

Family Intervention Service Model



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1. Introduction

1.1 Purpose

This document outlines the service delivery model of the Anglicare Southern Queensland's (Anglicare) Children, Youth and Families (CYF) Family Intervention Service (FIS). It supports the provision of high-quality services to families to improve the safety and wellbeing of children in their homes and reduce the need for entry or re-entry into the statutory system as funded by the Department of Families, Seniors, Disability Services and Child Safety (hereinafter referred to as the Department). It provides information on the service delivery context, key components of the model, reporting requirements and the expected service outcomes. Use of the model may be (but is not limited to) a guide for reference and training to promote consistency and is to be read in conjunction with the Improving Lives Framework, Family Engagement Practice Guide, Family Intervention Service Plan Completion Guide, Care Documentation Practice Guide and Child Safety Practice Manual.

1.2 Background

Anglicare has a long history of providing support for families. The first Family Preservation services in Australia were introduced in the mid-1990s and were based on the American Homebuilders model (Tully, 2008). Family Intervention Services (FIS) is a type of Family Preservation service; Family Preservation services are based on the premise that children fare best with their families and that most families can provide safe care with short term, intensive and practical support, diverting them from the Out of Home Care (OOHC) system (Permanency Support Program Learning Hub).

The service is for families experiencing vulnerability with children and young people at risk, focusing on supporting positive family functioning and assisting families to nurture, care for and protect their children effectively. Funding is for families with children and young people (0 to under 18 years) experiencing vulnerability who have entered or are at risk of entering the child protection system.

Anglicare's FIS works with families whose children are subject to statutory intervention. These services aim to improve family functioning and increase individual capability and resilience so that it's safe for their children to live with or be reunified with the family.

FIS works with children, young people, parents, and families referred by the Department where there are concerns about the safety of children in the family. FIS works respectfully, honestly, and transparently with families and is committed to making sure families are actively involved in the planning and decision making about their lives. FIS practitioners support families referred by the Department to increase their ability to provide safe and protective parenting to children. This includes spending time in the family home to support the family in responding to Departmental case plan goals and their own goals to support the safety and well-being of children and young people.

1.3 Governing Framework

The Child Protection Act

The Child Protection Act 1999 provides the overarching legislative framework for protecting children in Queensland, including reporting concerns. Anglicare's Family Intervention Services also comply with relevant Departmental program specifications, policies, procedures, program descriptions and related guidelines.

The Human Rights Act

The Human Rights Act 2019 protects the rights of everyone in Queensland. The Act requires organisations providing services to the public on behalf of the Queensland Government to act and make decisions compatible with the rights it protects. Of the 23 human rights protected in the Act, the following are directly relevant to the delivery of Family Intervention Services:

- Protection of families and children (s. 26)
- Cultural rights for Aboriginal and Torres Strait Islander peoples (s.28)
- Cultural rights, generally (s.27)
- Privacy and reputation (s. 25).

The National Framework for Protecting Australia's Children

The National Framework for Protecting Australia's Children 2009-2020 (COAG, 2009) consists of high-level and supporting outcomes and strategies to be delivered through a series of three-year action plans and indicators of change that can be used to monitor the success of the National Framework. The National Framework also recognises the importance of promoting the wellbeing of Aboriginal and Torres Strait Islander young people and families across all outcome areas.

The Human Services Quality Framework

The Human Services Quality Framework (HSQF) is the Department's quality framework. The HSQF was developed to safeguard the needs of clients. These six standards cover the core elements of quality service provision and provide a benchmark for measuring service delivery to promote consistency and quality across the sector.

Anglicare's quality management system ensures safe, quality care for clients. Anglicare has a three-tier compliance approach to support services to monitor performance against policy, procedure and

the HSQF standards, which support best practice and continuous quality improvement. The 'Assess to Action' program supports staff in monitoring performance against policy, procedure, relevant external standards, legislation, regulation, and contractual requirements and supports best practice. The first tier is a self-assessment guided by an assessment tool. Findings may contribute to the continuous improvement plan. Advice, education, and support for services are available from the Quality Assurance and Improvement Team. The Quality Assurance and Improvement Team conducts internal audits as the second tier and external audits as the third tier.

Acts and regulations:

- Child Protection Act 1999
- Child Protection Regulation 2011
- Child Protection (International Measures) Act 2003
- Childrens Court Act 1992
- Information Privacy Act 2009
- Working with Children (Risk Management and Screening) Act 2000
- Statement of Standards.



