|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Principles | Child & Family Voice | Caseworker Voice | What will be different | What support | How will we know? |
| Self Determination | I can make choices and have my own ideas and dreams  I can be responsible for myself, and family  I am little but I have my own ideas and dreams (child) | I can give you choices  I am curious about your ideas and dreams  I can hear even tiny voices  I will be an ally to your goals | * Warm referrals from CSC * New client information * Family author own case-plan in own language * Children’s voices are heard * Families as consultants to our work * Choice first meeting, worker * BF Manager attends WAMs | * New Family Plan template * Script for CSCs * Tools for talking to children * *Training - listening to children* | * *Increase in number of warm referrals* * ***Increase in engagement rates*** * *Families achieve the goals they chose to focus on in their case plan* * *Increase in Personal Wellbeing* |
| Trauma Informed | I need you to see my strengths and understand my struggles  I need to feel safe  I need to feel you care  I need you to keep your word | I understand that unresolved trauma leads to social, emotional, thinking and developmental problems  I understand that sometimes people cope with trauma in unhelpful ways | * Reflective practice * Motivational interviewing * Group supervision (Minnesota model) * Family case notes identify trauma | * Supervision model training (FACS) * Motivational Interviewing * Ongoing professional development | * *Increase in Personal Wellbeing* * *Family Satisfaction surveys* |
| Self regulation | I need to believe in myself  Understand that past trauma, isolation and poverty make it hard for me to manage feelings and actions | I will model problem solving  I will notice your strengths and agency | * Families problem solve and are part of the solution * Modelling not telling * Families and children increase emotional dictionary * Families make choices | * Family engagement tools | * *Families achieve the goals they chose to focus on in their case plan* * ***Decrease in ROSH re-reports*** * ***Decrease in number of children in OOHC*** |
| Personal & Environmental Change | I have the capacity to change  Big things in my life make it hard for me to make things better | I notice bigger things that impact on your life; like housing, violence, poverty, racism  I understand that these things need to be addressed to make space for personal work  I know that everyone is at different stages of change | * Identify the social and structural factors that impact on this family and the problems facing them * Family Plans have goals to address environmental disadvantage * Working closer partnerships with service system partners * Increasing social networks | * Trans-theoretical models of change * FACS review any barriers in SPGs * FACS facilitate relationships with other government departments * Attending local interagency | * *Increase in Personal Wellbeing Being* |
| Intentional and honest communication | I am clear why I have been referred and understand concerns from FACS  you understand the courage it takes to accept help, talk about hard things and consider change  you can see my strengths  I am the expert of my lived experience | I will be honest about the program  I will do what I said I will do  I will make sure that my message is understood  I know the courage it takes to let me in your life  I will ask and include your voice (children | * Warm referrals from FACS * FACS names concerns and risks * Caseplans are reciprocal * Hopeful stance * Language * Verbal consent * Written reports and plans are in simple English and accessible to families and children * Work times | * Commissioning team in-service CSCs | * *Family satisfaction surveys*   *How do parents and children in the program feel about the support?*  *Do they feel heard and treated with respect?* |