

Case Management Policy

1. Purpose

Inala Community House (ICH) Family Intervention Services (FIS) is committed to using a person-centered, strengths based and trauma and domestic violence informed case management approach. This policy provides the overarching case management framework that underpins the delivery of ICH FIS.

2. Scope

This policy applies to all employees, contractors, students and volunteers within ICH FIS. For the purpose of this policy, these persons shall be referred to as workers. This policy addresses ICH FIS requirements in alignment with the most current Department's Families Investment Specification.

ICH FIS operates in full accordance with the *Human Rights Act 2019 (Qld)* and ICH's Human Rights Policy. Workers involved in Case Management will act fully in compliance with the *Human Rights Act 2019* when considering any limitation of human rights under s13 of the Act.

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.

Family preservation is the goal of keeping children and or young people at home with their families in a safe and supportive environment, rather than in out-of-home care. Family preservation services are short-term, intensive family-focused services designed to assist families in crisis by improving parenting and family functioning while keeping children safe.

Reunification is the safe return of a child or young person to the care of their family.

Active reunification refers to the case plan goal for a child or young person to be returned to the care of their family, within 12 months.

Intervention with Parental Agreement (IPA) allows ICH FIS to work intensively with a family to meet the protection and care needs of a child/children with the parent's agreement. Child/children will usually remain in the family home for all or most of this type of intervention, though they may be placed in out-of-home care for all or part of the agreement with the consent of the parents.

CSSC refers to Child Safety Service Centre/s.

Service User is any parent, 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 through communication and available resources.

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.

Progress Reports detail the work families have been undertaking in order to meet their goals as identified in the Family Action Plan and address the child safety worries. They identify the work being undertaken, other services involved in the case, an assessment of the family using the safety and wellbeing scale together with supporting evidence. They also include comments and recommendations of further interventions if required.

Meet and Greet is the first formal meeting between ICH FIS Worker, ICH FIS Manager and service user.

Initial Case Consult the first formal meeting between the Department and ICH FIS to discuss the case, including the worries, needs and supports required, and risks. Other key stakeholders who know the family may also be invited to participate.

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. Policy

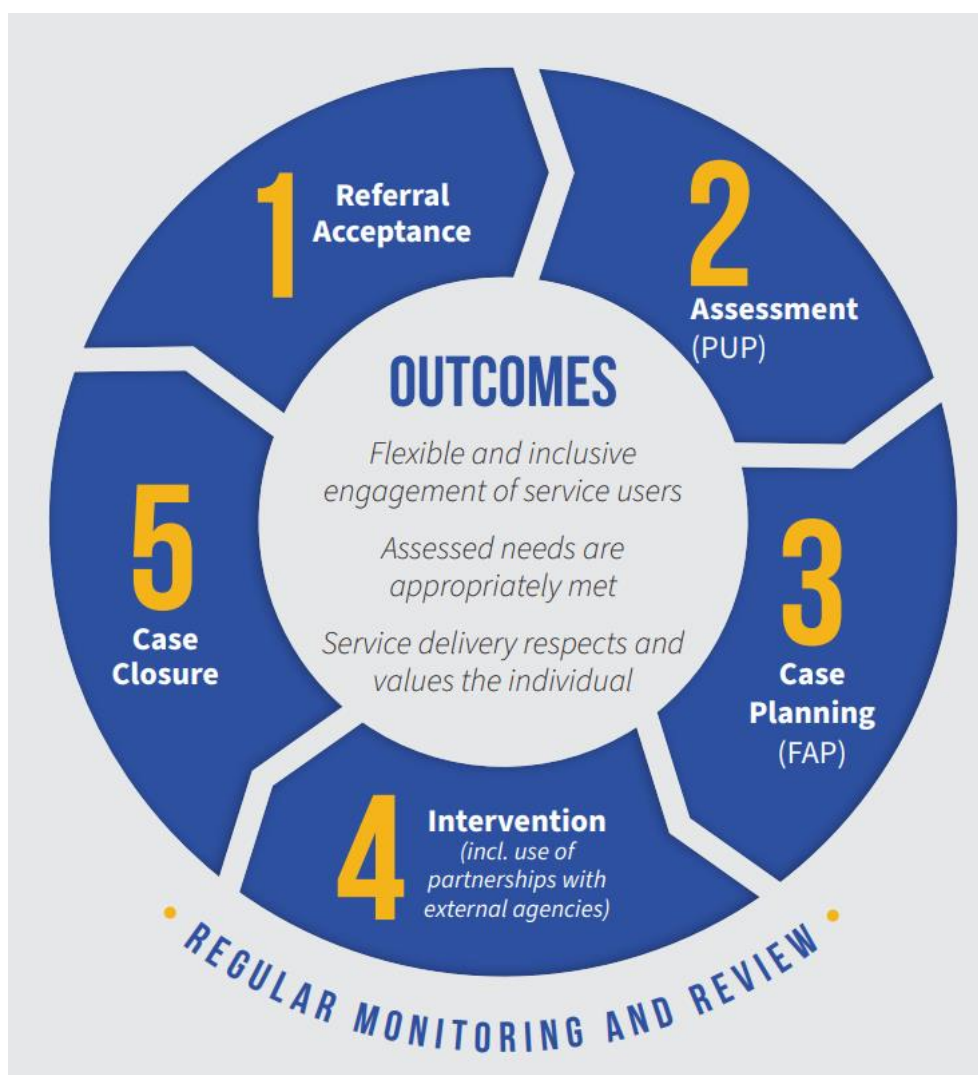
ICH FIS provides intensive support to families to build their capacity to safely parent children at home.

