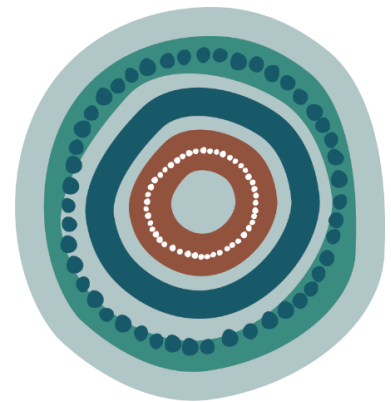




Ethical Considerations in Case Management

Participants Workbook

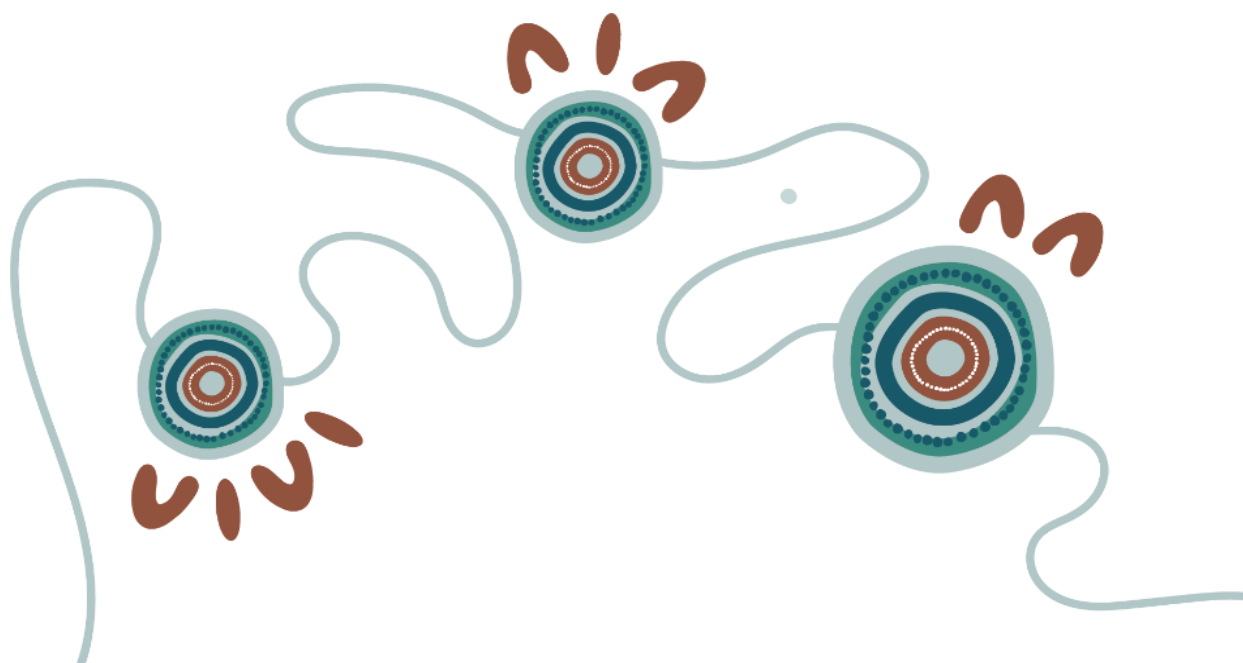


This Booklet Belongs To: _____



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We recognise and respect that Aboriginal and Torres Strait Islander people are first peoples and traditional owners of this country. We pay our respects to Elders both past and present and extend that respect to all Indigenous peoples of this land. We acknowledge the rich and diverse Cultures and the long history of Indigenous Australia. We understand the important role of maintaining these rich Cultures and the ongoing relationship with the land.

