

Frequently asked questions for Pre-1990 Care Leavers (Forgotten Australians)

Open Place transition to new provider
Version 3 November 2019

The department refers to people who were institutional care as children before 1990 as Pre-1990 Care Leavers. The department acknowledges there are multiple ways people identify themselves, including 'Care Leaver' and 'Forgotten Australian'.

When will Berry Street Victorian cease to operate Open Place?

Berry Street Victoria will cease to operate Open Place in June 2020. The Department of Health and Human Services (the department) will work with Berry Street Victoria to support the continuation of their services until then. Open Place is funded by the Victorian and Federal Governments.

Will there still be a dedicated Victorian service for Pre-1990 Care Leavers?

Yes. The Victorian Government and the department remain committed to providing a dedicated support service in recognition of the lifelong impact of the care experience. A new provider will be announced next year that will commence on 1 July 2020.

The national service provided by the Care Leavers Australasia Network (CLAN) will continue to operate in Victoria.

Can I have a say about the future service?

Yes. It is important to the department that Pre-1990 Care Leavers and key stakeholders inform the development of a future service. We would like to know what is important to you in the transition of this service to a new provider.

How can I share my views?

The department is running a co-design process until the end of December 2019 that you can choose to be involved in.

This process means we would like to hear your thoughts about what you would like from support services including what you value about Open Place and should therefore be retained and what if anything might be improved.

If you would like to provide more detailed information, you can let us know your views including your thoughts about:

- What support services (including at Open Place) do you currently access?
- What is good about these support services that doesn't need to change?
- What helps you feel understood by these services and by others?
- What are the qualities of a good service provider?
- What would you like to change in support services if you could?
- What support services and/or resources do you need that you don't currently get?

The following table provides information about these opportunities and how you can take part in them.

| Activity | Where and when |
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| Telephone call to the department | <p>Pre-1990 Care Leavers can call 1800 319 520 (free call) between 9am and 1pm on working days until and including Friday 29th November 2019.</p> <p>It may not always be possible for the phone to be immediately answered as we may be taking other calls. If this happens, you will be given the option to leave a message and someone will call you back as soon as possible. The person you speak with will ask you some questions about your views and write them down so they can be used in this process.</p> |
| Consultation forums | <p>You can register by calling 1800 319 520 (free call) or through EVENTBRITE https://open_place_transition.eventbrite.com.au to attend a consultation forum at any of the below locations:</p> <p>Melbourne CBD 6 November 2019 3.00pm – 4.30pm Department of Health and Human Services, Level 1, 50 Lonsdale Street, Melbourne</p> <p>Shepparton 7 November 2019 1.00pm - 2.30pm North Shepparton Community and Learning Centre, 10/14 Parkside Drive, Shepparton</p> <p>Melbourne CBD 11 November 2019 9.00am – 10.30am Multicultural Hub, 506 Elizabeth Street, Melbourne</p> <p>Ballarat 12 November 2019 3.00pm – 4.30pm The Golf House Hotel, 920 Doveton Street North, Ballarat North</p> <p>Geelong 13 November 2019 10.30am – 12.00pm Courthouse Youth Arts Centre, 60 Little Malop St, Geelong</p> <p>Bendigo 19 November 2019 11am-12.30pm Bendigo Library 259 Hargreaves St Bendigo</p> <p>Horsham 21 November 2019 1.00pm – 2.30pm The Golf Club, 304 Golf Course Road, Haven</p> |
| Open Place Drop-in and Social Support Groups | <p>With your agreement we can plan to visit Open Place Drop-in. All Social Support Group members can access a consultation forum close by or we can attend the Social Support Group if you would like that.</p> |
| Letter or email to | <p>You can email us at openplacetransition@dhhs.vic.gov.au or send us a letter at:</p> |

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| the department | <p>Open Place Transition Department of Health and Human Services Level 11 GPO Box 4057 MELBOURNE VIC 3001</p> <p>If you require a postage paid envelope, please call 1800 319 520 (free call). If you do send a letter, please let us know if you consent to us using the information you provide in the co-design process. Any personal information about you will be de-identified before use.</p> |
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The [Open Place transition to new services provider page](https://services.dhhs.vic.gov.au/open-place-transition-new-service-provider) on the department's Services website <<https://services.dhhs.vic.gov.au/open-place-transition-new-service-provider>> will be updated in November 2019 with information about end dates for email, mail and telephone activities.

