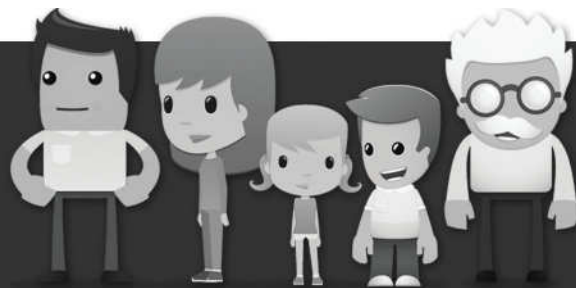


Brighter Futures

Exiting Definitions



It's important that caseworkers accurately record the reasons families exit the Brighter Futures program. Please refer to the Exiting Definitions below.

DURING THE ENGAGEMENT PHASE

Assessed as unsuitable

The family was assessed by the Lead Agency as ineligible BEFORE they formally enter the Brighter Futures program (as defined by the Service Provision Guidelines).

Family declined

The family declined or the family is not engaging BEFORE they formally enter the Brighter Futures program.

Family not located

A family that has been allocated for engagement has not been able to be located/contacted at all.

Family relocated

A family has notified the service that they intend to move to an area which is not covered by the Lead Agency and the family can no longer access the service. It will be up to the discretion of the Lead Agency to transfer the family to an alternative Brighter Futures service or make referrals to other service/s in the new area for the family .

DURING THE PARTICIPATION PHASE

Case Plan goal achieved

The family has achieved the goals identified in the agreed case plan (as part of achieving the case plan goals, the family's risks have reduced). Procedurally, there would need to be a case review to determine whether both the Lead Agency and the client agree that the case plan goals have been achieved.

Criteria no longer met

The risks for a family that has formally entered Brighter Futures escalated and so they no longer meet the eligibility criteria for the program.

Family withdraws

A family that has formally entered Brighter Futures decides they no longer wish to participate in the program. The family must have advised the Lead Agency that they wish to withdraw (either verbally or via written advice) for this reason to be selected, and the Lead Agency does not agree that the family is ready to leave the service (i.e. they have not met their case plan goals).

Family relocated

A family has notified the service that they intend to move to an area that is not covered by the Lead Agency and the family can no longer access the service.

Family not engaging with services

The Lead Agency makes an assessment that the family is not adequately engaging in the program (the decision about 'adequate engagement' will be up to the discretion of each Lead Agency).

Note: If there has been no activity with a family for more than 3 months, the Lead Agency should consider whether the family should be exited under this reason.