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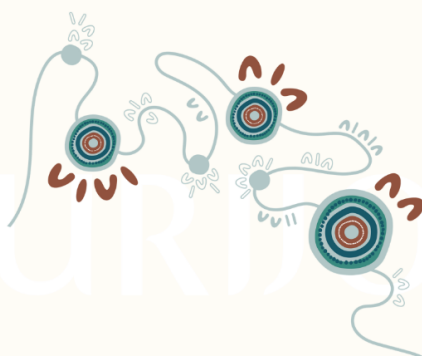
Lunch and Learn

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the lands we meet on. We pay our respects to Elders past and present. We recognise the deep and continuing connection to land, waters, and Culture. Sovereignty was never ceded.

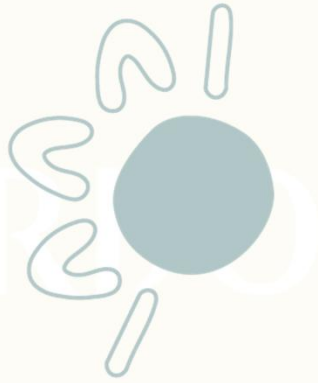


SESSION OVERVIEW



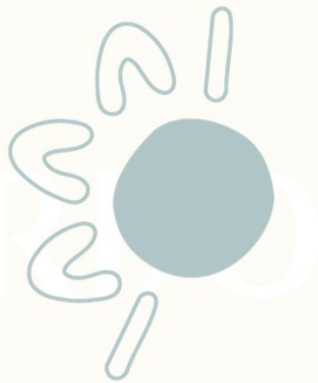


ETHICS IN REAL CASEWORK





HOW WE SHOW UP MATTERS



ETHICAL DECISION-MAKING FRAMEWORKS

Use structured thinking tools like:

- **ETHIC Model**
- **Four Quadrants Approach**



TRAUMA-AWARE = ETHICALLY SOUND

Good ethical practice means:

- Avoiding re-traumatisation
- Offering safety, predictability, and choice
- Acting with empathy, not just compliance



CONFIDENTIALITY, PRIVACY, AND BOUNDARIES



STAYING REFLECTIVE AND SUPPORTED

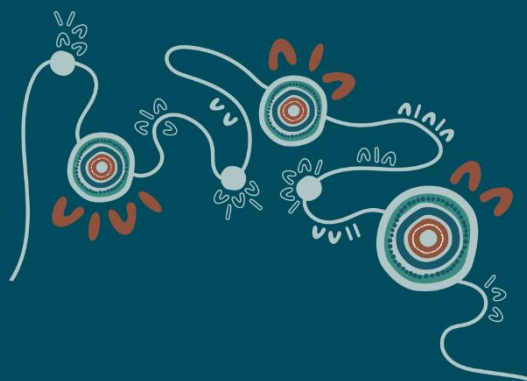
Ethical resilience needs:

- Safe supervision
- Cultural reflection
- Regular check-ins with your values



QUESTIONS & CLOSE

Before we wrap up - what questions are still sitting with you?



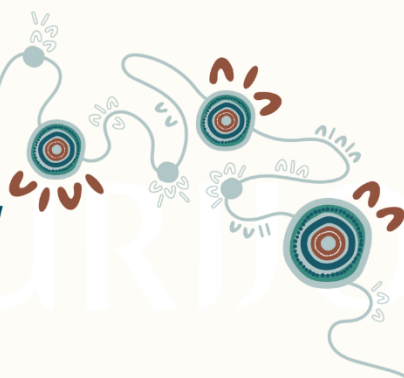
Training

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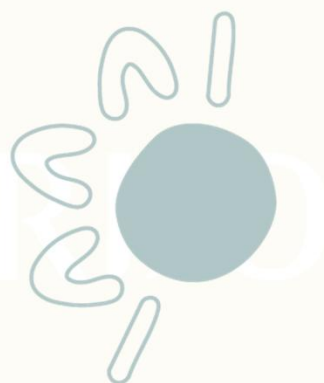


WORKSHOP OVERVIEW



LEARNING OUTCOMES

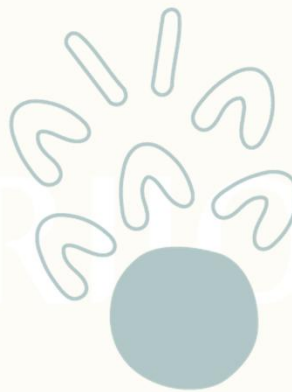
- Apply ethical frameworks to complex cases
- Use Trauma-Informed principles in decisions
- Manage confidentiality and privacy confidently
- Maintain boundaries and avoid conflicts of interest
- Uphold Cultural safety in all decisions
- Support informed consent in a trauma-aware, culturally safe way



