

## Care & Cultural Planning Templates: Frequently Asked Questions (FAQs)

The purpose of this document is to answer key questions about the information requirements and technical aspects of the redesigned Care Plan including the new Aboriginal and Torres Strait Islander and Multicultural Cultural Plan templates.

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## Care and Cultural Planning Templates: Frequently Asked Questions (FAQs)

### Care Planning

#### 1. What is the relationship between a Care Plan and a Case Plan and why does the Care Plan also have a Case Plan in it?

A Care Plan is a static document completed for submission to the Children's Court to provide the necessary information for the Court to make a decision regarding the child or young person in the context of allocating parental responsibility. A Care Plan is a tool that is used within the context of casework to formalise agreements made with the family to meet the care and protection needs of a child or young person.

A Case Plan is an active document (developed from the start of involvement and reviewed at regular intervals) outlining a plan for the casework support of the child or young person after placement orders have been made by the Children's Court. Case Plans are an accurate and up to date record of the decisions, services and actions with clearly identified responsibilities and time frames, to address the needs of a child or young person as part of their ongoing casework.

Care planning is an important consideration in the development of Case Planning. Care Plans will continue to be built on during case management and throughout the time a child or young person is in care.

A caseworker must ensure a Case Plan is included as part of the submission of the Care Plan to the Children's Court for Final Orders. This can be attached as a separate document or completed within the Permanency Planning section of the Care Plan template.

The Regulations that support the Care Act require FACS to outline the services and agencies that are to be utilised to support the child or young person. In FACS' language, this is a Case Plan. You can attach a Case Plan if you have already completed this and had it approved. Or, you can complete the Case Plan in the Care Plan template within the Permanency Planning section of the Care Plan.

#### 2. What if I know a parent's age but not their date of birth (DOB)?

The current practice in KIDS is for the caseworker to enter the parent's DOB as 1st Jan and the year relating to the known age, to auto-calculate the age. For example, if you knew the parent was 33, you would put their DOB as 1<sup>st</sup> Jan 1983. This will be the same for completing the Care Plan template.

#### 3. If I have not already completed a Case Plan, can I use the one within the Care Plan?

Yes. The Case Plan within the Care Plan is a 'point in time' document and a requirement when recommending final orders. In moving forward with case management, you would then use the Case Plan template.

**4. What information is required in the 'Related To' field, in the Case Plan section?**

This is where you detail who the 'Measure Of Wellbeing' refers to, such as the child and/or family members. In most cases this would mean the child, however, when recommending Restoration, the Case Plan can include the parents and other significant relationships.

### **Cultural Planning**

**1. Does the cultural plan as part of the Care Plan differ to cultural support plans developed as part of ongoing case planning?**

Yes. Districts can still use their own cultural plans during case planning. The cultural plan that is part of the Care Plan is a point in time document and is only used when submitting the Care Plan to the Children's Court for final orders. This does not change anything with case planning, including current District cultural plan templates and ongoing consultation.

### **Aboriginal and Torres Strait Islander Cultural Plan**

**2. How much consultation must I undertake and what does this include?**

It is now a minimum requirement for all caseworkers to complete four cultural consultations when developing a child or young person's Aboriginal and Torres Strait Islander Cultural Plan. Firstly, consultations should start with and be guided by the child or young person, their family, Kin and community. It can also include talking to/consulting with:

- Significant people involved in the child or young person's life that contribute to their cultural identity and
- Culturally specific non-government organisations.

Also refer to the [Aboriginal Consultation Guide](#) for further information.

**3. How was it determined that a minimum of four consultations are required in developing the Aboriginal and Torres Strait Islander Cultural Plan?**

In extensive consultation with AbSec and other Aboriginal stakeholders, it was acknowledged that consultation with Aboriginal organisations was not thoroughly undertaken across all districts across NSW. It was agreed between FACS and AbSec that a minimum of four consultations would occur in future practice.

**4. How much participation in cultural activities must be developed and what does this include?**

It is now a minimum requirement for all caseworkers to complete four cultural participation activities when developing a child or young person's cultural plan. It is important for Aboriginal and Torres Strait Islander children and young people to experience the culture of their community and/or country by attending community cultural events, activities and programs to maintain or establish connections with Aboriginal or Torres Strait Islander family and community.

Exploring participation activities should start with and be guided by the child or young person and their family but can include:

- Life Story Book work

- Gathering information about the child or young person's 'mob' country/nation, including significant family members
- Visiting or learning about areas of significance to the child's community
- Attending family gatherings
- Interacting and participating with the Aboriginal and/or Torres Strait Islander community, such as attending community events, shows, and concerts
- Visiting the child's land/country and meeting with Aboriginal community Elders
- Attending local Aboriginal services
- Supporting the child or young person to learn and maintain their language
- Attending cultural camps
- Promoting Aboriginal and/or Torres Strait Islander role models such as community leaders, sports people, artists, actors etc
- Accessing Aboriginal and/or Torres Strait Islander learning materials such as story books, games etc
- Listening to or participating in Aboriginal and/or Torres Strait Islander dance, music, and art
- Talking to family members or Elders about stories from when they were children as well as traditional stories
- Understanding the importance of funerals as significant events in the life of Aboriginal communities. Funerals will often involve the whole community, not just immediate family and friends
- Participating in annual NAIDOC and other Aboriginal and/or Torres Strait Islander events.

