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| 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 familyI 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 strugglesI 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*
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| 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***
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| Personal & Environmental Change | I have the capacity to changeBig 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, racismI 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*
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| Intentional and honest communication  | I am clear why I have been referred and understand concerns from FACSyou 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 doI 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?* |