

Counsellors

PROGRAM MANUAL

Bring Them Home and Link Up Services

APPENDIX PART B:

MEMORANDUM OF UNDERSTANDING AND PRO FORMA DOCUMENTATION

Please note: Some of the Appendix are currently under review

NATIONAL LINK UP MEMORANDUM OF UNDERSTANDING (EXAMPLE ONLY)

REQUEST FOR ASSISTANCE

REQUEST FOR ACCESS TO COUNSELLOR

COLLABORATIVE REUNION BUDGET PRO FORMA

COLLABORATION AGREED PRO FORMA

CONTACT PROTOCOL REQUESTS FOR ASSISTANCE BETWEEN SERVICES

AUTHORITY TO TRANSFER CLIENT FILE PRO FORMA

CLIENT/SERVICE COLLABORATION (PARTNERSHIP) AGREEMENT PRO FORMA

REUNION COLLABORATION AGREEMENT (LINK UP)

Contact Protocol for Requests for Assistance between Services

1. The Initiating Link Up Service will address in writing to the Manager/Coordinator of the Partner Link Up Service all requests relating to:
 - Search Requests;
 - Reunion proposals/plans;
 - Referrals;
 - Transfer of Client(s)/File(s);
 - Grievance;
 - Requests for Approaches;
 - Requests for assistance with funding/resources/staff; and
 - Visiting State/Territory/Region.
2. The Manager/Coordinator of the Partner Service will assess requests and respond in writing to the Initiating Service within a reasonable period that will not exceed 15 working days.
3. The Manager/Coordinator of the Partner Service will allocate the task to a Caseworker and request that contact/follow-up is made to the Initiating Link Up Service (Manager/Coordinator or nominated Caseworker).
4. The Initiating Link Up Service will comply with written advice, direction from the Partner Service(s) in relation to any local issues that may affect client contact.
5. All documents containing clients' personal details will be treated in confidence between Services. The sharing of clients' personal details will only occur with the written agreement of the client.

Authority to Transfer Client Case File from *<name of Initiating Service>*

<Name of Service>
<Address of Service>

I,, of
(Client Name)

.....
.....
(Address)

have instructed the *<name of Initiating Service>* to transfer my 'case file' notes currently managed by *(name of Service)*, to *<name of Service>* at *<address of Service>*.

The original file will remain the property of the *<name of Initiating Service>*. A full copy will be forwarded to the *<name of Partner Service>* by Registered Mail within seven (7) working days.

Date File Sent:

Delivery Address:

Please acknowledge receipt of the file by email to the Manager/Coordinator below.

Client's Signature: Date:

Senior Caseworker: Date:

Manager/Coordinator: Date:



CLIENT/SERVICE PARTNERSHIP AGREEMENT PRO FORMA

To be finalised

Memorandum of Understanding

between National Link-Up Services

PREAMBLE

The Australian Government, through the Department of Health and Ageing, funds a national network of Link-Up Services. In 1997 the Human Rights and Equal Opportunity Commission (HREOC) undertook the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families. The *Bringing Them Home* Report, as it is known, made a total of 54 recommendations. The Australian Government response to this Inquiry included funding to establish a national network of Family Tracing and Reunion Services (Link-Up) to assist Aboriginal and Torres Strait Islander people separated from their families as a result of past governments' policies and practices (addressing recommendations 30a and 30b and 33-35 of the *Bringing Them Home* Report). Funding for the Link-Up Program is included in the Australian Government's forward estimates until the end of the 2008/2009 financial year.

The Family Tracing and Reunion Services, commonly referred to as the National Link-Up Network, provide family tracing and reunion services to Aboriginal and Torres Strait Islander people affected by past removal policies and practices of governments.

There are currently 14 Link-Up Services nationally – one each in New South Wales, Queensland, South Australia and Victoria, two in the Northern Territory and eight in Western Australia. The Services operate either as stand-alone Link-Up Services or are auspiced by Indigenous community organisations.

In Western Australia, the Services are jointly funded through a partnership arrangement with the Department of Health (WA). The program is known as *Building Solid Families* (BSF) and provides family tracing, family reunion and counselling/support services to Aboriginal and Torres Strait Islander people affected by past removal policies and practices of governments. There are 11 BSF Services throughout Western Australia – seven provide family tracing and family reunion services, three provide counselling/support services and one provides both family tracing and family reunion and counselling/support services. A Memorandum of Understanding for the delivery of the BSF Program in Western Australia exists between the Commonwealth of Australia and the State of Western Australia.

This Memorandum of Understanding seeks to establish the common Vision, Roles and Responsibilities of each Link-Up Service to guide cooperation between Services at a national level.

In June 2005, consultation by Dreamtime Public Relations was undertaken with the Board and staff of the Link-Up Services. On 14-15 June 2005 the Link-Up Coordinators met at a national forum to develop this Memorandum of Understanding.

IT WAS AGREED AT THIS FORUM THAT THE VISION OF THE LINK-UP SERVICES IS:

"The National Network of Link-Up Services works together to provide professional family tracing and reunion services for Aboriginal and Torres Strait Islander people affected by past removal policies of governments and resulting practices."

