



MICAH PROJECTS PRACTICE FRAMEWORK
WORKING WITH CHILDREN AND
VULNERABLE ADULTS JANUARY 2013

MICAH PROJECTS INC



Breaking Social Isolation
Building Community

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MICAH PROJECTS PRACTICE FRAMEWORK

GOAL

Micah Projects works with children and adults to achieve a home, health and wellness, and safe and strong connections with family, culture and community. We support people to access services, opportunities and resources in the community.

Micah Projects is committed to evidence-informed practice and quality service provision.

PRINCIPLES

VALUING
IDENTITY AND
RESPECTING
CULTURE

ENSURING
SAFETY FOR
VULNERABLE
PEOPLE

UNDERSTANDING
THE NEURO-BIO-
PSYCHOSOCIAL AND
DEVELOPMENTAL
CONTEXT

SUPPORTING
HEALTHY AND
RESPECTFUL
RELATIONSHIPS

RECONCILING
PAST ABUSE
AND TRAUMA

ADDRESSING
POVERTY AND
SOCIAL EXCLUSION

PROMOTING
ECONOMIC AND
EDUCATIONAL
OPPORTUNITY

SECURING
THE BASICS:
HOUSING
HEALTHCARE
INCOME

UPHOLDING
HUMAN RIGHTS AND
PROMOTING CITIZEN
PARTICIPATION

WORKING IN
PARTNERSHIP AND
COLLABORATION

PROMOTING
HOPE AND
RECOVERY

STRENGTHENING
COMMUNITY
CONNECTIONS
AND INCLUSION

KEY ELEMENTS OF WORKING WITH CHILDREN AND VULNERABLE ADULTS

	ENSURING SAFETY AND WELLBEING OF CHILDREN	ENSURING SAFETY AND WELLBEING OF ADULTS
GOVERNANCE	<ul style="list-style-type: none"> • Proactive Human Resource Management through screening, recruitment, supervision and valuing the workforce • Professional Development of workforce and volunteers in the developmental stages of children and young people • Provision of services to children by qualified staff to support parents with the healthy development of their children • Cultural competency of staff and facilitation of access to culturally specific and age appropriate activities, resources and services • Micah Projects Board is aware and manages its ethical and legislative obligations in provision of services to children and young people 	<ul style="list-style-type: none"> • Proactive Human Resource Management through screening, recruitment, supervision and valuing the workforce • Professional Development of the workforce and volunteers in the psychological, behavioural, and physical impairment experienced by vulnerable adults, their strength and vulnerabilities • Provision of services by qualified staff to support vulnerable adults and their families experience a safe and healthy lifestyle • Cultural competency of staff and facilitation of access to activities, resources and services that are culturally specific and take in to consideration individual development and capacities • Micah projects Board is aware and manages its ethical and legislative obligations in provision of services to vulnerable adults
POLICY	<ul style="list-style-type: none"> • Developmentally appropriate safe physical and emotional environments within service sites and when undertaking transportation and outreach to children and parents • Child and Parent input to the design, delivery and feedback on activities and services provided by Micah Projects • Identifying gaps in service access and advocating for change to meet the needs and rights of children and families to receive appropriate housing, healthcare, education, childcare and community services 	<ul style="list-style-type: none"> • Developmentally appropriate safe physical and emotional environments within service sites and when undertaking transportation and outreach to vulnerable adults and/or adults with disability • Vulnerable adults input into the design, delivery and feedback of activities, and services provided by Micah Projects • Identifying gaps in service access and advocating for change to meet the needs and rights of vulnerable adults to receive appropriate housing, healthcare and community services


POLICY

continued

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| <ul style="list-style-type: none">• Staff ensure the best interests and welfare of children and young people are paramount when we suspect, or are advised of, child abuse or neglect• High quality service delivery is maintained through effective quality systems and evaluation and guided by the Queensland Government Human Services Quality Framework | <ul style="list-style-type: none">• Policy, procedures and training are developed and monitored for the prevention of abuse and neglect of vulnerable adults• High quality service delivery is maintained through effective quality systems and evaluation and guided by the Queensland Government Human Services Quality Framework |
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PRACTICE

