geographic distribution and target group size of the two groups. Access to UK government funding by the Child Migrants Trust for family reunification purposes is another important source of difference.

Differences between the state-based services can often be attributed to factors such as how long the service has been established, the history of service provision for Forgotten Australians in the area, staffing (number, full-time equivalent), whether access to state-based funding is available to enhance service delivery options, as well as the number and geographical distribution of clients. In some cases, therefore, gaps remain in relation to some service delivery principles.

Implementation of certain aspects of the design principles is not logistically viable in all circumstances. For example, the number and geographical distribution of clients may make it impractical to provide drop-in spaces. Likewise, face-to-face counselling or the establishment of support groups in rural and remote areas is also problematic in some jurisdictions.

Differential availability of state brokerage funding and differences in records searching protocol poses challenges for the management of clients across jurisdictions. Services' capacity to align with design principles in these areas is compromised as a result.

1.5 Conclusions

Overall, the *Find and Connect* services demonstrated considerable progress in meeting the needs of the Forgotten Australians and Former Child Migrants who are using their services. Client feedback was generally positive and alignment with the service design principles strong.

Between 1 July 2012 and 31 March 2014, service usage figures show provision of 8,389 sessions by the state-based *Find and Connect* services providers and 6,434 client services¹ by the Child Migrants Trust. A total of 217,500 visits were made to the *Find and Connect* web resource in 2013 alone.

The initial vision that clients should have the same service irrespective of what jurisdiction they live in has not yet been realised. Implementation of *Find and Connect* has not resulted in a single model of service delivery nationally. While counselling, records searching and the 1800 number are key elements of each service, different models have emerged in response to local client needs and local context.

Records access remains an issue and a number of gaps are evident in relation to the design principles. On-going work is being undertaken by DSS to address records issues. The Records Access Documentation Project provided funding of up to \$15,000 to 29 non-government organisations to sort through and make their records freely available. Additionally, efforts to access

¹ This is not a count of unique clients. Clients may have had multiple services or multiple episodes of service from the Child Migrants Trust

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non-government records are being supported through the on-going work of the National Web Resource and free access to Ancestry.com has been negotiated on behalf of *Find and Connect* support service providers. To overcome the restrictions imposed by recent changes to the Australian Electoral Commission (AEC) legislation, DSS is investigating the plausibility of an amendment so the Commonwealth electoral roll could be used for *Find and Connect* family tracing.

Despite the achievements outlined above, a number of key challenges remain. These include:

- **Improving service uptake.** Survey findings and DSS service activity data indicate the services have only attracted a fraction of their potential clientele to date.
- **Streamlining cross-jurisdictional processes.** While process appears to be working well in terms of records searching, the equity of service delivery across jurisdictions is hampered by inequitable access to brokerage funding and the administrative burden of service providers.
- **Managing client relationships and expectations.** The on-going needs of many clients poses particular challenges in terms of how relationships are managed to ensure belonging and empowerment without dependency, relationships remain '*respectful not patronising*' (client quotation) and services are proactive without becoming reactive or crisis-driven.
- **Expedition of records searching.** The aging profile of this client group means time is running out for many.
- **Improving data quality.** Inconsistencies exist in terms of what data is reported by the state-based services and the Child Migrants Trust thus making it impossible to generate a comprehensive picture of service activities.

Longer-term policy development considerations could include:

- **Aged care service provision.** The institutional model of aged care service delivery that operates throughout Australia may cause re-traumatisation for some clients. Careful consideration and support is therefore needed in choosing residential care for this client population. Additional training of aged-care staff and/or optimal usage of community based care may need to be undertaken before residential care is considered.
- **Funding for family reunification.** Provision of funding for family reunification is not a feature of the current Find and Connect model.
- **Posthumous access to client records.** A key issue exists around who has access to clients' records when they are deceased.

1.6 Recommendations

Key considerations for program improvement going forward include:

1. **Improved promotion of services.** Service users and service providers both highlighted the need to increase awareness among the target population that services now exist for Forgotten Australians and Former Child Migrants. Raising the profile of this target group with the health and community care workforce as well as the broader community was also seen as a priority. Promotion activities need to recognise:
 - The need for a comprehensive targeted promotion campaign to address prior negative perceptions. These perceptions may relate to:

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- Specific service components such as counselling and record searching that were the source of past negative experiences
 - Specific *Find and Connect* service providers (ie, services auspiced by former care providers or where a provider's organisational function is narrowly perceived, such as Relationships Australia being perceived as a family relationships service)
- The importance of word-of-mouth in the target group and further exploring this as a possible avenue for advertising
 - Literacy levels in the group and the limitations this may impose on print advertising
 - The limitations to brand identification among the target population at a broad *Find and Connect* service level. This is an issue in situations where service providers previously operated under a different name leading to some pre-existing clients or potential clients from the local community being likely to recognise the service's earlier title
 - Funding agreements indicated service providers were not required to generate a separate identity for *Find and Connect*.
2. **Continuing to raise the profile of this target group** within the health and community care workforce was seen as important in improving outcomes for this target group. A lack of understanding and appreciation of the impact of past experiences on how this target group use health and community services was considered a barrier by many.
 3. **Continue to work on records access.** Record searching is one of the primary reasons why clients approach services and much remains to be done to facilitate access to records within and across jurisdictions. Differences in the extent of redaction that occurs in documents and photographs between jurisdictions was a source of frustration for clients.

Within services, record searching capabilities may need to be reviewed and additional training or staff provided as necessary.
 4. **Address *Find and Connect's* connect component.** Forgotten Australians do not have access to family reconnection funding under the current service delivery model.
 5. **Continuing support for cross-jurisdictional collaboration.** This has the potential to improve efficiency (by avoiding duplication of effort) and promote greater collaboration between services.
 6. **Strengthen data collection.** Current inconsistencies need to be addressed so the scale of service delivery can be more accurately monitored. Longer term, client outcome measurement should be considered to assess the efficacy of the services in meeting client needs.
 7. **Continue efforts to improve service access for clients in rural and remote areas.** This is an area of continued need in the service delivery model.
 8. **Monitoring of web resource handover.** Processes need to be established to monitor the handover of web resource queries to service providers from mid-2014 onwards² to ensure no deterioration in service quality occurs.
 9. **Design principle considerations.** Some clients lack the confidence to contact services when problems arise (eg, with external counsellors) or when the service itself has not followed up

² *Find and Connect Web Resource Newsletter*, Issue 19, Jan/Feb 2014.

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within agreed timeframes. Follow-up processes may need to be considered as a design principle for the model.

10. **Future policy considerations.** Aged care provision, posthumous access to records and intergenerational trauma are key issues moving forward.
11. **Retention of Federal oversight of the model.** Federal rather than state oversight of the model should be retained. This would ensure greater consistency in service provision across jurisdictions and provide a stronger imperative for addressing cross-jurisdictional records access and brokerage issues, particularly given the differences in staffing levels between services. While federal oversight would ensure a basic level of care was available throughout each state, maintaining some level of flexibility at a state level is also important to ensure services can respond appropriately to local needs.

1.7 Concluding remarks

Find and Connect services are being delivered by mix of service providers that not only differ in terms of how long they have been providing services to this vulnerable group but also in terms of client numbers and needs, staffing levels and range of services provided. As a result, *Find and Connect* has evolved as a tapestry of services that reflect local context factors rather than a single national model as originally envisioned. This is not of itself problematic because it signifies flexibility and adaptability in the model.

Where issues have arisen, they have generally been related to records access and cross-jurisdictional processes. While much remains to be done in these areas, it should be acknowledged that the overall *Find and Connect* model is in its formative stages and many of these issues are the focus of current DSS and/or Consultative Forum activities. The momentum evident in activities during the course of this evaluation highlights the commitment of all involved to resolving these issues so that services to Forgotten Australians and Former Child Migrants are the best they can be.

2 Introduction

2.1 Background to the Evaluation

In recent decades, the plight of Forgotten Australians and Former Child Migrants has gained national and international recognition through a series of national and state based inquiries and parliamentary apologies (see Appendix A for details).

These events have not only raised public awareness of the large number of children involved (500,000 Forgotten Australians and 7,000 Former Child Migrants) but have also highlighted how these experiences impact individuals over the course of their life.

As part of its national apology, the Australian Government announced \$26.5 million would be invested over four years (to 2013-14) in a range of *Find and Connect* services and projects for Forgotten Australians and Former Child Migrants.

Funding of more than \$3 million was allocated in June 2011 as part of stage 1 of this investment for:

- Care Leavers Australia Network (CLAN) to expand its counselling support and to maintain its advocacy roles
- The Alliance for Forgotten Australians (AFA) to expand its role in advocacy including a national Ambassador program to educate service providers and the broader community about the special needs of care leavers as they age
- Additional social workers to extend the national outreach program for Former Child Migrants, where they live — delivered through the Child Migrants Trust
- Strengthened information sharing and social connections for Former Child Migrants and their families through a quarterly newsletter delivered by the International Association of Former Child Migrants and their Families.

It also included funding for a *Find and Connect* web resource (www.findandconnect.gov.au) to assist with the search for records held by past providers and government agencies. Further details of the *Find and Connect* model are provided in the following section.

2.2 The *Find and Connect* model

The key components of the *Find and Connect* model are briefly summarised in this section under the following headings:

- Service model development and funding purpose
- Types of services provided
- Key service delivery design principles.

2.2.1 Service model development and funding purpose

Find and Connect was developed in close consultation with key stakeholders, including Forgotten Australians and Former Child Migrants, state and territory governments, and other key

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stakeholders. A Scoping Report was commissioned to establish the scope of the *Find and Connect* services and define a delivery model.³

The key purpose of the *Find and Connect* funding is to:

- Help trace personal and family histories and provide family restoration services where possible through records tracing and support services
- Provide access to case management and professional trauma-informed counselling services from trained and skilled providers
- Provide information, advice and referral to mainstream services such as aged care, health, housing and dental services.

2.2.2 Types of services provided

The *Find and Connect* services include:

- The *Find and Connect* web resource (a national website designed to provide information about the record holdings of past care providers in order to assist Forgotten Australians and Former Child Migrants find records and understand the context for their placement in care)
- A national *Find and Connect* 1800 number (1800 16 11 09) for information, advice and referral for Forgotten Australians and Former Child Migrants
- A national network of specialised case managers to assist Forgotten Australians and Former Child Migrants to help locate and access their records, provide support throughout the records release process, and provide family restoration services
- Professional and specialist trauma-informed counselling for Forgotten Australians and Former Child Migrants to assist them recover from their experiences in care and the consequential impacts on their relationships and functioning
- Referral to mainstream services
- Peer and social support programs
- Outreach to rural, regional and remote areas across Australia to support Forgotten Australians and Former Child Migrants where they live.

2.2.3 Key service delivery design principles

A number of key service delivery design principles were agreed by the National Find and Connect Consultative Forum in May 2011. These include:

- Client-centred service design
- Respectful of the different histories and needs of Forgotten Australians and Former Child Migrants
- Promoting self-determination
- Offering choice, and, as a subset of choice, independence from past service provision
- Creating accessibility to services

³ KPMG. *Department of Families, Housing, Community Services and Indigenous Affairs Find and Connect Service Model – Final Service Model*. 2011

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- Ensuring specialist skills to deliver services
- Providing referral to, and linking in, with mainstream services to create joined-up service delivery
- Ensuring Forgotten Australians and Former Child Migrants are part of governance and evaluation
- Positioning the Commonwealth's investment to complement and enhance existing state-funded support services
- Acknowledging Forgotten Australians and Former Child Migrants have a right to information, and past providers are accountable for its availability.

These service delivery design principles were further developed at the Practice Roundtable in September 2013 and condensed into the following six service delivery principles in the *Find and Connect* Operational Guidelines presented to the Consultative Forum in December 2013:

1. Clients drive the design of services and activities such as:
 - Location of services
 - Name of service
 - The building the service is delivered from
 - Set-up of service
 - Peer and group activities (outings, social groups including cooking).
2. A system for feedback loops is provided including:
 - Consultation in groups and other accessible formats including for people living regionally and involved in support networks and activities
 - Consumer reference groups where Forgotten Australians and Former Child Migrants are part of governance and evaluation of services
 - Surveys, continuous feedback and checking-in (opportunities for clients to react such as in newsletters)
 - Options to inform and improve the service system.
3. The way services are offered include that:
 - Clients drive the type and direction of support
 - Services are clear about what they do and how
 - Clients are the expert of their own life.
4. Services offer flexibility in access including:
 - A drop-in centre
 - Reaching out and taking support and consultation to people's 'turf' including streets and remote areas.
5. Services are respectful of the different histories and needs of Forgotten Australians and Former Child Migrants and they:

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- Promote self-determination, upholding client views that ‘nothing about us, without us’
 - Give options so that people can make informed choices such as to access support that is independent from past ‘care’ providers
 - Advocate for clients access to information past ‘care’ organisations hold about them
 - Make referrals and advocate to mainstream services to create a common approach and understanding in delivering support.
6. Their services employ specialist skilled staff to deliver services based on:
- Developing trust and relationships
 - Taking time to notice relevant information about clients, are curious, ask questions, are invitational to clients and do not tell clients what to do.

2.3 Evaluation components and objectives

The evaluation had three components:

1. Gathering information from Forgotten Australians and Former Child Migrants about the effectiveness of the *Find and Connect* Service in improving outcomes for Forgotten Australians and Former Child Migrants by:
 - On-going enhancements to the *Find and Connect* web resource
 - Access to the *Find and Connect* 1800 16 11 09 number for information, advice and referral services
 - Improved access to records tracing and family restoration services
 - Improved access to specialist trauma-informed counselling services
 - Improved referral to mainstream services
 - Participation in peer and social support
 - Outreach to regional, rural and remote areas across Australia.
2. Identifying areas of the service that may need to be improved.
3. Assessing the extent to which the services were meeting the service delivery design principles agreed by the National *Find and Connect* Consultative Forum in December 2013.

3 Evaluation Approach and methods

3.1 Overview

A mixed methods approach involving a combination of quantitative and qualitative data sources was used to conduct the evaluation. The DSS Human Research Ethics Committee approved the study.

Data collection was a staged process. Analysis of data collected in one stage was used to inform the development and execution of subsequent stages of the evaluation. Engagement with Forgotten Australians and Former Child Migrants transitioned from a population-based survey to in-depth investigation of survey findings in focus groups and follow-up of a subset of survey respondents. Multiple rounds of consultations were conducted with service providers.

3.2 Development of consultation tools

Consultation tools were designed to accommodate the possibility of low literacy rates among this group. In the survey, a series of rating questions and multiple choice options were used to explore respondents' experiences of the *Find and Connect* service. The online version of the survey included skip functions and dropdown boxes to simplify and streamline the responses to various questions. Input and feedback was also obtained from DSS and members of the Consultative Forum in relation to the survey and the standard structured tools designed for use in the client focus groups and interviews.

The client focus group tool was redeveloped following the first focus group as it was found to be too complicated. To maximise participant understanding and engagement in subsequent focus groups, this tool was further refined and simplified.

Copies of the survey and consultation tools used are provided in Appendix B and C respectively.

3.3 Data sources

A summary of the methods used to engage and consult with the different stakeholder groups and the purpose thereof is provided in [Table 3-1](#).

Table 3-1: Data collection method and stakeholder groups

Stakeholder groups	Interviews	Surveys	Focus group Staff	Focus group Clients	Activity data	Purpose
Find and Connect funded organisations						
Elm Place (RA SA)	Yes	Yes	Yes	Yes	Yes	<ul style="list-style-type: none">• How the model has been implemented• The range of services
Lanterns (RA WA)	Yes	Yes	Yes	Yes	Yes	
Lotus Place (Qld)	Yes	Yes	Yes	Yes	Yes	
Open Place (Vic)	Yes	Yes	Yes	Yes	Yes	

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Stakeholder groups	Interviews	Surveys	Focus group Staff	Focus group Clients	Activity data	Purpose
Relationships Australia (ACT)	Yes	Yes	Yes	No	Activity data for ACT is reported as part of the NSW figures.	<p>provided</p> <ul style="list-style-type: none"> • Service user numbers and characteristic • Barriers and challenges
Relationships Australia (NT)	Yes	Yes	Yes	No	Yes	
Relationships Australia (Tas)	Yes	Yes	Ye	No	Yes	
Wattle Place (NSW)	Yes	Yes	Yes	Yes	Yes	
The Child Migrants Trust	Yes	Yes	No	No	Yes	
Forgotten Australians and Former Child Migrants						
Forgotten Australians	n/a	Yes	n/a	Yes	Yes	<p>Service users:</p> <ul style="list-style-type: none"> • Range of services used • Level of satisfaction with services received • Suggestions for service improvement. <p>Non-users:</p> <ul style="list-style-type: none"> • Main reason(s) for not using service • Suggestions for improving services generally.
Former Child Migrants	n/a	Yes	n/a	It was not possible to convene a focus group specifically comprised of Former Child Migrants. However, a number of Former Child Migrants were participants in the focus groups listed above.	Yes	
Advocacy organisations						
Alliance for Forgotten Australians (AFA)	Yes	n/a	n/a	n/a	n/a	<ul style="list-style-type: none"> • Understanding of the needs of the groups they represent • Obtain feedback on how well the
Care Leavers Australia Network (CLAN).	Yes	n/a	n/a	Yes	n/a	

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Stakeholder groups	Interviews	Surveys	Focus group Staff	Focus group Clients	Activity data	Purpose
The International Association of Former Child Migrants and their Families	Yes	n/a	n/a	n/a	n/a	<i>Find and Connect</i> services were meeting these needs <ul style="list-style-type: none"> • Suggestions for service improvements.
Other stakeholders						
University of Melbourne (Web Resource)	Yes	n/a	n/a	n/a	Yes	<ul style="list-style-type: none"> • Program vision and intended characteristics • Web usage
DSS representatives Support and Connections team	Yes	n/a	n/a	n/a	n/a	<ul style="list-style-type: none"> • Program vision and intended characteristics
Jurisdictional government representatives	Yes	n/a	n/a	n/a	n/a	<ul style="list-style-type: none"> • Situation in jurisdiction prior to <i>Find and Connect</i> funding • Impact of <i>Find and Connect</i> model implemented • Strengths and weaknesses of model

These multiple perspectives and data sources ensured that as far as possible, the findings reflected Forgotten Australians and Former Child Migrants' and other stakeholder reality, and captured options for enhancing components of the *Find and Connect* Service. The findings of these consultations are provided in Chapters [4](#), [5](#) and [6](#).

Additionally, data submitted to DSS by *Find and Connect* service providers as part of their reporting requirements (July 2012 to March 2014) and web analytics generated by the University of Melbourne were used to provide an overview of activities during the evaluation period (see sections [4.7.1](#) and [4.8](#)).

3.4 Sampling and recruitment

A series of strategies were used to recruit Forgotten Australians and Former Child Migrants to participate in the survey and/or focus groups. These are described below.

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3.4.1 Recruitment of survey participants

The two main approaches used to support recruitment of survey participants were:

- Promotion
- Multiple modes of completion.

Promotion

The survey was promoted using the following strategies:

- Internal promotion by *Find and Connect* service providers (word of mouth, flyers, print copies of the surveys on display, inclusion in newsletters, distribution during support group meetings)
- Articles included in the following external newsletters:
 - CLAN newsletter
 - Child Migrant News
 - *Find and Connect* web resource newsletter
 - Seniors Media
- Web links were provided on
 - *Find and Connect* web resource website
 - Alliance for Forgotten Australians website
 - AHA website
- Advocacy organisations and service providers were approached to seek volunteers from the Forgotten Australian and Former Child Migrant communities who would be prepared to be the faces of the proposed state based and national media campaign. Four Forgotten Australians from Tasmania, Victoria, Queensland and South Australia volunteered. Both the Tasmanian and Victorian volunteers were willing to be the national face of the campaign if required
- Targeted media releases were sent to the Hobart Mercury (Tasmania), Herald Sun (Victoria), Courier Mail (Queensland) and Adelaide Advertiser (South Australia) promoting the faces of the media campaign
- The story was also sent to:
 - The social affairs writer at The Age
 - All seniors publications including The Senior Newspaper (print and online)
 - The Australian Associated Press (AAP)
- A national on-line banner ad campaign on news.com.au commenced on Saturday 27 July 2013 and ran for two months in News, Sport and Entertainment sections to give maximum reach to the demographic of the respondents
- Survey details were sent to the Broadband for Seniors Newsletter (September 2013)
- The following ethnic newspapers were contacted to specifically promote the Former Child Migrant component of the target survey population:
 - The Voice of the Maltese in Australia

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- The Irish Echo
- The Scottish Banner
- A DSS (formerly FaHCSIA) email to the 27 organisations involved in the Records Access Documentation Project. This prompted the Anglicare Victoria Heritage worker and the Swanleigh Archivist (WA) to contact us for print copies of the survey
- Distribution of the survey by the Historical Abuse Network (HAN) at their meeting
- Distribution of the survey to attendees at the Alliance for Forgotten Australians meeting attended by AHA
- Snowballing – promotion of the survey by Forgotten Australians and Former Child Migrants among their peer groups
- Distribution of the survey at service user focus group consultations convened by AHA
- Email sent to the Historical Institutional Abuse Inquiry notifying them of the evaluation and requesting their assistance in promoting the survey
- Extension of the survey closing date from the end of September 2013 to the end of December 2013.

Multiple modes of completion

To optimise completion, survey participants were presented with three modes of survey completion:

- Online
- Printed copies that could be returned by mail (reply paid)
- By phone (to facilitate participation by those with low general and/or computer literacy levels).

3.4.2 Recruitment of focus group participants

The following strategies were used to facilitate focus group participation:

- Focus groups were convened at locations familiar to participants, thus maximizing their sense of comfort and safety. These locations included *Find and Connect* service provider premises and community centres where peer group meetings were normally held. In several cases focus groups coincided with, or were convened as part of, a regular group meeting with the group's prior consent.
- A \$30 gift card was provided as an incentive to attend. Interestingly, most participants seemed surprised when presented with the gift card, thus suggesting their participation was not financially motivated.

3.4.3 Selection of follow-up survey participants

Follow-up telephone consultations were conducted with two subsets of survey respondents to obtain a greater understanding of their responses:

- Service users who expressed dissatisfaction with services they had used

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- Non-service users.

Of the 205 valid completed surveys, 113 respondents indicated they were happy to be followed up if required (90 Forgotten Australians and 23 Former Child Migrants). The majority of these were Forgotten Australians and service users ([Table 3-2](#)).

Table 3-2: Survey respondents who consented to follow-up

Category of respondent	Had used services	Had not used services	Total
Forgotten Australian	76	14	90
Former Child Migrant	23	-	23

From this potential pool of follow-up respondents, dissatisfied service users were selected on the basis of low satisfaction scores for services received (question 5) and/or low scores in terms of the extent they had achieved what they had wanted from using the services (question 7). Non-users were selected if they had been aware of services. In all cases, selection was confined to those who had completed the survey online, by mail or in a focus group. Telephone surveys were excluded as detailed discussions were held at the time of survey completion.

Based on these criteria, a total of 13 follow-up interviews were conducted (seven users and five non-users). An additional dissatisfied user who had been selected for follow-up could not be contacted because of a change in contact details. As no Former Child Migrants met the selection criteria, a person who had emailed AHA after the survey closed was contacted but they too did not meet the selection criteria (i.e. dissatisfied user or a service-aware non-user).

3.5 Issues related to participant recruitment and how they were resolved

The media campaign was specifically designed to provide national exposure for the survey and thus recruit Forgotten Australians and Former Child Migrants who are not affiliated with *Find and Connect* services or advocacy organisations. However, several key externalities impacted participant recruitment through our media campaign:

- The announcement on 3 August 2013 that the federal election would be held on 7 September 2013 meant journalists who had initially expressed interest in our media release became focused on the election campaign. Prior interest and momentum was consequently lost.
- Plans to use the media-based case studies were hampered by cancellation of the Tasmanian Forgotten Australian's story by the Hobart Mercury. This cancellation occurred at the advice of the newspaper's lawyer and was based on claims that publishing the names of current or former wards of the state in either Tasmania or Queensland was illegal.
- Service providers have advised that the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission) is currently the priority of many Forgotten Australians, rather than being involved in the survey.

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Addressing the lack of mainstream newspaper uptake

To offset the lack of mainstream newspaper uptake, the media campaign focus was expanded to include publications that specifically targeted the older age cohorts. This included senior's newspapers and Departmental newsletters. The efficacy of this revised approach is evident from the dramatic increase in survey completions that followed. On 12 August 2013, only 77 surveys had been completed. By 31 December 2013, this number had risen to 205.

Investigation of legislative restrictions

At the advice of its legal team the Hobart Mercury cancelled publication of an article which was designed to promote the survey using the Tasmanian Forgotten Australian's case study. This cancellation was made on the basis that legislation existed in Tasmania and Queensland that prevented the naming of current and former wards of the state. The matter was raised with DSS and also investigated further by the *Find and Connect* historians and/or policy and legal support area in each state. In each case, no one was able to identify legal provisions which would prevent the publishing of the identity of an adult former ward who has given authority to do so.

Other matters arising from the survey

During the evaluation four issues involving survey participants were encountered. These were dealt with appropriately and both DSS and the DSS Human Research Ethics Committee were notified of these issues. A summary of each issue and how it was managed was provided to DSS.

3.6 Stakeholder participation

The full list of stakeholder groups consulted is listed in [Table 3-1](#). The extent of stakeholder participation is summarised in [Table 3-3](#) as follows.

Table 3-3: Stakeholder participation in consultation process

Stakeholder group	Level of participation
Find and Connect service providers	
Note exception: The geographical spread of service users and the small number of service users meant that focus groups could not be arranged in: ACT, Northern Territory or Tasmania It was also not possible to convene a focus group specifically comprised of Former Child Migrants. However, a number of Former Child Migrants were participants in the focus groups organised by the Find and Connect service providers.	
<ul style="list-style-type: none">• Elm Place (Relationships Australia, SA)• Lanterns (Relationships Australia, WA)• Lotus Place, Qld (Micah Projects)• Open Place, Vic (Berry Street)• Relationships Australia (ACT)• Relationships Australia (NT)• Relationships Australia (TAS)• Wattle Place (Relationships Australia, NSW)	Initial telephone consultation, completed service profile questionnaires, consultations with management and staff during site visits, organised service user focus group(s), and additional consultations and service profile update March 2014
Child Migrants Trust	Initial face-to-face consultation Site visits

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Stakeholder group	Level of participation
	Service profile update March 2014
Forgotten Australians and Former Child Migrants	Focus groups (n=7), total number of focus group participants= 71, survey (n=205), follow-up phone interviews with survey participants (n=13)
Advocacy organisations	
Alliance for Forgotten Australians (AFA)	Face-to-face group consultation
Care Leavers Australia Network (CLAN)	Telephone consultation and focus group with CLAN members
The International Association of Former Child Migrants and their Families	Face-to-face consultation
Other stakeholders	
University of Melbourne (web resource)	Face to face consultation
DSS representatives (members of the former FaHCSIA Support and Connections team)	Telephone consultation
State/Territory government representatives	Telephone consultation

3.7 Data analysis process

The data analysis process undertaken in the production of this Draft Final Report is outlined below. Limitations and issues related to the data used are discussed in section [3.8](#).

3.7.1 Analysis of quantitative data

Quantitative data derived from the service provider and service user surveys have been used in this Draft Final Report to compile:

- A profile of the Forgotten Australians and Former Child Migrants who participated in the survey and the key issues they raised
- A profile of the *Find and Connect* Services and the service delivery approaches used.

DSS data and web analytics data from the University of Melbourne were used to compile an overview of activities undertaken by the service providers and resource usage respectively.

3.7.2 Analysis of qualitative data

A thematic analysis was conducted of the qualitative data obtained from the three rounds of consultations. Using the three phase approach to data analysis advocated by Miles, Huberman and Saldana (2013), qualitative data from the focus group discussions and telephone interviews underwent data condensation, data display and conclusion drawing /verification processes. Data condensation involves transforming written transcripts into thematic areas based on the key evaluation questions being addressed and highlighting illustrative quotations. Data display involves displaying the condensed data in a matrix with case details on one axis (focus group or service

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provider in this evaluation) and theme areas on the other. Conclusion drawing /verification involves identifying patterns, explanations and causal flows from the display matrix.⁴

This iterative thematic analysis was used to identify key themes and issues and to better understand the experiences of Forgotten Australians and Former Child Migrants and/or their families, and participating service providers.

3.7.3 Triangulation of findings

The triangulation of the quantitative and qualitative data undertaken as part of this Draft Final Report allowed us to draw conclusions and provide recommendations in relation to:

- The extent to which services are meeting service delivery principles
- What is working well
- Areas for improvement.

These conclusions and recommendations are presented in Chapter 7.

3.8 Evaluability issues

3.8.1 Data quality and limitations

Evaluability issues were identified in relation to both the survey data and the activity data provided by funded organisations to DSS.

Issues related to survey data

The three key issues related to the survey data were:

- Duplicate entries
- Incomplete responses
- Response reliability.

Duplicate entries

A total of 214 surveys were received. Of these, 205 (96%) were valid. The remainder comprised:

- Seven duplicate surveys (i.e. surveys that were submitted twice)
- One partially completed online survey containing insufficient details to facilitate any analysis
- One ineligible mail survey (i.e. the respondent indicated they were not a Forgotten Australian or Former Child Migrant).

Most of these duplicate surveys (5/7) were submitted via two different modes of completion and at different times. In two cases, duplicate online surveys were completed (

⁴ MB Miles, AM Huberman & J Saldana, *Qualitative Data Analysis: A Methods Sourcebook*, Sage Publications, London, 2013, pp. 12-13.

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Table 3-4).

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Table 3-4: Modes of completion – duplicate surveys

Mode of completion	Postal	Telephone	Focus group	Online
Postal	2	1	1	
Telephone				1
Online				2

The following protocols were applied to processing duplicate surveys:

- Any additional information provided in a more recent survey was added to the original entry
- Where two responses were obtained for a single question:
 - The response closest to the respondent was chosen. This anomaly generally occurred in the postal surveys where two different handwriting styles were evident and a respondent signature was provided identifying which of the responses were directly written by the respondent
 - The most recent response was selected where clearly only one person had been involved in completing the survey. This ensured the most current view was reflected in the analysis.

Duplicate entries were identified on the basis of name and contact details. Given not all respondents provided such details, it cannot be determined if additional duplicates remain undetected in the data set.

Incomplete responses

Not all questions were completed in all surveys. This not only imposed limitations on some of the cross-tabulations conducted in the analysis phases but also restricted the extent to which any further duplicate entries could be detected.

Response reliability

Follow-up interviews (section [3.4.3](#)) indicated some inconsistencies in the survey responses. In several cases, dissatisfaction ratings were related to the quality or absence of records rather than dissatisfaction with the record searching ability of a *Find and Connect* service provider. Similarly, some respondents who stated they had not used *Find and Connect* services in the survey, had in fact done so but had not realised the service in question was a *Find and Connect* service (see section [5.3](#) for further discussion of this disconnect). Accordingly, these factors point to possible inaccuracies or misrepresentations in the data set.

Issues related to DSS data

A number of key differences exist in terms of how activities were reported by service providers in the data provided to DSS. During the period to which the data presented in section [4.7.1](#) refers (1 July 2012 – 31 March 2014), state-based *Find and Connect* services used the DSS Family Support Program (FSP) database to record client-related activities. The Child Migrants Trust was not required to report in this format.

In the FSP database:

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- Clients are recorded as being either registered or unregistered
- Each registered client is counted as a unique client; unregistered clients are not
- Activities are recorded as either attendances or sessions
- In the case of unregistered clients, total attendances are recorded and multiple counts of clients may occur in the attendance figures
- Session figures include both registered and unregistered clients
- The 'Other' category includes the following eligible activities: intake and assessment only, intake and assessment other clients, intake and assessment plus service, information and referral, support - about client with other professionals, community capacity building and development and education and skills training and citizenship support and advocacy and 'out of scope' clients.