You can use one or several of the methods in the table and can also use these methods to share anything you have created, such as artwork, that helps you to express how you feel.

What will the department do with the information provided by Pre-1990 Care Leavers?

We will ask for your consent when you engage in any of these activities, so we have your permission to use the information you provide. Any personal information you provide us (such as your email address) will be de-identified before further use. After the consultations, we will create a short report that captures everything you told us which will be used to help identify the new provider.

What other information will the department use to identify the new provider?

We will draw on the nine years of experience and learnings from Open Place by talking to Open Place staff and people registered with Open Place to help identify the new provider and develop the future service.

The department will also use learnings from past inquiry reports such as:

- Forgotten Australians: A report on Australians who experienced institutional or out-of-home care as children
- Victorian Parliamentary Inquiry into the Handling of Child Abuse by Religious and Other Non-Government Organisations (Betrayal of Trust)
- Royal Commission into Institutional Responses to Child Sexual Abuse Final Report.

The department will also speak with other services both in Victoria and other states who provide support to Pre-1990 Care Leavers.

The department already ran a co-design process, why are you doing it again?

The department ran a similar co-design process in 2008 before Open Place started to help identify and develop that service. We learnt a lot from that process and are keen to know whether there is anything we could be doing differently to better meet your needs before we find a new provider.

Will the future service be the same as the Open Place service?

We are going to listen to what is working well and what could be improved in a future service. Any changes will be informed by what we hear from you in the consultations.

When will the new provider start?

It is expected the department will begin work to identify a new provider in January 2020 and announce the new provider in March 2020. The chosen provider will commence on 1 July 2020 and will work with Pre-1990 Care Leavers and key stakeholders to develop the future service.

Who do I speak to about my current service at Open Place?

You can get further information about your current Open Place service by contacting Open Place on 1800 779 379 (free call).

Who do I contact if I have concerns about what Berry Street Victoria's decision means for me?

If you are concerned about Berry Street Victoria's decision, please contact them by using their [contact form](https://www.berrystreet.org.au/contact-us/form) <<https://www.berrystreet.org.au/contact-us/form>> or calling (03) 9429 9266.

Who do I contact if I'm concerned about the co-design process or selection of the new provider?

If you are concerned about the co-design process or selection of the new provider, please contact the department's Feedback team by using the [eform](https://feedback.dhhs.vic.gov.au/layout.html#/) <https://feedback.dhhs.vic.gov.au/layout.html#> or calling 1300 884 706 (cost of a local call).

What support is available?

We acknowledge that Berry Street Victoria's decision to cease operating Open Place may be distressing for many Pre-1990 Care Leavers. If you feel you need support, you can contact:

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| Open Place 1800 779 379 or (03) 9421 6162 | MensLine Australia 1300 787 978 | Blue Knot Foundation 1300 657 380 |
| Care Leavers Australasia Network (CLAN) 1800 008 774 | 1800RESPECT 1800 737 732 | Lifeline 131 114 |
| Beyond Blue 1300 224 636 | Suicide Call Back Service 1300 659 467 | |

To receive this publication in an accessible format phone 1800 319 520, using the National Relay Service 13 36 77 if required, or email openplacetransition@dhhs.vic.gov.au

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Available from [Open Place transition to new services provider page](https://services.dhhs.vic.gov.au/open-place-transition-new-service-provider) on the Services website <<https://services.dhhs.vic.gov.au/open-place-transition-new-service-provider>>