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| <ul style="list-style-type: none">• Recognition of the importance of family and culture in the lives of the children and young people• Engaging with children and young people in family support services• Promoting safety of children and young people by enhancing protective capacity and safety of parents• Recognition of the importance of early years development for toddler and infants• Working with parents to nurture and protect their children through crisis to stability• Understanding and responding to crisis, further risk of harm and the impact of trauma on children and their families.• Ensuring team practice guides include documented outcomes for children and evidence-informed practices to achieve these outcomes• Supporting and resourcing practitioners to implement evidence-informed practices effectively. | <ul style="list-style-type: none">• Recognition of the importance of identity, family history, care of church or state institutions, foster care or detention centre on the lifestyle options and choice of vulnerable adults• Promoting safety of adults by enhancing protective capacity and safety of individuals by education and provision of services• Understanding the impacts of psychological, behavioural, and physical impairment on activities of daily living and quality of life• Working with vulnerable adults to minimise harm and promote recovery and connection• Understanding and responding to crisis, further risk of harm and the impact of trauma on vulnerable adults.• Ensuring team practice guides include documented outcomes for vulnerable adults and evidence-informed practices to achieve these outcomes• Supporting and resourcing practitioners to implement evidence-informed practices effectively. |
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SECTION ONE
MICAH PROJECTS OUTCOMES, OBJECTIVES,
STRATEGIES AND ACTIVITIES FOR
SUPPORTING CHILDREN AND FAMILIES



Outcome 1 Children and families access and have stability in housing

OBJECTIVE	STRATEGIES	ACTIVITIES
Prevention of homelessness for children and families	Identification of need and risks of children and adults in the presenting family	Assessment of need and risks Screening: Mental Health, Drug and Alcohol Child and Parenting Needs Assessment including financial, housing history
	Crisis Intervention to rapidly resolve risk of tenancy breakdown	Information Matching services to need Assisted Referral Safety planning
	Prevention of Eviction	Financial planning and assistance Referral for tenancy advice and advocacy Coordination with housing provider to respond to breaches and support remedy by tenants
	Responding to practical and financial needs and circumstances of each family in a timely manner	Brokerage of services Financial assistance e.g. utilities Consumer advocacy with debt or late payments
	Integrating housing assistance and family support for duration of need	Housing Needs Assessment Child and Family Action Plan
	Linking with mainstream, specialist and tertiary services as required	Service directory Understanding eligibility Assisted referrals, documentation Integration of health care into child and family planning Service coordination as required Self-advocacy
Rapid resolution of family homelessness	Identification of needs of children and adults in the presenting family	Child and Parenting needs assessment Screening Assessment Information Assisted Referral
	Crisis intervention ensuring practical needs are met for children's safety and wellbeing in temporary accommodation	Referral for short term supported accommodation according to need and eligibility Brokering of short term accommodation in private market Ensure physical environment is safe Outreach visits for crisis planned support and advocacy After hours access to support services

	Responding to practical and financial needs and circumstances in a timely manner	Child and Family Action planning with parents, home visiting
	Integrating housing assistance and family support for duration of need	Link with health, education, childcare services for transitional period Ensure income obligations are understood
	Linking with mainstream, specialist and tertiary services as required	Complete and submit housing applications
	Secure safe, affordable and long term housing	
Children and Families maintain stable housing	Identification of needs of children and adults in presenting family	Shared understanding of risks Coordination meetings Timeframes for remedy of breaches
	Proactive service coordination with housing provider	Strengths and Stressors Practice Framework for Family Support Teams Outreach and home visiting Sustaining Tenancy Plans
	Integrating housing assistance and provision of family support services for duration of need	Emergency accommodation Emergency financial relief
	Responding to practical and financial needs and circumstances in a timely manner	Supported referrals to health, education, childcare services for ongoing support Ensure income obligations are understood
	Linking with mainstream, specialist and tertiary services as required in local community	Strengths and Stressors Assessment, Child and Family Needs Assessment
Children and Families with high needs and risks of harm and neglect access long-term housing and ongoing support from community services	Identify families that require long-term housing integrated with long-term support	Supportive Housing Assessment Tenancy History and Risks Assessment of needs and risk Service Coordination to respond to needs and risks
	Provision of supportive housing services for families with high needs	Advocacy Assessment Child and Family Support plan Supported referrals Coordination with Housing Providers
	Matching of children's services to children needs developmentally	Assessment Child and Family Support plan Supported referrals
	Matching needs of parents with services available to maximise capacity to sustain tenancy and maintain safe family functioning	Supported referrals to mainstream, specialist and tertiary services as required in local community Child and Family Action Plans

Outcome 2 Children and families are safe

OBJECTIVES	STRATEGY	ACTIVITIES
Prevention of Domestic and Family Violence	Peer leadership and education with young pregnant and parenting women	Peer education and training workshops
	Service delivery spaces and programs for women	Drop-in-space Supported playgroups
	Working in partnership with the protective parent to keep children safe	Information Assisted referrals Self advocacy Safety Planning
	Community messages and events	Presentations, training and information stalls in community agencies and at community events
Intervention when violence has occurred	Engaging fathers in services and perpetrator programs	Supported referrals
	Co-ordination/networking with services accessed by women and children	Co-ordinate integrated response Attendance at key networks
	Appropriate screening and response to domestic and family violence across service networks	Training key organisations in screening and referral Integrated responses
	Safety planning	Documenting steps to keep family and children safe in instances of violence or expected violence with women
	Working with police and criminal and civil justice system	Assisted referrals for legal pathways Service co-ordination with Police
	Crisis intervention for resolving safety risks rapidly	Information Legal advice and services Assisted referral Matching services to need Safety planning
	Responding to practical and financial needs and circumstances of each family in a timely manner	Emergency accommodation Emergency relief and financial assistance
	Safe and accessible space for programs for women	Drop in space Child focused/friendly space
	Working in partnership with protective parent to keep children safe	Information Assisted referrals Self advocacy