Despite a common database, different recording conventions are evident in the state-based data sets. In the case of Open Place, for example, all clients as listed as unregistered, thus making it impossible to ascertain the total number of unique clients using its services. Others indicated the FSP database did not generate reports that reflected the diversity of activities they engaged in.

In contrast, the Child Migrants Trust reports the number of clients assisted with specific components of the service, not the sessions. However, as a client may engage with the Trust on multiple occasions, the number of unique clients assisted is not discernable from the data provided to DSS. Clients are not differentiated in terms of registered or unregistered. Data for NT and SA are consistently submitted together rather than in disaggregated form while records searching and release are reported as a single category. These differences limit the comparability between Child Migrant Trust activities and those of the state-based services.

Changes were also noted in how DSS collated data over the time period. ACT and NSW data were aggregated from 24 April 2013 onwards, thus limiting jurisdictional level comparisons over time. A unique count of registered clients is not available for all reporting periods.

As a result:

- State-based data and Child Migrants Trust data could not be aggregated to provide an overview of total *Find and Connect* services activities
- The total number of individual clients attending *Find and Connect* services could not be ascertained
- Session level data was used as the primary means of comparing state-based service activities over time as this was the only consistent measure across providers.

3.8.2 Out of scope Former Child Migrants

Three Former Child Migrants who were part of the Rhodesian Child Migrant scheme and are now resident in Australia completed the survey. Although not in the scope of this Evaluation, it was decided in consultation with DSS that these respondents would be included in the survey analysis as they have used services through the Child Migrants Trust and could therefore comment on their experiences of using Child Migrants Trust services.

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One Former Child Migrant contacted AHA by phone after the survey had closed. This person was contacted during the follow-up interviews with survey respondents to ascertain if they could provide information from the perspective of being a dissatisfied or non-user of either the Child Migrants Trust or the state-based services. However, as this was not the case, they have been excluded from the analysis.

3.8.3 Respondent numbers relative to targeted sample size

Three other issues are pertinent to this Draft Final Report, namely respondent numbers relative to targeted sample size, consultations with Former Child Migrants and concurrent research being conducted at a *Find and Connect* service provider site.

Respondent numbers relative to targeted sample size

In our original Evaluation Plan, a proposed target of 250-300 survey respondents was indicated. When the survey closed on 31 December 2013, a total of 205 valid surveys had been completed.

Confidence interval calculations were conducted using an estimated total population of service users of 3,000 (1,800 Forgotten Australians and 1,200 Former Child Migrants). This yielded a confidence interval (margin of error) value +/- 6.61 at the 95% confidence level for the present study.

Consultations with Former Child Migrants

In our original Evaluation Plan, it was proposed that in-depth consultations (focus groups /individual interviews) would be conducted with 20-30 Former Child Migrants. However, discussions with the Child Migrants Trust indicated focus groups would not be feasible because of (a) the geographical spread of Former Child Migrants in Australia and (b) this group's general lack of interest in participating in group scenarios as a result of being extensively consulted with in the past. For these reasons, no focus groups were convened with Former Child Migrants.

In total, 38 Former Child Migrants had completed the survey. Of these, 16 were telephone administered. As part of the telephone completion process, issues raised by respondents were explored in greater depth, thus providing more data rich responses than those provided through self-completed modes.

La Trobe University Evaluation of Open Place

The Department of Social Work and Social Policy at La Trobe University implemented an action learning strategy for Open Place in Victoria. The project, which began in late 2011, and was completed by the end of 2013, involved surveying Forgotten Australians to understand their experiences of Open Place.

AHA met with La Trobe University to better understand their project and identify any potential duplication or issues. The University agreed to promote this evaluation to the people who have participated in their study to assist in differentiating the two projects. They also provided AHA with a copy of their survey instruments and expressed willingness to provide a copy of their report, subject to approval from Open Place. At the time of submitting this *Draft Final Report*, the La Trobe University evaluation was not available.

4 Implementation of the service delivery model

This chapter provides an overview of the *Find and Connect* services model implementation to date based on consultations with service providers, advocacy organisations (Alliance for Forgotten Australians (AFA), CLAN and the International Association of Former Child Migrants and their Children) and state government representatives. These multiple perspectives have been synthesised under the following topic areas:

- Program vision and intended characteristics
- Service approach variations
- Context issues
- Additional facilitators and barriers
- Suggestions for improvement/future directions.

A profile of each of the individual service providers is provided in Appendix D. The extent to which implementation has occurred in alignment with Service Design Principles is examined in Chapter [6](#).

4.1 Program vision and intended characteristics

Consultations held with key DSS representatives who were involved in the early conception and implementation of the *Find and Connect* services, provided valuable insights into the original vision and intended characteristics of the model. According to these representatives, *Find and Connect* was initially envisioned to be delivered by one service provider as a nationally consistent suite of services. However, following the initial tender round it became apparent that no single provider had the experience or capacity to deliver the service across all jurisdictions to both Forgotten Australians and Former Child Migrants. DSS was also cognisant of the services already in place that had track records in providing similar services. These included services in New South Wales, Queensland and Victoria.

Following more consultations with stakeholders, services, advocacy organisations, state offices and the Council of Australian Governments (COAG), the decision was made to either add capacity to existing service providers or appoint new service providers in each jurisdiction. The aim was to avoid duplication and to complement existing services. A further decision was made to support the existing Child Migrants Trust model to provide services exclusively to Former Child Migrants, recognising both its long history in working with this target group and the key differences between the experiences of this cohort and Forgotten Australians. While the Child Migrants Trust purpose is to support Former Child Migrants, *Find and Connect* services in each jurisdiction were also to remain accessible to this group.

As part of the tendering process, services needed to demonstrate their ability to work across the state and work holistically with clients on a one-to-one basis. It was also important that services were independent of past 'care' providers.

Find and Connect was envisaged as a holistic package comprised of a range of services, museum and oral history projects. The Apology⁵ played an important role in setting the tone for how services should be packaged while also influencing the symbols, language and approaches to be used. At the core of these initiatives was giving Forgotten Australians and Former Child Migrants a voice and

⁵ Australian Government Apology to Forgotten Australians and Former Child Migrants 16 November 2009.

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raising their profile nationally so that average Australians could understand their experiences. The term *Forgotten Australian* was derived from the Senate Inquiry⁶ and used as part of the Apology.

According to the key DSS representatives consulted, the following is a list of intended characteristics for the *Find and Connect* service when they were originally planned:

- Trauma informed therapeutic service
- Records tracing and facilitation of family reunion (excluding funding of reunions)
- Assisting clients to interpret the content of their records
- Counselling and support service for other needs
- Inclusive of family members, but with *Forgotten Australians* and *Former Child Migrants* as the primary client
- Providing *Former Child Migrants* a choice of service and opportunity for face to face contact
- The capacity to deliver services across the whole jurisdiction, with a particular focus on outreach to non-metropolitan areas to reach these often vulnerable and marginalised populations
- A professional service with sufficient distance from former 'care' providers so barriers to service uptake were minimised by any past history associated with the service provider.

Importantly, *Find and Connect* was not envisioned as a 24/7 or crisis service. It was expected that other crisis services would be accessed when crises arise.

4.2 Service approach variations

To date, *Find and Connect* services are being delivered by eight state-based service providers (see [Table 3-1](#)) and The Child Migrants Trust. These services are not only characterised by variability in start dates but also in terms of how the model has been operationalized.

Services differed in terms of their approach to providing supported release of records and the extent to which they undertake outreach or facilitate peer involvement in services. In all cases, the *Forgotten Australian* or *Former Child Migrant* was seen as the primary client; however, some service providers also indicated they provide services to family members. This support is generally around assisting the family member to make sense of the *Forgotten Australian's* or *Former Child Migrant's* experiences.

In the majority of the *Find and Connect* services, regular social and group activities play a key role in client engagement. While the Child Migrants Trust hosts occasional functions, on-going social and group activities are not part of their model.

A clear difference exists between the approach used by the Child Migrants Trust and the other eight *Find and Connect* service providers. The Child Migrants Trust has been in operation for much longer than other *Find and Connect* Services. As a result, the model is well embedded and the *Former Child Migrant* cohort has been largely engaged. Furthermore, as many *Former Child Migrants* have

⁶ Senate Community Affairs References Committee *Forgotten Australians: A report on Australians who experienced institutional or out-of-home care as children*. Commonwealth of Australia, 2004.

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already gone through redress processes and have had the opportunity to be reunified with family, they are often further along their journey than many Forgotten Australians.

Another significant point of differentiation between the Child Migrants Trust and the other eight *Find and Connect* service providers relates to their capacity to fund family reunification. Former Child Migrants have access to family reunification funding under the UK government's Family Restoration Fund.⁷ Similar funding is not available to Forgotten Australians under *Find and Connect*.

Implementation of the *Find and Connect* services by state-based providers has not resulted in a homogenous nation-wide service. Differences are largely attributable to specific context issues and facilitators/barriers discussed below. As discussed later in Chapter 7, these differences have some very positive outcomes for those accessing services.

4.3 Changes and developments

The March 2014 consultations highlighted a number of key changes and developments that had occurred since the site visits were conducted in August/September 2013. Details of these changes are listed in the 'Changes and Achievements to Date' section of the individual service provider profiles (Appendix D).

These changes can be categorised as follows:

- Marked increase in the demand for state-based services. Two key factors contributed to this, namely the Royal Commission and services, particularly newer services, becoming more established. Activity figures for the period demonstrate the scale of this demand (section [4.7.1](#)).
- Expansion of state-based activities. This occurred through a mix of client suggestions (new activities), the appointment of new staff, and/or services setting up new drop-in centres or offices.
- Review of existing processes/procedures. These aforementioned changes prompted a number of services to review their existing processes/procedures particularly in relation to drop-in spaces and appointment systems. In the case of the drop-in centres, this involved strategies to provide greater client privacy/confidentiality as well as addressing staff and client safety issues. Increased demand for services meant ad-hoc access to counsellors was not available and, for some, this meant the reinstatement of appointment systems for non-urgent matters (see Chapter [6](#) for more detail).

Collectively, these changes point to the *Find and Connect* services gaining increasing momentum nationally in the time period of this evaluation.

⁷ The Family Restoration Fund is administered by the Child Migrants Trust using a grant awarded by the UK Department of Health to support family reunions for Former Child Migrants who were sent unaccompanied from the UK to Australia, New Zealand, Canada and Zimbabwe (formerly Rhodesia) as part of child migration schemes. This £6 million fund is part of the UK government's apology to Former Child Migrants.

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4.4 Context issues

Notwithstanding the changes and developments outlined above (section 4.3), several key contextual issues were identified during the consultations that may have had some impact on how the *Find and Connect* Services were implemented. These issues are discussed below.

4.4.1 Jurisdictional context

The jurisdictional contexts into which *Find and Connect* services were established differed considerably. Key contextual factors that affected implementation included whether:

- State-based inquiries and/or redress schemes had previously been undertaken
- Pre-existing services were in place for this target group
- Pre-existing web resources were available
- State-funded brokerage schemes exist. (*Find and Connect* was intended to complement services already existing in states and territories for Forgotten Australians and Former Child Migrants).

In jurisdictions where *Find and Connect* services were predated by inquiries/redress schemes, support services were often already in place to support those Forgotten Australians and Former Child Migrants involved in the inquiries or schemes. Examples where this occurred include Post Care Services (SA), Wattle Place (NSW) and Tuart Place (WA). As a result, many of the *Find and Connect* services' potential clientele had previously accessed support services. Likewise, some jurisdictions had independently established web resources prior to *Find and Connect*. Examples include Pathways (Vic) and Sign Posts (WA).

Receptiveness to using *Find and Connect* services was often influenced by the target population's experiences of using the previous/pre-existing specialist service(s). Service model implementation in these jurisdictions was impacted as a result. This was particularly true in Western Australia. Lanterns was established in a jurisdiction where services had previously been provided by Tuart Place. This context was further complicated by:

- Tensions resulting from Tuart Place being unsuccessful in the tendering process to become a *Find and Connect* service provider
- The Child Migrants Trust's presence as a service provider in Western Australia.

In the latter case, local knowledge of the Child Migrants Trust's reunification funding fuelled tension between Forgotten Australians and Former Child Migrants.

Cognisant of being perceived as a competitor to Tuart Place, Lanterns purposefully tailored its regular group activity schedules so they did not clash with those being hosted at Tuart Place, thereby ensuring Forgotten Australians and Former Child Migrants were not forced to choose between the two providers. They also engaged in relationship building with both Tuart House and the Child Migrants Trust so the Forgotten Australians and Former Child Migrants who were currently engaged with these services would also feel comfortable attending Lanterns.

State-funded services and brokerage schemes which complement *Find and Connect* service provision do not exist in all jurisdictions. This has not only resulted in perceived inequitable service delivery to clients in different states and territories but also limited the range of features possible in

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any particular *Find and Connect* services model. Those with brokerage funding indicated the *Find and Connect* funding was more restrictive than the state based funding, which allowed for broader service delivery.

4.4.2 Service provider context

For some of the new service providers in particular, *Find and Connect* was seen as a departure from their previous mode of service provision. The on-going needs of many of their clients meant service delivery could no longer be confined to specific allocation of times/number of sessions i.e. *Find and Connect* clients are not limited to a specified number of sessions as was the case under some arrangements in the past. Instead, longer-term relationships with clients were likely to be the norm under this model.

4.5 Additional facilitators and barriers to implementation

4.5.1 Facilitators

A range of additional facilitators to implementation emerged during the consultations. These included:

- Being a non-affiliated organisation⁸ was seen as a crucial feature for engaging and building trust with clients.
- Availability of support from auspice organisations. Examples of this support included:
 - In-kind support such as being able to share forms and share experiences through visits to other sites and shared training. This in-kind support and sharing was reported by Relationships Australia and Lotus Place/ Micah Projects.
 - Internal referrals of clients that might not otherwise have accessed services.
 - Co-location of service providers and advocacy groups. The Child Migrants Trust provides office space for the International Association of Former Child Migrants and their Families; Lotus Place and The Historical Abuse Network are co-located.
- The impact of the Royal Commission. This impact was seen to be both positive and negative. Services reported that clients were being referred by the Royal Commission, thus raising awareness of *Find and Connect* services. However, they also indicated awareness of or involvement in the Royal Commission Inquiry resulted in re-traumatisation for some Forgotten Australians.
- Relationship building to facilitate records processing. 'It is important to work with past providers and have good relationships with them, even though sometimes we get criticised for this' (service provider quotation).

4.5.2 Barriers and challenges

Multiple barriers and challenges to service implementation were reported. These included:

- Records access

⁸ Organisation has no affiliation with former 'care' providers.

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- Issues related to supporting clients across jurisdictions
- Geographical distribution of clients
- Duration of operation
- Inappropriate requests.

Records access

Most service providers reported delays in accessing and obtaining records, particularly in cases where their client is no longer resident in the jurisdictions where they spent their time in 'care'. Differences in application processes and waiting times between jurisdictions were frequently cited as frustrating and time consuming. Privacy legislation was also seen as one of 'the biggest hindrances' to their work.

Records' searching is also hindered by the large number of institutions that provided 'care' in the past and the complexity this adds to the records searching process. Each institution or agency has their own processes that must be navigated.

A further issue for consistency of service provision nationally is the wide variation in the approaches used to provide access to records, and the skills of those charged with this task. In some cases, services have a records person in a dedicated position. At one service provider, the records person does not have direct client contact, while at other services, the records person spends unlimited time with each client helping them find something meaningful about their family origins.

Other services do not have a dedicated record searching position, and instead embed this role in all case management/counselling positions.

Supporting clients across jurisdictions

Jurisdictional boundaries and determining who has responsibility for a client was particularly relevant for clients who had spent time in care in another state. The process of record searching was a key issue in this regard. Some services acknowledged that this issue has been addressed in the Operational Guidelines and were hopeful improvements would follow.

Geographical distribution of clients

Forgotten Australians and Former Child Migrants are spread right across Australia, with many residing in remote and regional areas. Often these areas have limited access to the range of services and supports available in larger cities, which in turn can compound the vulnerability of many Forgotten Australians or Former Child Migrants. This geographical distribution of clients was highlighted as problematic for most services. While most services engaged in some form of outreach, the provision of face-to-face services by *Find and Connect* staff was often hampered by distance and staff availability. Telephone counselling and the use of brokerage counsellors to provide localised access was used as mitigating strategies but it was acknowledged that '*clients often don't [always] have access to trauma informed counsellors*' as a result. Considerable variation also existed in terms of how services had thought about how to use their specialist knowledge to support these brokered counsellors work with *Find and Connect* clients.

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Providing supported release of records was also an issue for remote clients. Services made provision for supported release where possible, which at times resulted in staff travelling long distances or clients being financially supported to travel to the service.

Some services were exploring the possibility of using alternative technologies such as Skype or video conferencing to provide face-to-face contact. However, these options were not always viable because of clients' levels of computer literacy and unreliable/intermittent online connectivity.

Duration of operation

The more recently established *Find and Connect* service providers reported that their limited duration as a service provider to this target group was an issue. Building an awareness and profile of their service and establishing trust and visibility were still key challenges faced. Other services reported feeling fairly established and ready to take on a more proactive approach to building their community profile and reaching out to these vulnerable potential clients. The increased momentum of services indicated in section 4.3 demonstrates how, as services become more established, community engagement increases.

Inappropriate requests for service

Several providers reported that the name '*Find and Connect*' has been interpreted by the public to imply a genealogy service or be in some way related to adoptions. More obscure interpretations include a telephone connection service. Consequently, the 1800 number receives a lot of inappropriate calls.

Service providers reported that assessing the eligibility of calls takes a lot of time.

4.6 Gaps and suggestions for improvement

The key gap in the model identified at all levels of consultations related to the lack of funding to provide the connect component of the service:

'We find the money useful in finding people, but the gap is in connecting them. The funding isn't there to be able to have those travel plans to reunite the family.'

Multiple suggestions were made for how the *Find and Connect* services could be improved. Some of these suggestions related to current operations while others reflected items to be considered in the future direction of *Find and Connect*.

4.6.1 Improvements

The main improvements suggested fall into five categories as follows:

- Service promotion
- Records
- Acknowledgement of intergenerational trauma
- Increasing community and professional awareness
- Greater consistency in processes and practices across jurisdictions.

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Service promotion

Many service providers suggested service promotion at a national level to raise the profile of *Find and Connect* services in the general community. The need to promote services in prisons and among the homeless was also raised by service providers.

Records

Several areas of improvement were identified in relation to records. These included the need for:

- A national approach to records access
- Improved arrangements with Births, Deaths and Marriages to ensure access to records is uniform across jurisdictions
- Additional funding to non-government organisations to archive records
- Greater information sharing among service providers regarding record searching processes.

These concerns have been the focus of the Records Access Documentation Project, progress in relation to which is discussed in Chapter 7.

Acknowledgement of intergenerational trauma

Service providers were acutely aware of the extent to which the experiences of Forgotten Australians and Former Child Migrants impacted on relationships with spouses/partners and children. This intergenerational trauma was seen as something that needs to be recognised and reflected in service provision to spouses/partners and children. It was also suggested services need to recognise clients may be at risk of re-traumatisation and need additional support if family reunions are unsuccessful.

Increasing community and professional awareness

The need to increase awareness of Forgotten Australians and Former Child Migrants among the general and professional community was repeatedly raised. Suggestions to do so included incorporating details of the experiences of Forgotten Australians and Former Child Migrants in the curriculum of university students who may encounter these clients in their career. Provision of training to health professionals such as general practitioners and counsellors was also listed as a strategy.

Greater consistency in processes and practices across jurisdictions

The need for greater consistency of services and processes was raised by a number of stakeholders and service providers. This was based on the notion that Forgotten Australians and Former Child Migrants should be able to expect the same level of services no matter which State/Territory they reside in. The development of the forthcoming Operational Guidelines for *Find and Connect* services was generally viewed as a positive step towards ensuring greater consistency. Some service providers believed that the practice roundtables were originally intended as a mechanism for promoting greater consistency but this had not been achieved in reality.

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4.6.2 Possible future planning considerations

A number of the issues raised in relation to the future of *Find and Connect* stemmed from the aging profile of this cohort.

Many reported aged care service provision was an area of major concern for their clients, particularly given the institutional model of service delivery that operates throughout Australia. Further traumatisation was seen as a likely outcome for some unless the current model of aged care provision is changed.

The aging profile of this client group also fuelled suggestions to expedite records searching and funding for family reunification. Time was seen to be running out for many.

The issue of posthumous access to client records was also raised. Service providers reported some clients were very concerned about family members accessing their files because they would be exposed to information that was both traumatic and at times inaccurate. In these cases, clients were concerned about the legacy they left their families and did not want to be remembered by what was in their files. Service providers also reported some family members had indicated access to files would help them to better understand their relative and perhaps the reasons for their behaviour and life choices.

4.7 Service delivery and uptake profile

Two groups of service usage data were reviewed to generate a service delivery and uptake profile to December 2013, namely data submitted by the service providers to DSS and web analytics data related to the *Find and Connect* web resource.

4.7.1 DSS data

Given the disparities between how data was reported by the state-based services and the Child Migrants Trust (see section [3.8.1](#)), activity data are examined separately in this section.

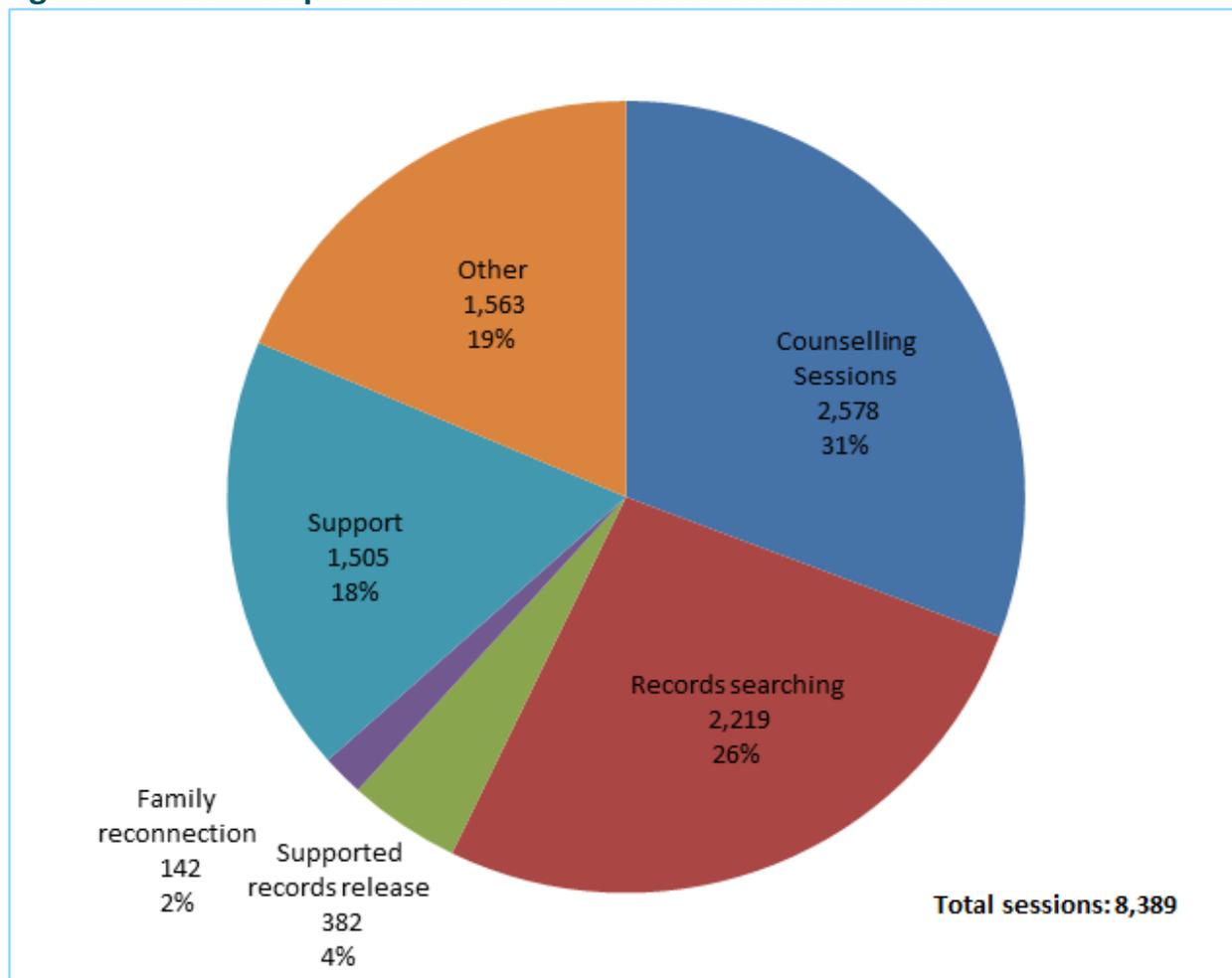
State-based services

A total of 8,389 sessions were provided by the state-based *Find and Connect* services providers between 1 July 2012 and 31 March 2014 ([Figure 4-1](#)). These sessions primarily involved counselling (31%), records searching (26%) and support (18%). While the 'Other' category accounted for 19% of sessions, the diversity of activities included in this category made a more refined analysis impossible.⁹ Only 4% of sessions were dedicated to the supported release of records. Family reconnection accounted for 2% of sessions.

⁹ 'Other' includes the following eligible activities: intake and assessment only, intake and assessment other clients, intake and assessment plus service, information and referral, support - about client with other professionals, community capacity building and development and education and skills training and citizenship support & advocacy and 'out of scope' clients.

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Figure 4-1: Service provision overview – state-based services



The low proportion of sessions dedicated to the supported release of records is surprising given the scale of records searching undertaken (2,219 sessions, 26%) and that most of the services indicated clients generally availed of this option.

When activity levels are reviewed over time, a trajectory of increased activity is evident for all service components (Table 4-1). Figures reported for the nine months period 1 July 2013 to 31 March 2014 exceed those for the preceding 12 months, thus supporting the increased uptake of services reported by service providers in the March 2014 consultations (section 4.3).

4 Implementation of the service delivery model

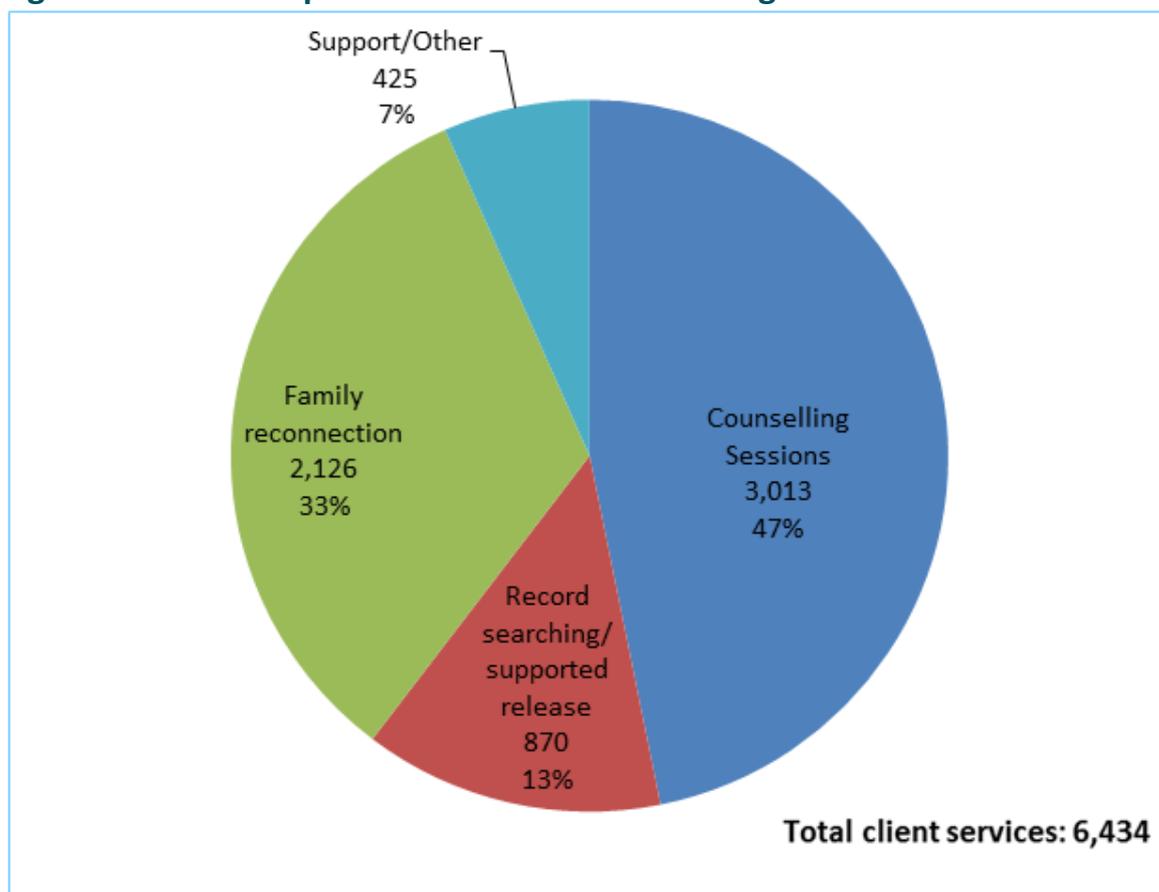
Table 4-1: Service activities over time – state-based services

Activity	Time period 1/7/2012 – 30/6/2013	Time period 1/7/2013 – 31/3/2014	Total	Percentage of total
Counselling	976	1,602	2,578	31%
Record searching	828	1,391	2,219	26%
Supported release	97	285	382	4%
Family reconnection	39	103	142	2%
Support	284	1,221	1,505	18%
Other	669	894	1,563	19%
Total	2,893	5,496	8,389	100%

Child Migrants Trust services

The Child Migrants Trust provided a total of 6,434 client services¹⁰ between 1 July 2012 and 31 March 2014 (Figure 4-2). These services primarily involved counselling (47%), family reconnection (33%) and records searching/supported release of records (13%). The 'Other' category accounted for 7% of sessions.

Figure 4-2: Service provision overview - Child Migrants Trust



¹⁰ This is not a count of unique clients. Clients may have had multiple services or multiple episodes of service from the Child Migrants Trust

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While this profile is broadly consistent with that of the state-based providers in terms of the importance of counselling and records searching as key activity areas, the proportion of time allocated to family connection activities is a major point of differentiation. Unlike its state-based counterparts, the Child Migrants Trust has access to family reunification funding through the UK government. As a result, family connection constitutes a significant part of the Trust's work.

Activity levels across all service components are generally consistent over time (Table 4-2). Figures reported for the nine months period 1 July 2013 to 31 March 2014 are approximately three-quarters of those for the preceding 12 months, with the exception of the 'Other' category where an increase is probable if the current trajectory is maintained (Table 3-1). This steady pattern of service uptake differs from the increases evident among state-based services and is most likely the result of the Trust being longer established and thus having fewer new clients than their state-level counterparts.

Table 4-2: Service activities over time – Child Migrants Trust

Activity	Time period 1/7/2012 – 30/6/2013	Time period 1/7/2013 – 31/03/2014	Total	Percentage of total
Counselling	1,783	1,230	3,013	47%
Record searching/supported release	502	368	870	13%
Family reconnection	1,150	976	2,126	33%
Support/Other	218	207	425	7%
Total	3,653	2,781	6,434	100%

4.8 Usage of the *Find and Connect* web resource

Web analytics data indicated that 159,789 people visited the web resource in 2013.¹¹ Of these, 27.19% did so more than once, resulting in a total of 217,500 visits.

These figures represent an increase on 2012 values. Overall, 33.5% more people used the web resource in 2013 than in 2012. Visits to the website increased by 32.7% in that time.

This signifies the *Find and Connect* web resource was and continues to be well utilised.

¹¹ *Find and Connect Web Resource Newsletter*, Issue 19, Jan/Feb 2014.