2. Family Intervention Service Model

2.1 Practice Principles

2.1.1 Improving Lives Framework

All programs within Anglicare Children, Youth and Families are committed to working within the practice principles of the Improving Lives Practice Framework. The framework has been co-developed between Anglicare and the Australian Childhood Foundation to ensure it meets the needs of the individuals and families that access Children, Youth and Families programs, staff, and the organisation. The Improving Lives Practice Framework integrates the following principles:

- Being Child-Focused, Person-Centered and Family-Oriented
- Being Trauma-Informed and Recovery-Oriented
- Strengthening and Empowering Practice
- Valuing Diversity and Cultural Responsiveness.

The framework is underpinned by trauma informed relationships whereby the therapeutic relationship formed between children, young people, families, and Practitioners is one of the most potent determinants of outcomes (Siegel, 2010). The framework emphasizes physical, psychological, and emotional safety for clients and staff, which builds on the strengths of the individual and community, creating an opportunity to rebuild a sense of control and empowerment.

2.1.2 Departmental Prescribed Practice Principles

FIS works within the practice principles provided by the Department (Queensland Government, 2022) to promote best practice and positive outcomes for families. These practice principles are aligned with Anglicare's Improving Lives Framework.

2.1.3 North Carolina Family Assessment Scale (NCFAS)

Anglicare's Family Intervention Services use the NCFAS to assist practitioners in making robust, evidence-based and timely decisions for children at risk of child protection intervention or returning to the family home after a period in OOHC. The NCFAS measures family functioning across ten domains from the perspective of the worker most involved with the family. The domains of Caregiver/Child Ambivalence

and Readiness for Reunification are completed for reunification interventions only.

A six-point scale ranging from evident strength to serious problem provides definitions for three of the points. The NCFAS permits rating strengths and problems on all domains and subscales. Identifying strengths on the scale permits workers to include in the intervention those things that the family is doing well. This practice enhances the intervention, is affirming for the family and is congruent with the guiding principles.

2.1.4 Strengthening Families Protecting Children Framework for Practice

Strengthening Families Protecting Children Framework for Practice is a Departmental developed strengths-based and safety-oriented practice framework that guides child protection practice with children and families (Department of Communities, Child Safety, and Disability Services, 2015). The framework focuses on a rigorous and balanced assessment and planning process developed collaboratively with children, their families and communities. The assessment provides the basis for the family and their safety and support network to develop and implement plans to ensure the safety, wellbeing and belonging of the children and young people. Values, practice principles, knowledge, core practice, skills, tools and processes are outlined in the framework. The Collaborative Assessment and Planning Framework is one of the assessment tools contained in the framework.

2.1.5 Collaborative Assessment and Planning (CAP) Framework

Collaborative Assessment and Planning (CAP) is a Departmental tool used in partnership with children, young people, their family and networks to undertake a balanced and comprehensive assessment of harm, risk and safety, and collaboratively identify goals and action steps to build future safety, belonging and wellbeing for a child.

2.1.6 Safe and Together

Safe and Together is the Department's preferred model for working with families where domestic and family violence is present. The model focuses on perpetrator patterns of behaviour, survivor strengths and the safety of adult and child victims.

2.2 Service Types

2.2.1 Out of Home Care Prevention

Out of Home Care Prevention is available for children, young people and their families at high risk of entering the statutory system. This involves working with families who have an open intervention within Child Safety, including Intervention with Parental Agreement (IPA) or Protective Supervision Order. This supports the family in having their child/ren remain in their care.

2.2.2 Reunification

Reunification is the safe return of a child to a parent's care after being in OOHC. It's a process that includes supporting family relationships and connections and maintaining routines and support once the child has returned home. Successful reunification relies on meaningful family engagement, ongoing comprehensive safety assessment, strong safety and support network and availability of support services. This involves working with families subject to short term/long term custody orders.

2.3 Core Model Elements

Service delivery includes combinations of one-to-one support to a parent or child, family counselling or mediation, group work, referrals to community services, centre-based services and in-home support. The service period may vary from three to twelve months, with the possibility of a six-month extension depending on the family's needs and progress on Departmental case plan goals and reviews. Anglicare's FIS provides support outside of business hours, including before school, evenings and occasionally on weekends, recognising that family issues do not occur within office hours. Service delivery is offered via in home, centre-based, mobile, or virtual options. Safety assessments factor heavily into the decision of modality. The core elements of the Family Intervention Service Model are entry, assessment and planning, delivery, transition, and exit.

