Ensure children and young people are safe, secure and well, by building constructive relationships with families and caregivers, and through sharing this responsibility.

Our practice:

Our purpose:

- Connects and builds trusting relationships with children, young people, families, caregivers and others to understand what is happening, and how we can best help.
- Supports and works together with families, caregivers and other services to plan for change in the best interests of the child or young person.
- Is critically reflective, we are curious, and we continually grow our practice.
- Is relational, trauma informed, strengths, and evidence-based.

Our Values

RESPECT

We:

- consider others before we act
- nurture trusting relationships
- actively listen and communicate openly
- · value and accept diversity
- make decisions transparently.

PEOPLE-CENTRED

We:

- are reflective and respond with empathy and compassion
- include children, young people, their families and caregivers in decisions which affect them
- empower and support children, young people, their families and caregivers
- are mindful of safety
- treat people fairly
- factor in fun.

INTEGRITY

We:

- take responsibility for our actions
- speak truthfully and act honestly
- act professionally and non-judgementally
- display courage, perseverance, and resilience
- live the values.

CONTINUOUS IMPROVEMENT

We:

- acknowledge and build on good work
- are curious and learn from others
- welcome ideas for improvement
- invite open and honest feedback
- encourage a learning culture
- adapt to achieve outcomes and are evidence informed.

Child-Centred

A child-centred approach means that the child or young person's voice, needs, safety and wellbeing are central to everything we do.

Family and Caregiver Focussed

Working in partnership with families and caregivers helps to provide children with safety, stability and connection through relational continuity.

Culturally Responsive

Children, young people and families do better when they are placed at the centre of their own care and can develop a strong sense of identity and belonging.

Sharing Responsibility

Children, families and caregivers are supported by community and government services working together as a shared responsibility.

We recognise children as valued members of our society and their rights and best interests are our paramount consideration.

We take into account the critical timeframes in childhood and adolescence based on the developmental needs of children and young people.

We respond to problems as early as possible and make timely decisions based on the needs of the child or young person.

We create opportunities for children and young people to participate in decision-making by promoting collaborative approaches.

We privilege relationships that matter to a child.

We respect family and caregivers as people with wisdom to share and we use the family's language.

We strive to understand the families' motivation and provide choices.

We recognise that all families do some things well and have signs of safety.

We build supportive and constructive relationships to assist families in fulfilling their care responsibilities.

We privilege the child's primary caregiving relationship, and empower family/caregiver inclusive decision making.

We recognise, respect and value diversity including: Aboriginal and Torres Strait Islander people, other cultures, community identity, religions, age, disability, sexual orientation, and difference of thought, ideas and interests.

We are culturally aware and accepting, asking the questions to explore and recognise children's cultural identity.

Our practice is culturally inclusive and demonstrates humility.

We engage with Aboriginal families and communities, supporting their right to self-determination and their role in promoting the wellbeing of Aboriginal children. We connect, cooperate and share information with other services to achieve the best outcomes where possible.

We build relationships to ensure that services for children, their families and caregivers are well coordinated.

We privilege practice that builds partnerships with other services to collaborate; and share strengths and evidence based approaches.

We work towards more integrated services through shared; visions, goals, language and training.