5 The Client Experience

The client experiences reported in this chapter are based on a combination of quantitative and qualitative data derived from the service user survey, follow-up discussions with survey respondents and focus group discussions. Findings from both sets of informants are collated and discussed under four key headings:

- Assistance received by service users from the *Find and Connect* services
- Service user perceptions of what is good about the *Find and Connect* services
- Areas for improvement
- How the *Find and Connect* services could better meet the needs of Forgotten Australians and Former Child Migrants.

This discussion is preceded by a profile of survey respondents and focus group participants.

5.1 Profile of informants

5.1.1 Profile of survey respondents

A total of 205 valid surveys were completed at the close of the survey on 31 December 2013 ([Table 5-1](#)). The majority of respondents (81.5%) identified as Forgotten Australians. Former Child Migrants represented the remaining 18.5%.

Differences were evident in the demographics of the two groups in relation to gender ratio and age. Almost two out of every three Forgotten Australians were female. In contrast, the Former Child Migrants were predominantly male (76.3%). While the majority of all respondents were in the over 55 year age cohorts, respondents who were Former Child Migrant were substantially older, with 92.1% aged 66 years or older compared with 31.7% of Forgotten Australians.

This age difference between the two groups is likely to be a result of historical processes. Child migration schemes to Australia ceased by 1970 whereas children continue to be placed in 'care' arrangements to this day under Australia's child protection policies, albeit no longer in institutionalised settings of that kind (orphanages and children's homes).¹² Allowing for the fact that children as young as three years of age were included in the child migration schemes¹³, the likely minimum age in the Former Child Migrant cohort is 46 years (presupposing the arrival of a three-year old in 1970). Given that Forgotten Australians may have been in 'care' as recently as 1989 (the cut off for the present study), respondents as young as 24 years of age were eligible to participate. By default, therefore, the general population of Former Child Migrants from which survey respondents could be drawn is substantially older than the Forgotten Australian population, and this is reflected in this profile of survey respondents.

Surveys were completed by respondents from all jurisdictions, with Victoria and Western Australia accounting for the greatest proportion of respondents. This was particularly true of Former Child

¹² Lamont A and Bromfield L. *History of Child Protection Services*. Australian Institute of Family Studies, October 2010 <http://www.aifs.gov.au/nch/pubs/sheets/rs22/rs22.pdf> Accessed 2 April 2014.

¹³ Child Migrant Trust Child Migration History <http://www.childmigrantstrust.com/our-work/child-migration-history> Accessed 2 April 2014.

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Migrants in Western Australia and likely reflects the fact that almost half of all Former Child Migrants in Australia reside in that state.¹⁴

Table 5-1: Summary Profile of Survey Respondents

Characteristic	Forgotten Australians	Former Child Migrants	Total Respondents
Survey response			
Survey response	167 (81.5%)	38 (18.5%)	205 (100.0%)
Gender			
Female	102 (61.1%)	9 (23.7%)	111 (54.1%)
Male	65 (38.9%)	29 (76.3%)	94 (45.9%)
Age group			
30-45 years	15 (9.0%)	1 (2.6%)	16 (7.8%)
46-55 years	28 (16.8%)	-	28 (13.7%)
56-65 years	71 (42.5%)	2 (5.3%)	73 (35.6%)
66-79 years	47 (28.1%)	34 (89.5%)	81 (39.5%)
80+ years	6 (3.6%)	1 (2.6%)	7 (3.4%)
Aboriginal and/or Torres Strait Islander status			
Aboriginal	11 (6.6%)	-	11 (5.4%)
Torres Strait Islander	-	-	-
Current place of residence			
ACT	1 (0.6%)	-	1 (0.5%)
NSW	26 (15.6%)	6 (15.8%)	32 (15.6%)
NT	3 (1.8%)	-	3 (1.5%)
QLD	18 (10.8%)	1 (2.6%)	19 (9.3%)
SA	28 (16.8%)	-	28 (13.7%)
TAS	6 (3.6%)	2 (5.3%)	8 (3.9%)
VIC	60 (35.9%)	11 (28.9%)	71 (34.6%)
WA	25 (15.0%)	18 (47.4%)	43 (21.0%)
Awareness			
Aware of <i>Find and Connect</i> services	127 (76.0%)	32 (84.2%)	159 (77.6%)
Use			
Used <i>Find and Connect</i> services*	104 (62.3%)	31 (81.6%)	135 (65.9%)

* Including Child Migrants Trust

¹⁴ Source: Consultation with the International Association of Former Child Migrants and Their Families.

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5.1.2 Focus group profile

Seven focus groups were convened comprising a total of 71 participants (Table 5-2). Six of these focus groups were organised by *Find and Connect* service providers and comprised current and past clients. The remainder were members of the support and advocacy group, CLAN. As a result, focus group participants were primarily Forgotten Australians, with only two participants indicating that they were Former Child Migrants. Almost all participants had used or were currently using *Find and Connect* services.

Table 5-2: Focus group details

Organised by	Number of focus groups	Total number of participants
Elm Place (SA)	1	16
Lanterns (WA)	1	11
Lotus Place (Qld)	1	3
Open Place (Vic)	2	29
Wattle Place (NSW)	1	6
CLAN	1	6
Total	7	71

* No focus groups were convened at the following service providers Relationships Australia (NT), Relationships Australia (TAS), Relationships Australia (ACT), and the Child Migrants Trust.

Participants' abilities in terms of social and cognitive skills differed greatly within and between groups. As a result, the larger groups were split into smaller groups to facilitate greater participation and ease of communication by participants.

5.2 Survey findings

5.2.1 Awareness and usage of the *Find and Connect* services

Overall, respondents reported a strong awareness (78.6%) and usage (65.9%) of *Find and Connect* services, including the Child Migrants Trust. While these figures are encouraging, they nonetheless indicate that:

- Almost one in eight respondents (12.7%) reported being aware of the *Find and Connect* services but had not used them
- More than one-third of all respondents (34.1%) reported not having used the *Find and Connect* services.

Among those using services, the most commonly used services were:

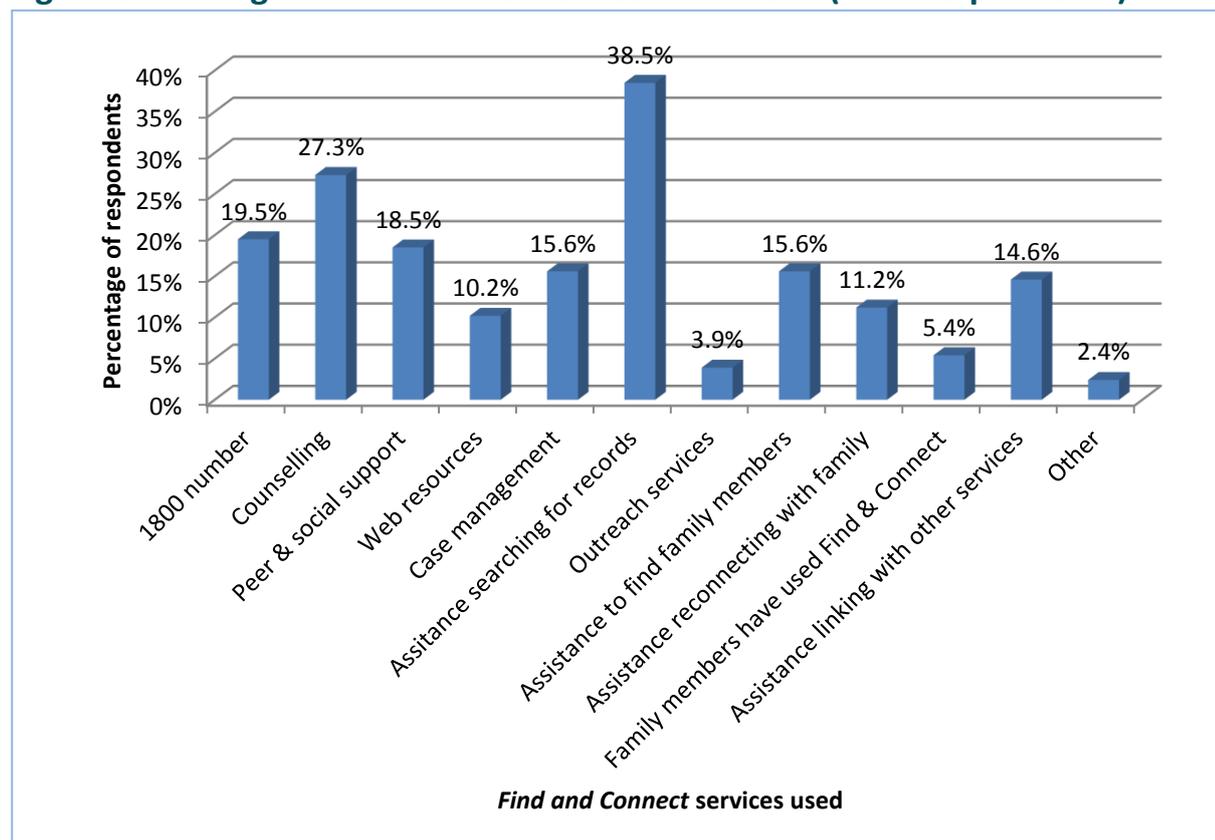
- Assistance with record searching (38.5%)
- Counselling (27.3%)
- The 1800 number (19.5%)
- Peer and social support (18.5%)

5 The Client Experience

- Case management (15.6%)
- Assistance to find family members (15.6%) (Figure 5-1).

Of the 135 respondents who had used services, 17 (12.6%) did not state which service they had used. Nine service users had received services from multiple *Find and Connect* service providers (four Forgotten Australians and five Former Child Migrants).

Figure 5-1: Range of *Find and Connect* services used (total respondents)



Information from Figure 5-1: Range of Find and Connect services used (total respondents)

Activity	Percentage of respondents
1800 number	19.5%
Counselling	27.3%
Peer and social support	18.5%
Web resources	10.2%
Case management	15.6%
Assistance searching for records	38.5%
Outreach services	3.9%
Assistance to find family members	15.6%
Assistance reconnecting with family	11.2%
Family members have used Find and Connect	5.4%
Assistance linking with other services	14.6%
Other	2.4%
Total	100%

5 The Client Experience

When service usage patterns were compared, a number of differences were evident between Forgotten Australians and Former Child Migrants (Table 5-3). Consistent with the patterns shown for the overall respondents, records searching (40.1%), counselling (29.3%), use of the 1800 number (22.2%), peer and social support (20.4%) and case management (16.2%) emerged among the five most frequently listed services used by Forgotten Australians. For the Former Child Migrant respondents, the main services used were: assistance reconnecting with family (34.2%), record searching (31.6%), assistance to find family members (26.3%), counselling (18.4%) and case management (13.2%).

Variations in service usage patterns largely reflect differences in the models operated by the state-based *Find and Connect* services and the Child Migrants Trust and the different stages of development of these models. For example, it is not surprising that assistance reconnecting with family was ranked first in terms of service usage among the Former Child Migrants given that funding has been provided for this purpose by the UK government through the Child Migrants Trust. Similar funding is not generally available for Forgotten Australians.

Use of the 1800 number and peer and social support also differed between the two groups. The 1800 number has been specifically established for clients to access state-based services, hence its ranking among the most frequently used service elements by the Forgotten Australians cohort. In contrast, Former Child Migrants access the Child Migrants Trust directly through a 1800 number specific to its service. Low usage of the state-based services by Former Child Migrants consequently results in low usage of the *Find and Connect* 1800 number.

Peer and social support is a key component of most of the state-based services. However, as outlined in Section 6.1, with the exception of end of year functions and special events, social groups are not part of the Child Migrants Trust model. Two of the four Former Child Migrants who reported using peer and social support services did so through the state-based services, and the remainder through the Child Migrants Trust.

Z tests were performed to assess whether these observed differences were statistically significant. Statistically significant differences (p value at or below 0.05) were found regarding the use of the 1800 number, assistance to find family members and assistance reconnecting with family between Forgotten Australians and Former Child Migrants. These results point to fundamental differences in the components of the model available to each target group.

Table 5-3: Find and Connect service usage comparisons

<i>Find and Connect</i> services used	Forgotten Australians (n=167)			Former Child Migrants (n=38)			Total Respondents (n=205)			P-value for difference between two groups
	No	%	Rank	No	%	Rank	No	%	Rank	
1800 number	37	22.2	3	3	7.9%	9	40	19.5	3	0.046
Counselling	49	29.3	2	7	18.4	4	56	27.3	2	0.174
Peer support and social support	34	20.4	4	4	10.5	6	38	18.5	4	0.159
<i>Find and Connect</i> web resource	20	12.0	8	1	2.6	11	21	10.2	9	0.087
Case management	27	16.2	5	5	13.2	5	32	15.6	5	0.646

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<i>Find and Connect</i> services used	Forgotten Australians (n=167)			Former Child Migrants (n=38)			Total Respondents (n=205)			P-value for difference between two groups
	No	%	Rank	No	%	Rank	No	%	Rank	
Assistance searching for records	67	40.1	1	12	31.6	2	79	38.5	1	0.327
Outreach services	5	3.0	11	3	7.9	9	8	3.9	11	0.159
Assistance to find family members	22	13.2	7	10	26.3	3	32	15.6	5	0.044
Assistance to reconnect with family member	10	6.0	10	13	34.2	1	23	11.2	8	<0.001
My family has used the service	11	6.6	9	-	-	-	11	5.4	10	0.103
Assistance linking with other services	26	15.6	6	4	10.5	6	30	14.6	7	0.430
Other	1	0.6%	12	4	10.5	6	5	2.4	12	<0.001

Note: Multiple services could be used. Percentages do not total 100 as a result.

5.2.2 How respondents found out about the *Find and Connect* services

Respondents reported a wide range of mechanisms through which they found out about the *Find and Connect* services (

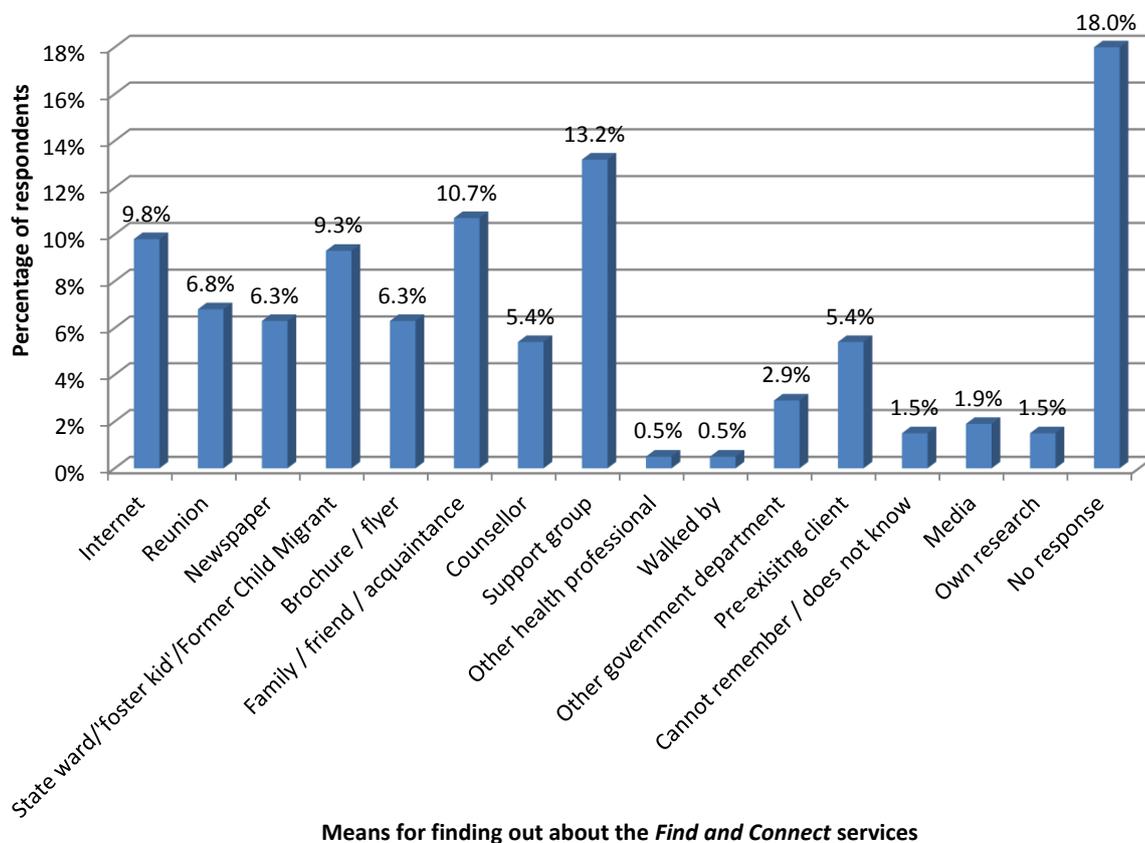
5 The Client Experience

Figure 5-2). Of these, support groups (13.2%), family member/friend or acquaintance (10.7%) and the internet (9.8%) were the most frequently listed.

When responses are categorised thematically a more refined pathway to the services is evident. Collectively, word of mouth emerged as the single largest of these categories, accounting for 40% of all responses when reunion, other state ward/foster kid/Former Child Migrants, family/friend/acquaintance and support group are combined. Print and other media (newspapers, brochure/flyer, media) accounted for 14.5%, a further 9.8% found out about services through the internet and 8.8% through professional relationships (counsellor, other health professional, other government department). Only 5.4% of respondents were pre-existing clients of the service prior to it becoming a *Find and Connect* Service.

5 The Client Experience

Figure 5-2: Means of finding out about *Find and Connect* services (total respondents)



Information from Figure 5-2: Means of finding out about Find and Connect services (total respondents)

Means of finding out about Find and Connect services	Percentage of respondents
Internet	9.8%
Reunion	6.8%
Newspaper	6.3%
State ward/'foster kid'/Former Child Migrant	9.3%
Brochure/flyer	6.3%
Family/friend/acquaintance	10.7%
Counsellor	5.4%
Support group	13.2%
Other health professional	0.5%
Walked by	0.5%
Other government department	2.9%
Pre-existing client	5.4%
Cannot remember/does not know	1.5%
Media	1.9%
Own research	1.5%
No response	18.0%
Total	100%

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The main methods used to find out about the *Find and Connect* services differed for Former Child Migrants and Forgotten Australians. Former Child Migrants were more likely to have found out about the *Find and Connect* services from a family member/friend/acquaintance (23.7%), from another Former Child Migrant, 'foster kid' or state ward (13.1%), or via the newspaper (10.5%). In contrast, Forgotten Australians were more likely to have found out about the *Find and Connect* services via a support group (15.0%), the internet (12.0%) or from another Forgotten Australian (8.4%) when compared to the Former Child Migrants. In both cases, however, the importance of 'word-of-mouth' in both groups is evident.

The higher reliance on friendship groups and peers among Former Child Migrants points to the greater reported connection within this cohort than their Forgotten Australian counterpart. This connection is likely to be a function of the smaller number of people involved, the smaller number of sending/'care' institutions and the geographical concentration of Former Child Migrants. Z tests confirmed these differences in reliance on friendship and peer group sources of information as statistically significant.

Statistically significant differences were also evident between the two groups in terms of the internet and media as means of finding out about the services. While none of the Former Child Migrant respondents listed internet in this regard, proportionately more listed 'other media' when compared with the Forgotten Australian cohort. Several cited the mass media campaigns of the Child Migrants Trust as being instrumental in raising their awareness of services, and particularly the work of its founder Margaret Humphreys and the impact of documentaries and television mini-series such as 'The Leaving of Liverpool'.

Table 5-4: Summary of methods for finding out about the *Find and Connect* services

Method for finding out about the <i>Find and Connect</i> services	Forgotten Australians			Former Child Migrants			Total Respondents			P-value for difference between two groups
	No	%	Rank	No	%	Rank	No	%	Rank	
Internet	20	12.0	2	-		-	20	9.8	3	0.024
Newspaper	9	5.4	9	4	10.5	3	13	6.3	6	0.242
Brochure/Flyer	12	7.2	5	1	2.6	9	13	6.3	6	0.298
Counsellor	10	6.0	8	1	2.6	-	11	5.4	8	0.407
Other health professional	1	0.6	11	-		-	1	0.5	14	0.631
At a reunion	11	6.5	6	3	7.9	4	14	6.8	5	0.772
Another state ward, 'foster kid', Former Child Migrant	14	8.4	3	5	13.1	2	19	9.3	4	0.358
Family member/friend/acquaintance	13	7.8	4	9	23.7	1	22	10.7	2	0.004
Support group	25	15.0	1	2	5.3	7	27	13.2	1	0.110
Walked by	1	0.6	11	-		-	1	0.5	14	0.631
Other government	6	3.6	10	-		-	6	2.9	10	0.234

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Method for finding out about the <i>Find and Connect</i> services	Forgotten Australians			Former Child Migrants			Total Respondents			P-value for difference between two groups
	No	%	Rank	No	%	Rank	No	%	Rank	
department										
Pre-existing client	11	6.5	6	-		-	11	5.4	8	0.103
Cannot remember/ does not know	1	0.6	11	2	5.3	7	3	1.5	12	0.031
Other media (e.g. TV, radio)	1	0.6	11	3	7.9	4	4	1.9	11	0.003
Own research/enquiries	-		-	3	7.9	4	3	1.5	12	<0.001
No response	32	19.2		5	13.2		37	18.0		0.384
Total	167	100.0		38	100.0		205	100.0		

5.2.3 Satisfaction with the *Find and Connect* service components

Overall, high levels of satisfaction were evident for each of the *Find Connect* service components (Figure 5-3). The majority of respondents, who provided satisfaction ratings, were either ‘satisfied’ to ‘very satisfied’. The greatest proportion of these was ‘very satisfied’.¹⁵

The two service elements that scored the highest levels of satisfaction were peer and social support programs (82.7% of those who responded to this item were satisfied or very satisfied) and counselling services (81.7%). Total satisfaction scores (i.e. all satisfied and very satisfied responses) for all other services listed exceeded 70%. Family Support services were also listed among the service components with the highest proportion of dissatisfaction ratings in the ‘very dissatisfied’ category. Case management, support to link with other services and record tracing also received ‘very dissatisfied’ scores from more than 10% of those who provided responses to this question.

These negative findings need to be interpreted with caution. First, they need to be contextualised in terms of the total number who responded to the question and the number for whom this question was not applicable.¹⁶ In the case of Family Support Services, only 27 respondents provided a satisfaction rating; the remainder either indicated the question was not applicable or did not answer the question. Consequently, the representativeness of these comments relative to the total *Find and Connect* user population is limited.

Second, the findings need to be contextualised in terms of client expectations. Some clients had misconceptions about what the *Find and Connect* services could do (section 5). This was particularly true in the case of record searching. In one focus group, for example, a participant believed personal records were accessible through the *Find and Connect* website. In a number of the telephone surveys, respondents expressed high levels of frustration that record searching through the *Find and Connect* services had only yielded minimal, and often highly redacted, copies of

¹⁵ Of total survey respondents (n=205), the proportion of respondents who did not provide an answer to these individual satisfaction questions ranged from 42.4% to 45.9%.

¹⁶ Not applicable generally indicated that the respondent had not used this service component.

5 The Client Experience

records. Failure to recognise that the poor quality of records was a function of poor record keeping by the 'care' provider rather than a shortcoming of the *Find and Connect* services may have distorted the satisfaction level reported in the survey.

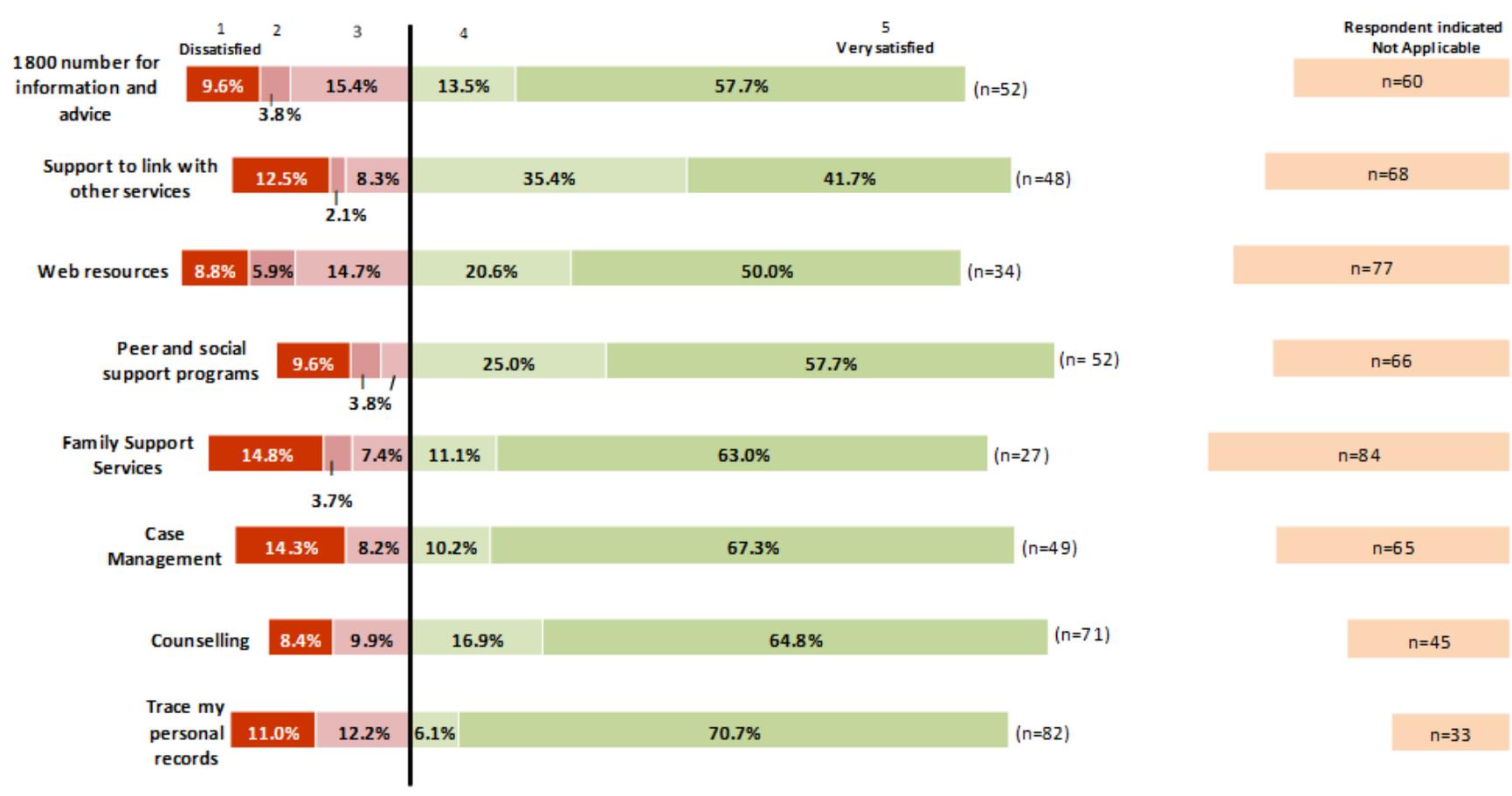
A comparative analysis of responses between respondents attending state-based services and those attending the Child Migrants Trust was not viable because of the small number of responses received from Former Child Migrants.

Follow-up telephone interviews were conducted with seven survey respondents who indicated dissatisfaction with services and who had provided permission to be re-contacted (see section [3.4.3](#) for selection process). In four of these seven cases, the dissatisfaction levels were records-related and not a negative assessment of the service per se. Rather, dissatisfaction was a function of services being unavailable or the extent of redaction and incomprehensibility of records received. For one respondent, dissatisfaction with counselling was a result of 'feeling worse' after sessions and their inability to cope with the level of stress counselling provoked.

In two cases, dissatisfaction was directly related to the services and was sustained between the time of completing the survey and the follow-up interview. One respondent's dissatisfaction stemmed from never having received any follow-up or outcome from their record request. The other respondent spoke of finding the service 'patronising' and of how not all Forgotten Australian need the craft and 'institutional activities' promoted by the *Find and Connect* they contacted.

These seven follow-up interviews included respondents who were resident in one jurisdiction but had been 'in care' in another jurisdiction. Discussion revealed some misinformation regarding cross-jurisdictional rights which respondents purported to have been provided by the service(s) they contacted. These included being advised they were ineligible to use services in the jurisdiction they now resided in and that they were responsible for contacting records holders in their former jurisdiction. Whether these reports are misconceptions by the respondents or inaccurate advice from the services, they had a negative impact on respondent satisfaction.

Figure 5-3: Satisfaction with the *Find and Connect* services (total respondents)



Note: Not applicable generally indicated that the respondent had not used this service component.

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Information from Figure 5-3: Satisfaction with the Find and Connect services (total respondents)

Satisfaction with services on a scale from 1 to 5 with 1 being dissatisfied and 5 very satisfied	1	2	3	4	5	Total number of respondents who indicated a scale rating	Number of respondents who indicated 'not applicable'
1800 number for information and service	9.6%	3.8%	15.4%	13.5%	57.7%	52	60
Support to link with other services	12.5%	2.1%	8.3%	35.4%	41.7%	48	68
Web resources	8.8%	5.9%	14.7%	20.6%	50.0%	34	77
Peer and social support programs	9.6%	3.8%	3.8%	25.0%	57.7%	52	66
Family Support Services	14.8%	3.7%	7.4%	11.1%	63.0%	27	84
Case Management	14.3%	0.0%	8.2%	10.2%	67.3%	49	65
Counselling	8.4%	0.0%	9.9%	16.9%	64.8%	71	45
Trace my personal records	11.0%	0.0%	12.2%	6.1%	70.7%	82	33

Note: Not applicable generally indicated that the respondent had not used this service component.

5.2.4 Satisfaction with service experience

Survey respondents were asked to rate their experiences of using the services against five key service attributes developed based on the original *Find and Connect* service delivery design principles.¹⁷

Approximately 40% of respondents did not provide a response to each of these questions (Table 5-5). Of those who did, the majority either agreed or strongly agreed with each attribute statement. In each case, the ‘strongly agree’ category accounted for the greatest proportion of these responses. This indicates that, based on clients’ experiences, service delivery within the *Find and Connect* services favourably aligns with the agreed service design principles.

Table 5-5: Satisfaction with Find and Connect staff and services

Service attribute statement	Level of agreement n (%)							Total
	Strongly disagree	Disagree	Not sure	Agree	Strongly agree	N/A	Missing	
Staff understand and respect my experiences and history	5 (2.4%)	5 (2.4%)	7 (3.4%)	35 (17.1%)	67 (32.7%)	6 (2.9%)	80 (39.0%)	205 (100.0%)
I’m happy with the choices of services and support	7 (3.4%)	3 (1.5%)	10 (4.9%)	44 (21.5%)	52 (25.4%)	8 (3.9%)	81 (39.5%)	205 (100.0%)
I’m happy with the level of support that has been provided to me	7 (3.4%)	5 (2.4%)	12 (5.9%)	29 (14.1%)	65 (31.7%)	6 (2.9%)	81 (39.5%)	205 (100.0%)
<i>Find and Connect</i> staff have the right skills and knowledge	5 (2.4%)	1 (0.5%)	23 (11.2%)	30 (14.6%)	59 (28.8%)	7 (3.4%)	80 (39.0%)	205 (100.0%)
<i>Find and Connect</i> services were easy to access	3 (1.5%)	8 (3.9%)	10 (4.9%)	39 (19.0%)	50 (24.4%)	9 (4.4%)	86 (42.0%)	205 (100.0%)

5.2.5 Extent respondents achieved what they wanted from the services

The majority of survey respondents had achieved some or all they had wanted from using the *Find and Connect* services (Figure 5-4). The greatest proportion of responses fell within the ‘fully achieved’ or ‘almost fully achieved’ categories (34.4% and 24.0% respectively). Only 10.4% indicated they had ‘not at all achieved’.

