

Who are the Permanency Coordinators?

Permanency Coordinators help both the Department of Communities and Justice (DCJ) and Permanency Service Provider (PSP) casework staff to achieve permanency for children and young people (child). There are 52 Permanency Coordinators across NSW.

What is a Permanency Coordinator?

Permanency Coordinators have expertise across child protection and out-of-home care (OOHC). They are not caseworkers or decision makers.

Permanency Coordinators are a specialised role to:

- support and encourage good practice that helps achieve permanency
- help drive cultural change, so we all focus on permanency
- provide advice and answer questions about permanency options
- monitor and support case plan goals being achieved within two years
- conduct case plan goal reviews.

Permanency Coordinators also help with referrals to other support services, can provide advice about the legal process to achieve permanency and provide information on PSP packages and how they can be applied.

You can find more information about the roles and responsibilities of DCJ staff [here](#).

Permanency Consultations

Permanency consultations are facilitated by Permanency Coordinators with DCJ or PSP casework staff. A consultation with a Permanency Coordinator is required prior to setting or changing the case plan goal of a child. A consultation can help casework staff identify whether a permanency case plan goal should be explored and what permanency option is in the best interest of a child.

A consultation can help identify what work needs to be undertaken to make a permanency decision and the types of information or evidence that should be gathered by the casework staff. A permanency consultation can also help work out

which steps to take to try and resolve differences of opinion about the best permanency goal.

Case Plan Goal Reviews

Each permanency case plan goal has timeframes for review as per below:

Case Plan Goal	Minimum Review Period
Family Preservation	3 monthly
Restoration, Guardianship or Adoption	6 monthly
Long Term Care	12 monthly

Permanency Coordinators work with PSP service providers on case plan goal reviews. Case plan goal reviews help to:

- jointly check in on the progress of the child’s case plan goal
- assess whether a change to the case plan goal is needed
- identify any new areas where more support is needed to achieve the child’s goal
- support culturally appropriate practice.

You can find more information about case plan goal reviews [here](#).

Contacting a Permanency Coordinator

Permanency Coordinators work within DCJ Districts. Each Permanency Coordinator works with specific Community Services Centres (CSCs) and PSP service providers. The contact emails for each district are below:

Permanency Coordinator Contact List
Hunter Central Coast Districts
PermanencySupportHunterCentralCoast@fac.s.nsw.gov.au
New England District
NewEnglandPermanencySupportTeam@fac.s.nsw.gov.au
Illawarra Shoalhaven and Southern NSW Districts
ISSNSWPermanencySupport@fac.s.nsw.gov.au
Mid North Coast NSW

MNCPermanency@facs.nsw.gov.au
Northern NSW
NNSWPermanency@facs.nsw.gov.au
Western NSW
WesternPractice.Permanency@facs.nsw.gov.au
Sydney, South Eastern and Northern Sydney and South Western Sydney NSW
SSESNS_SWSPermanencySupport@facs.nsw.gov.au
Western Sydney and Nepean Blue Mountains
WSNBMPermanencySupport@facs.nsw.gov.au

For a full list of DCJ PSP contacts, see: [Key contacts](#)