

POLICY/PROCEDURE: Service Statement

Policy Statement

CatholicCare NT (CCNT) service delivery involves direct service work such as counselling, casework, advocacy, group work and NDIS related activities. Community development/building community capacity is also a form of service delivery, which is directed at community rather than the individual.

All CCNT service delivery is underpinned by our Mission and Values Integration Framework, the Strategic Plan and our Practice Framework.

1. Principles

All service provision is based on certain principles:

- person-centred focus
- involvement of family, friends, carers and advocates when appropriate
- protection of the interests and well-being of children and vulnerable people
- self-determination and empowerment – building the capacity of people to exercise choice, gain access to resources, and to achieve change in their situation
- privacy and confidentiality
- equity in access
- respect for cultural and linguistic diversity
- respect for First Nations culture and heritage
- safety and security
- professional support and development for staff
- a learning culture
- collaboration and links with other organisations
- leadership, effective management and accountability
- social justice and human rights
- diversity inclusivity
- anti-discrimination
- community ownership of issues
- participant choice and control
- achieving change that is beneficial and sustainable
- ethical practice
- ongoing monitoring and evaluation

2. Aims

- 2.1 To improve the wellbeing of children and families, and to strengthen the social, cultural and economic capital of communities.
- 2.2 To foster a holistic approach to service delivery that is participant/community centred.
- 2.3 To provide an accessible service to people irrespective of race, creed, language, ethnicity, gender identity, disability, age, locality, socio-economic disadvantage or sexuality.
- 2.4 To provide services to participants and communities that meet with national and international standards of good practice (ie. QIC, NDIS, Safeguarding Children).

3. Objectives

- 3.1 To provide a professional service to participants, which will increase the capacity of each individual to reach their full potential.
- 3.2 To ensure the best interests of children and vulnerable people are a primary concern.
- 3.3 To provide an efficient, accessible and cost effective service to individuals, families, carers and communities within the Northern Territory.
- 3.4 To employ Community Development to mobilise and strengthen the skills and capabilities of individuals, groups and communities to achieve sustainable benefits.
- 3.5 To provide services that are regularly evaluated to ensure that these services are meeting their goals and making a difference in the lives of the individuals, families and communities they serve.

4. Statement of Purpose

In serving the NT community, we aim to provide programs that:

- enable people to participate and contribute to society
- assist individuals, families and communities to reach their full potential
- maximise the opportunity for people to develop and realise their hopes and aspirations
- are respectful of the unique dignity and potential of each person, irrespective of race, creed, language, ethnicity, gender identity, disability, age, locality, socio-economic disadvantage or sexuality
- are responsive and sensitive to the diversity of our society and the different needs of its communities and individual members
- maintain the rights and interests of the child as a priority
- seek to contribute to a safer community for those most vulnerable and seek to eliminate violence in all its forms
- are continually self-reflective of standards and priorities
- are innovative and responsive to new developments in counselling, casework, advocacy, group work, and community development theory and practice.

References

Associated Documents

This document should be read in conjunction with this policy and procedure:

- CCNT Policy/Procedure: Organisation Governance Structure (ORG/GOV/P002)
- CCNT Policy/Procedure: Mission and Values Integration Framework (ORG/MV/P007)
- CCNT Guidelines: Practice Guidelines (ORG/CLG/G002)
- CCNT Policy/Procedure: Strategic Planning (ORG/SPL/P002)

Links

Catholic Social Services

<http://catholicsocialservices.org.au/>

Australian Association of Social Workers - Code of Ethics

<https://www.aasw.asn.au/practitioner-resources/code-of-ethics>

Australian Psychological Society Code of Ethics

<https://www.psychology.org.au/About-Us/What-we-do/ethics-and-practice-standards>

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