

CNAP mission and objectives

The Complex Needs Assessment Panel (CNAP) brings government and community representatives together in partnership to provide a coordinated approach when assessing the needs of, and developing care plans for, clients with complex needs. The CNAP's function is to address identified issues and barriers by planning, implementing and reviewing the strategies and interventions required to support at-risk children, young people and their families in working towards improved health and wellbeing.

The CNAP recognises that the complex issues faced by children and young people cannot be solved by one organisation alone, or by working in isolation. The model does not replace existing service delivery, nor place more responsibility on any one service - rather, it aims to provide closer working partnerships, improved communication and a system to monitor and evaluate a coordinated approach.

Referral information and submission

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Working towards the WMQ
Reconciliation Action Plan 2020-2022



Complex Needs Assessment Panels (CNAP)



V2:062022

Program details

How does the panel work?

At the meeting, the panel will make recommendations and will offer ideas and strategies around interventions that could best support the child, young person and family. These are recommendations only and need to be assessed in the context of the child, young person and family's individual situation.

Where appropriate the young person and the parent/guardian (of the young person or child) are encouraged to participate in the panel meeting and are strongly encouraged to provide input into the case plan that is developed following recommendations made. After the panel meeting is held, feedback will be provided to the young person and the parent/guardian (of the young person or child) concerning recommendations made.

CNAP referral criteria

Referrals can only be made by services (either government or non-government) that hold case management responsibility, although schools can also refer.

The criteria for cases to be brought to the panel include:

1. A child or young person unborn to 17 years old.
2. The child or young person has multiple and complex needs, is at serious risk of harm, and requires intervention from two or more services / departments;
3. The child or young person / family / child guardian consents to the process and information being shared; and
4. Evidence that the current service system has been unable to meet the needs of the child or young person/ family and that only a collaborative and multi-agency approach can meet their needs.

Ways in which the CNAP could assist

1. Offering information and ideas of options (interventions and support) for the child, young person and the family
2. Streamlining access to services and/or facilitating referral pathways
3. Discussing ways to remove barriers to service access
4. Improved service coordination
5. Flexible client brokerage
6. Youth work support
7. Family work support.

What is required of the referring agency?

Should a referral be accepted by the CNAP, the referring person/party is required to attend a panel discussion meeting. It may be helpful at the meeting to provide information in relation to the child, young person and their family (if applicable). Background information around previous interventions or support might also be useful in assisting the panel to make recommendations.

The panel process is a consultative and co-case management model. The referring agency is expected to retain case management responsibility throughout panel involvement.

Available CNAPs

There are currently three panels available at: Gold Coast, Northern Gold Coast and Beenleigh.

Panel meetings are convened on a monthly basis. Panel members consist of government and non-government services and include those listed below:

- Alternative Education Services
- Child Youth & Mental Health Service
- Department of Child Safety, Youth and Women
- Department of Education
- Department of Human Services
- Department of Youth Justice
- Domestic Violence Services
- Intensive Family Support Services
- Kalwun
- Lives Lived Well
- Mental Health Services
- NDIS related services
- Queensland Health
- Queensland Police Service
- St. Vincent de Paul
- Youth Services
- Youth At Risk Alliance