THE LINK-UP SERVICES ARE COMMITTED TO:

- A culturally specific client-focused service underpinned by confidentiality and a strong connection with our clients, their families and their community. We do this by honouring and respecting our clients' personal journeys, knowledge, experience and skills;
- Delivering a consistent service based on strong principles, a duty of care, open communication, sensitivity, trust and cooperation;
- Case management planning that gives our clients a clear understanding of the options, process and possible outcomes of the family tracing and reunion services;
- Supporting our staff with appropriate training and development and culturally sensitive debriefing;
- Incorporating local knowledge and expertise in our delivery of service; and
- Being vigilant in responding to past and current government practices of removal of Aboriginal and Torres Strait Islander children from their families and communities

Signed:

in the offices of

in

Australia

This

day of

2005.

THE LINK-UP COORDINATORS WILL COMMUNICATE REGULARLY THROUGH FORMAL AND INFORMAL PROCESSES TO:

- Share information, research and processes between all Link-Up Services to improve the efficiency and effectiveness of service delivery to clients.
- Adopt a standard procedure for referral of clients between Services (refer to Attachment A - Contact Protocol).
- Adopt a standard procedure for collaboration on reunions involving more than one Service that will incorporate specific cultural requirements, confidentiality and privacy issues, risk management and conflict resolution strategies (refer to Attachment B – Reunion Collaboration Agreement).
- Share information regarding best practices, achievements, client stories, institutional reunions, workshops, programs, funding/sponsorship sources, new partnerships, new Memorandums of Understanding, new staff, special offers, healing activities, etc.
- Ensure that when a Service initiates a Joint Reunion, they will be the first point of contact and will negotiate the Action Plan (including debriefing requirements) and resource allocation with the other Services involved.
- Adopt a National Code of Ethics to guide the delivery of the family tracing and reunion services (refer to Attachment C – National Code of Ethics).
- Adopt a standard Grievance Procedure to resolve any issues that may occur between the Link-Up Services (refer to Attachment D – Grievance Procedures).
- Share training opportunities, staff development and debriefing programs.
- Coordinate joint activities to increase community awareness of the issues that affect Aboriginal and Torres Strait Islander people who have been affected by removal policies and practices and promote the services available.

The Link-Up Coordinators will meet every twelve months to review the progress of the implementation of this Memorandum of Understanding to ensure that it produces effective and efficient results for Link-Up clients.

Request for Assistance

<Partner Service Coordinator/Manager>

<Partner Service Address>

Initiating Link Up Service: _____

Caseworker Name: _____

Caseworker Contact: _____

Client's Known Names: _____

- **D.O.B:** _____
- **Confirmation of Birth Identity:** _____
- **Supporting Documents:** _____

Type of Assistance Sought: _____

Special Considerations: _____

Why? _____

Background Information: _____

Relationship to client: _____

Client Assessment Attached

Please email Initiating Link Up Service Manager/Coordinator on receipt of this request.

SIGNED:
<Initiating Service:>

Caseworker: _____

Manager/Coordinator: _____

Date _____

Request for access to Counsellor

The <name of Service> requests the following organisation:

.....

To provide a professional counselling service to:

<name of service> Client:.....File No:

For the activity of

Special Event

A formal program, activity or gathering recognised by <name of Service> as an appropriate vehicle that registered <name of Service> client/s and members are encouraged to attend to promote, share or generate healing and their families.

Counselling Program

A collaboratively prepared intensive counselling program developed to meet the specific needs of an individual or group of; registered <name of Service> client/s, which may be based in forms of Narrative Therapy, Traditional Healing, Art Therapy etc. This may be required for crisis intervention, associated with the release of personal and/or family information, pre or post reunion, or in association with a special event.

Other

.....
.....
.....
.....

Support Forms attached:

- Counsellor Referral Advice
 - Client Authorisation to provide Briefing to Counsellor
-

Details:

Special Event

Date: Venue:

.....

between:

Is Counsellor requested to attend an Event? Yes No Is Counsellor available to attend an Event? Yes No

If yes, the Counsellor's organisation will be expected to cover all travel costs associated with the trip for the Counsellor (need to inform the organisation in writing).

Counselling ProgramIndividual Group

When:

Venue:

.....

Client Issue:

Counsellor Overview:

.....

Program Costs: *Please attach a budget.*

Any costs associated with the counselling program will be expected to be paid for by the Counsellor's organisation (need to inform the organisation in writing).

Other: *Please attach detailed program outline and budget.*

.....Date:.....Date:.....

<name of Service> Caseworker Counselling Service Counsellor

.....Date:.....Date:.....

<name of Service> Manager/Coordinator Counselling Service Manager

Activity Timeframe: (*No. of days including travel*)
Activity Date/s:

Agreement:

(Each Link-Up Service must clearly state its responsibilities)

The Initiating Link-Up Service will be responsible for:

-
-
-

Partner Link-Up Service <name> will be responsible for:

-
-
-

Partner Link-Up Service <name> will be responsible for:

-
-
-

Include any other details relating to the collaboration between the Link-Up Services

Collaborative Agreement approved by:

....., Coordinator / Manager Initiating Link-Up Service

..... Link-Up Service Date: / /

....., Coordinator / Manager Partner Link-Up Service

..... Link-Up Service Date: / /

....., Coordinator / Manager Partner Link-Up
Service

..... Link-Up Service Date: / /