The ICH FIS case management approach upholds the *Child Protection Act 1999*. The safety, wellbeing, and best interests of a child, both through childhood and for the rest of the child's life are paramount and underpins all decision-making.

ICH FIS case management is also person-centred, strengths based, trauma and domestic violence informed and upholds the legal and human rights of all service users. Each person is at the centre of all decisions relating to their life and ICH FIS seeks to enable service users to have choice and control over decisions that impact them.

Service users are supported through a case management approach which commences following the acceptance and allocation of a case to an ICH FIS Worker. When allocating cases, the ICH FIS Manager considers the availability of workers together with the best possible match of worker experience and attributes to the family, including paying close attention to diversity, inclusivity and cultural backgrounds. ICH FIS will access the Translating and Interpreting Services (TIS National) as required to meet the needs of service users where English is not the family's spoken language. Refer to ICH-FIS Assessment Procedure.

The key stages of ICH FIS case management are outlined in the image below. The stages can be used interchangeably as required and monitoring/review of cases are consistent and ongoing.



Case work is up to 12 months with any extensions negotiated between the ICH FIS Manager and the Department and dependent on family needs. An additional six-month extension is possible and a subsequent referral from CSSC will be required. Refer to the Referrals and Acceptance Policy and Referrals and Acceptance Policy for more detail.

Using the Parents Under Pressure (PUP) Framework, ICH FIS practice is to undertake an assessment of the service user's strengths and needs in the context of the child protection concerns. Based on the outcome of the assessment, a six-month Family Action Plan is developed with a formal review at both the three month and six-month timeframe. Following the six-month review, a new Family Action Plan will be developed if ongoing work is required to support the service user achieve their goals. A copy of the Family Action Plans will be provided to the service user and the Child Safety Officer.

Prior to the conclusion of any case, consultation will occur between the ICH FIS Manager, ICH FIS Worker and Department and a formal case closure meeting may be held. A case

may be closed for various reasons which could include:

- Intervention by the Department is closed
- The service user's goals with ICH FIS have been met
- The service user's goals are unable to be met despite extensive support being provided
- Non-engagement by the service user
- Reunification is no longer an active case plan goal
- The service user transferred out of the area and case management/case work is transferred outside of the Child Safety Service Centres (CSSC) ICH-FIS accepts referrals from
- Risks are assessed as too high to be safely mitigated; or
- The service user withdraws consent to work with ICH FIS.

ICH FIS uses the SRS case management system as its primary record keeping database. It stores information pertaining to service users and documentation relating to each case management stage. Refer to the SRS Checklist for further detail.

The key elements for each case management stage are described in the below table. Each stage is also supported by a procedure, providing further instructional detail for workers to carry out specific tasks associated with each stage.

