

Family Support Workers are required to write a progress summary at the end of each shift, unless you have been advised that one is not required.

Supervised contacts require a contact report.

Progress summaries provide a record of the care and support you provide during the shift.

What should you include in your Progress Summaries?

Your progress summary should be a reflection of what you saw and heard, and how the children in your care progressed with their goals during your shift.

1. Activities

Who was in the home?

What did you both do during the shift? Where did you go?

2. Observations

How was the client and their environment presenting?

(Presentation of the home, children, parents, information the client shared, interactions between family members etc.)

3. Goals

How are you and the client working together to achieve their goals?

4. If transport is provided

Why? Where did you go?

Progress summaries should be concise and contain all the appropriate details. They must also be accurate and free from judgement, opinion, prejudice and bias.



Factual Reporting

In your progress summary you should detail if and how the goals prescribed by the referrer are being achieved.

Try to remain neutral and only report on the facts – what you see and hear, NOT what you think, presume or feel.

Report on your daily activities with children – what you did with them, and how they were involved. Report on interactions between parent and child. What did you see and hear, how they behaved.

Don't make assumptions or generalisations. Keep your report factual.

Examples of Factual Reporting

DO use	DON'T use
I saw / I heard.	I think.
I didn't see Sally drink any alcohol during this shift.	Sally didn't drink alcohol during this shift.
When I arrived, Jill was wearing shorts and a singlet, without socks or shoes. It was a very cold morning.	Jill's mother doesn't dress her properly.
The kitchen bench had a pile of dirty dishes, and there were dirty clothes left over the lounge room floor.	The house is very disgusting.
Mum cooked fish fingers and hot chips for the children on Monday, Tuesday and Wednesday night.	The mum doesn't cook for the kids properly.
I saw a dark bruise on Charlie's left thigh. It was about the size of a 50 cent coin. It wasn't there when I left the house last night.	I think Charlie's dad hits him.
On Thursday and Friday the dad did not bath the children before he put them to bed at 7pm.	The dad never bathes the kids.
When dad walked into the house on Monday night, Harrison went straight into his bedroom and did not come out until his mum called him for dinner.	Harrison is definitely scared of his dad, I think he probably yells at him all the time.
I saw that the mum wasn't putting baby Kate to bed at any particular time. I explained to her that a routine would help Kate become more settled. She said she was willing to try this, so we wrote out a routine together. Mum said she is going to try and follow the routine.	Baby Kate cries all the time because she is over tired and mum doesn't know anything about routines for babies.

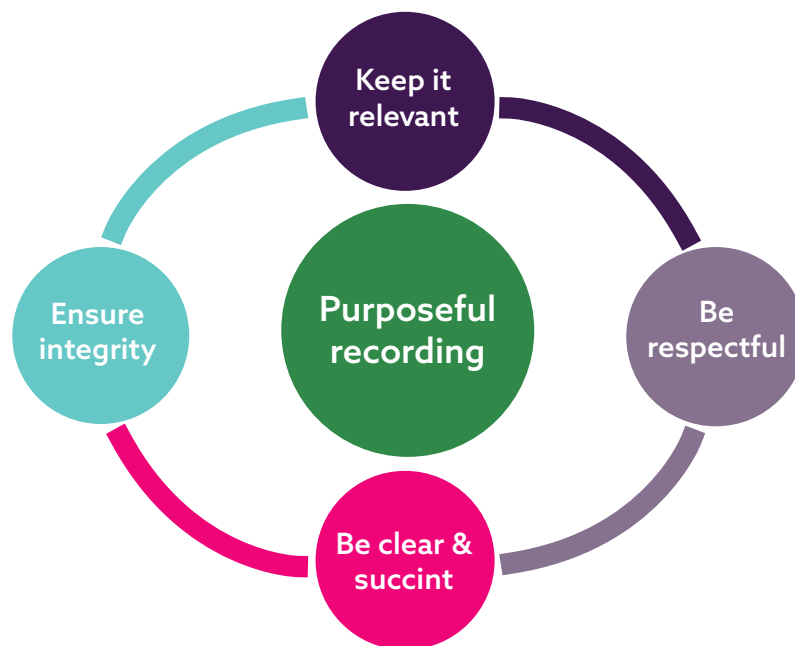
Points to remember:

- Your progress summaries should be clear and accurate
- Avoid bias
- Don't make your own judgements or state your views
- Be professional
- Write exactly what someone has said or done, rather than your interpretation of what happened.

If you ever witness anything that you think could pose a potential risk of harm to a child, you need to report this to us immediately on 1300 844 127. Don't wait to report it in your progress summary.

Purposeful Reporting

As well as factual, your progress summaries should be *purposeful*.



Relevance:

Records are created about the child and their family, their experiences, decisions and choices. Be specific.

Respect:

Consider the child's and family's strengths. Be specific about the concern and avoid judgment.

Clarity:

Keep it simple. Use meaningful language. Provide context to the decisions and actions taken.

Integrity:

Consider your own biases and the way these may impact on how you record the information.