



## Useful contact numbers

Caseworker details:

.....

Phone: .....

### Child Protection Helpline

Report suspected child abuse or neglect

Phone: **132 111** (24 hours/7 days)

TTY Phone: **1800 671 442**

### Lifeline

Phone: **13 11 14** (24 hours/7 days)

### Department of Communities Justice

Enquiries, Feedback and Complaints

Phone: **1800 000 164**

<https://www.facs.nsw.gov.au/about/contact/complaints>

### Telephone interpreter service

If you need an interpreter to speak to your caseworker, please phone TIS on **131 450**

# Family group conferencing

## Information for children and young people

All families are different. We want to work with your parents, carers and family to help keep you safe.

## What is family group conferencing?

Sometimes parents have difficulties caring for their children and this can happen for many different reasons.

Family group conferencing is a helpful way to get all your family together to make a plan to help keep you safe.

Family group conferencing is when your family gets together with a specially trained person called a facilitator to talk about any family issues, how they affect you and to make a family plan for the future.

## How does family group conferencing work?

A caseworker will talk to your parent/s or carer/s about why it would be good for your family to have a family group conference.

If your parents or carers agree, they will be contacted by a family group conference facilitator.

The facilitator won't be able to make any decisions about you or your family's situation.

Their job is to organise the conference and make sure everyone is able to talk and be heard.

## Who can attend a family group conference?

Your family members and other people who have been working with you and your parents or carer can be invited to go to the conference.

It's important that you have a say about decisions affecting you and you may want to go to the family meeting so you can share your feelings and ideas. Your caseworker or facilitator will talk to you about this.

If you don't want to go to the conference, you can share your ideas with the facilitator or caseworker, draw a picture, or write down your thoughts and ideas and someone else will read this for you at the family group conference.



## Family group conferencing

The family group conference has **three** stages:

**1**

**Information sharing** - is when everyone talks about the reasons why they are there.

**2**

**Family time** - is when the family meet by themselves and talk about the problems and make a plan for the future.

**3**

**Agreeing to the plan** - the plan has to say how the problems will be worked out and who will do what to make sure this happens. Everyone needs to agree to the plan.

The facilitator will ask your family when they would like a review meeting. This is an opportunity for the caseworker, your family and other agencies working with your family to meet and talk about progress of the plan.