Discussions with those who completed the survey by telephone and with those follow-up respondents provide some insight into how scores were derived. Lower scores were generally

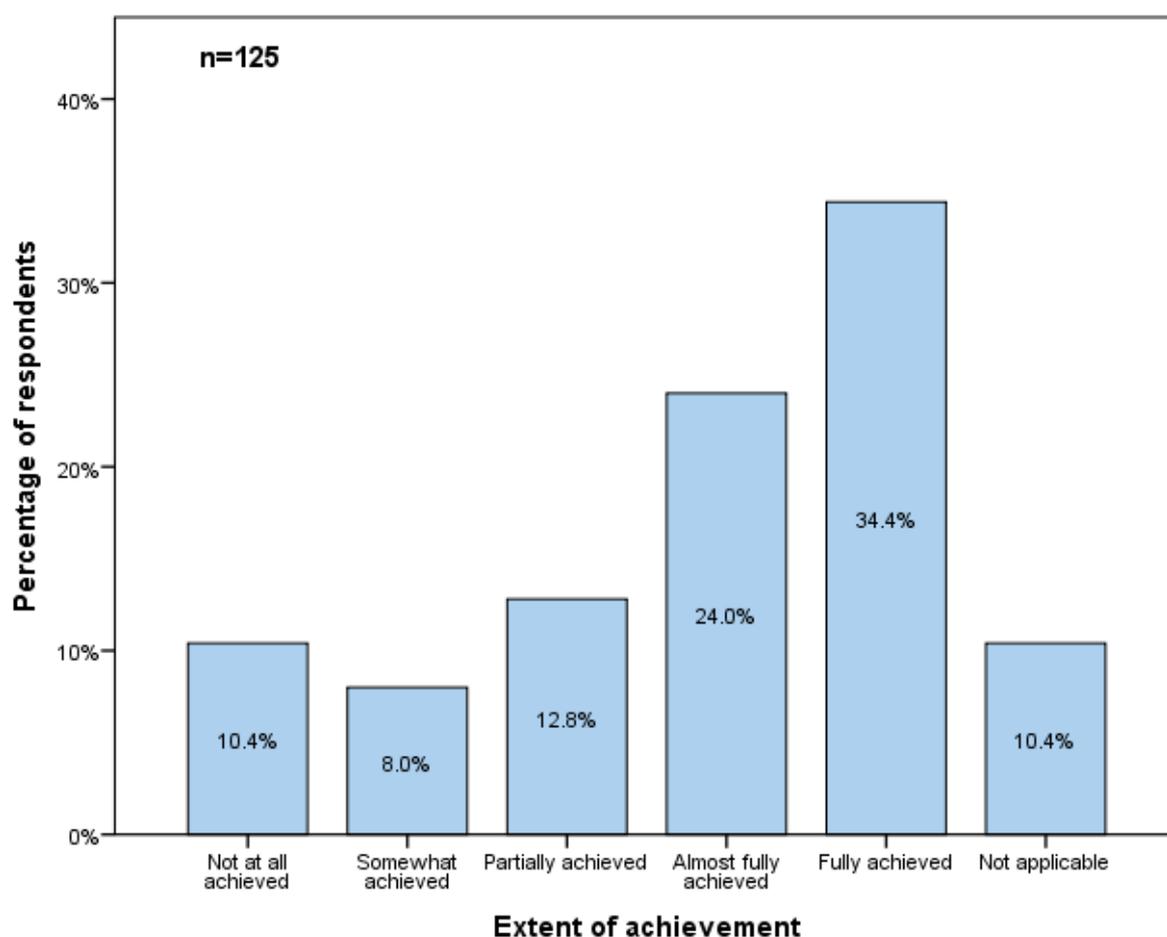
¹⁷ The original service design principles were the most current at the time of the survey.

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applied by those newly engaged with services and those awaiting records. Lower scores, therefore, did not equate with client dissatisfaction or failure of the services to deliver what clients had hoped to achieve. Rather, they signified that it was too early in the client's journey with the service to have fully achieved what they had wanted.

Respondents in the 'not at all achieved' category tended to be those who had unsatisfactory outcomes to records searching or who had been unable to engage in face-to-face counselling or peer and social support activities. As outlined earlier, record-related issues were generally more a function of poor record keeping by the 'care' provider than a shortcoming of the *Find and Connect* services. Restricted access to counselling and peer activities was generally related to locational factors. Where counselling was involved, reliance on brokered counsellors was often not seen as ideal by these respondents. Overall, the 'not at all achieved' category signified that client expectations, albeit unrealistic at times, had not been met.

Figure 5-4: Extent respondents achieved what they wanted from using the Find and Connect services



Note: 80 of the 205 respondents (39%) did not complete this question; however, 93% of all respondents who were service users did so.

A response of 'not applicable' was generally recorded by respondents who were new to the service and for whom insufficient time has passed to assess achievements.

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Information from Figure 5-4: Extent respondents achieved what they wanted from using the Find and Connect services

Extent of achievement	Percentage of respondents
Not achieved at all	10.4%
Somewhat achieved	8.0%
Partially achieved	12.8%
Almost fully achieved	24.0%
Fully achieved	34.4%
Not applicable	10.4%
Total (n=125)	100%

When the responses of Forgotten Australians and Former Child Migrants are compared, some differences were evident (Figure 5-5 and Figure 5-6). A greater proportion of Former Child Migrants reported fully achieving or almost fully achieving what they wanted from using the *Find and Connect* services than did the Forgotten Australians (74.1% and 54.1% respectively). Furthermore, none of the Former Child Migrants responses fell within the 'not at all achieved' category.

Several factors are likely to contribute to these differences, principal of which are duration providing services, different histories, the range of services provided and respondent numbers. First, the Child Migrants Trust has been in operation since 1987 and has therefore had a longer time period to work with clients in achieving what they want from the services. In contrast, the state-based services are of more recent origin, some as recent as February 2013. Consequently, less time has been available to assist clients in achieving what they want from the service.

Second, the state-based services offer a broader range of services than the Child Migrants Trust, thus increasing the range of possible areas over which clients could have expectations of achievement.

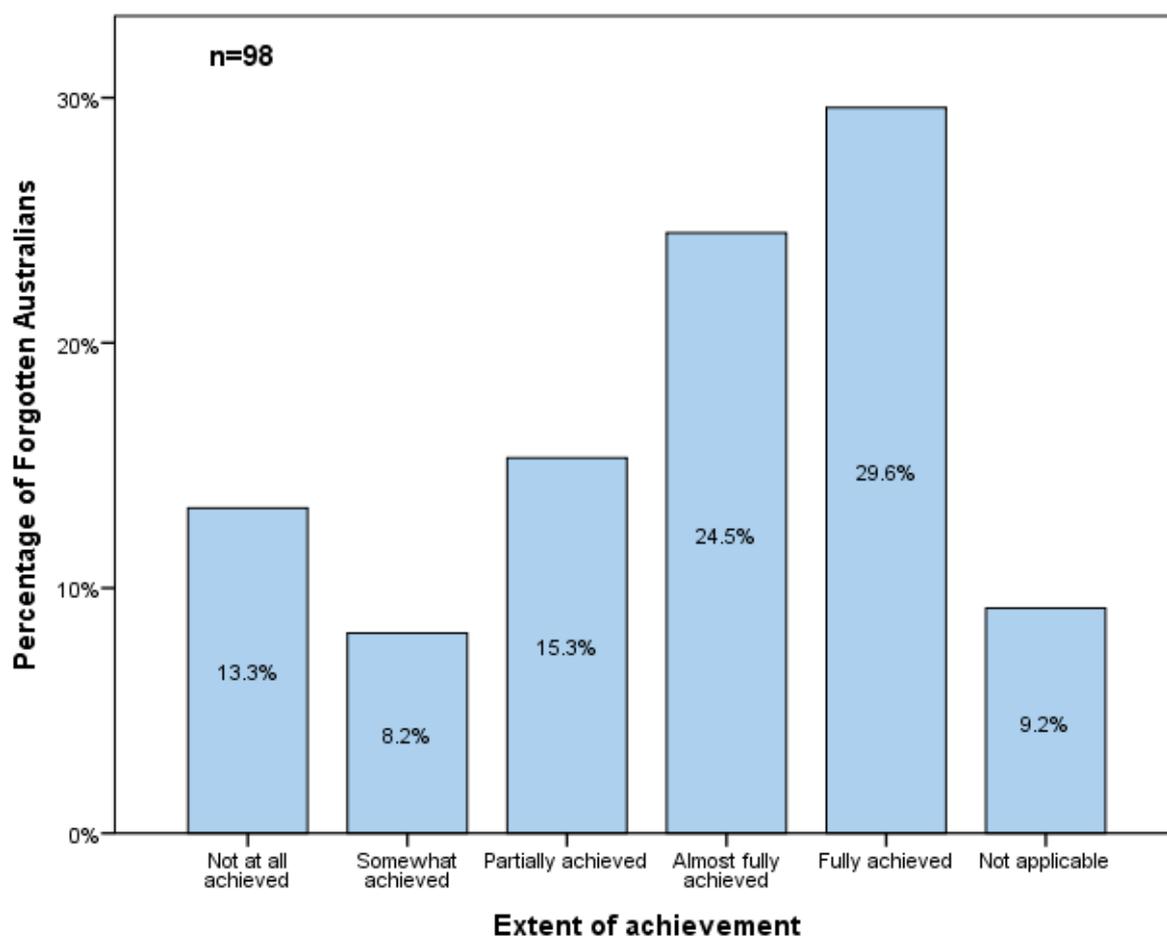
Third, the different histories of Forgotten Australians and Former Child Migrants have impacted on the scale of demand and how established processes are within organisations. Historically, there are substantially fewer Former Child Migrants than Forgotten Australians (section 2.1). While services for Former Child Migrants have been provided since the Child Migrants Trust's inception in 1987, services for Forgotten Australians are more recent. The Child Migrants Trust has had a longer time to establish processes, particularly in relation to record searching. This, coupled with master copies of the records related to time in 'care' being held by a relatively small number of sending agencies in the UK, has made records searching less onerous for the Child Migrants Trust because of its long-established search pathways and relationships with record holders. In contrast, Forgotten Australians were in 'care' in hundreds of different institutions throughout Australia. Access to records differs according to the 'care' provider and jurisdiction involved, as does the extent of record redaction. This complexity not only provides greater opportunities for delays but also heightened levels of dissatisfaction among Forgotten Australians.

Former Child Migrants have access to family reunification funding provided by the UK government. No equivalent funding is available for Forgotten Australians. Given the importance of family reunification for both cohorts and the common misconceptions among Forgotten Australians regarding the services' 'connect' function, the absence of such funding may have influenced dissatisfaction levels in the group.

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In terms of respondent numbers, more than three times as many Forgotten Australians responded to the achievement related questions than did Former Child Migrants (98 and 27 respectively). The higher number of Forgotten Australians is therefore more likely to include a broader range and diversity of responses. Given that nine of the 27 Former Child Migrants included in [Figure 5-6](#) were invited to complete the survey by the Child Migrants Trust and eight of these ranked their responses as a 4 or 5, it is possible that responses were positively biased as a result.

Figure 5-5: Extent Forgotten Australians achieved what they wanted with the Find and Connect services

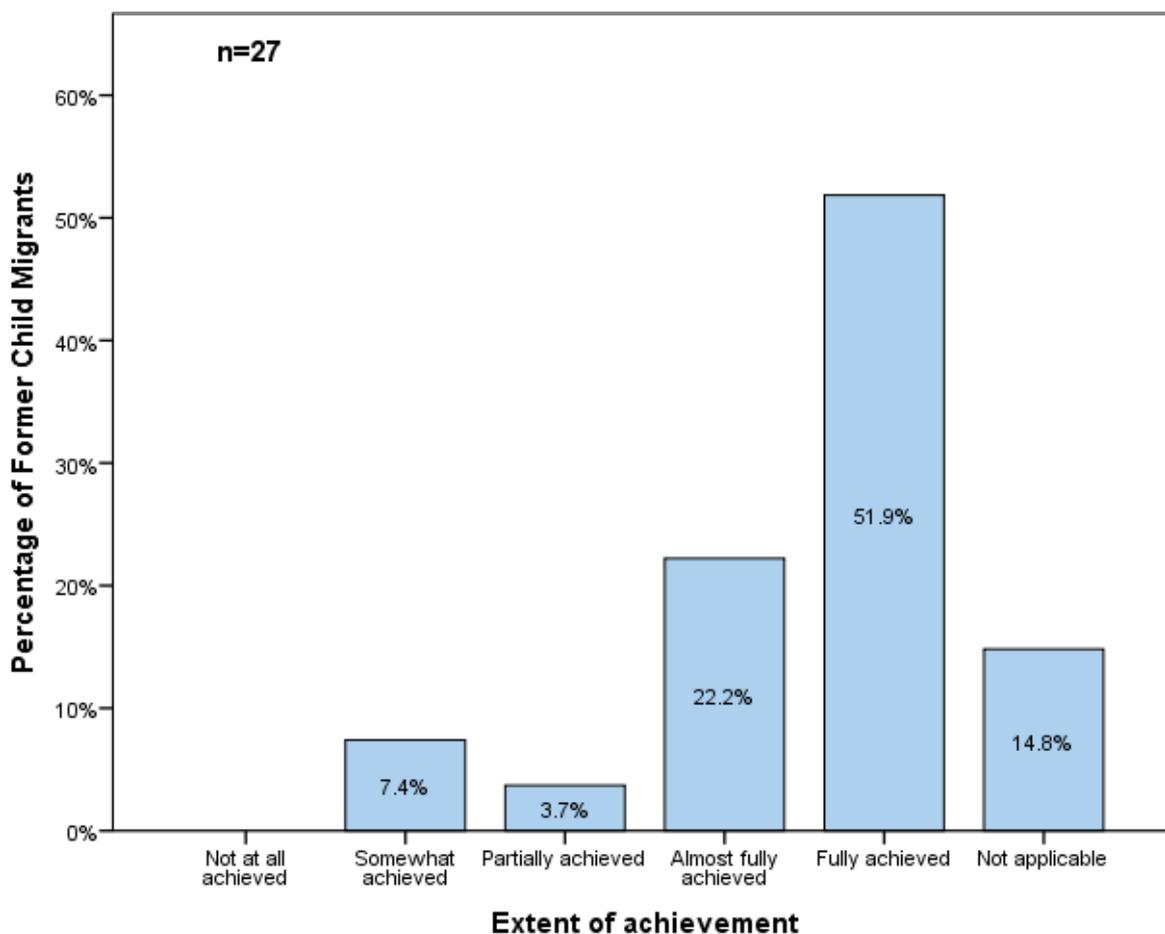


Note: A response of 'not applicable' was generally recorded by respondents who were new to the service and for whom insufficient time has passed to assess achievements.
Percentages add to 100.1% due to rounding.

Information from Figure 5-5: Extent Forgotten Australians achieved what they wanted with the Find and Connect services

Extent of achievement	Percentage of Forgotten Australians
Not achieved at all	13.3%
Somewhat achieved	8.2%
Partially achieved	15.3%
Almost fully achieved	24.5%
Fully achieved	29.6%
Not applicable	9.2%
Total (n=98)	100.1%

Figure 5-6: Extent Former Child Migrants achieved what they wanted with the *Find and Connect* services



Note: A response of 'not applicable' was generally recorded by respondents who were new to the service and for whom insufficient time has passed to assess achievements.

Information from Figure 5-6: Extent Former Child Migrants achieved what they wanted with the Find and Connect services

Extent of achievement	Percentage of Former Child Migrants
Not achieved at all	0%
Somewhat achieved	7.4%
Partially achieved	3.7%
Almost fully achieved	22.2%
Fully achieved	51.9%
Not applicable	14.8%
Total (n=27)	100%

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5.2.6 Reasons for not using the *Find and Connect* services

Seventy of the 205 survey respondents (34%) had not used *Find and Connect* services. Of these, 45 respondents had not been aware of the *Find and Connect* services, while the remaining 25 respondents indicated that they had been aware of but had not used the services.

There were 18 reasons provided for not using the services.¹⁸ The two main reasons cited were that respondents did not consider the services to be appropriate to their needs (7/19); and they did not require the services provided (5/19). Three respondents stated there were no services in their area. Responses in the 'other' category included being unsure which service to use, not wanting to continuously relive past experiences and possible plans to use these services in the future.

Fourteen of the 25 respondents who were aware of the services but had not used them indicated a willingness to be contacted to undergo further consultations. Of these, five were selected for follow-up (see section 3.4.3 for details of selection process).

Of these five, two were service users (signifying an incorrect response to the survey); one had started to use services since completing the survey and one had visited a *Find and Connect* service but had decided '*now is not the right time for me to use the service*'. The remaining follow-up respondent indicated they did not need services because of their monthly visits to their GP. In the latter case, however, the respondent was concerned that the introduction of a charge per visit proposed in the recent budget could make regular access to their GP unaffordable.

These follow-up interviews therefore did not provide additional insights into why potential clients did not use services. However, they point to the issue of informants' failure to recognise existing services as *Find and Connect* service providers raised earlier in section 5.2.

5.3 Barriers and facilitators to service uptake

Additional insights into the barriers and facilitators to service uptake were obtained from the service user focus groups, advocacy organisation forums, surveys completed by phone, follow-up interviews with survey respondents and the free text survey responses. These insights are summarised under four key headings and discussed below.

5.3.1 Terminological disconnect

The term 'Forgotten Australian' provoked mixed views. Some argued they were not forgotten; rather institutionalised. For others, it implied they were still a forgotten group. The term 'care leavers' was not seen as a suitable alternative because '*we weren't cared for*'. Generic terms such as 'homies' and institution-specific affiliations such as 'Box Hill boys' were more frequently used by Forgotten Australians to describe themselves. Participants frequently reported that 'No-one knows what a Forgotten Australian is.' Given the centrality of the term Forgotten Australians in the promotion of *Find and Connect* services, failure to identify with the term is likely to act as a barrier to service uptake.

For some, labelling the service *Find and Connect* was a misnomer because of the service's focus on finding (records searching) and its general lack of connect function. The issue of funding inequities

¹⁸ Multiple responses were permitted to this question.

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because re-unification support has been made available to Former Child Migrants and members of the Aboriginal community but not to Forgotten Australians was frequently raised. This perceived inequality is likely to impact clients' level of satisfaction with the services.

In many cases, survey respondents did not associate their service provider with *Find and Connect*. Instead, the primary identifier was the service's pre-existing name such as Open Place or Wattle Place, for example. This signifies the absence of a separate and distinct identity for *Find and Connect*. However, this disassociation does not signify an underlying major issue for the services. Under the terms of their funding agreements, services are required to 'deliver *Find and Connect* support services as an enhancement to ... [their] current service (not as a separate service)', thus undermining the need for a separate identity. Furthermore, as outlined earlier in this section, the primary identification for many service users is the institution in which they were 'in care' rather than the *Find and Connect* service provider. A more pertinent issue is that potential service users are aware of the range of services provided by the *Find and Connect* service providers (see section [5.6.7](#) for further discussion).

5.3.2 Heterogeneity within the target population

From the outset, the model acknowledged its two distinct target groups, Forgotten Australians and Former Child Migrants. While both groups share a common history of out of home 'care', the extent of difference between and within the groups became apparent during consultations.

The Child Migrant's Trust predates the establishment of *Find and Connect* services and, as a result, has reached a substantial proportion of their target population; a population significantly smaller in number than the Forgotten Australian cohort. Few Former Child Migrants were aware of the *Find and Connect* services and only seven of the 30 Former Child Migrants who completed the survey (23%) reported using services.

Only four Former Child Migrants from Malta completed the survey and none participated in focus groups. This limited consultation highlighted that the Maltese component of the Former Child Migrant population may be at risk of being overlooked. While the Child Migrants Trust assists this group with records searching, counselling, redress statements and gaining citizenship, this small cohort may be unaware of the support available through the state-based *Find and Connect* services.

As outlined in section [3.8](#), three Former Child Migrants who were part of the Rhodesian migration scheme participated in the survey and had accessed Child Migrant Trust services in Australia. While out of scope for the *Find and Connect* services, these survey respondents highlight diversity in the population of potential Former Child Migrants which may have been hitherto overlooked.

There is also considerable diversity evident within the Forgotten Australian cohort, including levels of literacy, peoples' experiences in care and their recovery journey afterwards. Other distinctions highlighted included the experiences of people who were institutionalised and those who were in foster care.

5.3.3 History and legacy of institutions and providers

For many participants, the prior history and legacy of service providers posed barriers to service access. For example, Open Place was seen as synonymous with Berry St, the former Babies' Home and Hospital and this institutional association was prohibitive for some. Likewise, Relationships

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Australia was perceived as a family dispute resolution service and some participants were concerned that attending Relationships Australia would raise community suspicion about the status of their family relationships.

5.3.4 Impact of prior experiences

Prior experiences with either the organisations now providing *Find and Connect* services or with psychologists/counselling constituted another barrier to service usage. So too did prior coping mechanisms developed during their time in institutional 'care'.

In some cases, survey respondents had approached the *Find and Connect* service providers in the past but at that stage these organisations had not been in a position to assist with their specific needs. The more recently revised portfolio of services being provided under *Find and Connect* was not known to these members of the target population.

Prior experiences of psychologists/counselling, often dating back to when 'in care', also served as a barrier to service uptake generally and of counselling specifically. Some expressed the view that services provided by counsellors in the past had not indicated an understanding or appreciation of the issues faced by Forgotten Australians and Former Child Migrants. Others spoke of how former counsellors had not believed their stories and of their traumatising by the counselling process as a result. These examples highlight the importance of trauma-informed counselling and for *Find and Connect* services to have processes and systems in place to oversee brokered counselling services.

This resulted in some clients reporting a sense of being bullied into having counselling by the *Find and Connect* services while prospective clients reported being afraid of having to disclose all their details to access services. For some clients, particularly males, time 'in care' resulted in coping mechanisms that hindered service uptake. *'The way I grew up, survival was based on being an isolationist. I'm not really a group person now.'*

5.3.5 Synthesis of individual barriers

Engagement with Forgotten Australians and Former Child Migrants through the focus groups discussions and telephone interviews highlighted the heterogeneity that exists within each group. Differences evident among individual members of these groups highlighted a range of personal and experiential factors that impacted service usage and service needs. These differences can be broadly categorised into internal and external factors ([Figure 5-7](#)).

Internal factors include such characteristics as: cognitive ability, coping mechanisms, adaptive behaviours/skills, integration of the past, peer/social/familial connectedness and socio-economic circumstances are among the reason(s) for using services.

External factors include experience 'in care', education, geographical location and socio-economic circumstances.

Within each of these internal and external characteristics, a spectrum of difference exists. Each actual or potential service user is, in turn, a unique combination of these factors and is positioned at different points along the spectrum of difference.

For example, two people may present to a service seeking peer connectedness. One person may have high cognitive skills, and is tertiary-educated but has had a traumatic experience in care. The

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other may have low cognitive skills, poor literacy skills, had a good experience in care but still presents with multiple and complex needs. Catering for both people in the same group context, for example, may not be feasible as the needs of each person may not be adequately met. This example not only highlights the complexity and diversity of the target group but also the diversity of factors that need to be considered in the model design, particularly if the spectrum of potential users is to be addressed.

Figure 5-7: Internal and external factors impacting an individual’s service usage and service needs

	Characteristics	Spectrum of difference	
Internal	Cognitive ability	Low cognitive skills	High cognitive skills
	Coping mechanism	Isolationist	Receptive to relationships
	Adaptive behaviour/skills	Highly dependent – in need of support with life skills	Highly functional
	Integration of past	Embedded/stuck in past	Moved on
	Peer connectedness	Needing a sense of peer belonging and nurturing	Belonging achieved independent of peer setting
	Social/community connectedness	Low level of connectedness	High level of connectedness
	Reason(s) for using services	Multiple/complex	Records only
	Connectedness to family	Low level (no records or rejected by family)	High level (records sourced and family reconnection made)
External	Experience ‘in care’	Traumatic	Positive
	Education	Low levels of literacy/formal education	Tertiary educated
	Geographical location	Rural/remote (low/no access to face-to-face Find & Connect services)	Urban (face-to-face access to Find & Connect services is possible)
	Socioeconomic circumstances	Limited resources	Adequate resources

Information from Figure 5-7: Internal and external factors impacting an individual’s service usage and service needs

Characteristics	Spectrum difference
Internal	
Cognitive ability	Low cognitive skills to high cognitive skills

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Characteristics	Spectrum difference
Coping mechanism	Isolationist to receptive to relationships
Adaptive behaviour/skills	Highly dependent-in need of support with life skills to highly functioning
Integration of past	Embedded/stuck in past to moved on
Peer connectedness	Needing a sense of peer belonging and nurturing to belonging achieved independent of peer setting
Social/community connectedness	Low level of connectedness to high level of connectedness
Reason(s) for using services	Multiple/complex to records only
Connectedness to family	Low level (no records or rejected by family) to High level (records sourced and family reconnection made)
External	
Experience 'in care'	Traumatic to Positive
Education	Low levels of literacy/ formal education to tertiary educated
Geographical location	Rural/remote (low/no access to face-to-face <i>Find and Connect</i> services) to urban (face-to-face access to <i>Find and Connect</i> services)
Socioeconomic circumstances	Limited resources to adequate resources

5.4 Assistance received by service users from the *Find and Connect* services

A wide range of assistance was reported by focus group participants and survey respondents, with records searching and counselling being the most frequently cited forms of assistance.

Other forms of assistance listed included:

- Literacy skills (reading and spelling)
- Social support – including outings, social groups, Christmas lunch, anniversary events
- Dental
- Chiropody
- Optical (glasses)
- Computers
- Purchasing of mattresses
- Gym membership
- Paved paths
- Health services, including specialist visits
- Assistance with paperwork
- Art.

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From the discussions, it was clear that informants were often unable to differentiate between services or funding provided as part of the *Find and Connect* services and alternative funding schemes. Accordingly, the list of additional assistance provided should be interpreted with caution.

5.5 Service users' perceptions of what is good about the *Find and Connect* services

Service user perceptions of what is good about the *Find and Connect* services fall into two main categories:

- Mode of service delivery
- Sense of belonging and community.

5.5.1 Person-centred service delivery

From the service users' perspective, one of the key features that differentiated *Find and Connect* services from other services was its person-centred service delivery within an environment specially tailored to its clientele of Forgotten Australians and Former Child Migrants. This created a place where most people felt safe and believed, and where they did not have to continually tell their story to staff as they understood the trauma they had experienced:

'They treat [us] like human people and we're not put in baskets. With *Find and Connect* you're not a case number or pigeonholed'

'They have a lot more empathy here'

'I now have hope. I can express myself'

'I have had a personal response'

'People care'

'I used to cry all the time but now I have someone to talk to [phone calls]'

'It's a comfort knowing if I make contact, they're there to help me'.

Linked to this was a sense of inclusion which was fostered through newsletters that 'inform everyone about what's on so they can be part of it.'

The 1800 number was also seen as a positive thing for those who cannot get to a service in person:

'It's good to talk to someone who knows when you are feeling down'

'My wife can talk to someone'.

5.5.2 Peer engagement and sense of belonging/community

Peer engagement in the *Find and Connect* services was greatly valued because it facilitated free communication with others who have been through similar experiences.

'It's a place where we can communicate and enjoy each other's company, with no expectations, no judgement'

'We enjoy the opportunity to speak openly, without feeling ashamed'

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‘Outside we don’t talk about this [past experiences] – some haven’t told their families. We get ostracised if we talk about it outside.’

‘People liked that they could talk to others who had experienced the same thing.’

For some, this led to a realisation that ‘there are a lot more people than we thought in the same situation.’

Through their involvement with peers and staff at the *Find and Connect* services, many developed a sense of social connection and belonging:

‘I now have a sense of family that I never had – I get visits if I’m in hospital and cards for my birthday.’

‘We have more friends [from the group].’

‘We look forward to coming to the group and it is a very positive social outlet for the members.’

5.6 Areas for improvement

Eight recurrent themes emerged from the analysis of focus group responses to the question of what could be improved. Each of these is discussed below.

5.6.1 Improved records access

Access to records was an on-going source of frustration to service users, particularly as accessing records was cited as one of the primary reasons for initially approaching the *Find and Connect* service providers. For many, this frustration was multi-tiered and included:

- Length of time taken to access records
- Institutional barriers to obtaining records, including being advised by former ‘care’ providers that the records were destroyed or are no longer available
- The impact of privacy legislation, including:
 - Receiving incomplete records or records containing blanked out content
 - Restrictions on obtaining third-party information related to siblings, families or relatives
- Difficulties involved in obtaining interstate records
- Being denied the opportunity to communicate directly with the records staff in the *Find and Connect* service involved in conducting searches on their behalf (in one service)
- A perception that some staff were inadequately trained to undertake the level of records searching required to uncover hard-to-find records
- The absence of records staff in some *Find and Connect* services.

Informants felt that ‘*Find and Connect* should have more power than they have. They should be able to get over the closed doors. They have to break this down especially given their spiel that *Find and Connect* would have access to records.’

5 The Client Experience

Focus group discussions also highlighted a range of misconceptions among the groups, including the belief by one participant that personal records were accessible through the *Find and Connect* website.

5.6.2 Clarification of entitlements

Informants indicated there is a lack of clarity around service user entitlements. This was particularly true in relation to linkages to other services. ‘We’re not told stuff is available’. Linked to this was the complexity of having to apply to the state where they were institutionalised for funding rather than being able to do so in their domicile state.

These combined factors resulted in inequities among service users. The need to clarify entitlements and to simplify funding arrangements was repeatedly mentioned.

5.6.3 Supported release of records

Some participants spoke of their unpreparedness in dealing with the content of records sourced by the *Find and Connect* services and highlighted the need for supported release. Many factors contributed to this including having to come to terms with record brevity, blanked out text or photographs, and negative content, as illustrated by the following quotations:

‘Make sure everyone has someone to help them and support them when they receive their records. Someone needs to go through and explain what things mean and more importantly, what the (terms) things mean in the language of the day in which they were written.’

‘Even when you do get records – you hear things about yourself or your family that may not be good.’

Some participants who received their records in the mail indicated they had not been prepared for how it would impact them and suggested someone should be with them when they go through the records for the first time.

It should be noted that while supported release of records was offered by most of the *Find and Connect* service providers, the decision to accept supported release was the client’s choice (section [6.3](#)).

5.6.4 Expansion and monitoring of external brokerage counsellors

Many participants, particularly those residents of non-urban areas, were recipients of brokerage counselling external to the *Find and Connect* services. This posed two issues for participants.

First, the limited list of available counsellors restricted participant choice, thus compelling them to use the nominated counsellor or miss out on counselling services if a suitable working relationship could not be established with the counsellor.

Second, participants reported frustration with the *Find and Connect* services’ lack of follow-up to ensure client-counsellor compatibility and to action complaints made in relation to such counsellors.

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Examples of participants' comments in relation to brokerage counsellors included:

'The [brokerage] counsellor thought I was lying'

'People think we make things up'

'It was all financial to them – they spent all their time watching the clock.'

5.6.5 Accessibility of *Find and Connect* services

Accessibility was discussed from multiple perspectives. This included:

- Hours of operation: 'They need to have someone there more regularly, someone available on the phone that can help when you need it. Calling Lifeline is not appropriate.'
- Cost-related issues: 'It costs too much to call the 1800 number from a mobile. '; 'We need to be able to get travel expenses reimbursed. It's great to get a specialist in [capital city] paid for, but if you cannot afford to travel there, it is still a problem.'
- Location. 'They shouldn't be just city based services. They need to get to the people at home who bottle up and don't get services.'
- Family support. Participants spoke of the need for services to be accessible to partners and children because of the intergenerational impact of participants' time in 'care':

'Most of us suffer from severe post-traumatic stress disorder and our children, through no fault of their own have inherited this legacy...My children and I live in a minefield of triggers. This is a very dangerous trajectory to navigate on a daily basis. The damage done is irreparable.'