	Stage	Description	Key Elements
1	Referral Acceptance	Following the acceptance of a referral (see ICH FIS Referral Acceptance Policy), the case will be allocated, and an initial case consult is held between ICH FIS and the Department.	<ul style="list-style-type: none"> • Service user consent is verified, and confirmation that the service user wishes to engage with ICH FIS voluntarily. • Information gathered about the case and child protection worries to be addressed. • Working relationship between ICH FIS workers and the Department established. • Desk top review. • Initial assessment of risks and mitigations agreed.
2	Assessment	Information gathering for assessment from varied sources.	<ul style="list-style-type: none"> • 'Meet and Greet' with service user to explain the service and confirm voluntary participation. • Additional discussions and information gathering with service user as required Consent form and Support Agreement form completed. • Information provided on complaints and feedback process to the service user. • Interviews/discussions with other stakeholders. • Self-report screening measures (where appropriate). • Strengths and needs assessment using PuP.

	Stage	Description	Key Elements
			<ul style="list-style-type: none"> • Service user's goals established. • Service user understands that the child is at the centre of our work. • Assessment of risks. • Some key actions will be initiated while still in the assessment phase. • Strengths and Needs assessment completed.
3	Case Planning	Agreed goals between service user and worker are documented. Actions are planned and timelines for completion are set.	<ul style="list-style-type: none"> • Service users empowered to make informed choices. • Service users foster personal growth, independence and exercise choice. • Family Action Plan with specific goals and actions developed to address child protection concerns and also includes self-determined choices/preferences. • Key stakeholders engaged in the planning process. • Child Safety provided a copy of the Family Action Plan.
4	Intervention and Monitoring	Planned resources, services and supports are sourced and progress is monitored	<ul style="list-style-type: none"> • ICH FIS worker partners with service users and other stakeholders to progress goals and review progress. • Progress Reports submitted to the Department. • Focus on collaborative methods to address barriers (e.g., FAP reviews, care team meetings, Family Group meetings, Practice Panels, stakeholder meetings etc). • Regular monitoring and review mechanisms to ensure reflective worker practice (e.g., peer supervision, professional supervision). • Develop and maintain service user engagement including with services, supports and resources to achieve agreed goals and adjusting these as required to meet service user needs. • Maintain strong rapport with key stakeholders to facilitate service user wellbeing. • Allow for the discovery and growth of self-advocacy skills.

	Stage	Description	Key Elements
5	Evaluation and Outcomes - Case Closure	Case Management actions are outcome oriented. There is periodic reassessment and evaluation of client outcomes. Case closure in consultation with CSSC.	<ul style="list-style-type: none"> • Indicate how outcomes have been achieved or why they were not. • Identify gaps and take action to close the gap in consultation with the service user, Department, and other key stakeholders. • Provide evidence of quality of change e.g., self-report screen measures, feedback from stakeholders, service user reflections/feedback, observations. • Case Closure meeting with the Department. • Closure meeting with Service User. • Invite feedback from Service User on experience with the service. • Prepare Exit Report. • Close SRS profile.

5. Review

This policy shall be reviewed every three years.
This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

6. Related Documents

Policies

ICH Privacy Policy
ICH Human Rights Policy
ICH Feedback and Complaints Policy
ICH Confidentiality Policy
ICH Client Protection Policy
ICH Code of Conduct
ICH Risk Management Policy
ICH FIS Case Management Policy
ICH FIS Referral Acceptance Policy
ICH FIS Incident Management & Reporting Policy
ICH FIS Philosophy Statement

Procedures

Referrals and Acceptance Procedure
Incident Management and Reporting Procedure
Personal Safety in the Community Procedure
Working Alone Procedure
Assessment Procedure
Case Planning Procedure
Intervention Monitoring Procedure
Case Closure Procedure

Client Brokerage Procedure
Sharing Personal Information Procedure

Other documents

Strengths and Needs Assessment Template
FAP Template
Progress Report Template
Exit Report Template
SRS Checklist
Case Note Guidelines

References

PuP Program Framework
Child Protection Act 1999 (Qld)
The Human Rights Act 2019 (Qld)
Qld Human Services Quality Framework