

Case Planning Procedure

1. Purpose

This procedure provides detailed guidance about the service user case planning process for the Inala Community House (ICH) Family Intervention Services (FIS). Case planning involves documenting the service user goals, planning actions and setting timelines for completion.

2. Scope

This procedure applies to all employees, contractors, students and volunteers within ICH FIS. For the purpose of this procedure, these persons shall be referred to as workers.

3. Definitions

Child is an individual under 18 years (*Child Protection Act 1999*).

The Department refers to the Queensland Government Department responsible for Family Services programs and/or Child Protection or Child Safety.

Service User is any parents or family, or carer named in the referral for whom services will be provided, including children.

Case Management is a collaborative process of assessment, planning, facilitation / implementation /coordination, advocacy, monitoring and evaluation for options and services to meet a service user's needs.

Assessment refers to the process of gathering information from varied sources to inform interventions with service users to help achieve their goals.

Family Action Plans (FAPs) is a six-month plan (using *6 Month FAP Template*) which is developed collaboratively with service users. It details the family's strengths and needs, the service user's goals, the agreed actions to assist families when addressing the child protection worries. A FAP is signed off by all parties to the plan, including service user, ICH FIS worker and ICH FIS Manager and is reviewed at three-month intervals.

Parents Under Pressure (PuP) is an integrated theoretical practice framework that guides how practitioners/caseworkers work with families. It is a case management program designed for families where there are multiple issues that impact on family functioning. It is individualised to suit the needs of each family with supporting materials to help put PuP into practice.

4. Procedure

4.1. Developing a Family Action Plan

Family Action Plans (FAP) provide the framework for working collaboratively with families to help address child safety concerns to support the goal of family preservation or reunification.

Following the completion of the assessment process, the ICH FIS worker and service user work together to develop a FAP (refer to the Family Action Plan template). The FAP should

be considered the service users plan and as such, their opinions and needs must be fully respected in the development of the goals and actions. The ICH FIS worker shall also seek input from the Child Safety Officer (CSO). The assessment period should cover the first four weeks of the intervention following the 'meet and greet' and completion of the FAP should occur within the first five weeks of the 'meet and greet', however there are instances that this timeframe will need to be longer (e.g., if the service user and ICH FIS worker are unable to meet to undertake the assessment within the four-week target timeframe).

The FAP is based on the outcomes of the assessment process, which assesses the service user's strengths and needs in the context of the child protection concerns. Refer to the ICH FIS Assessment Procedure for more detail.

Using the assessment information, both the service user and the ICH FIS worker complete the Initial Safety and Wellbeing Scale, a 10-point scale assessing the current safety for the child in the home. Where the child is not residing in the home, this scale should provide an assessment as to how safe it would be for a child to be residing in the home. One being that the level of safety is not enough for a child to be living at the home at the moment, five being there are some strengths but also significant risks of harm and 10 being that the child would be safe enough in the home for Child Safety to close their intervention. This is an important benchmark to measure the service user's progress during the delivery of the service.

The structure of the FAP goals aligns with the domains in the PUP framework and focus on:

- Child development outcomes
- Emotional availability / attachments and relationships
- Parenting values and expectations
- Parental emotional regulation and problem solving
- Connection to culture, community and family
- Real world problems.

Goals should be derived from the Strengths and Needs Assessment which is undertaken in the assessment phase. Goals should be concise, specific, and measurable and reflect the service user's priorities while addressing child protection concerns. They should be expressed as the service user's goals within the context of safely parenting their children. There does not need to be a goal for each of the PuP domains and in some instances, there may be more than one goal for a domain. The actions identified should directly relate to the goal to be achieved. The actions should be broken down into discrete actionable steps, such as 1) obtaining a Mental Health Care Plan and 2) attending regular appointments with a psychologist. Actions also need to clearly identify who is responsible for the action and the timeframe for completion.

The draft FAP should be emailed to the ICH FIS Manager for approval and any edits finalised. Following this, the ICH FIS worker will obtain the service user's signature on the FAP and a copy will be provided to the service user for their records.

A PDF version of the signed document must be emailed to the service user's CSO and uploaded to SRS and saved as FamilyActionPlan_(family name)_(date of completion). A Microsoft Word version should be uploaded to the ICH FIS worker's personal Teams file to enable future updates/edits and the sharing of information if required in the future.

The FAP is fundamental to guiding work and focus with service users and should be frequently referred to when working with service users.