	Service coordination with DV crisis accommodation	Vacancy Capacity Management System Assisted referrals Practical assistance as required
	Integrating Healthcare as necessary	Assisted referrals Brokering services
	Working with Child Safety Services	Service coordination as required Assisting parents achieve their obligations in case management with Department
	Parental education and skill development	Information Groups Child focused education/information
Improving parents knowledge, capacity and skill to keep children safe	Peer leadership and education with young pregnant and parenting women	Peer education and training
	Community messages and events	Supporting parents to engage and participate in community events
	Engaging fathers in education and social support	Groups for men Assisted referrals to groups for men Social events and peer support activities for families
	Working in partnership with parents to keep children safe	Domestic violence counselling Domestic violence counselling for children Outreach and home visiting Assisted referral Matching service to need

Outcome 3 Family functioning and stability is improved

OBJECTIVE	STRATEGY	ACTIVITIES
Improving parenting skills, confidence and capacities	Identify parenting strengths and needs	Assessment with parent e.g. Strengths and Stressors Tracking Device
	Direct support to parents	Development of Support Plan with parents to respond to needs and build on strengths Delivery of group work e.g. Circles of Security Outreach and home visiting
	Peer leadership and education with young pregnant and parenting women	Engagement of peer workers in group work programs and peer support activities
	Support to engage children in opportunities for early childhood learning	Parents are supported to enrol child in quality early childhood care or school Delivery of short-term targeted early childhood development programs
Maintaining family stability	Identify family strengths, stressors and needs	Assessment with parent e.g. Strengths and Stressors Tracking Device
	Direct planned support to parents and children	Development of Support Plan with parents to respond to needs and build on strengths Outreach and home visiting
	Responding to practical and financial needs and circumstances of each family in a timely manner	Brokerage of services Financial assistance Consumer advocacy with debt or late payments
	Linking and coordination with mainstream, specialist and tertiary services as required	Supported referrals to health, education, childcare services for transitional period Support Plan to include coordination of support services
Families and children experience secure, healthy and respectful relationships	Direct planned support to parents and children	Development of Support Plan with parents to respond to needs and build on strengths Outreach and home visiting
	Increase parents' knowledge and skills to support their children's development	Assessment of parents knowledge, skills, needs Support plan developed Outreach support and home visiting Group work
	Peer leadership and education with young pregnant and parenting women	Employment of peer workers Engagement of peer workers in group work programs and peer support activities
	Community messages and events	Participation in community events and activities

Supporting family preservation in healthy, safe and secure family environments	Crisis intervention for resolving safety risks rapidly	Development of safety plan with parents
	Identification of needs and risks of children and adults in presenting family	Assessment with parents, practitioners and other involved agencies and individuals
	Provision of child and family support services	Development of Support Plan with parents to respond to needs and build on strengths Outreach and home visiting
	Responding to practical and financial needs and circumstances of each family in a timely manner	Brokerage of services Financial assistance Consumer advocacy with debt or late payments
	Working with Child Safety Services to respond to identified risks, Departmental Case plan goals, and support reunification	Participation in assessment and case planning Delivery of support services that address risks and support reunification
	Linking and coordination with mainstream, specialist and tertiary services as required	Supported referrals to health, education, childcare services Support Plan to include coordination of support services

Outcome 4 Infants and toddlers have their developmental needs met within family and community