**5. What do I do if, after extensive consultation with the family and Aboriginal community, Adoption has been determined as the best permanent placement option for an Aboriginal or Torres Strait Islander child or young person?**

Continue to complete the Care Plan, including the cultural plan, by:

1. Selecting 'Adoption' as the proposed permanent placement with the 'Legal status and placement information' section,
2. Completing the 'Parental Responsibility Order' within the 'Permanency Planning' section, noting that the PR orders are temporary and adoption is sought,
3. Completing the Aboriginal and Torres Strait Islander cultural plan, including the consultation with family, kin and community that led to agreement that Adoption was the best placement option.

To support the Children's Court with understanding the justification for Adoption, the following questions should be answered and attached to the Care Plan for the Children's Court, (be sure to list the additional questions and answers as on attachment):

- What are the individual needs of the (child or young person) that must be met for the purpose of permanency planning?
- Why is adoption considered to be the best pathway for the (child or young person)?
- How would adoption meet the (child or young person)'s long term needs for a secure, safe and stable environment?
- What supports would be required to facilitate adoption? This may include identification of a suitable placement and prospective adoptive parents.

## Multicultural Plan

### 1. Do I need to complete a Multicultural Plan to maintain the child's religion?

Yes. It is a requirement of the Care Act that a cultural plan is developed to support the cultural and religious identity of a child.

For example, if a child identifies as Australian and also that their religion is Muslim, in terms of the template, a caseworker will need to manually generate a Multicultural Plan on the Homepage.

### 2. Where do I indicate if the child or young person has dual citizenship?

Within the Multicultural Plan, under the Family Details Section there is a question asking: 'If not born in Australia, approximate length of time in Australia. Include information relevant to immigration status and entitlement to other citizenships.'

Here is where you can provide details about the child or young person's citizenship including if they are a dual citizen. You can list the name of the relevant documents such as the child or young person's visa or passport in the attachments field at the end of the section.

### 3. What types of participation in cultural activities should I include?

This section of the Care Plan is to be used to identify the supports that will be needed to develop the cultural identity of the child while in care, and maintain the child's connection to culture, language and religion. These supports may be provided by individuals, such as the carer, family and community organisations. Community, social, cultural and religious organisations also have a key role in supporting children to maintain their cultural connections. Exploring participation activities should start with and be guided by the child or young person and their family. They can include:

- Learning about their culture through contact with birth parents and other relatives
- Supporting the child or young person to maintain connections to their culture and community through enrolment in culturally specific play, youth, dance, music, and art groups
- Maintaining contact with their culture and community through providing opportunities to develop friendships with children and adults from their cultural background
- Providing books, toys and other entertainment materials which reflect their culture and heritage
- Following diets from their cultural community and in accordance with religious requirements
- Supporting the child or young person to learn about and maintain a connection to their culture and heritage through the inclusion and relevant information in Life Story Work
- Inclusion in relevant traditions from the culture in their life and that of the carer's family
- Participating in events and/or festivals marking days of cultural and religious significance
- Attending church, temple, mosque or other religious institutions
- Receiving religious guidance and instruction
- Supporting the child or young person to maintain and learn about their community language
- Providing reading and entertainment materials in their community language.

## Technical

### 1. What if a drop down box doesn't include the option that I need?

If a drop down box not include the selection needed, please contact the Safe Home for Life email address: [safehomeforlife@facs.nsw.gov.au](mailto:safehomeforlife@facs.nsw.gov.au) and one of our team members will contact you to resolve the issue.

### 2. Is there a word limit to the responses, and do the rows expand to accommodate additional text?

The word limit varies depending on the field selected. For some fields such as name and place of birth, the text is limited to the space shown on the screen. Other rows that require extensive text do expand to accommodate multiple rows of text and do not have a word limit. To view all lines of text you must click out of the field first.

At the moment, the row will not expand to include the previous line typed into the field. If you want to type text that will expand over several lines, it is best to type these into a word document and copy/cut and paste the text into the relevant field, checking that the field has expanded to include all of the information.

### 3. How do I attach any Attachments to the Care Plan?

You cannot attach an electronic copy of any documents (attachments) into the Plan. At the end of each section you type in the name of the attachment you wish to attach, then a list of all attachments is generated in the 'Views' section. When the Care and Cultural Plan is completed you print off the plan and then attach the hard copies of the attachments listed in the views section.

### 4. How can I track changes in the Care Plan?

Adobe LiveCycle does not track changes so you will need to follow a different process for seeking feedback from Legal and other stakeholders Consultation with Legal Officers and other important stakeholders will still of course be mandatory.

This will be particularly important when settling care plans with Legal (before they are finalised and sealed). Options for gaining / providing written inputs to the Care Plan from colleagues include:

Instead, consider gaining written inputs from colleagues by asking them to:

- Type their new content directly into the template fields
- Outline their new/changed content in an email to you
- Handwrite content on a printed copy then scan and email it back to you
- If possible, discuss the Care Plan directly with colleagues in the office, or
- If you have access, save different versions of the Care Plan in TRIM that you and relevant colleagues can all view.

### 5. How do I close an information icon box and return to the Care Plan?

When there is a large amount of text within the information icon button and your view settings are too large, this may occur. Pressing 'Enter' will close the information icon,

### 6. Where do I go if I have technical difficulties or want to provide feedback on the Care Plan template?

Please direct any questions to the Safe Home for Life email address: [safehomeforlife@facs.nsw.gov.au](mailto:safehomeforlife@facs.nsw.gov.au) with the title: [Care Plan question](#).