2.3.1 Entry

Child Safety Service Centres are the sole source of referral for FIS. Anglicare is persistent and proactive in engaging hard-to-reach families; effective engagement is crucial to working with families with multiple and complex needs. Anglicare recognises that engagement can be challenging for some families, particularly those with previous experiences of the statutory system, especially First Nations families. Anglicare's FIS staff intentionally take time to build relationships with the family and focus on three foundations of the relationship – unconditional positive regard, emotional literacy, and communication skills.

Initial engagement with the family includes identifying which agencies or supports are already in place and negotiating which service is best placed to lead the single case plan. When families perceive the service is helpful, they're more likely to stay engaged. Workers develop a partnership approach with parents that endorses parental responsibility and builds skills and capacity. Where a family declines service, FIS must advise the referrer.

2.3.2 Assessment and Planning

Risk and safety assessment occurs throughout the intervention from receiving the referral until the family exits the service. Anglicare uses the Strengthening Families Protecting Children Framework for Practice and the North Carolina Family Assessment Scale. A thorough assessment of the family's needs should inform the support provided.

Assessment tools are used to determine a family's needs. These tools are used overtly during the intake or initial contact with the family and at twelve-week intervals to assess and reassess the family's ongoing needs. Anglicare's FIS uses NCFAS to determine the level of progress to report on the deliverable outcome measures.

The Practitioner develops a trusting relationship with the family, identifies needs and existing services that families may be working with and works to address issues using a single service plan. The FIS Service Plan Completion Guide supports the development of the plan. The provision of regular individual or family support, access to other specialist services and brokerage funds, and ongoing practical assistance are critical to the approach's success.

Anglicare utilises collaborative case management when a family or individual requires support from more than one practitioner or agency to respond to multiple, complex, and interrelated needs. Services work together with the family to plan and deliver services, and a lead case manager ensures that the client receives the right mix of services in the right order and at the right time.

FIS works on a case plan developed by Child Safety Service Centres, which retains case management responsibility. The case plan includes one of the following goals:

1. Child to remain safely in the home
2. Reunification of the child with family.

FIS works in partnership and collaboration with the Department, informal family supports, and other support services to ensure case plan goals and reviews are addressed promptly. FIS may assist the Department in decision making by participating in case planning and case plan reviews coordinated and facilitated by Child Safety Service Centres. Plans are reviewed, progressed, and scaled every six to nine weeks alongside the Departmental case plan goals.

Anglicare utilises several practice tools and processes designed to involve children more actively in child protection assessment and understand why professionals are intervening in their lives and safety planning. These include, but are not limited to:

- Three Houses Tool
- The Safety House
- Words and Pictures Explanations and Words and Pictures Safety Plans.

2.3.3 Service Delivery

FIS provides an integrated and responsive therapeutic range of services, including individual or family counselling or mediation and group work, centre-based services, and in-home support to children, young people, and their families where appropriate.

Therapeutic support aims to develop the practical skills of parents to care for their child, improve the safety of the family environment and strengthen the attachment between parent and child/ren within a strengths-based and evidence-informed practice framework.

FIS may support a family when Child Safety begins an investigation. FIS continues to support the family during this time; however, the investigation results determine whether FIS will continue working with the family or if there will be further statutory response. Child Safety has legislated case management responsibility once ongoing intervention is required. FIS continues to work with families until a transition plan is actioned.

Brokerage

Where available, FIS utilises brokerage funds to purchase specialist services or goods that contribute to the child's and family's overall needs and wellbeing, consistent with the Department's case plan goals. Brokerage spending is linked to a family's case plan. FIS utilises the need for brokerage to build the family's capacity to access community resources and services to promote sustainability once the service delivery period is complete.

Reporting

Regular reports on the progress of families subject to intervention, with parental agreements engaged with FIS, are provided to the Department. The family know this requirement from the outset of their work with FIS and are encouraged and supported to provide information on progress and incidents to the Department, directly. As a mandatory reporter, there are times when it will be necessary for FIS to raise safety issues with the Department, directly, if a reasonable suspicion that a child has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse and may not have a parent able and willing to protect them. Mandatory reporters also report to Child Safety where there is a reasonable suspicion that a child needs protection caused by any other form of abuse or neglect.

