

## Fams Roadmap to Practice Excellence

Outcome focused	Client centred	Place based	Evidence informed	Equitable	Relational
Children and families should be safe	Children and families receive services that are flexible and responsive to their needs	Children and families can access services embedded in their community	Children and families growth and development is enhanced by research supported practice	Children and families social, cultural, racial, and linguistic identities are affirmed and strengthened	Children and families work together with services in relationships based on trust and respect
<ul style="list-style-type: none"> <li>- Client safety and wellbeing is evident in governance, culture, policy and practice</li> <li>- Child protection is the responsibility of all workers</li> <li>- Risk management strategies are in place</li> <li>- Thorough, holistic assessments identify the unique needs of the client</li> <li>- Realistic plans are developed in consultation with the client with measurable outcomes</li> <li>- Child Safe Standards are met</li> </ul>	<ul style="list-style-type: none"> <li>- Services are designed and delivered in line with a human rights based approach</li> <li>- The best interests of the child is the primary factor in decision making</li> <li>- Client voices influence and inform decision making</li> <li>- Service design is flexible and dynamic to respond to client needs</li> </ul>	<ul style="list-style-type: none"> <li>- Services are delivered in accessible locations</li> <li>- Services work collaboratively with other agencies to provide clients with coordinated and integrated service provision</li> <li>- Services contribute to capacity building in the local community</li> <li>- Services support clients to build informal and formal networks in the local community</li> </ul>	<ul style="list-style-type: none"> <li>- Interactions are informed by what works incorporating                             <ul style="list-style-type: none"> <li>o Client voice/ experience</li> <li>o Worker voice/ experience</li> <li>o Research</li> </ul> </li> <li>- Outcomes are measured and evaluated</li> <li>- Staff are skilled, knowledgeable and supported</li> <li>- Staff participate in ongoing professional development including reflective practice and supervision</li> </ul>	<ul style="list-style-type: none"> <li>- Services recognise and build on protective factors within families</li> <li>- The cultural and social identity of clients is validated and supported</li> <li>- Diverse needs are taken into account particularly for clients with additional vulnerabilities</li> <li>- Services create a welcoming and family friendly environment</li> <li>- Staff are trained to use interpreters</li> </ul>	<ul style="list-style-type: none"> <li>- Children, carers and families are able to participate in decision making</li> <li>- Interactions are strengths based to grow capability</li> <li>- Client choice and responsibility is maximised</li> <li>- Supportive and non-judgemental interactions are balanced with open and honest communication</li> <li>- Rights to confidentiality and privacy are upheld</li> </ul>

# Investing in Children and their Families

## Bridge the Gap

### System Capacity

#### Roadmap to Keep Kids Safe

- Structural prevention
- Systems prevention
- Investment
- Universal access
- Early intervention
- Stable and included

### Organisational Capacity

#### Roadmap to Organisational Excellence

- SERVICE DELIVERY
  - Customer experience
  - Customer engagement
  - Reporting
  - Collaborative work
  - Innovation
  - Equity and cultural proficiency
- GOVERNANCE
  - Leadership and business planning
  - Governance and management
  - Continuous improvement
  - Data management

### Practice Capacity

#### Roadmap to Practice Excellence

- Principles of practice
- Evidence informed models of service delivery
- Rights based approach
- Outcomes measurement
- Evaluation framework

### Worker Capacity

#### Roadmap to Workforce Excellence

- Minimum qualifications
- Minimum competencies
- Core skills and knowledge
- Learning and Development
- Professional support