OBJECTIVE	STRATEGY	ACTIVITIES
Supporting parents to build the foundations for infants and children's development within their family	Management of a service hub for pregnant and parenting young women, children and partners	Co-location and coordination of services to support child and maternal wellbeing Assisted referrals Engagement with family universal and targeted services Outreach and home visits
	Maintaining partnership with Mater Healthcare Young Women's Ante Natal Clinic	Ante and post natal care information and advice
	Linking with mainstream, specialist and tertiary services as required in local community	Supported referrals to health, education, and childcare services
	Working in partnership with parents to meet the developmental needs of infants and toddlers	Assessment of parents knowledge, skills, needs Referrals for specialist assessments Child and Family Support Plan Group Work
Parents, infants and toddlers experience greater accessibility of maternal and child health services	Developing partnerships with child and maternal healthcare including family planning services, GP services and specialist services	Liaison with allied health services for case management and coordination Supported referrals to primary health and allied services
	Maintaining partnership with Mater Healthcare Young Women's Ante Natal Clinic	Provide and manage facilities to deliver community based antenatal care Ante and post natal care information and advice
Infants and toddlers can access quality developmentally appropriate early learning opportunities that support the National Curriculum – Belonging, Being Becoming	Deliver quality early learning activities that provide a safe and secure context for children to develop a strong sense of identity	Incorporate family values and practices in to activities Enable children to explore roles and processes (role plays) Activities that support outlets for emotions (sand play, music)
	Deliver quality early learning activities that support children to connect with and contribute to their world	Opportunities to interact with the environment (e.g. gardening) Group play and group projects
	Deliver quality early learning activities that support children to develop a strong sense of wellbeing	Celebrating children's achievements e.g. displaying artwork Teaching skills for safe physical activity e.g. climbing, dance, movement, games
	Deliver quality early learning activities that increase children's confidence and capability for learning	Flexible open-ended play areas e.g. blocks, play dough, art spaces
	Deliver quality early learning activities that improve communication skills	Providing a language rich environment with a variety of texts and media

	Linking with and support to engage children in opportunities for early childhood learning	Assisted enrolments Support to parents to maintain enrolment
	Increase parents' knowledge and skills to support their children's development	Assessment of parents knowledge, skills, needs Support plan developed Outreach support and home visiting Group work

Outcome 5 Children and young people are healthy and learning in school and family

OBJECTIVES	STRATEGY	ACTIVITIES
Building the foundations for children and young people's development, within their family	Linking with mainstream, specialist and tertiary services as required in the local community	Supported referrals and coordination through support plan
	Working in partnership with parents to meet the developmental needs of infants and toddlers	Assessment of parents knowledge, skills, needs e.g. Strengths and Stressors Tracking Device Support plan developed Outreach support and home visiting Group work
Children and young people can access developmental and quality early learning opportunities	Developing partnerships with allied children's and women's healthcare including family planning services, GP services and specialist services	Liaison with allied health services for case management and coordination Supported referrals to primary health and allied services
	Maintaining partnership with Mater Healthcare Young Women's Ante Natal Clinic in the Young Families Hub	Provide a co-located space to deliver community based antenatal care Ante and post natal care information and advice
Supporting family preservation in healthy, safe and secure family environments	Crisis intervention for resolving safety risks rapidly	Development of safety plan with parents
	Identification of needs and risks of children and adults in presenting family	Assessment with parents, practitioners and other involved agencies and individuals
	Provision of child and family support services	Development of Support Plan with parents to respond to needs and build on strengths Outreach and home visiting
	Responding to practical and financial needs and circumstances of each family in a timely manner	Brokerage of services Financial assistance Consumer advocacy with debt or late payments
	Working with Child Safety Services to respond to identified risks, Departmental Case plan goals, and support reunification	Participation in assessment and case planning Delivery of support services that address risks and support reunification
	Linking and coordination with mainstream, specialist and tertiary services as required	Supported referrals to health, education, childcare services Support Plan to include coordination of support services

Outcome 6 Children and families are successfully accessing mainstream services and resources

OBJECTIVES	STRATEGY	ACTIVITIES
Families have access to their entitlements to housing, healthcare and income	Identification of needs and risks of harm to children and adults in presenting family	Assessment with parents e.g. Strengths and Stressors Tracking Device
	Working with families to identify housing, healthcare and income entitlements	Assessment with parents according to family support Practice Framework Liaison and advocacy with government agencies
Effective linkages are made to services children and young people are eligible to access	Identification of needs for specialist support	Screening and assessment with children and parents
	Linking and coordination with services as required	Supported referrals to services Support Plan to include coordination of support services
Identify Gaps in service delivery systems	Identification and documentation of needs and risks of children and adults in families presenting to the service	Record assessments with parents Reports from service data
	Mapping the appropriate and available services to meet the identified needs of families presenting to the service	Utilise service directory
	Analysis of service data and gaps within existing services	Service mapping and analysis

Outcome 7 Families with children achieve economic security

OBJECTIVE	STRATEGY	ACTIVITIES
Parents access government entitlements that reduce the cost of living and provide income support	Work with parents to ensure that they are accessing Centrelink and Family Assistance payments	Liaison with government agencies Support parents with advocacy and appeals where necessary
	Work with parents to access social housing, if eligible	Support with housing applications Support parents with advocacy where necessary
	Support parents to access other entitlements for low-income households such as Health Care Cards, Medicare Safety nets, and one-off schemes	Liaison with government agencies Support parents with advocacy and appeals where necessary
Household expenses are reduced	Work with parents to reduce household expenses	Assessment with parents Support with budgeting Referrals for financial assistance Engage parents in food co-operatives and other low-income food and grocery schemes
	Work with parents to address debt	Consumer advocacy Debt repayment plans
Families are supported to meet their children's basic needs	Support parents to establish homes for their children	Financial assistance Practical Support Connect individuals with donors
	Support parents experiencing financial crisis to access emergency relief, financial assistance and one-off payments	Liaison with government and non-government agencies Provide financial assistance and brokerage
	Support parents with major expenses (planned and unplanned) such as back-to-school, school holidays and Christmas, and unexpected healthcare costs	Provide financial assistance and brokerage Connect individuals with donors
Parents engagement in education, training and employment is maximised and promoted	Work in partnership with parents to be more proactively engaged in education, training and employment opportunities	Information Assisted referrals Self advocacy
	Work in partnership with parents to identify training, education and future employment goals	Assessment with parents Coordinate with Job Services Australia agencies
	Develop and Implement Plans with parents that include education and training goals	Child and Family Support Plan