2.3.4 Exit

Exit occurs following review and progress to goals, where risk is determined to be at a level the family can safely maintain. Progress is discussed with the family, within the team and with Child Safety. If the Department indicates they're no longer considering taking out an order, or the child/young person has been in the family home consistently, this is a guide that the family no longer requires intensive support. Further reasons for the exit of FIS include the following:

- Child Safety closing the order
- Child Safety taking further statutory action
- Child Safety is no longer actively pursuing reunification
- Lack of engagement over a sustained period
- FIS unable to provide the necessary support (following referral to appropriate service).

Where a family declines service or disengages, FIS

must advise the referrer. An exit plan is developed as part of case planning, clearly identifying how the family will transition, or 'step down', from intensive family support at the end of the intervention. This will likely include a reduced frequency of visits, referrals, and warm handovers to relevant ongoing support services. FIS can support families by offering referrals and introductions to other Anglicare support services in the Social and Community Services stream, e.g. counselling, and housing.

FIS provides the Department with a closure report with a summary of the intervention, including the progress the family has made towards achieving the goals and strategies to support the family going forward.

Anglicare's FIS intentionally celebrates a family's success and progress and may mark closure with a family event or activity or provide a certificate.



3. Context for Delivering Family Intervention Services

3.1 Operating hours

Anglicare's office hours are generally 9am to 5pm on Monday to Friday. The FIS team works hours that reflect the needs of individual families, recognising that family life occurs outside business hours. 24-hour on-call support for crises and emergencies is provided seven days a week, every day of the year, providing urgent support for families and support with incident management. The on-call service is shared among the team members, on-call workers have access to Departmental on-call and Anglicare management if escalation is required.

3.2 Staffing

The Service Manager oversees the service operations, ensuring the organisational strategic plan is enacted. They work with the Group Manager to provide leadership and support to the service in service delivery, client-centred cultural development, human resources management, business performance and financial management, quality care governance, contractual compliance and risk management, innovation, and best practice.

The Coordinator's role is to provide guidance, direction and supervision to a team of Practitioners to ensure that the risk assessment, care planning, case management and ongoing therapeutic support of families are maintained per service agreements.

The Practitioner's role is to provide families with ongoing risk assessment, care planning, case management and ongoing therapeutic and practical support. Practitioners work closely with stakeholders to progress the family's goals and build networks and capacity.

3.3 Diversity and Cultural Inclusion

Anglicare has an organisation wide Diversity, Equity, Inclusion and Belonging Strategy. Staff receive Diversity, Equity, Inclusion and Belonging (DEIB) training, which has been co-designed by Anglicare specifically for the context of practice in the child protection sector. The training includes a specific module for leaders to ensure the concepts are embedded in workplace cultures, and foundational concepts around bias, power, privilege, language, intersectionality and positionality are applied across all elements of diversity. Staff also receive Cultural Capability and Awareness training led by a respected First Nations community member, with mandatory refresher training.

Staff consider all information relevant to the family's individual needs during referral, intake, assessment and planning, delivery and review, and exit processes, focusing on the unique lived experience of each family member and their intersectional identity. Service delivery governance is responsible for guiding frontline practice (specifically Care Arrangement Matching Procedure, Assessment and Planning, and Care Planning) requires staff to consider elements of diversity in collaboration with the parents and children and young people's care team, including those who identify as Aboriginal and/or Torres Strait Islander, Culturally and Linguistically Diverse (CALD), diverse gender and sexual orientation, immigrant or refugee, living with disability and/or mental health.

Anglicare acknowledges that Aboriginal and Torres Strait Islander families and communities have endured significant human rights violations, which continue to impact their daily lives. Anglicare acknowledges the profound grief, suffering and loss caused by the removal of Aboriginal and Torres Strait Islander children from their families, their community and their culture, and Anglicare continues to be committed to ensuring Aboriginal and Torres Strait Islander children's cultural identity and relationships with their families and communities are maintained. Cultural Mentors support non-Indigenous staff to better understand the needs of Aboriginal and/or Torres Strait Islander

children in care or receiving service and respond holistically to consider family, spiritual, community, and individual needs. They work closely with Child Safety service centres to achieve the young person's cultural plans in consultation with the Department's Cultural Practice Advisor. They also assist other team members to better understand Aboriginal and Torres Strait Islander children and families and support them toward the best outcomes for safe care and connection. First Nations families can request a worker who identifies as Aboriginal or Torres Strait Islander. If Anglicare cannot provide an identified worker, access to additional culturally appropriate services or other local Aboriginal and Torres Strait Islander Community Services will be facilitated.

