**A strategy to build resilience and wellbeing**

We have identified three shifts in social service delivery — representing increasingly systemic levels of reform — that would achieve these objectives:

1. **Moving to position of security**
   - **In crisis:** families and communities need different services and supports

2. **Building resilience**
   - **At-risk:** families and communities need support to access or maintain access to services

3. **Secure:** families and communities can navigate, access and use services independently

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**Working differently with families who are in crisis and at-risk to move to a position of security**

1. **Family-by-family**
   - Supports families to navigate the system effectively to meet their needs

2. **Guaranteed Minimum Income**
   - Provides families with discretionary purchasing power to backfill for products they cannot obtain

3. **Family-centric policy**
   - The system is aligned to recognise and meet the needs of families, not just individuals

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Building resilience in families and communities to remain secure despite shocks