4.2. Reviewing a Family Action Plan

The ICH FIS worker shall lead a review of the FAP at three- and six-month intervals after the initial FAP was finalised. This FAP is a living document, and if there is a major change in the case direction, the plan should be updated as required in addition to the formal review intervals.

Three-month review

The review is focused on the progress made for each of the actions, as a contribution to achieving the goal. The Strengths and Needs Assessment and the Safety and Wellbeing Scales (completed by the Service User and the ICH FIS worker) also require review and consideration. The ICH FIS worker uses professional judgement to rate progress toward achieving each action and a description of the progress made in accordance with the following definitions:

Meeting	The defined action outlined within the FAP has been achieved signifying a contribution to goal achievement.
Approaching	Service users are seen to be taking active steps to achieve specific actions. For example, maintaining a relapse plan or actively contacting the relevant support services to attain their goals e.g., GP service to obtain a Mental Health Care Plan. Approaching an action may also include a service user expressing verbal understanding, acknowledgement, and willingness to address the worries.
Not meeting	The actions to achieve the goal have not been met. Consequently, there is no evidence of progression or no demonstration of service user active engagement around achieving the actions needed for goal achievement. The service user may have surface level engagement, saying they will follow through with an action for more than two weeks, but no action has been taken.

Additionally, the overall achievement of the goal must be rated with due consideration to progress of the actions for the goal. For example, if some actions are rated as 'meeting' and another as 'approaching' and others as 'not meeting', the overall assessment of goal achievement might be 'approaching'.

The goal has been achieved when the desired outcome for the service user's goal has been met and all actions needed to meet this goal have been undertaken. This will mean that this goal will not be pursued in future FAPs.

Once a goal or action is achieved, it should be highlighted in grey to indicate it is not current. Goals or actions are not to be deleted, but new ones can be added if there are new goals/actions identified for the next three-month period.

The review notes are to be documented within the original FAP and should be transparently shared with the service user, so they are aware of what is going well, the current concerns

and priorities for the next period. The ICH FIS worker needs to discuss the review with the Service User and this needs to be noted on the FAP.

The ICH FIS Manager must approve the FAP review and the updated Strengths and Needs Assessment. The service user is to be provided with a hard copy of the updated FAP that includes the three-month review for their records. A PDF version of the completed document should be emailed to the service user's Child Safety Officer and uploaded to SRS and saved as: 3MonthReviewFamilyActionPlan_(family name)_(date of completion). A Microsoft Word version should be uploaded to the ICH FIS worker's personal Teams file to enable future updates/edits and the sharing of information if required in the future.

Six-month review

The six-month review follows the same process as the three-month review and progress needs to be documented on the service user's FAP. The Strengths and Needs Assessment is also reviewed to ensure it is current and to also inform future goals and actions.

The document is to be saved as: 6MonthReviewFamilyActionPlan_(family name)_(date of completion).

The outcome of the six-month review could be:

- A new FAP is to be created for the FIS intervention period (refer to section 4.1 Developing a Family Action Plan)
- A new referral is required if the 12 months intervention period has been completed (refer to ICH FIS Referral Acceptance Procedure)
- The service user exits the service (Refer to ICH FIS Case Closure Procedure).

4.3. Documentation Compliance

ICH FIS use the Master Case Management Spreadsheet and SRS, and all assessment information is recorded within these two systems.

5. Review

This procedure shall be reviewed in conjunction with the Case Management Policy.

6. Related Documents

Policies

ICH Human Rights Policy
ICH Privacy Policy
ICH Feedback and Complaints Policy
ICH Confidentiality Policy
ICH Client Protection Policy
ICH Code of Conduct
ICH FIS Case Management Policy
ICH FIS Philosophy Statement

Procedures

ICH FIS Referral Acceptance Procedure
ICH FIS Assessment Procedure
ICH FIS Intervention and Monitoring Procedure

ICH FIS Case Closure Procedure

Other documents

SRS Checklist

ICH FIS Master Record Spreadsheet

ICH FIS Welcome Pack

Service User Engagement Guidelines

Forms

ICH FIS Consent Form

ICH FIS Support Agreement

ICH FIS Strengths and Needs Assessment

Family Action Plan

References

PuP Program Framework

Child Protection Act 1999 (Qld)

The Human Rights Act 2019 (Qld)

Qld Human Services Quality Framework

Investment Specifications