



NSW Community Services

# Child Protection is public business

The protection of children in NSW is core government business. Therefore, Community Services should play a direct role in providing these services.

The unsustainable growth of children at risk and being harmed is totally unacceptable. For the safety of our children, this must be achieved within Community Services through:

## 1 Continuity of involvement

Ensuring Community Services provides the direct delivery of services in Early Intervention, Child Protection and OOHC.

## 2 Building capacity

Keeping children safe by providing sufficient staff to allow for manageable caseloads. Also acknowledging the value and recognise the need for additional Community Services Caseworkers, Managers Casework, Psychologists, Legal staff and other Casework specialist staff to support the delivery of services to children.

## 3 Service support staff

Community Services support staff (Admin) are essential in the delivery of quality services to children. Service Support staff should be resourced to a level that allows them to work in partnership with casework staff in the delivery of quality services to children.

## 4 Casework staff doing casework

Ensure casework is focussed on meaningful interaction with children and families and divert casework staff back to direct service delivery to children at risk from roles focussed on administration, auditing and monitoring.

## 5 Building a safe, best practice workplace

Community Services must acknowledge the inherent risk of physical and psychological injury such as secondary and vicarious trauma, in the delivery of child protection and OOHC services. Community Services has the responsibility to ensure a safe workplace where staff feel respected, supported and able to work effectively to protect children and reduce high turnover of employees.

## 6 Stopping unnecessary change

Any change in work practices must include union consultation and is implemented in a coordinated and reasonable manner that is child centred and not systems focused.



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**SAFE HANDS**  
CAMPAIGN 2017

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