Next Step Check-in Call

General Information

What is the Next Step Check-in Call?

The Next Step Check-in Call is designed to help young people between the ages of 15-21 who have had a care experience and would benefit from some extra support or just like knowing someone is looking out for them and “checking in” with them during their transition to independence. The idea for a Check-in call was raised by a number of young people whom provided feedback to the CREATE Foundation about what kind of transition support would be meaningful for them. Young people told CREATE that they felt a Check-In call could reduce the likelihood of young people “falling between the cracks” after they officially exited care. The actual Check-in can occur via phone, social media, text or email. Some of the staff at CREATE who are working on the Next Step Check-in Call program have a care experience.

Information for Child Safety Officers

A Child Safety Officer (with the young person’s consent) can refer a young person for a Check-in call to be scheduled at a designated time period after the young person turns 18 (or their child protection order expires). CSOs can refer a young person for a Check-in call only and are not required to also refer the same young person for After Care Brokerage or Tailored Individual Support. A CSO can simply tick the required box on the Next Step After Care Request for Service referral form after adding the young person’s contact details. The informal nature of a Check in call means this referral option could be another strategy for engaging young people who are reluctant to consent to referral to a case management service.
Why is it a beneficial service?

Young people have told CREATE Foundation that the kind of support provided by an assertive outreach service would be very helpful, a finding supported by a range of relevant research) ¹

Next Step Phone Check-In outreach can be initiated by;

- By a Child Safety Officer as part of their transition from care work with a young person.
- Young person calling Next Step (either 1800 number, Tailored Individual Support or Statewide Connections) and the worker initiating the Check-in call service conducted by CREATE.
- Next Step worker referring a young person after tailored individual support is no longer needed, but ongoing support would be beneficial.
- Next Step worker referring a young person as part of the follow up with a young person after Connections brokerage has been provided.
- Young person calling CREATE and asking for a Check-in call
- CREATE calling young person and offering a Check-in call.

Other Services - How to make a referral for a Check-in call

1. Ask the young person for their consent to the service and gather some basic details about the young person;
   - Age/Date of Birth
   - Full name
   - Contact information
   - Address/location
   - When would be a good time for an initial Check-in call

2. Inform the young person that you have taken down all the details and that someone from CREATE will be in contact with them to conduct a Check-in call

¹ Response to the Queensland Commission of Child Protection Inquiry Discussion Paper – February 2013; Prepared by: Phil Crane, Judith Burton and Jatinder Kaur
3. Send nextstepreferrals@lwb.org.au an email with the information in Step 1. This will then be passed on to CREATE to conduct the Check-in Call.

4. If the matter is urgent and the young person is looking for information on brokage or need extra support please refer to the Next Step After Care - 1800 639 878 or via the nearest Next Step location for YP (www.nextstepafter.com.au).

What else do you need to know about the Next Step Phone Check-in?

- The young person can select from a number of options regarding the frequency of the check (fortnightly, monthly, bi-monthly or quarterly)
- The Check-in can occur via phone, social media, text or email, over the phone, via Facebook or email.

The young person can choose how long they receive the Check-in service for and can opt out at any time.