WHAT ETHICS LOOKS LIKE IN REAL CASEWORK



ETHICAL DECISION- MAKING MODELS



ETHICS IN ACTION – AASW REFLECTION VIDEO



Link to video: [Ethical decision-making, the Ethics Centre \(2021\) \(3.29mins\)](#)

TRAUMA-INFORMED ETHICS



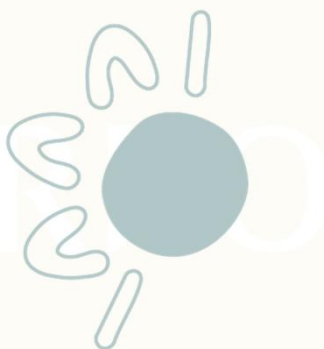
CONFIDENTIALITY & PRIVACY



BOUNDARIES AND CONFLICT OF INTEREST

Boundaries protect everyone

- Be warm, not enmeshed
- Recognise emotional over-identification
- Avoid dual relationships
- Name and manage potential conflicts transparently



CULTURAL SENSITIVITY IN ETHICAL PRACTICE



INFORMED CONSENT AND COMMUNICATION





SUPERVISION AND ETHICAL REFLECTION

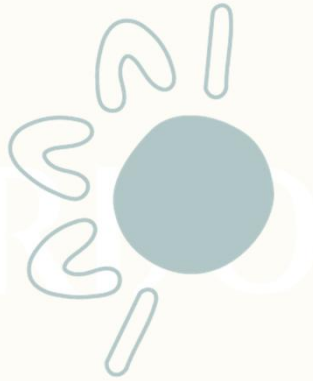




ETHICAL FATIGUE AND MORAL DISTRESS



BRINGING IT ALL TOGETHER



PERSONAL ETHICAL COMMITMENT

Before you go, ask yourself:

- What is one ethical value I want to embody more intentionally?
- What is one thing I'll do differently from tomorrow?
- Who can I talk to when something doesn't feel right?



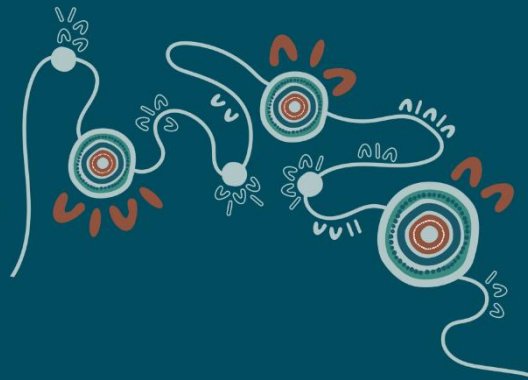
FURTHER READING & KEY RESOURCES

- Family is Culture (2019) – Independent review into the OOHC system for Aboriginal children in NSW
- Hackett, A. (2020). Confirming a child's Aboriginality – Guidance on culturally respectful practice
- NSW Ombudsman (2022). Protecting children at risk – An assessment of DCJ's response to ROSH reports
- PSP Learning Hub. Relationship-Based Practice – Tools and strategies for building trust and safety in casework



QUESTIONS & CLOSE

Before we wrap up - what questions are still sitting with you?



