

## Case Study

### CHC30108 CERTIFICATE III in CSW

Marilyn has three children and is finding it difficult to manage her household, her finances and provide activities and routines for her children – one is in Year 2, one in Prep and one still at home. Child Protection Services has spoken to Marilyn about her children not being fed regularly or properly, not meeting school attendance requirements and child health appointments. The youngest child has little restrictions placed on his activities and his diet from child health is not used by Marilyn. She seems to muddle along but not the best that she could.

Her partner's aunt, Lorraine, is a worker at the Community Centre who specializes in working with parents with young children. Marilyn has come to the centre very upset by the visit from Child Protection stating to Lorraine that if she doesn't get immediate help the children will be taken off her. Marilyn identifies as an Aboriginal person and so do her children.

Lorraine has agreed to work with Marilyn and provides service level usually only provided to those with the highest level of needs (more than 4 children, at least two of whom are not engaged in school and who have disability in the family). Lorraine now visits the home three mornings and three afternoons each week to assist Marilyn. Her case notes are very vague about the level of service and what happens in the home visits.

- What are the ethical issues for both Marilyn and Lorraine?
- What could Lorraine do to ensure she maintains ethical practice?
- What are the boundaries issues present in the case for Lorraine? How could these be better managed?
- What responsibilities does Lorraine have in relation to confidentiality, duty of care, access and equity?
- What might some of the ramifications for Lorraine, Marilyn and the service if Lorraine continues to act as she has been in this case?
- What policies and procedures could Lorraine refer to ensure she is working effectively in the sector?
- How could you provide services needed by Marilyn?
- What are some of the other services in the sector that Marilyn could engage with to assist her?
- What might be some considerations about Marilyn's cultural background to consider in relation to her current situation?
- What documents and workplace forms would you complete?
- What are the OHS processes that you need to be aware of?