Most participants felt that telephone or online counselling would not be effective in improving access. Statements such as 'I wouldn't do phone counselling' were generally based on the need to build trust face-to-face while statements such as 'Online counselling would be useful for a small number of people' not only reiterated the need for face-to-face trust but also the poor computer and general literacy rates among this older cohort.

5.6.6 Staff-related improvements

Areas for improvement in the staff domain spanned multiple areas, including training, experience, turnover and accessibility. Some concerns expressed about the training of staff working at the *Find and Connect* services include:

'Although they have all been lovely people, some had better training than others at knowing what to do, how to help if someone was distressed.'

'A nice, empathetic person is important but training about what to do when things go wrong is also important.'

The view was expressed that 'having someone with personal experience is important.' In some cases, this personal or lived experience equated with peer experience while in others, it referred to having staff with prior experience of working with Forgotten Australians.

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Staff turnover and/or limited staff numbers was also cited as an issue as this impacted on continuity of service for clients. This was seen as particularly problematic given the level of trust involved in building up relationships with staff and the need for continuity of care. As one respondent noted: 'Every time I went in I had a different case worker and had to tell my story again.'

Records staff in the *Find and Connect* services was cited as an area for improvement not only in terms of training and accessibility (see section [5.4.1](#)) but also in terms of the need to employ staff with adequate interpersonal skills to be able to relate to clients during this emotionally challenging part of their records tracing journey.

5.6.7 Promotion of services

Participants strongly endorsed the need for promoting the *Find and Connect* services. 'Most of us found out about services by accident'.

Several pointed out that 'CLAN attend Reunions at orphanages and provide information on their services but not *Find and Connect*.'

Among the suggestions provided to improve promotion and 'to make sure people know the services exist' were:

- Placing brochures in doctors' surgeries
- Liaising with Adoption agencies and past 'care' providers
- Notices in
 - Soup kitchens
 - Services which support homeless persons
 - Ancestry.com
 - Central station/parks
- Television advertising
- Newspapers/advertisements.

However, participants cautioned a reliance on television advertising, stressing that 'Lots of Forgotten Australians are homeless and don't watch television.'

5.6.8 Provision of additional support

Participants expressed the need for additional support to that currently being provided by the *Find and Connect* services. This included:

- Accompanying users to appointments, including Centrelink and doctors' appointments
- Supporting users to complete paperwork/forms
- Undertaking advocacy on their behalf
- Assisting with housing support, 'especially as we are an ageing group' (see section [7.2](#) for further discussion).

5 The Client Experience

5.6.9 More proactive service delivery

Participants spoke of their frustration at services not returning phone calls or providing them with updates on progress related to records searches or advocacy matters such as housing applications etc. As a result, the onus for follow-up rested with the client, a task which some felt ill-equipped to undertake as illustrated by the following quotation:

‘Sometimes we don’t understand the psychological changes we’re going through so we can’t force ourselves to chase up the service for updates.’

Accordingly, participants spoke of the need for services to be more proactive in initiating follow-up contact with clients.

In some cases, this failure to follow-up has a negative emotional impact on clients: ‘I’m still awaiting results. It sounds like she’s [staff member] too busy. I’m probably not that important. There’s probably others more urgent than me - I wasn’t adopted out.’

5.7 How *Find and Connect* services could better meet the needs of Forgotten Australians and Former Child Migrants

A range of suggestions were made by focus group and survey participants regarding how the *Find and Connect* services could better meet the needs of Forgotten Australians and Former Child Migrants, including:

- Greater advertising so more people are aware of the services
- Provision of an entitlement card. Suggestions included a card the equivalent of the Veterans Gold card, a health card specific for this group and an identity card to allow free entry into museums, exhibitions, etc., that relate to Forgotten Australians and Former Child Migrants
- Having clients on staff at the *Find and Connect* services, even as volunteers
- Provision of dental care
- Education services especially regarding the use of computers and information technology generally
- Better financial assistance in some cases
- More outreach needed especially in rural areas and to the homeless community
- Greater involvement of Forgotten Australians in deciding how the financial allocation to individual support groups is spent
- Support for Forgotten Australians and Former Child Migrants in the prison community particularly as much of this support is currently provided by former ‘care’ institutions such as the Salvation Army
- Provision of funds for funerals
- On-going education of younger generations and professionals about the history and experiences of Forgotten Australians and Former Child Migrants
- Provision of basic needs such as food. Many of the services providing food are church-based. ‘We’d go hungry first before going to them.’

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- Addressing gaps in care for people in their old age. The institutional structure of aged care in Australia was of particular concern and deemed inappropriate by many participants given their past experiences in institutionalised ‘care’.

‘New models are needed for those who need medical, aged and other care and this cannot be in institutional care.’

‘We need specially designed aged care facilities – possibly separate units. We need our privacy; support to maintain our independence; to be supported but connected to community.’

The extent of disquiet with the prospect of institutionalised care was encapsulated in the following quotation: ‘I’d rather be back on the street than back in care.’

5.8 Summary of findings

Awareness of services

- Overall, survey respondents reported a strong awareness (78.6%) and usage (65.9 %) of *Find and Connect* services, including the Child Migrants Trust. However, almost one in eight respondents (12.7%) reported being aware of the *Find and Connect* services but had not used them and more than one-third of all respondents (34.1%) reported not having used the *Find and Connect* services.

Service usage

- Survey respondents who were service users generally accessed only one *Find and Connect* service provider. Only four Forgotten Australians and five Former Child Migrants reported using multiple services.
- Records searching and counselling were key services used by Forgotten Australians and Former Child Migrants
- Low usage of the 1800 number and peer and social support by Former Child Migrants reflects differences in the models operated by the state-based *Find and Connect* services and the Child Migrants Trust and the different stages of development of these models.

How service users found out about *Find and Connect* services

- Word of mouth emerged as the single largest of these categories accounting for 40% of all survey responses
- The higher reliance on friendship groups and peers among Former Child Migrants points to the greater reported connection within this cohort than their Forgotten Australian counterparts because of the smaller number of people involved, the smaller number of sending/‘care’ institutions, the shorter time period involved and the geographical concentration of Former Child Migrants.
- Statistically significant differences were evident between the two groups in terms of the internet and media as means of finding out about the services. Although no Former Child Migrant listed internet, media campaigns (documentaries, television mini-series and movie) were listed as instrumental in raising their awareness of services.

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Client satisfaction levels

- Overall, high levels of satisfaction were evident for each of the *Find Connect* service components.
- The two service elements that scored the highest levels of satisfaction were peer and social support programs.
- Survey respondents reported high levels of satisfaction with service staff, thus indicating that service delivery within the *Find and Connect* services favourably aligns with the agreed service design principles.
- The majority of survey respondents had achieved some or all they had wanted from using the *Find and Connect* services.
- A greater proportion of Former Child Migrants reported fully achieving or almost fully achieving what they wanted from using the *Find and Connect* services than did the Forgotten Australians (74.1% and 54.1% respectively). Several factors are likely to contribute to these differences, principal of which are duration providing services, different histories, the range of services provided and respondent numbers.

Barriers and facilitators to service uptake

- Terminology. The term 'Forgotten Australian' provoked mixed views and was not one that all understood or identified with.
- Heterogeneity within the target population. Considerable diversity existed within and between the Forgotten Australian and Former Child Migrant groups which, in turn, influenced the range of service needs (see Chapter 7 for further implications of this diversity).
- Prior history and legacy of service providers posed barriers to service access. Open Place was seen as synonymous with Berry St, the former Babies' Home and Hospital and this institutional association was prohibitive for some. Likewise, Relationships Australia was perceived as a family dispute resolution service and some participants were concerned that attending Relationships Australia would raise community suspicion about the status of their family relationships.
- Impact of prior experiences. Prior experiences with either the organisations now providing *Find and Connect* services or with psychologists/counselling constituted another barrier to service usage. So too did prior coping mechanisms developed during their time in institutional 'care'.

What makes *Find and Connect* services different from other services?

- The personalised mode of service delivery within an environment specially tailored to its clientele of Forgotten Australians and Former Child Migrants
- Peer engagement that facilitated free communication with others who have been through similar experiences.

Areas for improvement

- Improved records access

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- Clarification of entitlements
- Supported release of records
- Expansion and monitoring of external brokerage counsellors
- Accessibility of *Find and Connect* services
- Staff training, experience, turnover and accessibility
- Promotion of services
- Provision of additional support (e.g. attending Centrelink)
- More proactive service delivery.

Respondents' views on how *Find and Connect* services could better meet the needs of Forgotten Australians and Former Child Migrants

- Provision of an entitlement card(s) specific to Forgotten Australians (e.g. health card, gold card equivalent, identification card)
- Greater advertising and outreach (including homeless and prisons)
- Aged care.

6 Alignment with Service Design Principles

In this chapter, the extent to which the *Find and Connect* services are meeting agreed service delivery design principles is examined and discussed. These design principles are drawn from the Operational Guidelines endorsed by the Consultative Forum in December 2013. As the 2013 Operational Guidelines represent a refinement of those agreed at the Consultative Forum in May 2011, the most current version is used as the benchmark in this chapter. The components of each design principle are listed in the shaded boxes.

The analysis and synthesis that follows is based on three rounds of consultations with service providers. Specific details of the service design models implemented by individual *Find and Connect* service providers are provided in Appendix D. Where appropriate, cross references are provided to client perspectives drawn from Chapter 5.

6.1 Design Principle 1: Clients drive the design of services and activities

Design Principle 1

Clients drive the design of services and activities such as:

- Location of services;
- Name of service;
- The building the service is delivered from;
- Set-up of service; and
- Peer and group activities (outings, social groups including cooking).

Overall, high levels of client involvement were evident across the services. This was particularly true in the case of peer and group activities where the choice of activities was largely client driven and in some cases, client delivered.

All state-based services host an annual anniversary event and most hold regular peer social events. In some services, peer social events are a recent development (e.g. RA Northern Territory, RA Tasmania). Logistical and geographical issues have meant that regular peer social events have not been possible for RA ACT clients.

With the exception of end of year functions and special events, social groups are not part of the Child Migrant Trust's current model. The social aspect was more prominent in its early days of operations.

Service location and building were largely driven by pragmatic considerations such as the availability of new premises or the assignment of space within pre-existing premises. Where services are being delivered by organisations that predate *Find and Connect* funding, opportunities for client choice in terms of the service location and building is often limited as a result.

Six of the nine *Find and Connect* service providers have service names that were client driven. In the case of Elm Place, Lotus Place, Open Place and Wattle Place, these names were selected by a reference group while Lanterns was chosen through a naming competition among the general client population. The reference group at Relationships Australia (NT) is currently working on a name for their *Find and Connect* services.

The remaining three organisations bear the names related to their auspice organisations (Relationships Australia (ACT), Relationships Australia (Tasmania) and the Child Migrants Trust).

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Relationships Australia Tasmania has adopted Your Place as the name of their new drop-in centres to highlight the proposed client driven focus of these centres.

6.2 Design Principle 2: A system for feedback loops is provided

Design Principle 2

A system for feedback loops is provided including:

- Consultation in groups and other accessible formats including for people living regionally and involved in support networks and activities;
- Consumer reference groups where Forgotten Australians and Former Child Migrants are part of governance and evaluation of services;
- Surveys, continuous feedback and checking in (opportunities for clients to react such as in newsletters); and
- Options to inform and improve the service system.

Most service providers used a mix of formal and informal consultation methods to obtain feedback from their clients.

Formal feedback mechanisms included reference/advisory groups, surveys and written feedback forms. Informal feedback consisted of solicited and unsolicited verbal input from clients.

Six of the nine service providers had consumer reference groups. These groups ranged in size from three to 12 members. Some groups were long established, as was the case with the International Association of Former Child Migrants and their Families¹⁹ (launched in 1987), while others were only established in late 2013 (Lanterns, Relationships Australia NT). No reference group currently exists in Open Place, Wattle Place or in Relationships Australia ACT. While Open Place did have an advisory group in the past, this group is no longer in existence. Establishing a reference group is one of the key tasks assigned to the new manager at Wattle Place. In the ACT, the service has made contact with the Alliance for Forgotten Australians (AFA) to obtain feedback on service direction.

Apart from the International Association of Former Child Migrants and their Families, only two reference groups include a member who is a Former Child Migrant, namely Lanterns and Lotus Place. The survey findings (section 5.2) and the service provider profiles (Appendix D) both indicated that only a small number of Former Child Migrants are accessing non-Child Migrant Trust specific *Find and Connect* services. Overall, the service providers with the highest percentage of Former Child Migrants in their clientele are Lanterns and Lotus Place (25% and 3% respectively). Lanterns is located in WA, the state where the highest proportion of Former Child Migrants resides nationally.²⁰ Overall therefore, the limited number of services with Former Child Migrants representatives as part of their reference group membership is consistent with the low usage of *Find and Connect* services by Former Child Migrants and the distribution of Former Child Migrants in Australia.

Both Wattle Place and Lotus Place have conducted consumer surveys (during service set-up phase and annually respectively) which can be completed in written format or by phone. Organisations

¹⁹ The International Association of Former Child Migrants and their Families was established from an advisory group that was set up by the Child Migrants Trust to seek the opinions of the consumers of its service. It is now auspiced by the Child Migrant's Trust and is an advocacy organisation in its own right. Its members include Former Child Migrants and their families who were also affected by child migration policies.

²⁰ Source: Consultation with the International Association of Former Child Migrants and Their Families.

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auspiced by Relationships Australia had access to standard feedback forms that clients are asked to complete on exit from the service. Given the on-going nature of *Find and Connect* services however, several service providers raised the issue of whether the standard Relationship Australia feedback form is appropriate or whether a form specific to the *Find and Connect* services needs to be developed.

Service providers indicated that despite the availability of written forms for clients to anonymously provide feedback, clients generally preferred providing verbal feedback and were quite vocal and relaxed in doing so. Regular get-togethers such as luncheons and morning tea were used by clients as opportunities to provide unsolicited feedback. Lanterns also convene a monthly client meeting at which they obtain feedback regarding proposed upcoming activities thus facilitating input from the broader client population as well as their reference group.

To ensure inclusion of their regional service users, Open Place staff who attend the 14 regional support groups serve as conduits for feedback between the groups and management, reporting back comments and suggestions from these groups at Open Place's monthly staff meetings.

6.3 Design Principle 3: The way services are offered

Design Principle 3

The way services are offered include that:

- Clients drive the type and direction of support;
- Services are clear about what they do and how; and
- Clients are the expert of their own life.

As illustrated under Design Principle 1, clients play a key role in terms of driving the type of peer and social activities provided by the services.

This also applies to one-on-one client support. Support generally proceeds at the client's pace and is guided by client priorities. The decision to avail of supported release of records rests with the client.

While decisions relating to the type of service to use rest with the client, some service providers are more pre-emptive than others in shaping client decision making. The Child Migrants Trust, for example, provides direction to clients regarding what outcomes could be achieved through the service. Likewise, in situations where clients choose not to have supported records release, services generally do not treat this decision as final. Lotus Place, for example, checks with clients at each point in the process in case they change their mind while Wattle Place generally contact these clients after they have received their records to check with them if counselling is needed.

Duty of care responsibilities and demands for service mean that service providers have had to be proactive in managing their clients and their services. For example, issues related to security in drop-in spaces have warranted process reviews in several services (see Principle 4 for details). Likewise, in some services, decisions regarding the duration of group activities have been made on the basis of concerns that group members could become dependent or territorial. To offset this, a strategy of fixed term groups has been used.

Increased demand for services, particularly as a result of the Royal Commission, has necessitated change to how some services are delivered. For example, Elm Place has had to return to a more

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structured appointment system for clients with non-urgent issues, replacing the unrestricted access to case workers that clients previously had when visiting the drop-in space. Likewise, increased client numbers at Lanterns have necessitated a move of premises within a year of opening. Recognising the possible unsettling effect that these changes have on clients, both service providers have actively worked with their clients to minimise any trauma these transitions may generate.

Consultations with service providers in 2013 indicated that some confusion existed regarding operational issues. This was particularly true in the case of the service eligibility of family members and the processing of cross-juridical client matters. Service providers expressed the hope that the Operational Guidelines under development at that stage would clarify matters. During the March 2014 consultations, service providers indicated much higher levels of clarity about the expectations of their services. While the process of developing the Operational Guidelines had contributed to this, service providers have begun to resolve many of these issues as their service approaches have continued to evolve.

A recurrent issue raised by service providers was that of intergenerational trauma. This, in turn, brought the issue of family eligibility for services to the fore. The Operational Guidelines specifically state that Forgotten Australians and Former Child Migrants are the services' primary clients and warm referrals should be provided to family members. While warm referrals were provided for family members when required, some family members receive informal support through attending social activities at the services. Counselling support is embedded in these social activities.

The key exception in this regard is the Child Migrants Trust. Funding provided under the UK government's family re-unification scheme enables the Trust to work with families in the UK prior to unification.

A key challenge cited by service providers is being able to provide services that are responsive without being crisis driven. As outlined in section 5.6, the non-crisis nature of services was often a source of tension for clients, particularly when they experienced crises outside service operational hours. This was therefore an area of disparity between the direction that some clients would like to have seen the service take and the services' current parameters.

6.4 Design Principle 4: Services offer flexibility in access

Design Principle 4

Services offer flexibility in access:

- Drop-in centre;
- Reaching out and taking support and consultation to people's 'turf' including streets and remote areas.

Drop-in spaces are provided by seven of the nine service providers. No drop-in spaces currently exist in ACT or NT. However, in the NT, drop-in centres are planned in Darwin and Katherine. Meanwhile, clients in NT have begun to claim the space outside the *Find and Connect* staff offices as an unofficial drop-in area.

In most cases, the drop-in spaces are co-located with the main *Find and Connect* service and available to clients during the services' opening hours. The exception in this case is Tasmania. A new drop-in space opened at the main Hobart office in late March 2014 and two others are being developed off-site – one in Launceston (at the Relationships Australia office) and the other in

6 Alignment with Service Design Principles

Devonport (venue not yet determined). In each case, access to the drop-in space is/will be time limited, with centres operational once a month between 12pm and 2pm.

Drop-in spaces differ substantially in terms of size, style and character. While tea/coffee making facilities and seating are provided as standard, drop-in spaces range from space allocated within office-style settings (e.g. Elm Place), purpose-built spaces (e.g. Lotus Place, Open Place) to repurposed former residences that retain their homely ambiance through soft furnishing, decor and/or outdoor spaces (e.g. the Child Migrants Trust, Lanterns, Wattle Place).

In the March 2014 consultations, issues related to the use of drop-in spaces were raised by a number of service providers. These issues fell into two main categories: confidentiality and safety.

As services expand and demands on communal drop-in space increase, the capacity for clients to access quiet, private spaces for the confidential reading of records or private computer searching activities becomes restricted. Service providers have responded to this issue in a variety of ways. This includes provision of private spaces in counselling areas (Elm Place, Open Place) and the planned installation of Wi-Fi in the service so that clients can be provided with laptops and move to more private spaces (Wattle Place). In some cases, provision of these private spaces was pre-planned as part of the service setup (Lotus Place) rather than a response to later need.

The coming together of clients in drop-in spaces creates the potential for these spaces to become venues where tensions may develop between clients and incidents may occur. To avert this and ensure client and staff safety, service provider responses have included the development of a code of conduct in consultation with clients (Elm Place, Lotus Place), the rostering of staff to the drop-in space (Lotus Place, Wattle Place – planned) or through the appointment of a Forgotten Australian as a drop-in centre host (Open Place).

Provision of services to clients in rural and remote areas is a common challenge for most service providers. To address the service needs of clients who cannot physically attend the premises where *Find and Connect* services are being delivered from, the following strategies have been used:

- Telephone support. This is the most commonly cited means used for record searching requests. In some cases, telephone counselling is also provided as appropriate.
- Visits to client's home. Such visits are generally linked to supported records release. Visits for other matters tend to be restricted. Costs related to travel tend to be the main limiting factor.
- Local support groups. Service providers' engagement with local support groups range from auspicing, facilitation and funding of activities (Open Place) to providing telephone support to group leaders (Wattle Place).
- Intermittent staff visits to regional and remote communities or groups. Example of these visits include intermittent visits of records staff to remote locations (NT), invited visits to support groups to introduce the service (Lanterns) and road trips to support groups (Wattle Place).
- Provision of brokered counselling. In situations where services do not have an office at an outreach site, and/or services are not available through other auspiced offices, brokered counselling services may be provided to clients. In some cases, this involves funding sessions with counsellors that clients are already working with or whom the client has requested. More often, this entails engaging a counsellor with whom the client has had no prior contact.

6 Alignment with Service Design Principles

As a result of previous work related to redress, some service providers have established prior relationships with counsellors in their state, many of whom are trained in the provision of trauma-informed services. Where possible, these known counsellors are used. However, not all clients in rural and remote areas have access to trauma-informed counselling.

The extent to which the *Find and Connect* services support and monitor brokered counsellors varies, ranging from the provision of information packs (Lotus Place), training of counsellors prior to working with clients (Open Place) to regular contact by the program co-ordinator (Wattle Place).

Few services undertake debriefing follow up with either the brokered counsellors or the client(s) they have referred to them. It is assumed that brokered counsellors have their own supervision arrangements in place and that if the client has issues with their brokered counsellor, it is the client's responsibility to report this to the service. The absence of debriefing and supervision for brokered counsellors is at odds with the requirement of service funding agreements where providers are contracted to 'provide timely and appropriate information, advice, debriefing and supervision to brokered counsellors and outreach workers'. Furthermore, the presupposition that clients will notify services of problems with brokered counsellors may be ill-founded given how problematic some clients reported this to be for them (section 5.6)

- Technology assisted interaction. iPads are now being used by Open Place staff in remote and regional areas to take copies of clients' evidence of identity documents so that paperwork can be processed on the client's behalf. In the NT, clients can go to Katherine office for Skype sessions.

It should also be noted that brokered counselling is not only used to address the needs of rural and remote clients but is also used in situations where a client's counselling needs are beyond that of the *Find and Connect* services (i.e. when a psychologist or psychiatrist is required).

Outreach to homeless and prison populations is limited to date. In most cases, service provider contact with these population groups is client-initiated, occurring only when clients present to the service rather than as a result of outreach activities. Some exceptions exist in this regard. Open Place report having good connections to homeless services, as does Lotus Place through its auspice organisation, Micah Projects.

Activities related to prison communities were reported by Elm Place, Open Place and Lanterns. These activities are at various stages of development. Of these, Open Place is the most involved, providing services in two prisons while Elm Place and Lanterns described their activities as limited. Prisoners' ineligibility for a mental health plan was a limiting factor for Elm Place, while difficulties gaining access was cited as a primary inhibiting factor for Lanterns' activities. Expenses related to the provision of these services have prompted Open Place to review its prison activities.

Lotus Place consciously chose not to undertake prison work because they lacked the capacity to do so. While NT expressed interest in prison work, they have been advised to defer these activities until the results and protocols being developed as part of the Royal Commission's pilot working in NSW prisons are available.

Access to services and support was generally confined to the services' operational hours of 9am – 5pm. One exception was evident. Once a month Lotus Place hosts a Lotus Up Late group for people

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who work. Operating to 8pm to 9pm, this social gathering involves a meal and is attended by approximately 40 people.

6.5 Design Principle 5: Services are respectful of the different histories and needs of Forgotten Australians and Former Child Migrants

Design Principle 5

Services are respectful of the different histories and needs of Forgotten Australians and Former Child Migrants and they:

- Promote self-determination, upholding client views that ‘nothing about us, without us’;
- Give options so that people can make informed choices such as to access support that is independent from past ‘care’ providers;
- Advocate for clients access to information past ‘care’ organisations hold about them; and
- Make referrals and advocate to mainstream services to create a common approach and understanding in delivering support.

In some cases, the only brokered counsellors available in many rural, regional and remote areas are those associated with past ‘care’ providers. While some clients may be comfortable attending counsellors associated with past ‘care’ providers and indeed, some specifically request referrals to them, this may not always be the case.

The one exception to this pattern is the Child Migrants Trust, where the use of brokered counsellors is not part of their model. Instead, counselling staff travel to non-urban areas to hold individual or group therapeutic sessions.

Although peer support groups have been established in some non-urban areas (e.g. by Open Place in Victoria), those living in non-urban settings tend to have fewer opportunities for involvement in support groups and activities.

Face-to-face supported records release by *Find and Connect* staff is similarly restricted because of the time and transportation costs involved. As a result, clients in non-urban areas may only have the option of telephone or brokered support.

To date, all service providers have been involved in records searching, albeit to different volumes of clients. This, in turn, has required advocating for client access to information held by past ‘care’ organisations.

The extent of referral to mainstream services varied considerably between services. Those with auspice organisations tend to refer within the organisation’s own system and services, i.e. within Relationships Australia system or, in the case of Lotus Place, to Micah Projects. Longer established service providers such as Lotus Place and Wattle Place also have established pathways with a number of providers and often work as a bridge for clients to re-engage with services. Referral to mainstream services is not part of the Child Migrants Trust model and only occurs when special circumstances related to an individual client warranted such referral. In cases where external referrals are made, warm referrals are used. For all service providers, warm referral of family members is also the norm.

Four of the eight state-based organisations had access to state-based brokerage funding which facilitated referral to mainstream services such as dental, optical, etc.

6 Alignment with Service Design Principles

Most of the *Find and Connect* service providers were actively engaged in raising awareness of their services with mainstream organisations. A variety of mechanisms were reported in this regard, including attendance at network meetings, forums, conferences and interagency meetings, as well as engaging in community partnership work. All new child safety officers (CSOs) in Queensland receive training on Forgotten Australians.

6.6 Design Principle 6: Services employ specialist skilled staff to deliver services

Design Principle 6

Their services employ specialist skilled staff to deliver services based on:

- Developing trust and relationships; and
- Take time to notice relevant information about clients, are curious, ask questions, are invitational to clients and do not tell clients what to do.

A staff profile of each of the *Find and Connect* service providers is included as part of Appendix D. As these profiles indicate, staff numbers and full-time equivalents (FTEs) differ considerably between services, ranging from less than 1 FTE to 6.7 FTE in the state-based services. The Child Migrants Trust has 9.2 FTE Australian-based staff.

The March 2014 consultations provided clear evidence of the extent to which staff numbers limit the activity types and levels in several services. This was particularly true in the case of NT and Tasmania, where the appointment of additional staff resulted in a significant increase in activities in both jurisdictions.

Small staff numbers and part-time employment structures may have implications for a service's ability to provide continuity in the relationship between specific counsellors/workers and a client. Lack of continuity was an issue raised by some clients in the survey and during focus group consultations (see section 5.6). Some clients described this as an anxiety-provoking situation where they had to repeatedly restate their past when dealing with multiple counsellors/workers.

A broad range of qualifications and study experience were evident in the staff profiles. The most frequently listed were undergraduate or postgraduate degrees in psychology, clinical psychology counselling and social work. Other qualifications included degrees/certificates in social administration, business administration, education, community services, communications and technology, welfare, Indigenous studies and practice, history, science and social pedagogy. Training with Adults Surviving Child Abuse (ASCA) and/or trauma-informed practice were among the most frequently listed additional training undertaken. Collectively, these signify that skilled staff are employed in counselling and general client support work in the *Find and Connect* services.

While record searching is being undertaken by all *Find and Connect* services, only five of the eight state-based services have either an individual (Lanterns, NT, Wattle Place) or team (Lotus Place, Open Place) dedicated to record searching/family searching. In four of these services, the individual is, or the team includes, a genealogist. Given that services are likely to be involved in cross-jurisdictional record searching for clients, that significant differences exist in the record access process across jurisdictions and records searching is a relatively new role for some service providers, this is an area where further skills development may be needed.

One of the challenges and debates faced by service providers is whether peers have the appropriate specialist skills to be formally engaged in paid or volunteer roles. One of the tenets of the peer

6 Alignment with Service Design Principles

support movement is that people are ‘experts by experience’²¹ and therefore have an inherent capacity to develop trust and relationships with others who have had similar experiences. While informal peer involvement occurs in support group settings and more formally through reference groups, service providers’ views on this subject were markedly different.

Lanterns and the Child Migrants Trust have made a conscious decision not to go down the peer worker avenue. In Lanterns’ case, this decision is based on concerns about the vulnerability of the group and the need to be one step removed to remain objective and effective. The Child Migrants Trust has developed a professional service delivery approach that by definition excludes peer support workers.

In contrast, Open Place employs a number of Forgotten Australians in their *Find and Connect* activities. Two members of their records team and the recently appointed drop-in centre host are Forgotten Australians. In Lotus Place, many of the informal peer volunteers are Forgotten Australians and these peer support workers have had training. In Tasmania, a Forgotten Australian who is also a member of AFA will host the three drop-in centres, supported by a RA staff member.

Those services who have engaged Forgotten Australians in peer support roles acknowledge that not all Forgotten Australians are suited to this role. The experience of Open Place is a prime example in this regard. The collapse of their peer education training program illustrates the potential instability of the peer support worker model, while the skilled staff they have employed in records searching roles attest to the employability of suitably qualified Forgotten Australians in service delivery.

6.7 Summary of findings

Design Principle 1: Clients drive the design of services and activities

- Overall, high levels of client involvement were evident across the services. This was particularly true in the case of peer and group activities where the choice of activities was largely client driven and in some cases, client delivered
- All state-based services host an annual anniversary event and most hold regular peer social events
- Service location and the building from which services are delivered from were largely driven by pragmatic considerations such as the availability of new premises or the assignment of space within pre-existing premises
- Six of the nine *Find and Connect* service providers have service names that were client driven. The remaining three organisations bear the names related to their auspice organisations.

Design Principle 2: A system for feedback loops is provided

- Most service providers used a mix of formal and informal consultation methods to obtain feedback from their clients

²¹ Anglicare Tasmania. *Experts by Experience: Strengthening the mental health consumer voice in Tasmania*. Social Action and Research Centre: Hobart, 2009.

6 Alignment with Service Design Principles

- Formal feedback mechanisms included reference/advisory groups, surveys and written feedback forms. Informal feedback consisted of solicited and unsolicited verbal input from clients
- Six of the nine service providers had consumer reference groups
- Apart from the International Association of Former Child Migrants and their Families, only two reference groups include a member who is a Former Child Migrant.

Design Principle 3: The way services are offered

- Clients play a key role in terms of driving the type of peer and social activities provided by the services
- One-on-one client support generally proceeds at the client's pace and is guided by client priorities
- The decision to avail of supported release of records rests with the client
- Duty of care responsibilities and demands for service mean that service providers have had to be proactive in managing their clients and their services (e.g. issues related to security in drop-in spaces, ensuring group members do not become dependent or territorial)
- Increased demand for services, particularly as a result of the Royal Commission, has necessitated change to how some services are delivered
- While the process of developing the Operational Guidelines had contributed to clarifying operational issues within and between services, gaining further experience in service provision had been most instrumental in this regard
- A recurrent issue raised by service providers was that of intergenerational trauma. While warm referrals were provided for family members when required, some family members receive informal support though attending social activities at the services. Counselling support is embedded in these social activities
- A key challenge cited by service providers is being able to provide services that are responsive without being crisis driven.

Design Principle 4: Services offer flexibility in access

- Drop-in spaces are provided by seven of the nine service providers
- In most cases, the drop-in spaces are co-located with the main *Find and Connect* service and available to clients during the services' opening hours
- Drop-in spaces differ substantially in terms of size, style and character
- Key issues cited regarding drop-in centres include:
 - As services expand and demands on communal drop-in space increase, the capacity for clients to access quiet, private spaces for the confidential reading of records or private computer searching activities becomes restricted
 - The coming together of clients in drop-in spaces creates the potential for these spaces to become venues where tensions may develop between clients and incidents may occur.

6 Alignment with Service Design Principles

- Provision of services to client in rural and remote areas is a common challenge for most service providers. Strategies to address this include:
 - Telephone support.
 - Visits to client’s home.
 - Local support groups.
 - Intermittent staff visits to regional remote communities or groups.
 - Provision of brokered counselling.
 - Technology assisted interaction (e.g. iPads, Skype).
- Some service providers have established prior relationships with counsellors in their state through previous work related to redress, many of whom are trained in the provision of trauma-informed services
- Support and monitoring of brokered counsellors varies
- Outreach to homeless and prison populations is limited to date
- Access to services and support was generally confined to the services’ operational hours of 9am – 5pm. One exception was evident. Once a month Lotus Place hosts a Lotus Up Late group for people who work.