Anglicare supports self-determination for Aboriginal and Torres Strait Islander families. This is supported by partnering with Aboriginal Community Controlled Organisations (ACCO) to proactively explore options for service users choosing to be affiliated with an ACCO. The Cultural Practice Lead implements a cultural protocol practice tool connected to the Improving Lives Framework for practice to better equip staff to support more meaningful self-determination for First Nations young people, their families, and their communities.

3.4 Participation of children, young people and families

In ensuring the participation of children and young people and their families, Anglicare:

- Conducts genuine, ongoing consultation and facilitates the participation of children, young people, and their families in the making of decisions that affect them;
- Provides children, young people and their families with information (in a manner and language that they can understand) that facilitates their participation;
- Conducts genuine, ongoing consultation and facilitates the participation of children, young people and families in decision-making processes; and
- Uses developmentally appropriate tools, including those mentioned above.

Anglicare creates opportunities to hear the voices of children, young people and families. Current methods of seeking feedback include but are not limited to evaluations following training and events, compliments and complaints process, and Client Voice surveys.

3.5 Workforce capability – staff development, support and supervision

Anglicare supports staff to meet the requirements of their role successfully. This occurs through induction, internal and external training, professional development plans, and professional supervision.

Communities of Practice

The Anglicare Children, Youth and Families Practice Development team facilitates a Community of Practice (COP) for Coordinators and Family Support. COP's focus on sharing practice wisdom, better practice and new knowledge on a specific topic. The COP occurs once every eight weeks.

Anglicare provides a space for staff to engage in safe, supportive supervision for critical reflection and practice improvement; self-care and professional safety planning; incident debriefing; and post crisis support. In keeping with the Improving Lives Practice Framework, it's expected that supervision is provided through a trauma informed lens. Supervisors are provided with a day of Improving Lives training focusing on the supervision relationship and the Staff Supervision and Support Practice Guide support this.

Complex Case Panels

Anglicare established Complex Case Panels to promote internal reflection and planning for employees working alongside clients with complex support needs. The process seeks to leverage the panel members' knowledge, skills and expertise and the referring care team to support contemporary, high quality, evidence-based service delivery. Panel members work collaboratively with the team to develop and implement a risk management/action plan that provides clear direction, a fresh and creative perspective, decision making and recommendations for the following steps to support practice and encourage the development of best practice.

4. Data Collection and Reporting

4.1 Performance Management Framework and Performance Measures

The Department's Performance Management Framework for funded service providers sets out how the Department will monitor and assess all the outsourced service delivery contracts.

4.2 Outcome Measurement

As mentioned, above, FIS uses NCFAS to support monitoring outcomes and inform assessments. These tools are used to build practitioner understanding and inform a comprehensive family assessment. Family Intervention Services participates in an annual data collection of tertiary intensive family support services on behalf of the Australian Institute of Health and Welfare and the Australian Productivity Commission which contributes to national outcome measurement.

5. Family Intervention Service Program Logic

Objective/s

Supporting families to achieve positive and ongoing change to enable children and young people to be safely cared for by their parent/s reducing the need for children entering or re-entering the care system.

Needs statement

The number of child protection notifications received by the Department in the year ending June 30, 2022, was 30,268; this was an increase of 2,000 notifications from the year prior. Of these, 2,804 young people entered the care of the Department, a similar number to the year before. At June 2023, 2,005 children were subject to an Intervention with Parental Agreement (IPA). IPA enables the Department to provide support and assistance to the family and assist in developing or maintaining a safety and support network to increase the likelihood that the parents will be able to meet the protection needs of a child once the intervention has been completed.

Many of the families that work with FIS are subject to an IPA. Interventions designed to decrease child abuse in high-risk families found that home visitation was the only type of intervention with a "significant evidence base for reducing child abuse" (Levey et al, 2017). FIS focuses on increasing parents' social connections and access to services because these are known to have benefits for child and family wellbeing (Commerford & Robinson, 2016). FIS actively supports program participation and engagement through a strengths-based and non-judgmental approach.