	Maintain partnership with SouthBank TAFE and other educational institutions	Memorandum of Understanding, meetings
Parents engage in employment	Work in partnership with parents to identify employment aspirations, and barriers to employment	Assessment with parents
	Proactive service coordination with Job Service Australia agencies	Support Plan to include Job Services Australia agencies
	Work with parents to address barriers to participation	Develop and implement support plan Supported referrals to specialist agencies, and child care & JET payments

Outcome 8 Children and their families are actively engaged in the community

OBJECTIVES	STRATEGIES	ACTIVITIES
Building capacity and resilience of children and families to participate in the community	Service users provide input into the design and delivery and provide feedback on activities and services	Service user feedback forums and surveys
	Peer leadership and education with young pregnant and parenting women	Peer education and training workshops
	Identify the services and activities that parents and children are interested in participating in and develop plan for engagement	Assessment with parents, Child and Family Support Plan as per the Family Support Practice Framework
	Support Parents to sustain an ongoing network of support	Link parents and provide opportunities to engage socially
	Support families to maintain access to local services	Sustaining tenancy plan Parents are supported to enrol child in quality early childhood care or school Coordination with Job Services Australia Link parents with education and training opportunities

Outcome 9 Micah Projects will have partnerships with agencies that will enhance services to families with children

OBJECTIVES	STRATEGIES	ACTIVITIES
Existing partnerships with agencies will be maintained	Continue management of a service hub for pregnant and parenting young women, children and partners	Co-location and coordination of services to support child and maternal wellbeing Assisted referrals Engagement with family universal and targeted services
	Formal protocols and regular formal contact with existing partners will be developed and maintained	Memorandum of Understanding Supported access
	Continue partnership with Parenting Research Centre to continue to implement the best evidence in to practice with vulnerable families	Finalise family support practice framework Enhance DV practice with PRC support Continue implementation work
New partners will be identified and service pathways documented	Family, Women and Children's Service Area to identify potential partners in women and children's health, specialist and allied services	Service mapping Operational Planning Partner with existing agencies in Healthcare networks including Medicare Local
	Formal protocols, referral pathways and coordination developed and documented	Memorandum of Understanding Referral forms

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SECTION TWO
MICAH PROJECTS OUTCOMES, OBJECTIVES,
STRATEGIES AND ACTIVITIES FOR
SUPPORTING VULNERABLE ADULTS

Outcome 1 Vulnerable adults access and have stability in housing

OBJECTIVE	STRATEGY	ACTIVITIES
Homelessness for vulnerable adults is prevented	Engage with each person in the identification of needs and risk	Assessment of need Screening : Mental Health, Drug and Alcohol Needs Assessment
	Provide Crisis Intervention to rapidly resolve risk of tenancy breakdown	Information Matching services to need Assisted Referral Safety planning
	Actively prevent eviction through engagement and services	Financial planning and assistance Referral for tenancy advice and advocacy Coordination with housing provider to respond to breaches and support remedy by tenants
	Respond to practical and financial needs and circumstances of individuals in a timely manner	Brokerage of services Financial assistance e.g. utilities Consumer advocacy with debt or late payments
	Integrate housing assistance with healthcare and community services	Person centred planning Matching services, needs, choices
	Link with mainstream, specialist and tertiary services as required	Service Directory Understanding eligibility Assisted referrals , documentation Integration of health care into planning Service coordination as required Self-advocacy
	Provide planned support and advocacy services with individual for duration of need	Develop an individualised support plan Outreach and mobile support
Homelessness for vulnerable adults is rapidly resolved	Provide Assertive Outreach services to people who are sleeping rough, in boarding houses or staying with friends and family	Assessment e.g. vulnerability Index Mobile Outreach support
	Provide assessment and referral services at the Brisbane Homelessness Service Centre	Assessment Supported Referrals
	Identify safety, risks and specific needs due to disability , illness, impaired capacity	Assessment with individual e.g. Vulnerability Index
	Provide short term planned support for duration of crisis to stability	Development and implementation of short, goal-focussed support plan

