

Lithgow Community Projects



Practice Framework

6 March 2020
Version: FINAL V1

LCP PRACTICE FRAMEWORK

OVERVIEW

What is a Practice Framework?

LCP's practice framework encompasses the areas of consideration that underpin the work we do. It helps us articulate our approach to our work, provides guidance on how we seek to understand, and how we analyse information. Ultimately it assists to inform decisions in our work.

Overall, our Practice Framework aims to provide a common language or understanding for 'how' and 'why' we do the work we do.

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LCP's Practice Framework

- sits within the broader context of homelessness and domestic violence (the legislation, standards and funding requirements that underpin the work we do)
- aligns with LCP's organisational principles, values and mission
- compliments LCP's broad strategic aims including our strategic plan, staff capabilities framework, and client outcomes framework
- references current evidence-based research, theory and practice that informs and guides the work we do
- can be used as a training and development tool that translates theoretical underpinnings and organisational values into practice (why and how we do what we do)
- provides a foundation and point of reference to assist with developing professional judgement, justifying a course of action and to advocate for clients and/or additional program funding
- assists with reflective practice and to initiate therapeutic conversations

¹ Image sourced from: Possibilities Practice Framework

LCP PRACTICE FRAMEWORK

LEGISLATION, STANDARDS AND GOVERNANCE

Legislation

Our work is governed by key legislation that is passed by state or federal parliament. Legislation can compel or prohibit actions or behaviours. LCP policies and practices must comply with all legislation that applies to our work. Key legislation that we need to be aware of includes:

- Child Protection - the *Children and Young Persons (Care and Protection) Act 1998* establishes the legislative framework governing child wellbeing and providing child protection and out-of-home care services in NSW.
- Privacy - the *Specialist Homelessness Services Client Consent, Information Sharing and Referral Protocol* provides information on sharing client information with consent, in line with legislative requirements.
- Crimes - the *Domestic and Family Violence Information Sharing Protocol* explains how to share information under Part 13A of the *Crimes (Domestic and Personal Violence) Act 2007* in the context of safety and protection for victims and their children.
- Tenancy - all tenants in NSW have rights and responsibilities set out in the *Residential Tenancies Act 2010*
- Human Rights - there are Federal laws to protect people from discrimination and from breaches of their human rights.

- Work Health and Safety - *Safework NSW* administers acts and regulations relating to health and safety of staff and clients.

Standards

Industry standards are established to ensure organisations provide consistent quality services to clients. Specialist Homelessness Services (SHS) are required to achieve accreditation against the Australian Service Excellence Standards (ASES) to ensure robust business and management systems.

Sitting within this context, the SHS Program Guidelines outline the scope of service provision and expected outcomes. Overall they provide more detail on how to effectively implement SHS service delivery.

Governance

LCP is managed by a volunteer management committee. Core funding is received from the Department of Communities and Justice (DCJ) Specialist Homelessness Services Program to support people in the greater Lithgow area who are **experiencing homelessness or are at risk of homelessness achieve safe and stable housing**.

LCP also receives funding from DCJ to operate emergency accommodation and deliver specialist case management and after hours **support to women and children experiencing domestic and family violence**.

Peak Bodies

There are a number of organisations who advocate for better access to safe and secure housing, culturally appropriate and trauma informed service delivery for our clients. They are great resources for information, training and advocacy.

Homelessness NSW



- Homelessness NSW - is a peak organisation that works with its members to prevent and reduce homelessness across NSW.

DOMESTIC VIOLENCE NSW

- DV NSW - Domestic Violence NSW is the peak, statewide representative body for a diverse range of specialist domestic and family violence services in New South Wales.



- Yfoundations - is the NSW peak body representing young people at-risk and experiencing homelessness.



- Blue Knot - is the National Centre of Excellence for Complex Trauma



*Caring for Aboriginal
children and families*

- Absec - The NSW Child, Family and Community Peak Aboriginal Corporation works with Aboriginal communities and partners to strengthen and support Aboriginal children, families and communities.

Australian Childhood Foundation

- Australian Childhood Foundation - provides evidence based training and support to children who have experienced abuse and neglect.

ORGANISATIONAL VALUES AND PURPOSE

LCP's Mission Statement

Our aim is to assist people to explore options, develop their own goals and conscious decision making processes as well as to connect people to knowledge and services which improve their awareness of broader social issues and how this may impact on their life.