Inputs	Activities	Outputs	Short-term outcomes	Medium-term outcomes	Long-term outcomes
<ul style="list-style-type: none"> • Funding • Partner organisations • Qualified and experienced staff and managers • Data collection and CIS • Research and evidence about what works. 	<ul style="list-style-type: none"> • Information, referral and advocacy • In-home therapeutic family support • Parenting skills development • Safety planning • Brokerage • Build safety and support network • Practical support • Plan reviews • Parenting groups • Events • Role modelling • Homework activities. 	<p>P2I reporting requirements.</p>	<p>Parents have engaged with service to reduce risk factors and increase safety.</p> <p>Parents have increased knowledge about and skills in:</p> <ul style="list-style-type: none"> • Child development ages and stages • Positive parenting styles and strategies • How to manage challenging behaviours in their children • How to cope in difficult situations. <p>Families have developed a safety plan.</p> <p>Families have increased awareness of the importance of self-care and support networks.</p> <p>Families have increased knowledge about how to access support.</p> <p>Decreased CS notifications.</p> <p>Families complete FIS intervention.</p> <p>Families complete FIS intervention with most of their goals being met.</p>	<p>Six month follow up</p> <p>Children have remained with/returned to the family six months after FIS involvement.</p> <p>Parents apply knowledge and skills learnt with FIS.</p> <p>Parents/carers increasingly:</p> <ul style="list-style-type: none"> • Manage difficult situations • Have positive interactions with their children • Support their children’s social and emotional wellbeing. <p>Parents/carers have increased knowledge, skills and confidence in accessing support services and social networks.</p> <p>Improvements in parents and children’s health, social and emotional wellbeing.</p> <p>Increased safety within the home.</p>	<p>12 month follow up</p> <p>Children have remained with/returned to the family, 12 months after FIS involvement.</p> <p>Children are nurtured and have a safe home environment.</p> <p>Parents/carers are equipped with tools and strategies to manage and meet their children’s physical, emotional and safety needs.</p> <p>Parents and children have positive family, social and community relationships.</p> <p>Parents/carers access support services when they or their children need it and have an established support network.</p>

5.1 Theory of Change Statement

Underpinning the activities of the Anglicare Family Intervention Service is a foundation of core principles and assumptions that are drawn from our Improving Lives Framework, practice experience, the family preservation literature and the Child Protection Act (1999) – Queensland.

To deliver quality services, Anglicare believes that:

- The welfare and best interests of children and young people is paramount
- FIS practices are child-centred, trauma-informed, and family-focused. FIS teams will be supported through tailored learning and development opportunities to meet the needs of the families receiving service
- Actions taken, whilst in the best interest of young people, seek to maintain family relationships and cultural connections
- Quality family support services respect and recognise the importance of the ethnic and cultural heritage, religious beliefs, and language of young people and their families. Where possible, the support of First Nations families involves consultation with Aboriginal Community Controlled Organisations as best practice
- Quality family support is needs-based, trauma sensitive and attachment focused. The staff clearly identify, emphatically understand and respond to the needs of each family, are sensitive to the effects of the trauma they have experienced, recognise the issues and impacts of intergenerational trauma, and seek to build capacity for caring and nurturing relationships to facilitate the healing process
- Families are supported to develop skills that assist children to feel safe and be protected from further harm. Emotional and psychological healing occurs in the context of a caring and nurturing environment
- Young people need to be cared for within a healthy environment that's characterised by positive parenting practices, including:
 - – Structure and routine
 - – Reasonable rules
 - – Expectations and age-appropriate limits
 - – Guidance, support and encouragement
 - – Positive reinforcement
 - – Fair, consistent and reasonable boundaries
 - – Demonstrating tolerance for typical and/or symptomatic behaviour.
- Family Intervention Services is a partnership embracing children, young people and their families, Department staff, other stakeholders and Anglicare FIS team – all planning and working in the child's best interest
- The provision of ongoing information, training, support and supervision is critical to a professional care team.

6. Conclusion

The Anglicare Children Youth and Families Family Intervention Service has a long history of delivering therapeutic family support in Queensland. The program responds to the unique needs of families at risk of having their children placed in OOHC, or having their children returned to their care following a period in OOHC. Anglicare's Children Youth and Families recognises the challenges faced in OOHC with a reduction in new foster care arrangements and a stretched residential care system and understand the critical role Family Intervention Services play in the

continuum of care and diverting children and young people from OOHC.

This Service Model aims to guide and direct staff in their work with families, children and young people who are at risk of entering or re-entering the OOHC system or being reunified with family. Staff should be able to draw on the Service Model to strengthen their role with children, young people, families, and stakeholders.

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Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services now stand. We pay our respect to Elders – past, present and emerging – and acknowledge the important role of Aboriginal and Torres Strait Islander people in caring for their own communities.