Design Principle 5: Services are respectful of the different histories and needs of Forgotten Australians and Former Child Migrants

- High levels of client self-determination are promoted within the reference groups and formal/informal feedback loops
- Service options for clients are largely contingent on how long the service has been in operation. More limited options tend to be available in the less established services, largely because these services, for reasons of timing, resources and/or client demand have not yet launched the full suite of services provided by longer established services
- Options for clients in rural, regional and remote areas tend to be limited irrespective of how long the *Find and Connect* services have been established:
 - Brokered counsellors are regularly used as a result
 - Although peer support groups have been established in some non-urban areas, those living in non-urban settings tend to have fewer opportunities for involvement in support groups and activities.
 - Face-to-face supported records release by *Find and Connect* staff is similarly restricted because of the time and transportation costs involved. Consequently, clients in non-urban areas may only have the option of telephone or brokered support.
- The use of brokered counsellors is not part of the Child Migrants Trust. Instead, counselling staff travel to non-urban areas to hold individual or group therapeutic sessions.
- All service providers have been involved in records searching, which has required advocating for client access to information held by past ‘care’ organisations.
- The extent of referral to mainstream services varied considerably between services.

6 Alignment with Service Design Principles

- Four of the eight state-based organisations had access to state-based brokerage funding which facilitated referral to mainstream services such as dental, optical, etc.
- Most of the *Find and Connect* service providers were actively engaged in raising awareness of their services with mainstream organisations.

Design Principle 6: Services employ specialist skilled staff to deliver services

- Staff numbers and FTEs differ considerably between services, ranging from less than 1 FTE to 6.7 in the state-based services. Child Migrant Trust staff in Australia (including management and administrative staff) total 9.2 FTE.
- Small staff numbers and part-time employment structures may have implications for a service's ability to provide continuity in the relationship between specific counsellors/workers and a client
- Skilled staff are employed in counselling and general client support work in the *Find and Connect* services
- While record searching is being undertaken by all *Find and Connect* services, only five of the eight state-based services have either an individual or team dedicated to record searching/family searching
- Service providers differed in their view of whether peers have the appropriate specialist skills to be formally engaged in paid or volunteer roles. Employment of peers within services differed accordingly.

7 Conclusions and Recommendations

7.1 Achievement to date

Overall, the *Find and Connect* services demonstrated considerable progress in meeting the needs of the Forgotten Australians and Former Child Migrants who are using their services. Client feedback was generally positive and alignment with the service design principles strong.

Throughout the time period of this evaluation, a momentum was evident as service delivery evolved and became more embedded. This was apparent from the range of service changes that were reported by service providers between the site visits conducted in August/September 2013 and the March 2014 telephone follow-ups. Changes included the employment of additional staff, introduction of new activities, and/or service restructuring to meet the increased client usage that had occurred in the period. Between 1 July 2012 and 31 March 2014, service usage figures show that 8,389 sessions were provided by the state-based *Find and Connect* service providers and 6,434 client services²² by the Child Migrants Trust. A total of 217,500 visits were made to the *Find and Connect* web resource in 2013 alone.

Implementation of *Find and Connect* has not resulted in a single model of service delivery nationally. While counselling and records searching are key elements of each service, different models have emerged in response to local client needs and local context.

Federal oversight has been instrumental in facilitating progress towards addressing some core records access barriers. Currently, records access, privacy, and rights to information are managed by the individual states and territories and the rules for access differ between jurisdictions. This situation is further complicated by the mix of government and non-government record holders involved and the legislation that controls records access such as Freedom of Information, Privacy, Children's Protection, and Births Deaths and Marriages legislation.

Several federally-driven activities have been implemented or are in development to address these cross-jurisdictional complexities. Under the Records Access Documentation Project (RADP), DSS funded 29 non-government organisations up to \$15,000 to sort through and make their records freely available. The DSS-funded *Find and Connect* web resource provides another medium through which access to non-government records is being supported.

To address the lack of uniformity that exists in accessing records at jurisdictional level, the COAG Standing Council on Community and Disability Services Advisory Council (SCCDSAC) had endorsed a proposal to develop Common Access Principles and Best Practice Guidelines for government records access for Forgotten Australians and Former Child Migrants. To overcome the restrictions imposed by recent changes to the Australian Electoral Commission (AEC) legislation, DSS is also investigating options so that the Commonwealth electoral roll could be used for *Find and Connect* family tracing.

While much remains to be achieved in these areas, it is arguable that these developments in records access to date may not have progressed as far if federal oversight and support had not been provided. Instead of eight jurisdictions separately negotiating cross-jurisdictional records access, *Find and Connect* has facilitated a federally-driven process. Likewise, the forums embedded in this

²² This is not a count of unique clients. Clients may have had multiple services or multiple episodes of service from the Child Migrants Trust

7 Conclusions and Recommendations

federal model have provided the potential for shared learnings that might not otherwise have occurred.

Federal oversight has also facilitated the development of Operational Guidelines which provide a framework for collaboration between organisations and present consistent guidelines for quality service provision throughout Australia.

7.2 Challenges and areas needing further attention

Despite the achievements outline above, a number of key challenges remain:

1. Service uptake

Survey findings and DSS service activity data indicate that the services have only attracted a fraction of their potential clientele to date. Discussions with Forgotten Australians and Former Child Migrants suggest that non-service users fall into three broad categories:

- *People who do not know about the services.* Service promotion is needed to raise awareness among this group.
- *People who assess they do not need the services.* Some people have reached a point where their time 'in care' is in their past and they have no desire to re-engage with this past though service usage. Others have accessed counselling and undertaken records searching prior to *Find and Connect*. Lack of uptake by this subset of the target population may therefore not indicate unmet need.
- People who consider the services are not suitable for them. This assessment may stem from one of two main sources:
 - Prior negative experiences with counselling or record searching generally or with the *Find and Connect* service provider' auspice organisation may underpin this assessment. In this case, service promotion may be needed to reverse these negative perceptions.
 - Current services may not address individual needs. Considerable heterogeneity exists in the target population not only between Forgotten Australians and Former Child Migrants but also among individuals within each of these groups (Figure 5-7). This diversity needs to be considered in the model design, particularly if the spectrum of potential users is to be addressed.

2. Cross-jurisdictional processes

Provision of a national service for Forgotten Australians and Former Child Migrants is one of the key goals of the *Find and Connect* services. The federal model has generated an imperative for services to co-operate in providing cross-jurisdictional services to clients. While this appears to be working well in terms of records searching, the equity of service delivery across jurisdictions is hampered by inequitable access to brokerage funding at the jurisdictional level. Only four of the eight state-based organisations have access to state-based brokerage funding.

Furthermore, access to such funding is based on the jurisdiction where the person was 'in care' not where they are currently living. The processing arrangements attached to these brokerage funds add to the administrative burden of service providers.

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3. Managing client relationships and expectations

Many of the clients currently using *Find and Connect* services have on-going needs. This poses particular challenges in terms of how services:

- Promote a sense of belonging and empowerment for the clients using their services, while at the same time preventing these clients from becoming dependent
- Ensure these relationships remain '*respectful not patronising*' (client quotation)
- Remain proactive to clients' needs, while at the same time not becoming a reactive or crisis service that loses sight of the longer term needs of clients.

Management of client expectations around longevity of service is also an issue going forward. Given the importance of relationship building between peers and between clients and service providers in the *Find and Connect* model, the longevity of these service-based relationships will be contingent on government funding commitment. Expectation-raising through the current model may result in further traumatisation to this vulnerable client group if longer term follow-through does not occur.

4. Data-related

Under the current data collection arrangements, inconsistencies exist in terms of what data is reported by the state-based services and the Child Migrants Trust (section 3.8). These inconsistencies need to be resolved so that common parameters are used and a comprehensive picture of service activities can be generated.

5. Addressing future needs

The key future areas of attention are:

- Aged care service provision. The institutional model of aged care service delivery that operates throughout Australia may cause re-traumatisation for some clients. Careful consideration and support is therefore needed in choosing residential care for this client population. Additional training of aged-care staff and /or optimal usage of community based care may need to be undertaken before residential care is considered.
- Expedition of records searching and funding for family reunification. The aging profile of this client group means that time is running out for many.
- Posthumous access to client records. A key issue exists around who has access to clients' records when they are deceased.

7.3 Recommendations

Key considerations for program improvement going forward include:

1. **Improved promotion of services.** Service users and service providers both highlighted the need to increase awareness among the target population that services now exist for Forgotten Australians and Former Child Migrants. Raising the profile of this target group with the health and community care workforce as well as the broader community was also seen as a priority. Promotion activities need to recognise:

- The need for a comprehensive targeted promotion campaign to address prior negative perceptions. These perceptions may relate to:

7 Conclusions and Recommendations

- Specific service components such as counselling and record searching that were the source of past negative experiences
 - Specific *Find and Connect* service providers (ie, services auspiced by former care providers or where a provider's organisational function is narrowly perceived, such as Relationships Australia being perceived as a family relationships service)
- The importance of word-of-mouth in the target group and further exploring this as a possible avenue for advertising
 - Literacy levels in the group and the limitations this may impose on print advertising
 - The limitations to brand identification among the target population at a broad *Find and Connect* service level. This is an issue in situations where service providers previously operated under a different name. leading to some pre-existing clients or potential clients from the local community are likely to recognise the service's earlier title
 - Funding agreements indicated service providers were not required to generate a separate identity for *Find and Connect*.
2. **Continuing to raise the profile of this target group** within the health and community care workforce was seen as important in improving outcomes for this target group. A lack of understanding and appreciation of the impact of past experiences on how this target group use health and community services was considered a barrier by many.
 3. **Continue to work on records access.** Record searching is one of the primary reasons why clients approach services and much remains to be done to facilitate access to records within and across jurisdictions. Differences in the extent of redaction that occurs in documents and photographs between jurisdictions was a source of frustration for clients.

Within services, record searching capabilities may need to be reviewed and additional training or staff provided as necessary.
 4. **Address *Find and Connect's* connect component.** Forgotten Australians do not have access to family reconnection funding under the current service delivery model.
 5. **Continuing support for cross-jurisdictional collaboration.** This has the potential to improve efficiency (by avoiding duplication of effort) and promote greater collaboration between services.
 6. **Strengthen data collection.** Current inconsistencies need to be addressed so the scale of service delivery can be more accurately monitored. Longer term, client outcome measurement should be considered to assess the efficacy of the services in meeting client needs.
 7. **Continue efforts to improve service access for clients in rural and remote areas.** This is an area of continued need in the service delivery model.
 8. **Monitoring of web resource handover.** Processes need to be established to monitor the handover of web resource queries to service providers from mid-2014 onwards²³ to ensure no deterioration in service quality occurs.
 9. **Design principle considerations.** Some clients lack the confidence to contact services when problems arise (eg, with external counsellors) or when the service itself has not followed up

²³ *Find and Connect Web Resource Newsletter*, Issue 19, Jan/Feb 2014.

7 Conclusions and Recommendations

within agreed timeframes. Follow-up processes may need to be considered as a design principle for the model.

10. **Future policy considerations.** Aged care provision, posthumous access to records and intergenerational trauma are key issues moving forward.
11. **Retention of Federal oversight of the model.** Federal rather than state oversight of the model should be retained. This would ensure greater consistency in service provision across jurisdictions and provide a stronger imperative for addressing cross-jurisdictional records access and brokerage issues, particularly given the differences in staffing levels between services. While federal oversight would ensure a basic level of care was available throughout each state, maintaining some level of flexibility at a state level is also important to ensure services can respond appropriately to local needs.

Appendix A

Key Inquiries and Parliamentary Apologies that preceded the introduction of Find and Connect services

Appendix A: Key Inquiries and Parliamentary Apologies that preceded the introduction of *Find and Connect* services

Key Australian national inquiries related to Forgotten Australians and Former Child Migrants include:

- The 2001 inquiry into child migration schemes from the United Kingdom and Malta: *Lost innocents: Righting the record – Reporting on child migration*
- The 2004 inquiry into children in institutional and out-of-home care in Australia: *Forgotten Australians: A report on Australians who experienced institutional or out-of-home care as children*
- The 2009 *Lost Innocents and Forgotten Australians Revisited – Report on the progress with the implementation of recommendations of the Lost Innocents and Forgotten Australians Reports.*

Key Australian state level inquiries include:

- *The Commission of Inquiry into Abuse of Children in Queensland Institutions* (the Forde Inquiry) (1999)
- *The Tasmanian Review of claims of abuse from adults in state care as children* (2004)
- *The South Australian Children in State Care Commission of Inquiry* (the Mullighan Inquiry) (2008).

Formal Apologies issued by State Governments include:

- Queensland (1999)
- Western Australia (2005)
- Tasmania (2005)
- Victoria (2006)
- South Australia (2008).

Key national parliamentary apologies include:

- Australia (2009) - *Forgotten Australians and Former Child Migrants*
- Britain (2010) *Child Migrants*
- Malta (2010) *Child Migrants.*

Appendix B

Survey of Forgotten Australians and Former Child Migrants

Appendix B: Survey of Forgotten Australians and Former Child Migrants

Would you like to have your say about how services are run?

If you were **brought up in 'care' as a state ward, a foster child or in a Children's Home or other institution anytime during 1920 – 1989 or are a Former Child Migrant** you are invited to be part of a study looking at how well current government services are meeting your needs. In particular, we would like to ask you about the ***Find and Connect Services*** (including Child Migrants Trust).

The *Find and Connect Services* are funded by the Australian Government to help people to find out who they are, connect with their families (where possible), access specialist and mainstream support services, and build a positive future. These services are currently being provided by:

- Child Migrants Trust.
- Elm Place (South Australia)
- Lotus Place (Queensland)
- Open Place (Victoria)
- Relationships Australia (Western Australia, ACT, Tasmania, Northern Territory)
- Wattle Place - Relationships Australia (NSW).

Australian Healthcare Associates (AHA) has been asked by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) to find out how well the *Find and Connect Services* (including Child Migrants Trust) are meeting your needs.

What is involved?

We would like to hear from people who are using or have used the *Find and Connect Services*, (including Child Migrants Trust) as well as those who have not used the services. This involves a brief survey that should take less than ten minutes of your time.

Completing the Survey

You can complete the survey by answering the questions below or, if you would prefer to answer the survey questions by phone or would like more information about the study, please contact Trish, Maree or Jill from the evaluation team on 1300 788 667 (price of a local call).

When you have completed the survey please use the reply paid envelop provided and return to Australian Healthcare Associates Reply Paid 86905, Collins Street East, VIC 8003.

All your responses are voluntary. All information you provide in the survey will be kept strictly confidential and you will not be identified in any reports produced by the study.

If you or someone you know needs emotional support, please call Lifeline on 13 11 14.

Thank you for taking the time to provide valuable feedback about the *Find and Connect Services*

Appendix B: Survey of Forgotten Australians and Former Child Migrants

About you

Where do you live?	<input type="checkbox"/> Vic	<input type="checkbox"/> NSW	<input type="checkbox"/> Qld	<input type="checkbox"/> WA	<input type="checkbox"/> SA
	<input type="checkbox"/> Tas	<input type="checkbox"/> ACT	<input type="checkbox"/> NT	<input type="checkbox"/> No longer live in Australia	
Postcode					
What is your age	<input type="checkbox"/> 30 – 45 years	<input type="checkbox"/> 46 – 55 years	<input type="checkbox"/> 56 – 65 years	<input type="checkbox"/> 66 – 79 years	<input type="checkbox"/> 80 + years
Country of Birth					
Are you?	<input type="checkbox"/> A Forgotten Australian		<input type="checkbox"/> A Former Child Migrant		
Are you?	<input type="checkbox"/> Aboriginal		<input type="checkbox"/> Torres Strait Islander		
Gender	<input type="checkbox"/> Male		<input type="checkbox"/> Female		

Your time in the Australian Institutional Care System

How many institutions and/or homes did you spend time in?

(Note this includes foster care)

What was the name(s) of the Australian institution, home or orphanage and state located where you were placed as a child (if applicable)?

Name of Institution, home or orphanage	State Located	Time spent there (i.e. 1947 – 1953)
1		
2		
3		
4		
5		

Find and Connect Services (including Child Migrants Trust)

1. Are you aware of the *Find and Connect Services* (including Child Migrants Trust)?

Yes

No (if no, go to Survey Close on page 6)

2. Have you used any of the services provided through the *Find and Connect Services* (including Child Migrants Trust)? If yes, please tick all that apply (if no, go to question 8 on page 5).

- | | |
|--|--|
| <input type="checkbox"/> 1800 16 11 09 number for information, advice and referral to another service | <input type="checkbox"/> Assistance with searching for your records |
| <input type="checkbox"/> Counselling | <input type="checkbox"/> Outreach services (<i>where someone from the service came out to see you</i>) |
| <input type="checkbox"/> Peer support and social support | <input type="checkbox"/> Assistance to find family members |
| <input type="checkbox"/> <i>Find and Connect</i> web resource | <input type="checkbox"/> Assistance to reconnect with family member |
| <input type="checkbox"/> Case Management (<i>A person to assist you with organising and coordinating services and supports to meet your needs</i>) | <input type="checkbox"/> My family has used the service |
| <input type="checkbox"/> Other, please describe:
.....
.....
.....
..... | <input type="checkbox"/> Assistance with linking with other services, please describe (<i>e.g: dental care, housing, family support</i>):
.....
.....
..... |

3. Which of these *Find and Connect Services* you used? (Tick all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Child Migrants Trust | <input type="checkbox"/> Relationships Australia (Northern Territory) |
| <input type="checkbox"/> Elm Place (South Australia) | <input type="checkbox"/> Relationships Australia (Tasmania) |
| <input type="checkbox"/> Lotus Place (Queensland) | <input type="checkbox"/> Relationships Australia (Western Australia) |
| <input type="checkbox"/> Open Place (Victoria) | <input type="checkbox"/> Wattle Place – Relationships Australia (NSW) |
| <input type="checkbox"/> Relationships Australia (ACT) | <input type="checkbox"/> Other, please describe
.....
..... |

4. How did you find out about the *Find and Connect Services*, (including Child Migrants Trust)? (please select all that apply)

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Internet | <input type="checkbox"/> At a reunion |
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> From another State Ward, ‘Foster kid’ or Former Child Migrant |

Appendix B: Survey of Forgotten Australians and Former Child Migrants

- Brochure/Flyer
 Family member/friend/acquaintance
 Counsellor
 Support group
 Other health professional
 Other, please describe:

.....

5. Overall, rate how satisfied you have been with the services provided by *Find and Connect*, (including Child Migrants Trust)? (please tick each service you have used and give each one a rating)

	Dissatisfied					Very Satisfied	Not Applicable
	1	2	3	4	5		
Support to trace my personal records	<input type="checkbox"/>						
Counselling	<input type="checkbox"/>						
Case Management	<input type="checkbox"/>						
Family Support Services	<input type="checkbox"/>						
Peer and social support programs	<input type="checkbox"/>						
Web resources	<input type="checkbox"/>						
Support to link with other services	<input type="checkbox"/>						
1800 number for information and advice	<input type="checkbox"/>						

Appendix B: Survey of Forgotten Australians and Former Child Migrants

6. Please read each statement below and tick the box that best describes the extent to which you agree or disagree with the statement.

	Strongly Disagree	Disagree	Not sure	Agree	Strongly Agree
The staff understand and respect my experiences and history as a Forgotten Australian or Former Child Migrant	<input type="checkbox"/>				
I am happy with the choices of services and supports that have been offered to me	<input type="checkbox"/>				
I am happy with the level of support that has been provided to me	<input type="checkbox"/>				
The staff who work in the <i>Find and Connect Services</i> (including Child Migrants Trust) have the right skills and knowledge	<input type="checkbox"/>				
The <i>Find and Connect Services</i> , (including Child Migrants Trust), was easy to access	<input type="checkbox"/>				

7. To what extent did you achieve what you wanted from using the *Find and Connect Services* (including Child Migrants Trust)? (please circle your response)

Not at all				Fully achieved	Not applicable
1	2	3	4	5	

8. If you have not used the *Find and Connect Services* (this includes Child Migrants Trust), what is your main reason for this? (please select all that apply)

- I did not know about the Services
- The Services are not appropriate to my needs
- There are no Services in my area
- I do not need the Services provided
- Other, please describe:

.....

9. Do you have any suggestions for improving the current *Find and Connect Services*, (including Child Migrants Trust)?

.....

Appendix B: Survey of Forgotten Australians and Former Child Migrants

.....
.....

10. Is there anything else you would like to tell us about the *Find and Connect Services*, (including Child Migrants Trust)?

.....
.....
.....

Survey Close

Thank you for your responses and the time taken to complete the survey today.

The information you provide is very valuable and will help us to find out what is currently working well and what could be improved with the *Find and Connect Services* (including Child Migrants Trust).

We would like to speak to some Forgotten Australians and Former Child Migrants to find out more about their experiences and to hear any suggestions they might have to improve the *Services*.

If you are happy to be contacted please provide your contact details below.

Yes, I am happy to be contacted

Your name

Your contact phone number (.....).....

Appendix C

Client Focus Group Consultation Tools

Original Focus Group Questions

1. How did you hear about and first come into contact with the *Find and Connect Service*?
2. What was your main reason for contacting the *Find and Connect Service*?
3. What support/services were you offered by the *Find and Connect Service*? Were you provided with a choice of service provider? Where these services what you were expecting?
4. How has the *Find and Connect Service* assisted you?
5. What has changed (if anything) for you as a result of using the *Find and Connect Service*?
6. What is your experience of the staff of the *Find and Connect Service*? (prompt are they respectful and understanding of the needs of the history and issues faced by the Forgotten Australians and Former Child Migrants)
7. Have you been supported to link with other services (e.g. aged care, dental, health services)? If yes, what support were you provided?
8. Have you been provided with any opportunities to be involved in decisions about how the *Find and Connect Service* is run? For example: providing feedback or suggestions. If yes, how did this go? Is there anything that could make it easier?
9. Can you make any suggestions for improvement to the *Find and Connect Service*?
10. What has been the best thing about the *Find and Connect Service*?

Find & Connect services

1800 16 11 09 number for information, advice and referral to another service	<input type="checkbox"/>	Assistance with searching for your records	<input type="checkbox"/>
Counselling	<input type="checkbox"/>	Outreach services (where someone from the service came out to see you)	<input type="checkbox"/>
Peer support and social support	<input type="checkbox"/>	Assistance to find family members	<input type="checkbox"/>
<i>Find and Connect</i> web resource	<input type="checkbox"/>	Assistance to reconnect with family member	<input type="checkbox"/>
Case Management (A person to assist you with organising and coordinating services and supports to meet your needs)	<input type="checkbox"/>	My family has used the service	<input type="checkbox"/>
Other, please describe:	<input type="checkbox"/>	Assistance with linking with other services (e.g. dental care, housing, family support) Please specify	<input type="checkbox"/>

Revised Focus Group Questions

Note: The revised Focus Group Questions were incorporated into the information sheet provided to all focus group participants (see below):

This project involves *Find and Connect* services across Australia. These are:

- Elm Place (South Australia)
- Lotus Place (Queensland)
- Open Place (Victoria)
- Relationships Australia (Western Australia, ACT, Tasmania, Northern Territory)
- Wattle Place - Relationships Australia (NSW)
- Child Migrants Trust.

We want to find out:

- What help you have got from the service
- What is good about the services
- What could be improved
- What else could be done to help Forgotten Australians/Former Child Migrants.

Some important points about your involvement:

- You do not have to take part in today's discussion, but we would be grateful if you did
- If you are happy to take part you will be asked to sign the consent form
- The information you provide is private and not linked to you
- You can leave the meeting at any time
- The information we get from you and other Forgotten Australians/ Former Child Migrants will help us report to the Government about how services can be improved.

Please ask us if you have any questions

Appendix D

Service Provider Profiles

Elm Place (SA)

Service profile

Find and Connect Service	Elm Place
Auspice organisation	Relationships Australia (SA)
Location	191 Flinders Street, Adelaide
Catchment area	South Australia
Outreach area	Outreach undertaken at other RA branches, in the south and in the north
Date commenced Find and Connect services	July 2012

Service context

In 2004, the South Australian Government commissioned an inquiry into child sexual abuse and deaths in State care. This inquiry resulted in the 2008 Mullighan Report. Under the Victims of Crime Act, former residents in State care who experienced sexual abuse as children are able to apply for an ex-gratia payment. Payments range from \$30,000 to \$50,000. There is currently no closing date for applications.

From June 2004 until June 2008, the Department for Families and Communities provided funding to Relationships Australia (SA), to develop Respond SA as a dedicated service for adult survivors of childhood sexual abuse.

Concurrent to *Find and Connect*, Relationships Australia South Australia commenced the provision of Post Care Support Services funded by the South Australian government and continues to do so alongside *Find and Connect*.

In addition to providing services in South Australia, Elm Place maintained the 1800 number for *Find and Connect* Western Australia until Lanterns was established.

Overview of the service approach

Elm Place uses a case management model. Clients have access to a drop-in space, specialist counselling (incl. brokerage), case management, record searching and peer support groups.

Generally, clients attending the service are registered and are allocated a case worker who collaborates with the client to develop a case plan. Given the diversity of reasons why clients seek support from the services, these care plans vary in complexity and how they look. Those clients attending group sessions only may not have a case worker or case plan but will still be registered.

Client files are generally closed when clients are seeking their records and this is achieved. The closing of files in this circumstance generally occurs six months after the client receives their records in case they require any further assistance. Client files are also closed after 12 months if no activity or contact has occurred. .

State based funding is available in South Australia for brokerage purposes.

Changes and achievements to date

Elm Place has become increasingly busy over the last 12 months which has resulted in the need to make some changes in the way services are delivered. This includes:

- **Changes to how appointments are structured.** Previously clients attending the drop-in space were able to ask to see their case worker without an appointment. With the increase in client numbers, this is no longer viable and the existing appointment system has needed to be enforced for non-urgent issues. Elm Place has brought this change in slowly to allow people to transition. Some clients have found this new system difficult, as it is not immediate (due to the fact that Elm Place is not a crisis service) particularly some Post Care clients who may have experienced more immediate responses through youth services.
- **Changes to how the drop-in space is used.** The diversity of client using the space can cause tensions. The service recently reviewed safety procedures for the drop-in space following an incident. The service is looking at implementing a code of conduct or asking clients to leave if problems arise. Additionally, private spaces are being made available in the counselling area so clients can confidentially review records rather than having to do so in the public drop-in space.

Service delivery components

Accessing the service

People find out about the services generally through referral from other services. Word of mouth is very effective among Forgotten Australians as have the *Find and Connect* website and CLAN in referring people to Elm Place. The Royal Commission has also prompted a number of new people to contact the service.

Record searching and release

Elm Place does not have dedicated record tracing staff as there has been insufficient demand to justify such a position. Staff experience in post adoption has been beneficial for *Find and Connect* record searching. There is a small delay in accessing records currently. The service encourages a supported release of records and uses a staged release approach for those with a long history.

Elm Place has worked with other jurisdictions to access records for clients and has found this works well.

Counselling

Trauma informed counselling is available to clients at Elm Place. For people in other regions, either phone counselling is used or brokerage funds are available to arrange more local counselling. Brokerage services are often to psychologists or psychiatrists if the client has needs beyond the capacity of the Elm Place counsellors. A Mental Health Plan is developed through the client's GP to support this arrangement. Where a brokerage arrangement exists it is not usual practice for the staff at Elm Place to have contact with these other providers for the purposes of supervision. The assumption is that they have their own supervision arrangements in place.

Phone based counselling is also available as appropriate.

Appendix D: Service Provider Profiles

Peer Support

Find and Connect clients are engaged in developing a sense of community for themselves at Elm Place. This is being achieved through their creative group space, cooking classes, health and wellbeing group, walking and social groups. Group rules are flexible in that clients come when they can. Elm Place is taking a step back and supporting clients to use the space as they wish and operate self-run groups. However, staff provide back up support when needed.

Some more structured group sessions are run, but these are time limited (around six weeks) and are around particular issues or topics.

An anniversary event is held each year at Peace Park, where the South Australian Memorial is located.

Outreach

For people living in outlying communities who cannot come in to Elm Place, case management (including record tracing) is provided over the phone. Elm Place staff do make home visits to people in rural and remote areas where possible.

Elm Place in the future will be exploring the possibility of facilitating some groups for Forgotten Australians and or Former Child Migrants in other regional areas.

Elm Place undertakes some work in the prison system; however this is limited as it can be expensive as the prisoners are not eligible for a Mental Health Plan. Brokerage funding is used to pay psychologists to see clients in prison.

Client involvement

The service has a reference group comprising seven clients (all Forgotten Australians) and two staff members. It meets four times a year. This group is designed as a working group and is used to gain insight about how the services are being delivered.

A written feedback system is also available to clients as a part of the Relationships Australia complaints process.

Referral to other services

Warm referrals are made to other services, including the broader services available through Relationships Australia.

Promoting the service

The service commenced operations with an instant case load of over 100 clients. Being part of RASA means that the service has access to other community services such as financial counselling, personal development groups, relationships counselling, post adoption support, HIV and BBV counselling services. Advertising of the service and particular groups occurs on a regular basis.

Appendix D: Service Provider Profiles

Client profile	%
% of Forgotten Australian	98%
% of Former Child Migrants	2%
% of Family members of Forgotten Australians or Former Child Migrants	0%

Staff profile

Total staff 3.9 FTE

Position	FTE	Highest qualification	Main area of study	Additional study
Manager	0.8	Postgraduate Degree	Counselling	Child Safe Environ. CSA. Cultural Fitness Narrative therapy. Training and Assessment. Currently undertaking a Diploma Community Services management
Staff	0.8	Postgraduate Degree	Bachelor of Arts and Post Graduate Degree in Social Work	Cultural Fitness. Therapeutic Skills for Workers in Responding to Adult Survivors of Childhood and Adolescent Sexual Abuse. Information session by the Crown Solicitors Office in regards to Ex Gratia Compensations claims. Responding to Suicidal Clients. Child Safe Environment Training
Staff	0.6	Postgraduate Degree	Bachelor of Social Administration	Graduate Diploma in Family Therapy Cultural Fitness Therapeutic Skills for Workers in Responding to Adult Survivors of Childhood and Adolescent Sexual Abuse. Information session by the Crown Solicitors Office in regards to Ex Gratia Compensations claims. Responding to Suicidal Clients. Child Safe Environment Training
Staff	0.4	Postgraduate Degree	Undergraduate psychology degree and Masters in Social Work	Cultural fitness
Staff	0.5	Under-graduate/post-graduate degree (shared position)	Bachelor Psychology Masters Social Work	Information session by the Crown Solicitors Office in regards to Ex Gratia Compensations claims. Responding to Suicidal Clients. Child Safe Environment Training Cultural Fitness
Admin Staff	0.8	Certificate	Cert II in Business Administration	Responding to Suicide Risk The Accidental Counsellor

Appendix D: Service Provider Profiles

Lanterns (WA)

Service Profile

Find and Connect Service	Lanterns
Auspice organisation	Relationships Australia (WA)
Location	Have moved from 25 to 23 Southport St, West Leederville WA 6007
Catchment area	Western Australia
Outreach area	Outreach services are available at all RA branches, including: Gosnells, Mandurah, Albany, Rockingham, Joondalup, Fremantle, Midland, Bunbury, Margaret River.
Date commenced Find and Connect services	February 2013

Service context

In December 2007, the Western Australian Government announced a \$114 million Redress Scheme for those who were abused and/or neglected in State care in Western Australia. The Scheme closed in 2009. Relationships Australia was involved in the Redress process.

Prior to *Find and Connect*, the two primary providers of services for 'care' leavers in Western Australia were Tuart Place and the Child Migrants Trust. The advocacy group, The International Association of Former Child Migrants and their families, have an office co-located with the Child Migrants Trust in Perth.

