

Care and Protection

Practice Standards



Information for
families working
with Family and
Community Services
caseworkers

Child Protection Helpline

(to report suspected child abuse
or neglect)

Phone: 132 111 (24 hours/7 days)

TTY users phone 1800 212 936

Domestic Violence Line

Phone: 1800 65 64 63

(24 hours/7 days)

TTY users phone 1800 671 442

Enquiries, feedback & complaints

Phone: 1800 000 164

Parentline

Phone: 1300 1300 52

(free professional help for
parents and carers of children)

Link2home

(homelessness information and
referral telephone service)

Phone: 1800 152 152

(24 hours/7 days)

TTY users phone 133 677

then ask for 1300 468 746

What you can expect from us:

1. Practice Leadership

- We will treat you and your family with respect.
- We will listen to your ideas and respond when you ask for help.
- When we get things wrong we will be honest with you about it.

2. Relationship-based practice

- You can rely on us to develop relationships with you, your children and your community.
- Being open and honest with you is important to us. We will be clear about why we are involved in your life and how we can help.
- We will be clear about what's okay and what's not okay when it comes to your child's safety.
- We will try to come to see you often and listen to you.
- We will help to make sure children keep relationships with people who are important to them and help keep them safe.

3. Holistic assessment and family work

- We want to involve families, children and young people in planning about their lives. We will talk with them and the people who are important to them regularly.
- Plans will be reviewed regularly.

- You can expect us to ask about your life and what is important to you, your family and how we can best support you.

4. Collaboration

- Our role is to help make sure children and young people are safe. We believe the best way to do this is to work with you and the people in your life. This may include your family, people in your community and other workers.

5. Critical reflection

- We will think about what is best for the child or young person when we make decisions.
- We will listen when you tell us what your life is like.

6. Working with Aboriginal communities

- We will respect and value your culture and connection to your community.
- We will take the time to really understand the history of Aboriginal people and how this affects Aboriginal people today.
- We support self determination.

7. Culturally responsive practice with diverse communities

- We respect and value different cultures and the languages spoken by you and your family.
- You can expect us to listen to you and understand your migration or refugee experience.

8. Practice expertise

- We will use the knowledge from our training and continue to improve through ongoing learning.



- We will arrange other people with specialist knowledge such as doctors or counsellors to help as well.

9. Sharing risk

- We value the information you have about your life.
- You can expect us to talk to you and all the important people involved in your life to help make the right decisions.
- We know it's important to recognise all the things you and your family do well and these will be recorded when decisions are being made.

10. Documentation in casework

- We will write with respect and honesty.
- We will write about what happens in children's lives and what decisions are made and why. This is so that in the future children can see what information we have about them.
- But we will make sure that we don't spend too much time in the office so that we have time to spend with you and your family.