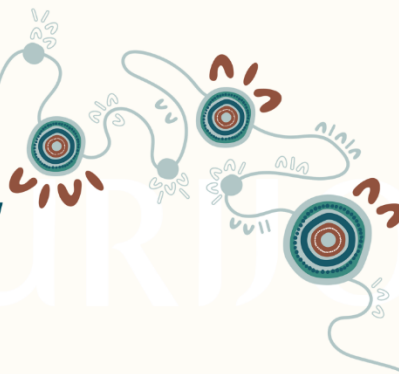
Applied Learning

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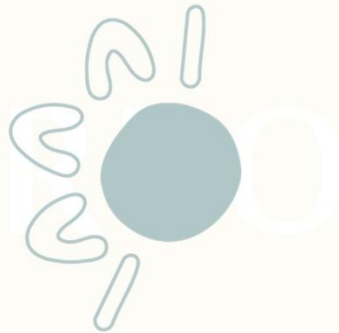


WORKSHOP OVERVIEW



WHO IS LEVI? (UNDERSTANDING THE CHILD)

- 10-year-old Aboriginal boy
- Kinship placement with maternal aunt
- Trauma history
- Cultural identity, educational concerns



INTRODUCING LEVI'S STORY

As you read, pay attention to:

- Whose voices are strongest
- Whose voices are quiet, or missing?
- Where does trauma show up?
- Where are cultural obligations visible - or at risk?



INITIAL ETHICAL TENSIONS



PLANNING FIRST ACTIONS FOR LEVI



NEW COMPLICATIONS ARISE



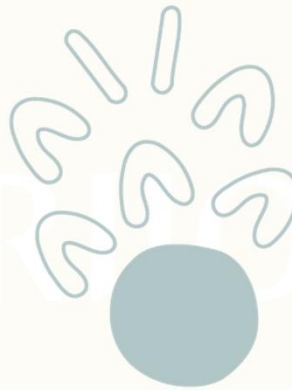
REASSESSING ETHICAL RISKS



PLANNING ETHICAL RESPONSE



ETHICAL ADVOCACY AND ESCALATION



CLOSING REFLECTION: STRENGTHENING ETHICAL PRACTICE



QUESTIONS & CLOSE

Before we wrap up - what questions are still sitting with you?



Quiz

You'll now complete a 1-hour quiz. Please seek guidance from your facilitator

Additional Notes

Case Study: *“Caught in the Middle: Levi’s Story”*

Levi is a 10-year-old Aboriginal boy currently living in a kinship placement with his maternal aunt, Naomi, and her partner, Darren.

Levi has been in this placement for just over two years, following removal from his biological parents due to concerns of chronic neglect, exposure to family violence, and inconsistent school attendance. Naomi and Darren have strong Cultural ties to Levi’s maternal family group and broader community.

They have been deeply committed to keeping Levi connected to his Culture, language, and family story. They regularly attend community events, take Levi to Cultural activities, and maintain relationships with extended family members.

Despite these strengths, concerns have started to emerge regarding Levi’s education and emotional wellbeing. Naomi chose to homeschool Levi following disputes with his previous school. Reports indicate that Levi has become increasingly socially isolated, with limited peer interaction and minimal social supports outside of his family and school environment.

Recent discussions have raised questions about the quality and consistency of the

homeschooling arrangements. Levi's voice is becoming more prominent in case discussions. He has expressed confusion and fear regarding plans for restoration to his biological father, Daniel.

Levi recalls witnessing frightening incidents involving his father and has stated that he does not want to live with him. However, under permanency timeframes, restoration remains the Department's primary case goal.

Complicating the situation, Daniel has lodged legal proceedings seeking immediate restoration, alleging that the Department's refusal to restore Levi is racially discriminatory. Daniel claims that agencies favour non-biological carers over biological Aboriginal fathers and has threatened to involve media outlets if his concerns are not addressed.

Meanwhile, a ROSH report has been received regarding Naomi and Darren's care of Levi. The report alleges emotional neglect and educational neglect, focusing on Levi's apparent social isolation, declining engagement in education, and increased withdrawal.

Levi's caseworker is now facing multiple, urgent ethical tensions:

- Balancing Levi's emotional safety and Cultural rights
- Managing legal risks and media threats
- Responding to new ROSH concerns sensitively and without bias
- Ensuring Levi's voice remains at the centre of all decision-making
- The Department expects a permanency decision within six weeks. Levi's wellbeing, safety, Cultural identity, and future stability all hang in the balance.

*Congratulations! You have completed Topic 2 of the
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