

Our Journey to Safety and Wellbeing

Families working with child and family support services

Worries are raised

Someone is worried about your family and your children's safety.

Referral is made

A referral is made to connect your family to the right support service to help keep your children safe at home.

Connected to child and family support service

A child and family support service is found to match your needs.



A written plan is made for the immediate things that need to happen to ensure your children and family are safe.

Your worker talks with you about your family's current situation to identify strengths, and areas where support is needed to make changes.

Your worker meets regularly with you to work on your case goals, through problem solving, connecting you to other services and community support, working with your strengths and celebrating progress. Your plan will be updated as you make progress or when your needs change.

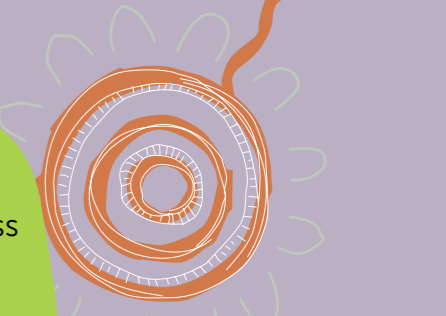
At the end of our time together, we reflect on the progress you and your family have made, and make sure you are connected to any other helpful services or community supports to maintain positive changes.

Your worker talks with you about your children's safety and wellbeing, how they can support you, and about your involvement with the service. They listen to your story, strengths, worries and hopes.

Some short questions are asked to help us make sure our service is working for you, and to understand what might help other families in the future. Your information will be kept confidential.

A plan is created with you on how we will work together on steps to achieve goals to make sure your children and family are safe and well.

Some short questions are asked again to check that our services are working for you, and to help us plan services for other families in the future.



Start working with the child and family support service
1st visit

Safety plan developed
By end of 3rd visit

Family snapshot completed
Within 6 weeks

Assessment completed
Within 6 – 8 weeks

Case plan developed
Within 6 – 8 weeks

Case plan implemented
Ongoing

Follow-up family snapshot completed at the end of our support journey

Case closure summary completed
Closure and connections to community