	Respond to practical and financial needs and circumstances in a timely manner	Assess financial status, income and expenditure Plan options and availability of housing accordingly Financial assistance and brokerage of services Coordination with Job Services Australia agencies
	Provide planned support and advocacy to resolve crisis and stabilise housing	Support Plan
	Link with mainstream, specialist and tertiary services as required	Link with health, education, disability services for transitional period Ensure income obligations are understood
	Access secure safe, affordable and long term housing	Complete and submit housing applications Support with transition to housing
Vulnerable adults maintain stable housing	Identify need, eligibility and risks with each person	Screening Assessment
	Provide proactive service coordination with housing provider	Shared understanding of risks Coordination meetings Sustaining Tenancy Plans
	Integrate housing assistance and provision of individual support services for duration of need	Practice guide for Supportive Housing Outreach and home visiting
	Respond to practical and financial needs and circumstances and each person in a timely manner	Assess financial status, income and expenditure Financial assistance and brokerage of services Coordination with Job Services Australia agencies
	Link with mainstream, specialist and tertiary services as required in local community	Link with services for transitional period Ensure income obligations are understood
Vulnerable adults with high needs and risks access housing and community services	Identify individuals that require long-term housing integrated with ongoing support	Screening Assessment
	Actively work with each person to engage in services	Developing a support plan
	Provide supportive housing services for individuals with high needs	Supportive Housing Practice Manual
	Understand and match developmental needs with services and resources	Appropriate assessment Support Plans Supported referrals

	Match needs of each person with services available to maximise capacity to sustain tenancy and maintain a quality of life	Assessment Support Plans Supported referrals
	Link with mainstream, specialist and tertiary services as required in local community	Supported referrals
Children in households with vulnerable adults are identified and supported	Screen to identify whether adults are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 2 Vulnerable adults are safe in their home and community

OBJECTIVES	STRATEGY	ACTIVITIES
Domestic and Family Violence is prevented	Provide peer leadership and education with young pregnant and parenting women	Engagement of peer workers Implementation of peer programs
	Provide women specific space and programs	Drop-in space Supported playgroups
	Provide services and partnerships to respond to elder abuse	Memorandum of Understanding with legal and support services Targeted outreach, planned support
	Provide services and partnerships to respond to violence within same-sex relationships	Memorandum of Understanding with LGBTIQ agencies Targeted outreach, planned support
	Organise community messages and events	Presentations, training and information stalls in community agencies and at community events
	Engage perpetrators in education and services	Domestic violence education Assisted referrals to groups for men
Intervention when domestic violence has occurred is conducted	Co-ordinate/network with services accessed by women	Co-ordinate integrated response Attendance at key networks
	Conduct appropriate screening and response to domestic and family violence across service networks	Training key organisations in screening and referral Integrated responses
	Conduct safety planning	Documenting steps to keep women safe in instances of violence or expected violence
	Work with police and criminal and civil justice system	Assisted referrals for legal pathways Service co-ordination with Police
	Provide crisis intervention for resolving safety risks rapidly	Information Legal advice and services Assisted referral Matching services to need Safety planning
Individuals knowledge, capacity and skill to keep themselves and children safe from domestic violence is improved	Respond to practical and financial needs and circumstances of each person in a timely manner	Emergency accommodation Emergency relief and financial assistance
	Provide safe and accessible space for programs for women	Drop in space for women Supported referrals to women's programs
	If children are in the household, work in partnership with protective adult to keep children safe	Information Assisted referrals Self advocacy
	Provide service coordination with DV crisis accommodation	Vacancy Capacity Management System Assisted referrals Practical assistance as required

	Integrate Healthcare as necessary	Assisted referrals
	Provide or facilitate education	Information Groups Child focused education/information
Each person's safety in their personal, family and community environment is maximised	Work with vulnerable adults, their carers and families to identify risks to their safety and wellbeing	Assessment and screening with individuals, carers and families
	Develop safety plans with individuals , their carers and families	Safety Plans
	Link vulnerable adults with specialist clinical services to address risk of harm to individuals	Assessment Support Plans Supported referrals
	Engage Adult Guardian, Public Trust and other appointed guardians where needed to safeguard the wellbeing of vulnerable individuals	Liaison and coordination Advocacy where needed
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 3 Personal recovery and stability is sustained