Principles and Values

Principle/Value	Practice
Accountability	We are committed to ethical practice and regular critique of our governance and work practices.
Work within a contextual framework	We acknowledge that all behaviour occurs within a context of relationships, community, culture and broader social and global influences.
Collaboration	We work together with staff, partners and community members.
Empowerment	We work together with people and communities to enable clients to access more options, exert more influence over their lives, and participate constructively within the community.
Connection	We work to promote connection and positive relationships rather than individualism and isolation.
Hope	We assist people to explore options, develop their own goals and conscious decision-making processes.
Equity and fairness	We endeavour to make the service accessible to those experiencing difficulty, and work towards delivering services which are fair, equitable and consistent.
Awareness of power	We pay attention to the inherent power imbalances in our community and endeavour to challenge these within our work. We critique our work to minimize the likelihood of replicating abuses of power in our work practices.
Self determination	All peoples have the right of self-determination. By virtue of that right they freely determine their political status and freely pursue their economic, social and cultural development.
Social justice	Connecting people to knowledge and services which improves their awareness of societal factors which influence and restrict their life choices, and provide assistance in challenging the impact of these (eg: poverty, discrimination etc).
Safety	Physical and emotional safety is a priority for staff and clients of the service.
Teamwork	We are committed to being respectful of each other's strengths and differences. We encourage all members and staff to reflect on how their actions impact upon themselves, their decision making and their colleagues, and seek out support and development as necessary

Staff attributes

The SHS Workforce Capabilities Framework supports workforce development, learning, recruitment and succession planning. It outlines personal attributes and professional capabilities that assist in our work. These skills are transferrable regardless of what client group we're working with (young people, domestic and family violence, rough sleeping, etc), compliment LCP's Code of Conduct and can assist in identifying areas for up-skilling or professional development.

As a workforce we are:

Innovative	<ul style="list-style-type: none"> • Generate options and ideas for improvement, open to change and alternatives, take advantage of new and emerging opportunities
Focused	<ul style="list-style-type: none"> • Able to research options and set clear goals, deal with obstacles and impediments, manage time to achieve key outcomes
Positive	<ul style="list-style-type: none"> • Faith in abilities, optimistic, maintain composure when faced with difficulty, recover from set backs
Culturally Aware	<ul style="list-style-type: none"> • Respect difference, adapt language and communication, value diversity as a strength
Collaborative	<ul style="list-style-type: none"> • Work with others to achieve common goals, teamwork, encourage others to achieve
Analytical	<ul style="list-style-type: none"> • Review all information before making judgement, present clear and logical arguments, systematically build improvements
Client Focused	<ul style="list-style-type: none"> • Prioritise needs of clients, aim for best outcomes, follows through with commitments
Ethical	<ul style="list-style-type: none"> • Credible and truthful, integrity and principles, reflect expected standards of behaviour

THEORETICAL UNDERPINNINGS

Research produces evidence that guides our therapeutic engagement with clients. While we may not be experts or directly or overtly refer to these theories in our work with clients, this information can help us understand our client's context, guide our interactions, and reflect on our service provision.

Some of the key theories that inform our practice:

Solution Focused/Strengths Based:

These theories focus on what a client wants to achieve and explores times of success. We are encouraged to look for client's assets, talents, abilities and competencies and hold an appreciation and respect for these. We work alongside clients to 'do with' not 'for' to promote a sense of accomplishment and belief in their ability to achieve change and attain goals through direct experiences of success. Key resources include ['Follow my Lead'](#), and [St. Lukes Resources](#)

Narrative:

Narrative therapy acknowledges people as the experts in their own lives and views 'problems' as separate from people. We listen for other 'stories' outside the dominant story that people may present in order to highlight skills that may help them reduce the influence of problems in their lives. Key resources include: [Dulwich Centre](#)

Trauma Informed:

Acknowledges the possible impact of trauma on a person's presentation or behaviour. Trauma informed service delivery is centred around principles of safety, trustworthiness, choice, collaboration, empowerment, and a strengths-based approach. Resources include: [Blue Knot Foundation](#),

Attachment:

Understands that in some cases attachment patterns formed early in life may affect someone's interpretation of and/or response to engagement with services and support. We aim to provide opportunities for healthy engagement and repair in the context of our professional relationship with clients and support parents to attend to their children's needs. Resources include: [Circle of Security](#)

Ecological or Systems:

These theories view a person's situation in the context of a number of influences (individual, family/peers, political and social policy, cultural attitudes and ideology). We are encouraged to be curious about the impacts of the 'environment' surrounding our clients and assist people to increase positive connections and relationships.

