

Family and Parent Support

Policy

Document title	Family and Parent Support	Version 1.4
Contact details	Department of Territory Families, Housing and Communities Operational Policy tfhc.policy@nt.gov.au	
Approved by	Director Operational Policy and Complaints Resolution	
Date approved	4/03/2022	
Document review	24 months from date of approval	
TRM number	61:F2020/811	

Version	Active from	Author	Changes made
1.0	1/07/2016	Operational Policy	Policy Family and Parent Support.
1.3	30/09/2020	Operational Policy	Inclusion of Remote Child and Family Safety Program.
1.4	4/03/2022	Operational Policy	Inclusion of Family Support Service program

Acronyms	Full form
CMS	Integrated case management system (refers to CCIS and CARE)
CEO	Chief Executive Officer
Department	Department of Territory Families, Housing and Communities
NT	Northern Territory
the Act	Care and Protection of Children Act 2007

Contents

1. Policy Purpose	4
2. Policy Statement	4
3. Legislative basis	5

1. Policy Purpose

To outline the scope and intent of Family and Parenting Support Services and programs provided by the Department and providers.

2. Policy Statement

The Department provides Family and Parent Support Services under the relevant provisions of the [Care and Protection of Children Act 2007](#) (the Act). The Northern Territory (NT) Government has responsibility for promoting and safeguarding the wellbeing of children and supporting families to fulfil their role in relation to children (s7 of the Act).

The family has the primary responsibility for the care, upbringing and development of their children, including to foster in the child their connection to family and culture, language, traditions, ethnic or religious values.

Any decision involving an intervention in the life of a child must be the least intrusive possible and must be consistent with the best interests of the child (s10A of the Act).

The CEO may take any action, under s42 (a) to (f), to promote the wellbeing of all children, which includes the following actions:

- Provide or facilitate the provision of services or support to children, young people, families and communities aimed at promoting or safeguarding the wellbeing of children and young people;
- Provide information to children, young people, families and the community generally about the development, and the safety and wellbeing of children and young people;
- Provide or facilitate the provision of assistance to Aboriginal communities to establish programs for preventing or reducing incidents of harm and exploitation to their children and young people; and
- Facilitate cooperation with other Agencies and Non-Government Organisations to provide the necessary services and supports.

Refer to [Family and Parent Support Services Procedure](#), [Remote Child and Family Safety Program - Procedure](#), [Referring to external service providers - Procedure](#) and [Multi Agency Community and Child Safety Team-Procedure](#) for more information.

The wellbeing of children and young people is enhanced by the provision of opportunities for families and communities to readily engage with services and support. Active efforts must be made to provide relevant services and support to children, young people, families and communities and support their involvement in decision making.

To achieve this objective within a Family Support case, Departmental staff:

- Participate in meaningful culturally responsive engagement with children, families, naturally connected network, and communities in a manner and language that they will understand;
- Undertake holistic assessments of children, young people and families to identify and provide relevant services and supports;
- Empower and strengthen families to make decisions for themselves; and
- Connecting families to additional supports

Case management strategies support families to address their children's needs, by providing information, advice, supportive counselling, access to community supports, and appropriate referrals. Case planning and management will aim to assist the development of parenting skills, support reunification when it is in the child's best interests, and provide practical assistance to children, young people, their families and to individual adults.

3. Legislative basis

[Care and Protection of Children Act 2007](#)

[Domestic and Family Violence Act 2007](#)