OBJECTIVE	STRATEGY	ACTIVITIES
Relationships and environments that are supportive of recovery are experienced by all people	Model relationships and cultivate a culture of hope by supporting people identify and achieve their aspirations	Development of support plans In home support Rapport building
	Enable and facilitate choice through supporting people to access services, resources and opportunity in the community	Development and implementation of person-centred support plans Supported referrals Support to participate in community activities
	Recognise each person's unique journey in recovery by engaging with people in planning and decision making valuing equality and respect	Person-centred support and recovery plans
	Nurture self-assurance by providing information and sharing knowledge to assist a person in decision making	Provision of information Consistency in following up Affirm
	Recognise the prevalence and impact of past and present experiences of trauma and stress on recovery	Trauma-informed and recovery focussed intake, assessment, and support plans
	Ensure support and practical assistance to enable connection with family, friends, community and stakeholders	Outreach and in-home support Financial assistance
	Work with people and their significant others to support their recovery efforts through respectful and collaborative approaches with clinical and nonclinical services	Supported referrals Case coordination
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 4 Improve the health and quality of life of vulnerable adults

OBJECTIVE	STRATEGY	ACTIVITIES
<p>The health, wellbeing and quality of life of vulnerable adults is improved</p>	<p>Work with people in understanding and to achieving their goals with integrated support to meet their housing, health, quality of life from a interdisciplinary team</p>	<p>Assess, plan and coordinate health, housing and social support services Direct provision of health care services through integrated team models Service coordination with the criminal justice system Apply best practice frameworks across all health and social domains Establish clear and achievable steps in all program planning Apply adaptable and reflective work practices</p>
	<p>Work to improve the collaboration between different systems of care to create a more responsive service system for individuals</p>	<p>Demonstrate leadership to drive collaborative practices Coordinate and support critical networking activities Problem solving and planning with other organisations Create new models of service delivery to address identified gaps Seek funding and support to establish services alongside key partners</p>
<p>Harm to individuals from alcohol and other drug use, and poor physical and mental health is minimised</p>	<p>Engage with vulnerable adults to maximise safety and trustworthiness in a collaborative relationship, recognising the impact of trauma and multiple needs</p>	<p>Clarity and consistency in assessment, task setting and support planning Clear interpersonal boundaries Screening for trauma Service coordination Apply a Harm Minimisation framework</p>
	<p>Plan to enable an integrated health response that includes primary healthcare, chronic disease management, dual diagnosis, mental health and drug and alcohol treatment options for people with complex needs.</p>	<p>Bring together professionals Supported referrals to healthcare services Supporting person with decision making around choices Problem solving Planning and development of integrated responses to address identified gaps</p>
	<p>Provision of integrated teams with clinical and social /community workers to enhance access of services to minimise risk</p>	<p>Implementing integrated services that include nurses and community support workers Service coordination, shared decision making Secondary consultation and support</p>

Access to Health and community support services is improved	Proactively engage specialist health, chronic disease management, dual diagnosis, ABI, mental health and substance misuse treatment services.	Supported referrals to key services Service coordination to support access and provision of healthcare. Outreach support to access and maintain links with key health services Develop memorandums of understanding with Key services to support access and collaborative practices
	Identify and address critical points impacting on access to primary health care, acute care and community treatment services (mental health and drug and alcohol).	Collect consumer and practitioner feedback on gaps and difficulties with access Document gaps and challenges and consult more broadly with health and community support providers to develop service improvement measures.
Children in households with vulnerable adults are identified and supported	Screen parents or adults residing with children in order to identify risks and needs of children.	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Screen adults to identify whether they are pregnant and initiate appropriate support plan.	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 5 People are strengthened in their identity, culture and personal and family histories

OBJECTIVES	STRATEGY	ACTIVITIES
Knowledge of personal and family history, and the resources to reconnect with family are provided to people as appropriate	Provide Find and Connect Services to people who identify as Forgotten Australians and British Child Migrants	Use of Find and Connect Web Resource Supported records access Support, advocacy and liaison with relevant Departments and organisations
	Facilitate family reunions	Conferencing with stakeholders Planning
	Work collaboratively with Indigenous Link Up Services	MOU with documented referral pathways and coordination strategies
	Link people with local archivist , departmental processes to access information, records and services	Memorandum of Understanding
Trauma informed counselling and planned support and advocacy services are provided	Provide planned support and advocacy services incorporating case management to individual with multiple needs	Assessment of needs and strengths Individual support planning Case coordination
	Link with mainstream and specialist services	Supported referrals
	Develop a network of professionals delivering trauma-informed counselling services	Network development
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 6 Vulnerable adults achieve economic security