Tuart Place is a service that is run by Forgotten Australians Coming Together—FACT. Established with funding from the Christian Brothers, it also currently receives funding support from Lottery West. The Child Migrants Trust provides services for Britain's Former Child Migrants and has the facility to fund family re-unification under the British government's Family Restoration Fund.

The Western Australian government's *Signposts* website provides information and contact details for more than 300 facilities that provided out-of-home care in Western Australia since 1920 to assist with record searching.

Find and Connect funding was used to found Lanterns in early 2013. Lanterns is the most newly established of all the *Find and Connect* Services.

Service approach

Lanterns focuses on providing a safe, warm, welcoming place where Forgotten Australians and Former Child Migrants, along with their families, can receive support with:

- Record tracing and access
- Referral and connection to other services
- Reconnecting with families, where possible
- Counselling
- A drop-in centre and range of social events and activities

Appendix D: Service Provider Profiles

The service maintains a data base of clients to record and monitor client contact. Regular phone calls are made to clients to touch base and to provide updates on the record searching progress. Clients are also sent birthday cards.

Most of the clients using the services are registered and have case plans. Non-registered clients comprise about 5% of total clients and tend to be people who visit the service intermittently. Non-registered clients also have a case plan but this plan is informal, put together through the daily debriefing and the weekly team meetings.

Two sets of files are maintained for clients (as appropriate) – one that is purely records related and the other for counselling/‘chats’. Records files are closed on completion but the other file remains open.

No waiting list exists for services at present.

Changes and achievements to date

Recent changes and developments at Lanterns include:

- **Increased demand for services.** Client numbers have increased 50% since the time of AHA’s site visit in late 2013. Client numbers are now over 100. The client mix has also changed, with the number of Former Child Migrants using the service increasing to 25%. The remaining 75% are Forgotten Australians.
- **New premises.** The increase in client numbers has prompted the need for new premises. The service has moved into a bigger house next door. Clients were consulted about the location and resettling process.
- **Royal Commission Support Service.** Additional staff have been appointed to provide support to people who have experienced sexual abuse in any institution or groups and are considering speaking to the Royal Commission
- Lanterns completed **Adults Surviving Child Abuse (ASCA) training** and also held a 1-day ASCA survivor training session for clients, which 20 clients attended. The client training highlighted the need for body-based work to deal with trauma and this generated a request for tai chi classes to address this.

Service delivery components

Accessing the service

Many of the clients accessing Lanterns were on the list established by Relationships Australia (SA) who had maintained the 1800 number for WA prior to Lanterns opening. Warm referrals are also received from the RA office located Lanterns and from CLAN. Word of mouth is very useful.

Record searching and release

Lanterns employs a genealogist to undertake record searching and is hoping to employ another person to assist with record searching in the near future. A small wait applies to record searching as a result of the increase in client numbers. Clients are always kept up to date about where the process is at.

Appendix D: Service Provider Profiles

Where required, the service supports clients to access their records in other jurisdictions. Relationships have been developed with record holders in other states which assist in expediting things when delays occur.

Supported release is made available to all clients when receiving their records. To date, all clients have used the support release option.

Counselling

Counselling services are also provided on site but are not labelled as such or arranged through formalised booked sessions. Instead, clients choose to “talk” or “chat.”

A number of clients who, prior to attending Lanterns, were already connected to counselling services, now receive brokerage funds for this counselling.

Peer support and social activities

A range of social and group activities are conducted, including craft projects, and regular meals are hosted. These social activities and meals are seen as an important means of connection with clients. More recently, Tai Chi and cooking classes have commenced. Support is also provided to family members through these activities.

An anniversary event is held each year.

Lanterns has made a conscious decision not to go down the peer worker avenue. This decision is based on concerns about the vulnerability of the group and the need to be one step removed to remain objective and effective.

Outreach

Lanterns has expanded their outreach work. Although much of the outreach is done over the phone, some face to face contact is occurring in other regions through invitations to attend peer support groups (including Kalgoorlie and Geraldton) They also have an outreach group at Margaret River (LAMP group).

Some outreach clients visit Lanterns when they come into town for medical appointments. Lanterns have established a database which they use to manage outreach to clients, including those in areas where they do not have a physical presence.

Lanterns expects their outreach work into prisons to expand soon. This has been delayed by the process of getting permissions from the prisons.

Early work has commenced working with the homeless and the key service providers working with this particular population group.

Client involvement

A consumer steering committee has been established. The committee has seven members and in addition to including Forgotten Australians, it also has a member from CLAN and a Former Child Migrant.

Appendix D: Service Provider Profiles

Feedback is gained mainly through on-going discussions with the steering committee and clients. Once a month a meeting is held with the general client population to inform them of what is planned and to obtain their feedback on these proposals. While a box has been set up for anyone wishing to give anonymous feedback, clients prefer to provide verbal feedback.

Referral to other services

Lantern House can refer to RA, if necessary. Lanterns is also providing client with links to mainstream services such as optical.

Promotion of the service

Prior to opening, all Western Australian enquires to the 1800 number were redirected to RA South Australia with the result that Lanterns had a list of WA clients from the outset. CLAN from NSW also provided referrals. Many of Lanterns' clients have been through redress.

Lanterns engages in community partnership work, inviting key local stakeholders to events such as the morning tea to mark the opening of the Inside exhibition. Promotion also occurs through the *Find and Connect* website, word of mouth and through local media engagement (articles and radio).

Client profile

% of Forgotten Australian	75%
% of Former Child Migrants	25%
% of Family members of Forgotten Australians or Former Child Migrants	5%

Staff profile

Total staff	2.7 FTE
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Position	FTE	Highest qualification	Main area of study	Additional study
Manager	0.8	Postgraduate Degree	Psychology	Trauma
Staff	0.4	Certificate	Administration	
Staff	0.6	Certificate	Administration	
Genealogist	0.5	Postgraduate Degree	Business	Records researcher
Staff	0.4	Postgraduate Degree	Counselling	Trauma

Appendix D: Service Provider Profiles

Lotus Place (Qld)

Service profile

Find and Connect Service	Lotus Place
Auspice organisation	Micah Projects Inc
Location	56 Peel St, South Brisbane
Catchment area	Queensland
Outreach area	Townsville office (312 Sturt Street - opened July 2013) Rockhampton office (Swan Offices - 159 Denison St - opened March 2014)
Date commenced <i>Find and Connect</i> services	August 2012

Service context

Micah Projects is the auspice organisation for Lotus Place. Prior to commencing Find and Connect services in 2012, Lotus Place has been providing services to Forgotten Australians in Queensland for more than 15 years.

In response to the Forde Inquiry into institutional care of children, the Queensland Government introduced the \$100 million Redress Scheme in May 2007. Eligible applicants received an ex gratia payment, ranging from \$7,000 up to \$40,000. The Scheme closed in 2009.

Following the Forde Inquiry, the Forde Foundation was established to assist people who have suffered abuse and neglect in Queensland institutions. The Queensland government also provided on-going funding for services including peer support, a resource centre and counselling services. With the addition of *Find and Connect* services, Lotus Place receives state and commonwealth funding of almost equal amounts.

Lotus Place work closely with the Forde Foundation to assist people to access some essential services for Forgotten Australians which are subsidised and prioritised including dental care. Micah Projects as a broader organisation offers many services including support for people who are homeless or at risk of homelessness, domestic violence services, mental health service coordination and primary health care initiatives. Strong partnerships exist with organisations across the homelessness service sector as well as health and other community services.

Over the past fifteen years of service delivery in Queensland, many Queensland care leavers have had the opportunity to access counselling and record searching support. For people who were in care in other states, *Find and Connect* is now providing them with an opportunity to access these services. Also, the Royal Commission has prompted new calls to the service from people who have either not previously required services or who now find themselves impacted again.

While the main service delivery site is in Brisbane, Lotus Place has always supported people in regional areas through phone support. The regional presence of Lotus Place, services has now been enhanced through their Townsville and Rockhampton offices.

Overview of service approach

Lotus Place describes their service as an integrated model, involving a combination of resource space and peer participation, social inclusion including programs and events, service coordination, counselling, record searching and family tracing. The drop-in space at the Brisbane office has been designed so that a mix of communal and one-on-one spaces is available. Staff are assigned to the drop-in space whose responsibility it is to manage the space and develop participatory activities such as dancing, cooking, etc.

Originally face to face services for Queensland were only provided from the Brisbane site. More recently face-to-face services have commenced from sites in Townsville and Rockhampton. A monthly peer support group is also available in Mackay. The addition of *Find and Connect* services at Lotus Place has meant that services previously only available to Queensland care leavers can now be accessed by people who were in care in other states.

Lotus Place does not time limit its work with people it supports. Wherever possible clients of *Find and Connect* services are registered with the service; however a significant number may not provide sufficient information to be able to register them, and sometimes, consent is not given. When Lotus Place closes off pieces of work under *Find and Connect*, client files remain open with the service. Lotus Place maintains an active mailing list of almost three thousand Forgotten Australians and Former Child Migrants in Queensland.

Helping people to be supported through other systems is also seen as a key part of Lotus Place's role, often working as a bridge for clients to reengage with services.

No waiting list currently exists for services.

Changes and achievements to date

Lotus place has experienced increased demand for *Find and Connect* services in the past 12 months, especially for record searching support.

The service has also experienced service expansion including

- **Two regional offices** were opened in Townsville (July 2013) and Rockhampton (March 2014)
- **Royal Commission Support Services.** Additional staff have been appointed to provide support to people who have experienced sexual abuse in any institution or groups and are considering speaking to the Royal Commission.

Service delivery components

Accessing the service

Some people find out about the service via the website or word of mouth, while for others social inclusion is the entry point. Prior to the opening of Rockhampton and Townsville offices, the majority of regional contact was occurring by phone for *Find and Connect* work.

Record searching and release

Lotus Place described their service as person centred in that they support people with the record request process. Some may wish to do this themselves while others require significant assistance. When assisting people to access records from other states, Lotus Place will seek to coordinate with other *Find and Connect* services. To date, no requests have been received from services in other states.

A person centred approach to supported records release means people are able to choose how their records are released. They are offered a number of choices, including having the records sent to them directly, to have someone sit with them while they go through them, or to have someone assist to print them out and put them in order for them and help them to go through them. For those who are unable to attend Lotus Place for records release, release is provided by phone or through a local counsellor the person may already be working with. If people choose not to get support, the service follows up with them afterwards.

Two specialist *Find and Connect* workers are employed by the service and based in the Brisbane office. Their skills sets are in record searching, family tracing and genealogy. These workers provide assistance to the regional offices in their record searching and release work where required.

Lotus Place is currently working with an historian to map all care services in Queensland and the various access processes for obtaining records.

Counselling

Both in-house and brokered counselling services are available, as well as supported referral to local organisations.

Brokerage funds are used to facilitate access to local psychologists for people outside of the main areas where services are provided, or where this is their preference. Brokered counselling is usually established through a Mental Health Care Plan through the GP, which is used to access clinical psychology services. The counselling team at Lotus Place work to locate appropriately skilled and experienced counsellors that they refer people to. When new brokerage counsellors are engaged, they are provided with an information pack on Forgotten Australians and Former Child Migrants.

Wherever possible, people who receive brokered counselling are followed up with to ensure that they are happy with their counselling. A survey is planned of brokered counselling over the past 12 months. A self-assessment tool is being developed which will prompt people to think about how they are experiencing their counselling and if it is helping them.

Peer Support

Building a sense of community is integral to Lotus Place activities. This is based on the notion that people want to connect with other people with similar experiences at significant moments. Peer support was also indicated as something people wanted following the Forde Inquiry. Lotus Place organises a weekly luncheon at the Brisbane office and monthly morning tea at the regional offices. In addition to daytime activities, Lotus Up Late is held once a month for people who work full time. Operating to 8pm or 9pm, this social gathering involves a meal and is attended by approximately 40 people.

Appendix D: Service Provider Profiles

An anniversary of the apology event which hundreds of people attend is held on the 16th November each year. Other events include Remembrance Day in September, and Christmas celebrations held in Brisbane, the Gold Coast, Rockhampton and Townsville to which people can and do bring along their families.

Outreach

Outreach services include visiting people in their homes, coordinating service delivery, transporting people to assist them to get to essential appointments or to target social isolation. Outreach is a key way that support plan goals are met with the people Lotus Place supports.

Lotus Place has established an office in Townsville and Rockhampton to extend their service delivery reach. As mentioned above they also provide phone support for people outside of Brisbane. A monthly group meets in Mackay and on the Gold Coast, and some home visit and neighbourhood centre outreach occurs in the Sunshine Coast area.

Lotus Place has made a conscious decision not to go into prisons to work directly with people at this stage however, they do provide information for people and work with them on release.

Forgotten Australian and Former Child Migrant involvement

Lotus Place measures satisfaction every year through an annual consumer feedback survey which can be completed by phone or in writing as a part of their broader quality processes. Plans to further measure outcomes have been discussed in line with the overall goals of service delivery. A Visual Participatory Evaluation including recorded interviews with Lotus Place service users is being finalised currently, and the key findings will be made available.

A reference group has been implemented and consists of 12 members (11 Forgotten Australians and one Former Child Migrant). Feedback on Lotus Place services is provided by the reference group, with specific feedback sought formally and informally as required, and through written evaluations or verbal feedback at the end of events.

Volunteers are used in an informal and formal capacity. Lotus Place also pays for formal peer workers on a sessional basis. These people are trained and usually utilised for community education. Lotus Place believes peer engagement and support also intrinsically involves informal volunteering. Many of the informal peer volunteers are Forgotten Australians.

Referral to services

Micah Projects have partnerships with a wide range of health and community services and have numerous internal services (as described previously) that they can refer people to.

Established pathways exist with a number of providers. Helping people to be supported through other systems is also seen as a key part of Lotus Place's role, often working as a bridge for clients to reengage with services.

Lotus Place currently has a stakeholder reference group comprised of delivery partners including the Benevolent Society, Forde Foundation, Link-Up, Jigsaw and Create. Recent changes within government and the Royal Commission has seen a change to how services have been engaging with one another at a networking level. Another meeting of this stakeholder group is planned for May 2014, and on-going dates are set for the year.

Appendix D: Service Provider Profiles

Promotion of the service

Lotus Place has advertised extensively over the years. They placed advertisements in all of the regional papers before starting Find and Connect services. They have a 3,000 person mailing list.

Their services have also been promoted by means of fact sheets, their website and attendance at network meetings. Because Townsville and Rockhampton are new, they are going to a lot of interagency meetings, to raise awareness within the local service system about Lotus Place, and to assist service providers to identify people they may be working with who are eligible for services through Lotus Place.

They have held a number of information sessions with the sector. All new child safety officers (CSOs) in Queensland receive community education sessions facilitated by Lotus Place staff and sessional peer workers on the experiences of children in Institutional and out of home care in Queensland.

Client Profile

% of Forgotten Australian	96%
% of Former Child Migrants	3%
% of Family members of Forgotten Australians or Former Child Migrants	1%

Staff Profile

Total staff	6.7 (FTE)
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Position	FTE	Highest qualification	Main area of study	Additional study
Manager (Lotus Place)	0.2	Undergraduate Degree	Not specified	Extensive
Team leader	1.0	Postgraduate Degree	Social Work, Science, Business	ASCA Training in best practice with Complex Trauma, t3 (US trainers, trauma informed care, motivational interviewing and recovery models)
Counsellor	1.0	Undergraduate Degree	Psychology	As team leader
<i>Find and Connect</i> worker	1.0	Undergraduate Degree	Education	As team leader
<i>Find and Connect</i> worker	1.0	Certificate	Community Services	
Counsellor (sessional)	0.5	Postgraduate	Psychology/Social work	
Peer workers (sessional)	0.5	Other	Lived experience	Peer workers, Ambassador Program, Peer Leadership Program
Manager – North Queensland	0.5	Undergraduate Degree	Community Services	
Manager – North Queensland	0.5	Undergraduate Degree	Community Services	
Staff	0.5	Postgraduate Degree	Business Administration	
Staff	0.5	Undergraduate Degree	Communications and technology	

Appendix D: Service Provider Profiles

Position	FTE	Highest qualification	Main area of study	Additional study
Volunteers	0.5			

Open Place (Vic)

Service Profile

Find and Connect Service	Open Place
Auspice organisation	Berry Street
Location	1/8 Bromham Place, Richmond 3121
Catchment area	Victoria
Outreach area	13 social and support groups across Victoria
Date commenced Find and Connect services	September 2012

Service context

Open Place commenced services for Forgotten Australian in January 2010, funded by the Victorian Department of Human Services (DHS). Forgotten Australians had established a support service for Forgotten Australians prior to the commencement of Open Place; at VANISH then at The Centre for Excellence. These experiences and the advice of Forgotten Australians were integral to the establishment of Open Place, adopting a 'we're in it together' symbolism for the operation of the service.

Open Place's auspice organisation, Berry Street, was the original Berry Street Babies' Home and Hospital. Berry Street continues to provide an out of home care service and is thus regarded as a past provider of services. Open Place has developed its own branding and logo.

Prior to the development of the *Find and Connect* web site, Melbourne University initiated the Pathways Project. The Pathways Project was the precursor to the *Who Am I?* Project which developed, as one of its outputs, a web resource system. The *Who Am I?* Project was conducted by researchers at the University of Melbourne and the Australian Catholic University, in partnership with 15 organisations, including consumer support and advocacy groups.

Currently, Victoria has no redress scheme. Survivors of state sanctioned care seeking redress are required to do so through an adversarial approach. Each application is considered on a case by case basis. All those seeking redress must progress their case through the legal system. Many Forgotten Australians viewed the funding of Open Place as a way to receive redress; it has taken some time for a distinction to be made between a redress scheme and a support service.

Open Place receives funding from the Victorian Department of Human Services. This funding provides a suite of services (see Overview of Service Approach for details) including support (brokerage) funding that provides for family reunion work, the provision of external counselling and targeted funding for those ageing Forgotten Australians who may need a contribution to medical, dental, optical hearing or mobility services. *Find and Connect* funding is integrated in to this suite of services.

Changes and achievements to date

Open Place were recently successful in obtaining funding from DSS for the **Royal Commission Support Service**. This has facilitated provision of two staff positions over three years to assist Forgotten Australians with submissions to the Royal Commission.

This additional funding and service growth has led to Open Place acquiring **additional office and counselling/supported record release space**. Known as the Annex, this space is a brief walk from Open Place. The counselling and Royal Commission teams are located in the Annex, thus providing a space where clients can have greater confidentiality. The current building configuration is noisy and crowded which made confidentiality an issue in the past. Counselling and Royal Commission clients come to the Open Place reception on arrival and are then accompanied to the Annex.

Open Place undertook a **review of its drop-in centre** in September 2013. This review focussed on ensuring safety for service users who come to the Open Place drop in centre. The review recommended the creation of a new role with the purpose of providing a welcoming function and ensuring that new service users in particular feel at home and are introduced to the range of services that can be supplied by Open Place. As a result of this review, a **Forgotten Australian was appointed in January 2014 to perform a host role in the drop-in centre**. This position is 0.8 FTE and operates from 9.30 am -3.30 pm week days.

The original service agreement between Berry Street and DHS required an evaluation of the first three years of the Open Place service. Berry Street contracted with Latrobe University to undertake the evaluation. The evaluation was initially described as an action learning project. This report, arising from this project, is nearing completion.

In 2013, Open Place **published a booklet** titled *The Treasure Trove* containing six-word stories, three-line poems and other creative writing pieces produced by clients in various creative writing sessions.

iPads are now being used by Open Place records staff, when undertaking outreach visits, to take copies of clients' evidence of identity documents so that paperwork can be processed on the client's behalf.

Overview of service approach

Open Place operates a drop-in centre. It has four service streams. It provides records searching, supported records release, family searching and family reunion functions. It also provides a counselling service, much of which is outsourced to external providers. Its co-ordinated support service assists service users to improve their health and well-being by providing information, referral, case work and advocacy. Through its Royal Commission support service assistance is available to service users who may wish to know more about or become involved in the processes of the Royal Commission. Thirteen social and support groups are facilitated across metro Melbourne and regional and rural Victoria. A number of members of staff at Open Place are Forgotten Australians.

Because the Child Migrants Trust is based in Melbourne, Former Child Migrants generally do not attend Open Place.

Open Place provides an intake service for all potential service users. This outlines the services Open Place can provide, the eligibility requirements and offers immediate advice and referral if required.

Appendix D: Service Provider Profiles

Engagement with all service users begins with such questions as: “How can I help you” and/or “What has happened”. The approach begins with the assumption that service users are well placed to determine how they will become involved with Open Place and what they want from Open Place. Goals are determined by service users.

Open Place uses a DHS data system (IRIS) that records actions undertaken on behalf of service users. This is a secure and confidential system. As at 31 December 2013 there were 2319 registered service users. This compares with 1870 at the same date in 2012. Over the last 12 months Open Place has registered, on average, 40 new service users per month. This monthly average is nearly double the previous 12 month figure. This sustained increase in numbers and demand correlates with the Victorian Parliamentary Inquiry and the commencement of the Royal Commission.

Client files are not closed. Service users are able to use Open Placer services and its drop-in centre in ways that fit their stated need; this at times can be intensive and at times episodic. Currently, no waiting list for services exists.

Service delivery components

Accessing services

Most clients come to the service through word of mouth. Open Place is involved in a lot of community education eg, homeless services, prisons. Clients also come through the *Find and Connect* website and CLAN.

Record searching and release

Open Place have a four-person records team, including two Forgotten Australians, a genealogist and a member of staff with a child welfare background. Record searching is facilitated by ‘relationships established over years’ by the records team with DHS and agencies with holders of institutional records. Open Place has regular meetings with the Department and with the holders of records these agencies to discuss records, redaction, supported records release and family searches practices.

Most clients (70%) avail of supported release. The choice remains with the client (some say they are fine and some feel they live too far away). Supported release of records is available to all clients either at Open Place or at the client’s home. Most release is done by the records team. All team members have trauma informed training.

Joint supported release can also occur i.e., DHS and Open Place or Mackillop and Open Place.

Counselling

Clients are offered up to 20 counselling sessions per year. This is a recurrent entitlement. The number of counselling sessions is about allowing time for effective relationships to be developed with clients.

Immediate family are eligible for six sessions of counselling under DHS guidelines. This is a one off entitlement.

Appendix D: Service Provider Profiles

Open Place provide some training to brokered counsellors before they do work for them and they host six-monthly information sessions for counsellors. Credentials are checked to ensure that only accredited registered counsellors are used. Relationships Australia counsellors are often used. Counsellors associated with past providers are not used, unless the Forgotten Australian requested them.

The counselling network used by Open Place is extensive and they are considering how best to provide support and on-going training to this large network. Open Place do not follow up with clients to see how they have gone with external counsellors. The assumption is that unless the client reports a concern, the relationship between client and external counsellor remains confidential.

Co-ordinated support

The co-ordinated support program assists Forgotten Australians use mainstream health and support services. The priority of the support team is to assist those service users with complex medical/health and support needs. A limited support fund is available to contribute to the cost of dental, specialist medical, optical and other health services.

Royal Commission Support

This is a new team at Open Place that began on 1 October 2013. Its purpose is to provide support and assistance to Forgotten Australians who wish to know more about and who may also wish to participate in the Royal Commission proceedings. The team works closely with the three other service streams at Open Place.

Peer support and social activities

A cook up is held every Friday at Open Place and staff and clients share together the prepared meal. Other activities available at Open Place include leather work, quilting and card making. The new drop-in centre host role is to generate more activities in consultation with the other clients.

Open Place sponsors 13 support groups throughout Victoria. With one exception all groups are facilitated by Open Place staff. Larger groups are allocated two facilitators. Each support group has funds available for the group to undertake activities throughout the course of the year. The group determines what activities it will undertake.

Family members may attend support groups.

Outreach

All Open Place staff undertake outreach. Some of these outreach activities are conducted during the course of a visit to a regional and rural support groups. The records team do outreach to obtain authorisation for record searching and are now using iPads to photograph identity verification documents. This results in a much more timely response.

Remote areas remain difficult to access from Melbourne. Parts of Victoria, notably the northwest and southwest do not have social support groups and only limited outreach occurs in places like the Mallee or west of Warrnambool. Phone support may be all that can be provided and efforts are made to connect clients to local services.

Appendix D: Service Provider Profiles

Open Place has commenced working in prisons (a male prison - Fulham Correctional Centre Sale and a women's prison - Dame Phyllis Frost in Deer Park). Staff report that it was not difficult to gain access to the prisons, but the work is taking a lot of time and it will need to be reviewed.

Open Place reports having good connections to homeless services in Melbourne eg Home ground, aged care services eg Wintringham and a number of community health centres eg North Richmond Community Health.

Client involvement

Open Place believes that the "lived experience" of Forgotten Australians plays an important role in determining program direction and program enhancement. A peer support training program was developed involving six Forgotten Australians. Currently three peers remain from this original program and they provide community education in conjunction with an Open Place staff member. While the involvement of service users is seen as critical, as is the need to get the views of and work with and alongside Forgotten Australians, Open Place indicated that this does not necessarily need to be through a formal peer support model.

Open Place is continuing to explore ways of using the "lived experience" of Forgotten Australians as a means of educating and training service providers. The community education position plays an important role in this activity.

Open Place does not currently have a client reference/advisory group. In the early months of Open Place an advisory group was chaired by the CEO, with a membership comprising representative from Open Place, CLAN and Forgotten Australians. This group is no longer in existence.

Client feedback is obtained through the state wide support groups. Each of the group facilitators gathers suggestions and messages from their group members. These are discussed at the Open Place monthly staff meeting. Client feedback forms are also available at the front desk. Many clients prefer to provide verbal feedback.

Referral

Most referrals come to Open Place via the phone. Most referrals are word of mouth although there are an increasing number of referrals coming via services who are becoming more aware of Forgotten Australians as a special needs group.

Promotion of services

Open Place has always had an active community education program. With the appointment of a community educator, Open Place intends to become more systematic and targeted in its education. Open Place is currently targeting aged care services and primary/community health services.

Appendix D: Service Provider Profiles

Client profile

% of Forgotten Australian	78%
% of Former Child Migrants	2%
% of Family members of Forgotten Australians or Former Child Migrants	20%

Staff profile

Total staff	5.4 FTE
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Position	FTE	Highest qualification	Main area of study	Additional study
Counselling	1	Postgraduate Degree	Clinical psychology	Public health
Records	1	Undergraduate degree	Humanities	Genealogy
Support	1	Undergraduate degree	Social Work	Not stated
Records	0.8	Certificate	Welfare	Not stated
Drop-in coordinator	0.8	Certificate	Welfare	Not stated
Manager	0.3	Undergraduate degree	Social work	Not stated
Admin	0.5	Year 12 and uni subject	Not stated	Not stated
Volunteers (n=10)	Not stated	Not stated	Not stated	Not stated

Appendix D: Service Provider Profiles

Relationships Australia (ACT)

Service Profile

Find and Connect Service	Relationships Australia Canberra & Region
Auspice organisation	Relationships Australia (NSW)
Location	15 Napier Close, Deakin ACT
Catchment area	Canberra & Region (Canberra, Queanbeyan, Young, Goulburn, Jindabyne, Moruya, Griffith, Wagga Wagga, Balranald, Bega, Bombala, Merimbula, West Wyalong, Albury, Cootamundra, Batemans Bay, Thredbo, Cooma, Hay, Leeton, Deniliquin.
Outreach area	55 Gurwood St, Wagga Wagga NSW
Date commenced <i>Find and Connect</i> services	Subcontract began 1 July 2012

Service context

Prior to the establishment of *Find and Connect*, there were no funded specialist services for Forgotten Australians and Former Child Migrants in the ACT. While some counselling support services were provided as part of the Apology event at Parliament House, no existing specialist services were available. Prior to self-government in 1989, records were held in either NSW or at Commonwealth level. ACT did not hold any records at the time.

Overview of service approach

Find and Connect services in ACT operate through a sub-contracted arrangement with Relationships Australia NSW (Wattle Place). Services at Wattle Place are based on a holistic case work approach, whereby linkages to other services such as dental, allied health, mental health services, etc, can be facilitated. Some brokerage funds are available for dental services. The *Find and Connect* brokerage model is limited to funding specialist counselling and outreach workers.

Find and Connect, ACT has appointed a family advisor position as the first point of contact for people accessing the service. This role is provided by a trauma informed staff member who takes all calls from Forgotten Australians or Former Child Migrants. The family advisor works closely with people, often over a number of sessions, to complete the intake process. The role also involves making referrals to other services and assisting with the completion of any necessary paper work. People are referred on to the counselling staff after initial intake is completed. Most of their service activity to date has been telephone work, family searching work and record searching.

In addition to the record tracing component, staff reported that people accessing *Find and Connect* in ACT, tend to need for more practical support. In addition to therapeutic support, a case work approach is often used whereby clients receive assistance from the staff to navigate the broader service system (e.g. Centrelink, housing, health services etc).

To date, *Find and Connect* has received some requests from family members who are seeking to find information pertaining to deceased Forgotten Australians. Requests have been specific to adult children wanting to find out more about the institutions their parents resided in. However, this has been a small percentage of their work.

Appendix D: Service Provider Profiles

Although not the case during the initial start-up phase of the service, now almost all clients are registered. The role of the family advisor has been instrumental in achieving this. All clients have a case plan even if they are only seeking records. Each client file is reviewed by the family advisor at the point of intake with the *Find and Connect* manager, and then reviewed on-going with the counsellor/caseworker, family advisor and manager. Some client files have been closed (eg, the file of a client in a regional area who received supported records release from RA ACT and was then subsequently referred to a local provider).

Changes and achievements to date

The service has experienced an **increased demand for services** in recent times, which they suspect is attributable to the Royal Commission. The service now has up to 30 clients, 19 of whom are recent. Of these 14 are in Canberra and South Coast and five in Wagga and region.

The **family advisor** has played a key role in active holding of the service's clients.

A **new counsellor** has been employed who works one day a week on *Find and Connect* services.

RA ACT is now **working close with the Alliance for Forgotten Australians (AFA)** with a view to working more closely together.

There has been an **increase in inquiries** since January in both Canberra and Wagga. The trend continues in that the majority of inquiries come from regional areas, outside of Wagga and on the South Coast.

There has also been an **increase in people contacting their service who are not Forgotten Australians**, but who were adopted and wanting to access post-adoption support. In these cases, referrals are made to the Post Adoption Resource Centre.

Service delivery components

Accessing services

Clients find out about the services through multiple means, including the internet, Seniors' magazines, the 1800 number and, in the case of Wagga only, some walk-ins. Canberra had its first walk in client in March 2014.

In ACT, a number of Aboriginal and Torres Strait Islander people have contacted the service. The *Find and Connect* Service is collocated with a number of Aboriginal and Torres Strait Islander support workers so are able to call on their support as needed. Where possible, Aboriginal and Torres Strait Islander clients are referred to Link Up services. This has not always been possible as confirmation of Aboriginality is needed for people to access Link-Up, however difficulty arising when people have no records to confirm identity.

No waiting list currently exists for services.

Record searching and release

Record searching is the primary reason why clients access their service. This has involved cross jurisdictional work, whereby they have worked with record holders in other jurisdictions on behalf of their own clients. Clients often report that even though they live in Canberra, they often feel

Appendix D: Service Provider Profiles

more connected to the state in which they were institutionalised. RA ACT does not have a dedicated records person.

Find and Connect staff from Canberra and Wagga came together for training provided by the University of Melbourne web resource personnel last November. Further training with the web resource team is scheduled for May.

From a record holding perspective, few 'care' institutions existed in ACT. Marymead was the largest of these institutions. Barnardos was also operational in ACT. This small number of institutions in ACT has meant that few requests have been received for records assistance from other jurisdictions. Those received to date have been related to verifying time in care.

Since January 2014, clients have been receiving letters from the NSW Family and Community Services advising that there is an 18 month waiting list for records.

