

Philosophy Statement

1. Purpose

The Philosophy Statement articulates the values and principles that guide the delivery of services within the Inala Community House (ICH) Family Intervention Service (FIS).

2. Scope

This policy shall apply to all persons engaged with the ICH FIS.

3. Definitions

Child: 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: 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.

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

Service User: Any parent, family or carer named in the referral for whom services will be provided, including children.

Case Management: A collaborative process of assessment, planning, facilitation / implementation /coordination, advocacy, monitoring and evaluation of options and services to meet a service user's needs through communication and available resources.

Parents Under Pressure (PuP): An integrated theoretical practice framework that guides how practitioners/caseworkers work with families. The overarching aim is for parents facing adversity to develop positive and secure relationships with their children.

4. Philosophy Statement

ICH FIS provides intensive support to families to build their capacity to safely parent children at home. Using the evidence-based practice framework, Parents Under Pressure (PuP), we work collaboratively with families to help address child safety concerns to support the goal of family preservation or reunification. Our case management approach underpins our service delivery and is goal orientated, person-centered, strengths based, and trauma and domestic violence informed.

ICH believes all children have the right to be safe, happy, empowered and participate in decisions/processes that affect them. Our service puts children first, has zero tolerance to child harm and is committed to child wellbeing and safety. While accountability for child safety and delivering child protection services rests with the Department, ICH FIS works in partnership with all stakeholders to prioritise child wellbeing and safety.

Our service is also delivered in a manner that upholds the human and legal rights of people using the service, including respecting their individuality, diversity, dignity and choice, and upholding their confidentiality and privacy.

We work in accordance with the Department's Families Investment Specifications and meet all legal requirements relating to confidentiality, privacy, access to information and information sharing in accordance with national and state legislative frameworks.

ICH FIS adopts principles and best practice approaches that support positive outcomes for vulnerable families with children and young people, and will:

- Seek to develop trusting and purposeful relationships with service users and be inclusive of the broader relationships and systems that exist for the service user.
- Acknowledge the uniqueness of each person and be respectful in all our interactions with services users and how we speak about service users. This includes seeking to understand the role of culture in the lives of service users, particularly for Aboriginal and Torres Strait Islander families and those from a culturally and linguistically diverse background.
- Treat people with dignity and respect and recognise and acknowledge the structural and power inequities that impact upon our service users.
- Use inclusive case planning to ensure that decision making by the service user is respected and reflected in a co-created plan.
- Seek to engage with children and young people and empower them to have a voice and participate in decisions/processes that affect them.
- Be transparent and openly share assessments and worries with service users that inform the direction for goal setting and action planning.
- Design and deliver inclusive service responses that meet individual needs and reflect the service user's culture, beliefs, and value systems.
- Facilitate the delivery of services through partnerships, referrals, advocacy and collaborating with the Department, other government agencies, non-government, and community services as needed.
- Advocate for service users based on their needs, expressed views and assessments undertaken by ICH FIS, the Department and other services.
- Maintain privacy and confidentiality except where legal exemptions to sharing information exist.
- Focus on continuous improvement through reflective practice, the review of complaints, critical monitoring, feedback and redesign of our practice.
- Strive for a cohesive team culture where knowledge and information is shared across the ICH FIS team and other services within ICH to support service users.
- Operate within ICH Policies, Code of Conduct, Values and Culture.
- Invest in worker development, training and support to help achieve desired outcomes.
- Prioritise the safety of children, workers and families by assessing risk and making informed, considered decisions that are escalated as required.
- Work in ways which are accountable, transparent, justifiable, cost effective and efficient. This includes timely and accurate case noting.

5. Review

This policy shall be reviewed every 2 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 Service User 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

Procedures

ICH FIS Working with First Nations People

References

PuP Program Framework
Child Protection Act 1999 (Qld)
Qld Human Services Quality Framework
Families Investment Specifications
Australian Privacy Act 1998
Privacy Act 2009 (Qld)
Human Rights Act 2019