


A close-up photograph of a young child with dark hair and a bright pink top, smiling broadly with their mouth open. An adult's hand is visible on the left, gently touching the child's hair. The background is blurred, suggesting an indoor setting.

# The Benevolent Society

ACWA Strategy to Action  
Engaging Families in Change



The Benevolent Society provides Child, Youth & Family, Ageing & Carers and Disability services under the NDIS across QLD, NSW, ACT and South Australia.

Family Preservation and Intensive Family Preservation programs are available and implemented across Sydney and Regional & Rural NSW

# What constitutes Engagement?

*How do we define and measure Engagement?*

*How do we measure Change?*

We are asking families to form a relationship with us (the agency) with people they don't know, to trust in us, that we can in fact support them to make the necessary changes in their lives to ensure a safe, nurturing and supportive environment for their children so that they do not enter the OOHC system.



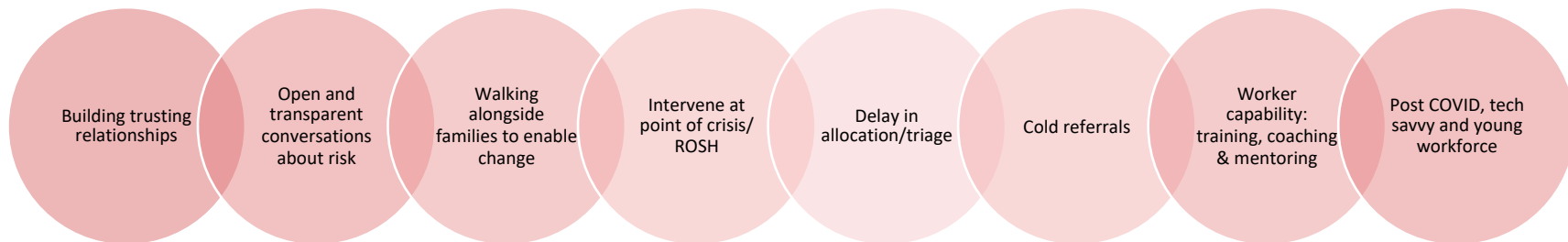
# Innovations to increase uptake and engagement and reduce attrition

The Benevolent Society works on quality and impact data, utilising data to enhance practice and engagement and outcomes.

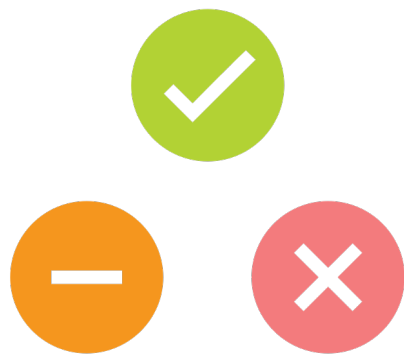
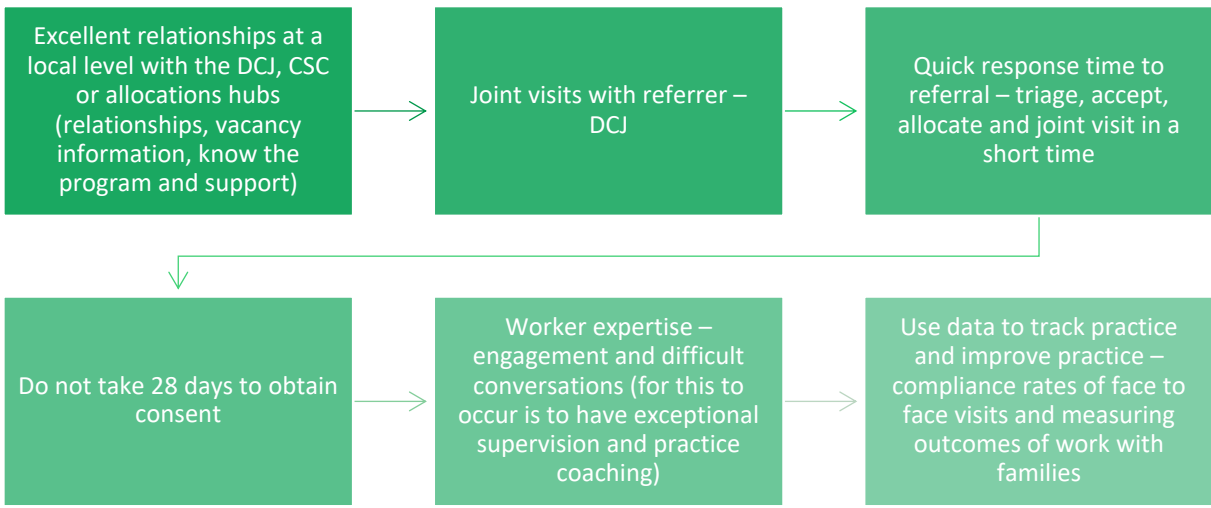


The data we are capturing is utilised to explore practitioner performance, clarify expectations and measure engagement.

# Challenges



# What does success look like?



Thank you

