

WHAT IS A LEAD AGENCY?

The Lead Agency is the main Appropriate Agency that works with a certain family through the Family Responsibility Agreement or Order.

How is the Lead Agency decided?

When information is shared at the Interagency Collaboration Panel, it usually becomes clear which Appropriate Agency is the most suitable for a particular family, because of their expertise and involvement with the family.

What does the Lead Agency do?

The Lead Agency works directly with families to provide them with the support and assistance they need to get their family back on track and work through the behavioural problems of their child.

The Lead Agency must also ensure that facilities and services required by the family to comply with the Agreement or Order are reasonably available in the family's geographical region.

A signed original of the Agreement or Order will be provided to the family and a signed original is held on the client file within the Lead Agency.

The Authorised Officer of the Lead Agency is responsible for monitoring compliance with the Agreement and reporting back to participating Agencies and the Family Support Centre.

For more information on Authorised Officers and the Family Support Centre, see fact sheets 8 and 5.