OBJECTIVE	STRATEGY	ACTIVITIES
Access to government entitlements that reduce the cost of living and provide income support is experienced by vulnerable adults	Work with people to ensure that they are accessing Centrelink payments	Liaison with government agencies Support people with advocacy and appeals where necessary
	Work with people to access social housing, if eligible	Support with housing applications Support people with advocacy where necessary
	Support people to access other entitlements for low-income households such as Health Care Cards, Medicare Safety nets, and one-off schemes	Liaison with government agencies Support people with advocacy and appeals where necessary
Household expenses are reduced	Work with individuals to reduce household expenses	Assessment with individuals Support with budgeting Referrals for financial assistance Engage people in food co-operatives and other low-income food and grocery schemes
	Work with people to address debt	Consumer advocacy Debt repayment plans
Support around basic needs with vulnerable adults is provided	Support people to establish homes for their children	Financial assistance Practical Support Connect individuals with donors
	Support individuals experiencing financial crisis to access emergency relief, financial assistance and one-off payments	Liaison with government and non-government agencies Provide financial assistance and brokerage
	Support people with major expenses, such as unexpected healthcare costs	Provide financial assistance and brokerage Connect individuals with donors
Engagement in education, training and employment is maximised and promoted	Work in partnership with people to be more proactively engaged in education, training and employment opportunities	Information Assisted referrals Self advocacy
	Work in partnership with people to identify training, education and future employment goals	Assessment
	Develop and Implement Plans that include education and training goals	Support Plan
	Maintain partnership with SouthBank TAFE and other educational institutions	Memorandum of Understanding Meetings for planning and review

Vulnerable adults are engaged in employment	Work in partnership with people to identify employment aspirations, and barriers to employment	Assessment
	Provide proactive service coordination with Job Service Australia agencies, particularly disability employment providers	Support Plan to include Job Services Australia
	Work with people to address barriers to participation	Develop and implement support plan Supported referrals to specialist agencies
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 7 Vulnerable adults are actively engaged in the community

OBJECTIVES	STRATEGIES	ACTIVITIES
Programs, linkages, network opportunities for vulnerable adults participation in community life are created	Deliver meaningful recreational and social opportunities	Social and recreational program
	Create events that foster social inclusion and break down social isolation	Planning and delivery of community events
	Engage volunteers to maximise opportunity for people to participate	Volunteer engagement and management
	Individual input into the design and delivery of activities and services	Consumer feedback forums and surveys
	Identify the services and activities that individuals are interested in participating in and develop an individualised plan for engagement	Assessment of needs and interests Support Plan
	Support people to sustain an ongoing network of support	Supported referrals
Children in households with vulnerable adults are identified and supported	Screen adults to identify whether they are pregnant, parents, or residing with children, and to identify risks and needs of children	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs
	Refer vulnerable children and their parents and caregivers to appropriate services for further assessment and support	Child and Parenting Needs Assessment Practice Guide: Child and Parenting Needs Supported referrals

Outcome 8 Citizen Participation

OBJECTIVES	STRATEGIES	ACTIVITIES
Vulnerable adults have an opportunity to provide insights from lived experience to policy program and service development and evaluation	Have a consumer stakeholder reference or advisory mechanism	Micah Projects consumer advisory mechanism Participate in Consumer Health Advisory Committee
	Gain feedback on service design and delivery	Consumer advisory mechanism Annual surveys Exit surveys
Opportunities for peer leadership are provided	Provide training and development opportunities for peer support, education and advocacy	Training and support of peer workers Peer workers engaged in ongoing program delivery, one-off projects and systems advocacy
	Involve individuals with lived experience in community education	Community education Forgotten Australians will deliver peer education
Organisational process and communication reflect respectful engagement and active participation with vulnerable adults as citizens and participant's in services	Develop with vulnerable adults statements that are made public about working together	Consumer advisory mechanism Supportive Housing Reference Group Participate in Consumer Health Advisory Committee
Individuals have opportunities to participate as citizens in their community and in democratic processes	Support individuals who wish to participate in systems advocacy to connect with community advocacy groups and campaigns	Community linking Link with web-based campaigns Link individuals with consumer advocacy activities
	Support individuals who wish to participate in government inquiries and consultations, and meet with elected representatives	Planned support Community linking Secretariat for submissions

Outcome 9 Micah Projects will have partnerships with agencies to enhance services for vulnerable adults

OBJECTIVES	STRATEGIES	ACTIVITIES
Existing partnerships with agencies are maintained	Continue management of co-located services – Brisbane Homelessness Service Centre, Lotus Place and Brisbane Common Ground, Street to home	Co-location and coordination of services
	Develop and maintain formal protocols and regular formal contact with existing partners	Memordum of understanding Regular meeting to plan monitor and review
	Maintain existing partnerships with Homeless to Home Healthcare , Mater Healthcare , St Vincent’s and Medicare Local (South and North) to deliver integrated social and health services	Clinical Nurses at BHSC and Common Ground After hours response providing assertive outreach to rough sleepers by an integrated team of clinicians and support workers
New partners are identified and service pathways documented	Identify potential partners to improve access to services for disadvantaged people	Service mapping Continue scoping and development of social enterprise Continue to seek health partners
	Develop and document formal protocols, referral pathways and coordination	Develop business plan and document strategic direction with partners
Continue to develop new responses to health needs	Maintain homeless to home healthcare network	Planning Professional support for practice Systems advocacy re unmet needs



MICAH PROJECTS INC



**Breaking Social Isolation
Building Community**

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