Feminist:

Aims to understand how gender inequality contributes to attitudes that perpetuate domestic and family violence and guides us in advocating for change to social and political systems that negatively impact on women (economic, political, family, spiritual). Resources include: [Our Watch](#)

Cultural Competence/Cultural Safety:

An understanding of how a person's culture may inform their values, behaviours, beliefs and basic assumptions. It recognises that we are all shaped by our cultural background, which influences how we interpret the world around us, perceive ourselves and relate to other people.

We are sensitive to diverse cultural beliefs and practices including awareness of cultural and linguistic diversity, and of Aboriginal and Torres Strait Islander cultures. In particular, the way in which we work with Aboriginal and Torres Strait Islander people is informed by an understanding of the lasting impacts of the systemic discrimination including the disruption of traditional kinship arrangements, separation from country and removal of children.

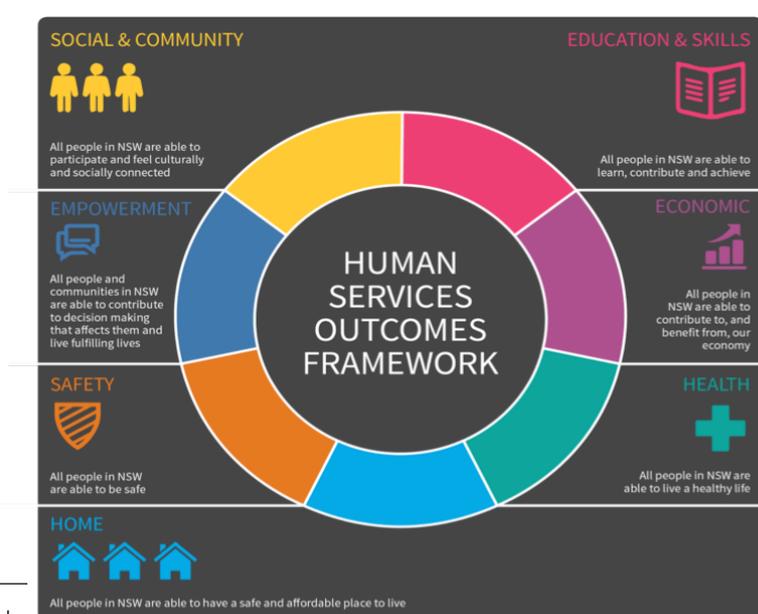
Reflective Practice:

Encourages us to reflect on our actions and feelings about the work as a way of continuous learning. We do this via regular case reviews, group and 1:1 supervision, and peer reviews.

CLIENT OUTCOMES

Our main aim is to support people who are experiencing homelessness or are at risk of homelessness to achieve safe and stable housing and to support women and children to live free from violence and abuse. We are also encouraged to consider our clients' experience of change across a number of domains. When considering the following client outcomes, it's important to look through the 'lenses' outlined in our Practice Framework. For example, how might a client's experience of trauma impact on their readiness to engage in these domains, what type of environment or systems are clients dealing with that may impact on their engagement in these areas, and most importantly, are we following our client's lead.

- Safety – do clients feel safer since their engagement with the service, are they engaged with other services who can enhance safety, do they have improved skills/knowledge/options to remain safer
- Housing – do clients have improved knowledge/understanding of their housing options, do they have skills to find and maintain housing
- Health – are clients achieving their health goals and/or have improved engagement with physical and mental health services, has their capacity to face future challenges improved
- Empowerment – are clients able to engage with services regarding their personal wellbeing, do clients consider their wellbeing to have improved
- Connection – do clients have improved relationships with safe family and support networks and increased connection to community
- Education & Skills – are clients achieving their goals in relation to education and have improved capacity to tackle future challenges through connection to education and increasing skills
- Economic – are clients achieving their goals in relation to connection to income and employment, do they have increased capacity to tackle future challenges through connection to employment and employment services²



² Image sourced from: DCJ