Supported release of records is a standard practice for most clients. Staff come from therapeutic backgrounds and have all received trauma training. Where possible, a *Find and Connect* counsellor sits with client to go through the records; otherwise someone local is brokered to help. To date, all clients who have received records have availed of supported release. In the case of Canberra, this represents a total of five clients. Records are still awaited for each of the 19 new clients.

The large geographical area covered by ACT *Find and Connect* means that significant travel is involved for clients and staff. This was a big investment in terms of time and money for the service. Decisions re travel are worked out on a case by case basis.

The service reported that because file reading with Forgotten Australians is so specific that not all counsellors or workers are comfortable with the task and have indicated that it would be best practice for all *Find and Connect* counsellors to be trained in 'therapeutic file reading'.

RA ACT has been brokered to provide file reading support to vulnerable clients on behalf of other organisations, including Link Up.

Counselling

The demand for counselling services is low. Currently only three clients are receiving counselling – one by telephone, two face to face. Of these, one is a Wagga client and remainder in ACT.

While the service has funding available for brokerage funding, there has not yet been a need to engage such counsellors. The service is reviewing possible brokerage counsellors they could use should the need arise. The number of potential counsellors is few and these are often church – based counsellors, especially in the South Coast area. Clients often do not have access to trauma informed counsellors. RA is planning to recruit a trauma informed generalist counsellor on the South Coast. This person will not be a specialist FA counsellor, but will have the potential to provide support to Forgotten Australians and Former Child Migrants on the south coast.

Brokerage funding tends to be used for very specialist reasons such as psychotherapy. *Find and Connect* in Canberra has used brokerage funds to access a trauma specialist for one Forgotten Australian.

Family members of Forgotten Australians were serviced in the initial start-up phase of the service when the service had capacity to offer this support. Family members are considered an important

Appendix D: Service Provider Profiles

group, considering the ageing population of Forgotten Australians and the families that will be left behind.

Peer support and social activities

Small client numbers and the geographical spread of these clients have meant that peer support, social activities or anniversary events have not been feasible to date as attendance would incur considerable expense for clients. No drop-in space is available to clients at either the Canberra or Wagga office, due to a lack of demand for this. Should demand and face to face client numbers increase, it would be feasible to develop a drop-in space.

Outreach

As yet, the *Find and Connect* service in ACT has not engaged in outreach work in prisons or with homeless communities. RA has a specified worker in the prisons doing counselling and it is hoped that it will be possible for this counsellor to do some Royal Commission and *Find and Connect* work during these visits.

Client involvement

Currently no client reference group exists due to the logistics noted above (small numbers spread over a large geographical region).

The *Find and Connect* service in ACT has been in contact with the AFA representative in the area to seek feedback. Clients can provide informal feedback in their sessions.

No volunteers are involved in the services.

Referral

Services are provided through a holistic case work approach, whereby linkages to other services such as dental, allied health, mental health services, etc, can be facilitated. Some brokerage funds are available for dental services.

Promotion of services

Canberra is a small service and has lots of forums for organisations to come together. These include practice leaders meeting and a service provider bus tour that is run 2-3 times per year. RA ACT is a designated stop on the bus tour and the service gets an opportunity to talk about *Find and Connect* to the 20 or so people on the bus tour.

The service used the training provided by the University of Melbourne web resource personnel last November as an opportunity to invite all stakeholders such as National Library, National Archives and other service providers. About 20 people attended. Relationship Australia/*Find and Connect* ACT co- hosted a similar stakeholder event at the Australian National University on May 6, in collaboration with Melbourne University web resource team.

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Client profile

% of Forgotten Australian	87%
% of Former Child Migrants	3%
% of Family members of Forgotten Australians or Former Child Migrants	10%

Staff profile

Total staff	1.32 FTE
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Note: includes ACT and Wagga staff

Position	FTE	Highest qualification	Main area of study	Additional study
Management/ Coordination	0.22	Postgraduate Degree	Psychology/ Social Work	Trauma informed practice
Counsellor	0.4 Wagga	Undergraduate Degree	Social Work	Trauma informed practice
Counsellor Aboriginal Counsellor (Dhunlung Yarra Service)	0.2 Canberra	Certificate IV	Diploma of Counselling & Group Work	Trauma informed practice
Family Advisor (intake and assessment)	0.5	Not stated	Not stated	Trauma informed practice

Appendix D: Service Provider Profiles

Relationships Australia (NT)

Service Profile

Find and Connect Service	Relationships Australia (NT)
Auspice organisation	N/A
Location	2 nd floor, 43 Cavenagh St, Darwin NT 0800
Catchment area	Northern Territory
Outreach area	4/11 Railway Tce, Alice Springs NT Where possible outreach also provided to: Jabiru, Katherine, Tennant Creek, Gove, other remote sites as required
Date commenced Find and Connect services	August 2012

Service context

Historically, there were a small number of institutions/orphanages within the Northern Territory (NT), with the exception of those for the Stolen Generation. As a result, many children from the NT ended up in other jurisdictions. The current Forgotten Australian population in the NT originated from other jurisdictions. Evidence provided by the Northern Territory Government in a submission to the Senate Community Affairs Committee indicated that no British child migrants were placed in the Northern Territory.

Prior to *Find and Connect*, the Northern Territory government's Adoptions Unit was the primary point of contact for persons seeking records. Documents were provided to the person with support from the Adoptions Unit.

No post-care services were provided in Northern Territory in the past. Rather, NT clients were supported by RA South Australia. Relationships Australia-NT reported subsequent service gaps.

No state-funded brokerage funding is available.

Overview of service approach

Find and Connect services for clients in the NT are primarily delivered face-to-face in the *Find and Connect* office in Darwin or the RA offices in Katherine or Alice Springs. A small number of clients living in more remote areas receive support by telephone or Skype. To date, the service has mostly provided counselling, record searching, activities and assistance with the Royal Commission. Client numbers have increased in recent months and they now have over 40 clients.

About 50% of clients are registered. The service is now going back and reviewing registrations. Thirty percent of their clients identify as Aboriginal, a key issue is cultural sensitivity. The service is now using a more welcoming approach that includes spending time engaging with people and building relationship. Organisational policies and procedures are being developed around this.

Usage of the service by Former Child Migrants has been minimal, with only one person thought to have done so.

Changes and achievements to date

The NT *Find and Connect* services have undergone **restructuring** in recent months following staff changes and the appointment of new staff. Overall this has resulted in an expansion of the team size and function, including the appointment of a member of staff with a record searching and family tracing role.

RA NT has opened a **new office in Katherine** and the part-time counsellor there is also providing services to *Find and Connect* clients. The records and family tracing team member from Darwin makes intermittent visits there. Clients can go to Katherine office for Skype sessions.

A consumer reference group has been established and met for the first time in October 2013. It has had several meetings since then, the most recent in January.

A newsletter has been developed for the *Find and Connect* services, the first of which was sent out recently. The aim is for the newsletter to go out every three months and they are planning to increase its reach to include Alice Springs and Katherine.

Drop-in centres are being developed in Darwin and Katherine. These centres are still in their concept phase and the service is currently exploring how these centres will look, what type of activities will be undertaken, etc. They want things to be client-driven and clients need time to think about this.

In the interim, clients have started dropping in to the Darwin office to have cuppas with the *Find and Connect* staff and they are using the space outside staff offices as their own.

Service delivery components

Accessing services

Clients primarily come to the services through word of mouth when requesting counselling, interstate *Find and Connect* services and more recently through the RA Royal Commission Support Service.

Record searching and release

During the recent team re-structuring, a number of new positions have been created. These include a coordinator of service, a record searching and family tracing position and event and activities project worker. All these workers hold part-time positions within the service. Intermittent visits are made by the coordinator and the records searching and family tracing worker to the new Katherine office, as well as the Alice Springs office.

The service has dealt with services in other jurisdictions on behalf of their clients and to date, the process has gone smoothly. Only a couple of queries have been received from other states. They have also received enquiries from the Royal Commission.

Approximately half of their clients have received records and only one (an out of state client) of these has not availed of supported release.

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Counselling

Counselling is provided face-to-face in the *Find and Connect* office in Darwin and in the RA offices in Katherine and Alice Springs. The *Find and Connect* counsellors are residents in each of the three locations.

No brokerage counsellors are used.

Peer support and social activities

Social events are now being arranged via the Darwin and office.

An anniversary event was held in 2013 which was hosted by Government house and a morning tea and visit to the Museum and Art Gallery of the NT occurred in April 2014.

Drop-in centres are being developed in Darwin and Katherine.

Outreach

In addition to the *Find and Connect* service in Darwin, clients can access face-to-face counselling services through the RA offices in Katherine and in Alice Springs. Intermittent visits are made by the records and family tracing team member to Katherine and Alice Springs. Clients can go to the Katherine and Alice Springs office for Skype sessions with the records and tracing worker in Darwin in-between visits.

One of the new team members has gone out and talked to elders from a remote community and plans to do this periodically. The service is also linking into key Aboriginal events such as Apology Day and Close the Gap Day and key Aboriginal stakeholders such as Stolen Generation, Danila Dilba, Larrakia Nation etc.

No outreach work has been undertaken in prisons to date. It is anticipated that, as a result of the Royal Commission, people in prison will want help. However, they have been asked to hold back on this for the moment, pending the results of a pilot program being undertaken by the Royal Commission NSW prisons which will ensure all protocols, etc, are in place. Once the pilot is completed, the program will be made available.

Client involvement

The consumer reference group, which met for the first time in October 2013, currently has three official members and three others who want to come on board. The original three include two women (one of which is an Aboriginal woman) and a man. The terms of reference for this group have not yet been finalised.

The group has had several meetings since October, the most recent in January. Among the items they are working on is a name for the *Find and Connect* service. 'Brolga Place' as a name has been chosen and a date for its launch is yet to be set.

It has not yet been decided whether areas outside Darwin should have their own reference groups. This is being considered because the *Find and Connect* team recognise the benefits for people of getting together locally as a team, particularly as it is not easy doing things via Skype. The time and cost of travel for members of the *Find and Connect* to attend meetings in person is something they have to weigh up.

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Traditionally feedback from clients was obtained by means of a form that was sent out to clients by mail on completion of services. However with *Find and Connect* being an on-going service, this approach is being reconsidered.

Informal feedback is obtained on a regular basis within sessions. This feedback is then taken to the reference group or informally to individual reference group members if they happen to meet them between reference group sittings.

Referral

Referrals have been made for clients needing assistance with housing and mortgage information or funding for training.

Promotion of services

Some relationships with other services were already in place prior to the establishment of the *Find and Connect* services.

They are now more engaged in promoting *Find and Connect* to a range of services to organisations dealing with the Stolen Generation, COTA NT, disability services, and to those organisations with which they have networking and referral pathways.

Link-Up services sometimes struggle with staffing levels and waiting periods can apply as a result. This has meant that Stolen Generation people are coming to *Find and Connect*.

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Client Profile

% of Forgotten Australian	99%
% of Former Child Migrants	<1%
% of Family members of Forgotten Australians or Former Child Migrants	0%

Staff profile

Total staff	1.6 FTE
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Position	FTE	Highest qualification	Main area of study	Additional study
Director of Early Intervention Services	0.1	Postgraduate Degree	Psychology	Grad Dip Family and Couple Therapy, Grad Cert Social Practice, Trauma Informed Practice, Vicarious Trauma Management, Clinical Supervision
Coordinator	0.4	Post Graduate Degree	Community Development	Counselling, Adult education, Trauma Informed Practice, Vicarious Trauma, Management,
Records Searching and Family Tracing	0.4	Graduate or Postgraduate Degree	Human services	Trauma Informed Practice
Project Worker	0.2	Graduate or Postgraduate Degree	Human services	Trauma Informed Practice
Counsellor Darwin	0.5 Total spread across three areas and as needed	Graduate or Postgraduate Degree	All counsellors are Psychologists, Social Workers or have qualifications and experience in a relevant field	Trauma Informed Practice
Counsellor Katherine				
Counsellor Alice Springs				

Appendix D: Service Provider Profiles

Relationships Australia (Tasmania)

Service Profile

Find and Connect Service	Relationships Australia (Tasmania)
Auspice organisation	n/a
Location	20 Clare St, Hobart TAS 7008
Catchment area	Tasmania
Outreach area	RA Tas offices at Launceston (6 Paterson St), Devonport (68 North Fenton St) as well as home and community based outreach as required by client.
Date commenced <i>Find and Connect</i> services	May 2012

Service context

In 2003, the Tasmanian Ombudsman conducted a review into claims of abuse in care. A Redress Scheme was opened as a result, in 2005. The fourth round of the Scheme closed on 15 February 2013.

Over 2,000 individuals had issues with abuse while in care. Some have received support or ex-gratia payments through the Abuse in State Care Program.

Prior to *Find and Connect* the primary form of service delivery to Forgotten Australians was through CLAN.

Overview of the service approach

Relationships Australia Tasmania describe their model as a holistic case work service that provides visitation to clients in their home, undertakes record searching, and provision of trauma informed counselling as needed.

Staff said that Tasmania's dispersed population makes it difficult to promote service and ensure information gets out to potential clients. It also creates some challenges with service delivery, particularly as travelling to visit clients living in rural areas is time and cost intensive, yet necessary to be able to support these clients fully. Telephone support is provided as well however this is not always ideal given the nature of the work.

The majority of clients currently utilising services are registered with the service. A few clients opt not to be registered with reasons ranging from fear/suspicion of government services to rebellion. Case plans are developed for all clients.

Changes and achievements to date

Since the time of our interview and site visit with Relationships Australia – Tasmania late 2013, a number of changes and developments have occurred including;

- **Opening drop-in centres in each region.** Drop-in centres will be available in each of the three regions of Tasmania, commencing in Hobart and Launceston from late March. These will be held on a monthly basis from 12 – 2 pm at the RA offices in these locations. A

Appendix D: Service Provider Profiles

suitable location in Devonport is yet to be found. Initially staff plan to organise the program but will seek feedback from those attending about how the program should run in the future. For example; guest speakers, food arrangements etc. The drop-in centres will be referred to as *Your Place*.

- **A Forgotten Australian** who is the Tasmanian state representative of AFA **will host the three drop-in centres** and be supported by a RA staff member in case anyone attending is in need of additional emotional support.
- **A newsletter**, also named *Your Place*, is scheduled to commence in June 2014. The newsletter will be mailed to interested *Find and Connect* clients. It will also be advertised in local newspapers, the *Find and Connect* web resource and CLAN websites. Clients will be encouraged to contribute to the newsletter.
- **A targeted Communication Strategy** has been developed to promote the services to Forgotten Australians, Former Child Migrants, service providers and the community more broadly. Work on implementing the strategy has commenced including: development and distribution of a A4 flyer, a staff member attending regional network meetings across Tasmania, preparation of articles for inclusion in local newsletters, holding an information stall at relevant expos, airplay on ABC morning radio. However, the recent resignation of a staff member has impeded implementation progress.
- Additional resources have been provided to the *Find and Connect* services to **employ another staff person** for a couple days a week to assist with service development and promotion work.

Client numbers have remained stable, but it is hoped that the communication strategy will yield more contacts to the service.

Service delivery components

Accessing the service

Clients access the service via a range of means. Initially most people make contact by phone and then a home visit or a visit to the office is arranged. Newly established drop-in centres are designed to increase the reach of supports across the state.

Record searching and release

The service does not employ a dedicated record searching person. Staff have very good working relationships with staff at the state office who have streamlined the process of obtaining records. At this stage people generally receive their records within two weeks of the application being submitted.

The choice regarding supported release is left to the client. The service provides a letter to all clients prior to their records becoming available, that outlines the process and the potential negative reactions to reading this information. This is followed up with a conversation with clients.

The service has received a few requests from other states to assist with accessing records. Staff have also worked with other *Find and Connect* services to support clients across jurisdictions. Recently, one Tasmanian client was met at the airport and supported by a staff member from South

Appendix D: Service Provider Profiles

Australia *Find and Connect* service during a court case against the client's perpetrator. Staff from Tasmania spoke with the staff member and client to connect them for this purpose.

Counselling

Trauma informed counselling is provided by *Find and Connect* staff. No brokerage counselling used as clients are referred onto RA staff when on-going counselling is needed.

Peer support and social activities

Peer and social support will be provided through the drop-in centres and the newsletter. It is intended that the drop-in centres will include a range of client led activities.

An annual anniversary event is held.

Outreach

Outreach work is provided as required.

This will be further extended through the drop-in centre model.

Specific work in prisons or with the homeless is to be explored following the appointment of new counselling staff in the southern office.

Client involvement

A reference group has been operational for more than 12 months. The group meets three to four times a year and is comprised of Forgotten Australians including representatives from AFA and CLAN, RA staff, Tasmanian *Find and Connect* website manager and a representative from DHHS. The service hopes to have an Aboriginal representative as well as a Former Child Migrant on the reference group, but to date these positions have not been filled.

The reference group provides feedback to the service regarding service direction, communications and promotions.

Referral to other services

RA has a range of services available to clients, which the *Find and Connect* services can refer clients to, if needed.

Promotion of the service

A service has developed a communication strategy to systematically promote the services state wide.

Appendix D: Service Provider Profiles

Client profile

% of Forgotten Australian	100
% of Former Child Migrants	-
% of Family members of Forgotten Australians or Former Child Migrants	-

Staff profile

Total staff	1 FTE
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Position	FTE	Highest qualification	Main area of study	Additional study
Senior Worker	0.6	Postgraduate Degree	Counselling	
Staff	0.4	Currently Vacant		

Appendix D: Service Provider Profiles

Wattle Place (NSW)

Service Profile

Find and Connect Service	Wattle Place
Auspice organisation	Relationships Australia (NSW)
Location	67 High St, Harris Park, NSW
Catchment area	Canberra & Region and NSW
Outreach area	20 Albion St, Harris Park NSW 2150 1a 34 McMahon St, Hurstville NSW 15 Napier Close, Deakin ACT 2600 (see ACT profile for details)
Date commenced Find and Connect services	September 2012

Service context

To date the New South Wales Government has not conducted any inquiries into the past abuse of children in state care, nor established a Redress Scheme.

Wattle Place commenced operations as a state-wide support service in March 2011, funded by the NSW Department of Family and Community Services.

In NSW, the Salvation Army Special Search Service provides records searching facilities for children and families separated by the NSW government, including current care leavers and those born before 1989.

The NSW Care Leavers Records Access Unit (part of the Department of Family and Community Services) has a waiting list that has increased as a result of demand generated by the Royal Commission and the *Find and Connect Services*. Currently there is a two-year waiting list.

State-funded brokerage is primarily available for health issues related to experiences as children, mental health costs, dental health, therapeutic aides and emergency housing. Although quite broad, it is carefully case managed.

Changes and achievements to date

Wattle Place appointed a **new manager** late in 2013. This new manager has been tasked to establishing a reference group, which they hope to have up and running mid-2014.

In 2014, Wattle Place ran their **first six-week therapeutic group**. This group, which was promoted through their newsletter, focussed on self-confidence, self-esteem and assertiveness. Only women attended. When it finishes a **monthly women's group** will be established from this group.

The service has been **very busy in 2014 as a result of the Royal Commission**. Staff have noted that people are more vulnerable and upset than those who dropped in in the past. Emotions are heightened and there is greater need.

A survey has been sent to brokered counsellors to ask how they would like to engage with the service and whether they'd be interested in webinars, etc.

Overview of service model

The *Find and Connect* services are co-located with state-funded services. The primary reasons for clients accessing services are records searches, family tracing, or access to counselling.

Find and Connect clients have access to a drop in centre, various group programs (gardening, cooking, therapeutic), social events (Christmas, anniversary of Apology), weekly morning teas and retreats (specialised). All clients have a case worker who remains with the client throughout their engagement with the service. This case worker has responsibility for follow-up if the client is referred to another agency for brokered services.

Some days the drop-in centre is very busy, while on others it is quiet. This can create capacity issues in terms of having staff available to respond to clients particularly if there are a lot of people at the one time. In the near future, the service will be rearranging offices within their premises. As part of this move, there will be a scheduled drop-in roster established and a desk in the drop-in space where a counsellor/worker can be based.

The service has installed wi fi and hope to go live at the end of June 2014. This will facilitate providing clients with a laptop which they can take out of the drop-in centre and into a room for greater confidentiality.

Wattle Place does not use the terminology of registered/unregistered clients. In their service, clients are classified as active, inactive or closed. Active clients have a case plan and have been allocated a worker. Inactive clients do not have an allocated worker but they are still invited to groups, events such as the Christmas party and they receive a copy of the newsletter. For inactive clients, there is also capacity to respond to urgent needs that arise, sometimes with brokerage resources. Criteria have yet to be developed to help decide when to close off files.

Family members come in more as a support for the clients and with the client's permission. Generally this family member is a spouse or child. In cases of separated siblings who are trying to trace each other independent of each other, siblings generally have different workers unless the siblings specifically request otherwise.

The Wattle Place model does not incorporate volunteer positions.

Delays exist for certain aspects of their service due to increased demand for service. Record searching begins immediately on application. Those requiring allocation to a caseworker are entered on a list and a waiting period of several months may occur. If this counselling involves a brokered counsellor, no waiting list applies.

Service delivery components

Accessing services

Most clients find out about the service through the website and the 1800 number. Others do so through word of mouth, activities at the centre, the Royal Commission, past providers of care and Catholic Care.

Records searching and release

Wattle Place has a dedicated records person who is a genealogist and historian. Clients do not have direct contact with this person. Instead, the worker allocated to the client does so. Workers are not involved in records searches. Under the Wattle Place model, it is acknowledged that the records person does not have the social work skills to deal with clients but has the knowledge and contacts to undertake searching. The records person has built relationships with past providers which are essential for records access. Furthermore, their in-depth knowledge of and relationship with organisations means that workers can be forewarned if records from a particular institution are likely to be limited or of poor quality. They have found that there are also efficiencies in having one person engaged in records searching rather than each worker doing so, as was the case in the past.

Delays occur depending on the records being sought and the situation. Timeframes differ regarding access to records depending on the former care provider and the time spent in care. In the case of elderly clients (ie, someone over 75 who is in need of records), they will be seen quickly.

Supported release occurs with the client's permission and to date, most clients have availed of this. In cases where clients are unable to come into Wattle Place

- Some clients want all their records sent to them. If so, their worker will ring them so see if they need support or brokered counselling
- Some have their records sent to their local counsellor
- Sometimes the worker will arrange a staged release, sending some pages and following up with the client before sending more.

Cross- jurisdictional requests on behalf of their clients and from clients in other jurisdictions have progressed smoothly to date.

Counselling

While counselling is one of the key reasons for using the service, not all clients want counselling, particularly at the beginning. It often takes eight months or more for them to ask for counselling. A waiting list applies for Wattle Place counsellors but not for brokered counsellors. The case worker allocated to the client is responsible for co-coordinating brokerage from state-funded services.

All clients who have received 10 sessions are reviewed, and a decision made at that point if they have achieved their objective, if there is monitoring needed or support needed, or an on-going assessment, which can reveal a new objective for the client. This review after 10 sessions does not indicate that a limit is placed on the number of counselling sessions provided. The service responds to the client's need. Some clients have been in counselling for three years.

A survey has been sent to brokered counsellor to ask how they would like to engage with the service and whether they'd be interested in webinars etc.

No formal supervision is provided to brokered counsellors who are working with their clients. However, the program co-ordinator checks in with these counsellors to provide support to them.

It is the responsibility of the case worker allocated to the client to check how they are going with their brokered counsellor. The worker also receives invoices for payment and will note if sessions have stopped. This also serves as a trigger for follow up.

Appendix D: Service Provider Profiles

Peer support and social activities

Clients also have access to a drop in centre, various group programs (gardening, cooking, therapeutic), social events (Christmas, anniversary of Apology) and retreats (specialised). They are also provided details of other support groups such as CLAN and their advocacy groups.

Groups are a mix of on-going and time-fixed formats. People make friends and attachments through group activities.

Outreach

In addition to Wattle Place, clients also have access to counselling services at RA's Hurstville office.

Wattle Place is also working with support groups outside Sydney including Nowra, Lismore and Newcastle. Support in this context generally involves debriefing for group leaders and the use of state brokerage funding. These groups are not auspiced by Wattle Place and some were initially set up by Wattle Place clients. Staff have on occasion visited these groups and some have done road trips around groups.

As yet, Wattle Place has not engaged in outreach work to prisons or to the homeless.

Client involvement

Wattle Place does not have a reference/consultative group and the establishment of such a group is one of the tasks allocated to the new manager. At this stage the most appropriate model is currently being researched. It is hoped that the group will be up and running by the end of 2014.

From the outset, Wattle Place has tried to consult as much as possible with their client group. This has included requesting feedback about the premises and what clients have wanted, and what events they would like to have as part of the services. A survey was sent to all clients seeking suggestions and feedback on ideas. A return rate of approximately 40% was achieved. A feedback form and box is provided for clients in the drop-in space and is being promoted. Informal verbal feedback is received on a daily basis and from the weekly morning teas held in the drop-in centre. This is not always provided to the case worker but to any of the staff.

Some client feedback is difficult to operationalise. An example of feedback that was successfully actioned was the issue of signage for the three toilet doors, one of which had a sticker saying 'staff only'. Clients complained that there should be no staff only areas as this reminded them of institutions.

Referral

Referral services are available for clients to Wattle Place's network relationships. Access is provided to other support groups and their information, CLAN and their advocacy groups.

Promotion of services

Services are promoted by means of the website, service brochures, and through workers introducing Wattle Place services in the process of referring clients to external organisations. Wattle Place also participates in conferences, local interagency committees, and other local, state and national networking forums.

Appendix D: Service Provider Profiles

Client profile

% of Forgotten Australian	89%
% of Former Child Migrants	9%
% of Family members of Forgotten Australians or Former Child Migrants	2%

Staff profile

Total staff	7.6 FTE
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Position	FTE	Highest qualification	Main area of study	Additional study
Manager	1	Undergraduate Degree with Honours	Social Science	Cultural Awareness, Torture and Trauma, Leadership, Training and Assessment
Program Coordinator	1	Postgraduate Degree	Psychology/ Counselling	Trauma training short courses, other counselling courses
Staff	1	Diploma	Welfare	Accidental counsellor training, Working with suicidal clients
Staff	1	Postgraduate Degree	History	Genealogy
Staff	0.6	Undergraduate Degree	Counselling	Drug & Alcohol, Sex Education
Staff	0.6	Post Graduate Diploma	Counselling	Trauma Counselling
Staff	0.8	Undergraduate Degree	Social work	Counselling/therapy
Staff	1	Postgraduate Degree	Social work	Counselling/therapy, trauma and sexual assault training, mental health training
Staff	0.6	Undergraduate Degree	Counselling	Counselling, torture and trauma

Appendix D: Service Provider Profiles

Child Migrants Trust (National)

Service Profile

Find and Connect Service	Child Migrants Trust
Auspice organisation	n/a
Location(s)	169 Riversdale Road, Hawthorn, Melbourne Victoria 3122 8 Sunbury Road, Victoria Park, Perth WA 6100
Catchment area	National
Outreach area	n/a
Date commenced providing <i>Find and Connect</i> services	June 2011

Service context

The Child Migrants Trust was established in 1987 to address issues surrounding the deportation of children from Britain in the post-war period to Australia, Canada, New Zealand and the former Rhodesia. A registered charity in Australia and the UK, the Child Migrants Trust has offices in Nottingham, UK as well as Perth and Melbourne in Australia.

Funding from the UK government's Family Restoration Fund (FRF) facilitates reunification of Former Child Migrants with families in the UK and relatives in other countries.

Overview of service approach

The Child Migrants Trust provides a specialist social work service based on principles of social justice, the primary focus of which is providing records access, family re-unification and counselling services. Their goal is to build long term therapeutic relationships with clients where attachment not dependency is achieved. Clients are encouraged to work at their own pace. Acknowledging that people often underestimate what can be achieved even at this late stage in their live', staff provide direction as to what outcomes are possible through the service.

Support is provided to a variety of relatives, including those in the UK prior to reunification. Although assistance is provided to family members, the Former Child Migrant remains the primary client and access to parental records is carefully managed. Clients' files are never closed, even after death.

In recent years, the service has moved towards posthumous records access planning focus for a number of their clients. This is therapeutic work and considers what information clients are happy to share with family members once they die and what information they would like to have buried with them. Given a lot of information contained in clients' files from their time as a child migrant is very confronting and at times untrue, some clients are very clear that they do not want this information shared once they die.

The Child Migrants Trust publishes a half-yearly newsletter, *Child Migrant News*, with written contributions from the International Association of Former Child Migrants and their Families.

Changes and achievements to date

Nearly 750 former child migrants have used the FRF since July 2010 to visit relatives, mainly in the UK. For those former child migrants based in Australia but too frail to cope with long haul travel, there is provision for their relatives to visit them. Many of these visits have been used to develop family relationships or to attend key events such as weddings, funerals or other significant occasions in family life.

Many of those using the FRF have previously taken advantage of the Trust's family research services to find their families and been supported by its social workers before and after reunions with their families.

The Trust has also been actively involved in supporting former child migrants who have appeared before the Northern Ireland Inquiry into historic child abuse and the Royal Commission into institutional responses to childhood sexual abuse.

Service delivery components

Accessing services

The Child Migrants Trust has promoted its services through the strong networks formed by Former Child Migrants and through its newsletter.

Record searching and release

Record searching activities are facilitated by the fact that Former Child Migrants originated from a small number of organisations and records are generally accessible. In many cases, the institutional master files are held in the UK. Where gaps in records occur it is generally as a result of poor past record keeping rather than because there are no records now.

As part of the records search process, family history and social context research is also undertaken to assist in exploring the circumstances underpinning separation from family, placement in out of home care and deportation.

While supported release is the norm, this is the client's choice. Secondary consultations are sometimes conducted with GPs or existing counsellors to provide insight and support regarding the client's historic institutional experience or response following records release, although the Trust generally prefers to meet with its clients to deliver sensitive information in person and to work closely with any other professional providing support. Often the client is encouraged to have their records sent to the Child Migrants Trust address for security purposes.

Counselling

Counselling services are provided as needed rather than on any set number of sessions basis.

No brokerage counselling sessions are provided. Instead, staff hold individual or group therapeutic meetings at their offices or other suitable settings.

Appendix D: Service Provider Profiles

Peer support and social activities

With the exception of end of year functions and special events like the anniversaries of the two national apologies, social groups are not part of the current model. The social aspect was more prominent in the early days of the Child Migrant Trust's operations.

Outreach

Child Migrants Trust offers a national service with offices in Melbourne and Perth.

Client involvement

The International Association of Former Child Migrants and their Families was established by the Child Migrants Trust as an advisory and advocacy group. Launched in October 1997, the International Association is co-located with Child Migrants Trust and provides a link between Former Child Migrants and the Trust.

Referral

The Child Migrants Trust reported that clients do not generally seek other services. Relatively few referrals are made to other organisations unless there is a crisis or critical mental health issue. On occasion, staff will assist with securing housing or home help where a client is particularly isolated. However, this additional assistance is based on the particular needs of clients rather than being a generic part of their service model.

Promotion of services

Promotion of services to mainstream service providers is not generally part of the Child Migrants Trust model.

Appendix D: Service Provider Profiles

Client profile

% of Forgotten Australian	0%
% of Former Child Migrants	95%
% of Family members of Forgotten Australians or Former Child Migrants	5%

Staff profile (Australian-based)

Total staff	9.2 (FTE)
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Position	FTE	Highest qualification	Main area of study	Additional study
Assistant Director	1	BSW	Social Work Child Protection	Management Counselling
Senior Social Worker	1	BSW	Social Work Mental Health	
Social Worker (Melbourne)	1	BSW	Social Work	
Social Worker (Perth)	1	BSW	Social Work	
Business Manager	0.6	ICAA	Finance	
Office Manager (Melbourne)	1			
Office Manager (Perth)	0.8			
Admin Officer (Melbourne)	1			
Admin officer (Perth)	0.8			
Book keeper/admin (Melbourne)	1			