

Specialist Cultural Practitioner (Identified)

Townsville



RECONCILIATION
ACTION PLAN

INNOVATE

Daniel Evans

Walking each other home, 2024

Acrylic on canvas

A moving visual narrative of the Act for Kids
Innovate Reconciliation Action Plan 2025-2027

Learn more at actforkids.com.au

DCO Inclusive
Employer
Diversity Council Australia

2025 – 2026

Act for kids

Position Description

Specialist Cultural Practitioner (Identified)

Location:	Townsville	Reports To:	Practice Supervisor/Program Manager
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 5	PD Date:	June 2026

About us

Act for Kids is a prominent provider of prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 30 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2024-2025 we provided services to 37,171 people, including over 21,780 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We are committed to working with Aboriginal and Torres Strait Islander peoples to design and deliver services that best strengthen our support to their children, families and communities.
- We are dedicated to creating a culture where physical, psychological, and emotional safety is a priority and to actively embed strong health and safety practices in our everyday work.
- We are committed to diversity, equity and inclusion, creating a workplace where everyone belongs and delivering inclusive, culturally safe and affirming services.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values, which guide how we work and interact. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About Cultural Humility

Act for Kids is committed to truth-telling and walking alongside Aboriginal and Torres Strait Islander children, families and communities on a journey of healing, self-determination, and hope. We acknowledge our responsibility to lead with respect, authenticity and cultural humility, creating culturally affirming and safe workplaces. We are committed to the recruitment and retention of First Nations team members and provide opportunities for meaningful connection and cultural peer support. Our [Innovate Reconciliation Action Plan 2025 – 2027](#) sets out our reconciliation vision and the practical actions we are taking.

About the program

Intensive Family Support (IFS) services combine a lead case management model with a collaborative coaching approach to assist vulnerable families to build their capacity to safely care for and protect their children. The purpose of IFS is to build practical skills, resilience and independence in families where referred concerns include parenting challenges, substance use, domestic and family violence (DFV), significant trauma history, or factors relating to disability or mental health. The IFS program takes a

child-centred and family-focused approach to working with families, predominantly within their home environment.

About the position

The role contributes to the development of cultural practice capabilities of team members, through activities such as consultation, mentoring, and modelling of practice approaches. The role holds primary case management responsibility for a small number of families, embedding First Nations knowledge systems and practice.

The role actively contributes to culturally safe and inclusive environments for families and colleagues. The role supports healing, safety, and wellbeing of families by building community connections and working collaboratively with other professional and community stakeholders.

The position will represent the broader organisation at activities such as community engagement and networking. The role may also be requested to provide cultural practice guidance for clients of other Act for Kids programs.

Key responsibilities

Case Management

- Deliver a culturally safe, strengths-based outreach model of complex family case management programs.
- Engage families in a respectful, culturally affirming and collaborative way, obtain consent, and develop case plans that build on cultural and family strengths while addressing needs and creating safety and wellbeing.
- Understand and apply the Strengthening Families Protecting Children Framework for Practice, and the Safe and Together practice framework within your work with families.
- Complete child protection risk assessments and screen information for domestic and family violence risk, consulting with supervisors/specialists as required to manage and respond to risk.
- Advocate on behalf of client families, facilitate cultural and community connectedness, and facilitate the linkage of children and families to ongoing supports.

Cultural Practice Development

- Embed Aboriginal and Torres Strait Islander knowledge systems as the foundation for our work with First Nations families.
- Actively demonstrate and promote cultural capability, ensuring culturally inclusive and safe environments for children and families.
- Build the cultural practice capabilities of team members by modelling, mentoring or coaching staff in various practice situations.
- Actively participate in client case consultations, facilitating culturally safe and reflective practices that support collaborative decision-making.
- Develop and mentor team member understanding and implementation of culturally appropriate practice tools and resources within their work with children and families.
- Be an active participant in the regional implementation of the Act for Kids RAP deliverables.

Community Engagement

- Build and maintain service level relationships with key First Nations community organisations or community members (including community-controlled organisations, elders, traditional owners).
- Advocate on behalf of families who are experiencing systematic barriers, creating allyships with relevant community stakeholders to influence change at a wider community level.
- Promoting Act for Kids in the broader community.

Other

- Provide timely, quality reports to management as requested.
- Maintain accurate, up-to-date client records, ensuring cultural practice elements are recorded.

- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Comply with all Act for Kids policies and procedures.
- Strong commitment to child safety, including cultural safety, by prioritising the rights, safety and wellbeing of all children in alignment to national and state child safe principles and standards.
- Consistent awareness of child-safeguarding risks and applies established risk-management practices to identify, report and mitigate risks in accordance with organisational policies and legal requirements.
- Ensure compliance with Work Health and Safety legislation, organisational policies and procedures, take reasonable care for own health, safety and wellbeing and that of others, and report hazards, incidents, injuries as soon as practical.
- Maintain confidentiality and privacy in all matters relating to team members, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values-based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional*, *ethical*, *team oriented*, *caring*, *courageous* and *collaborative*.

About you

Qualifications

- Tertiary degree in a relevant discipline (allied health, social work, human services).
- Act for Kids strongly values lived experience, cultural knowledge and strong community connections. Applicants without formal qualifications may be considered based on relevant experience; however, this is subject to approval by the funding body.
- Professional registration (if required).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least five (5) years' experience working with children and families.
- Understanding of contemporary issues and challenges in the field of child protection and approaches to enhancing child safety and wellbeing; or experience in providing case management and/or therapeutic services to children and families within a child protection framework.
- Understanding of current child protection legislation and policy reforms.
- Demonstrated ability in providing cultural practice advice and guidance, supporting others to embed cultural safety and trauma-informed frameworks in supporting children and families.
- Knowledge and experience of how to work effectively with people from different socio-economic and cultural backgrounds.
- Ability to work collaboratively as part of a team.
- Well-developed communication, problem solving and interpersonal skills.
- Excellent IT skills in electronic database entry of case management information and using standard Microsoft Office applications including Microsoft Outlook or similar.
- Excellent time management skills in maintaining a case load of clients, including timely record keeping and database entry, as well as meeting clinical supervision and other job requirements.

Other requirements

- Act for Kids considers that being an Aboriginal or Torres Strait Islander person is a **genuine occupational requirement** under *section 25 of the Anti-Discrimination Act 1991 (QLD)*. This position is therefore only open to Aboriginal and/or Torres Strait Islander people.
- Willingness of a respected Aboriginal and/or Torres Strait Islander cultural referee to vouch for your appropriateness for this role.
- Eligibility for a positive Working with Children Check in the applicable state of employment in

Australia or exemption based on professional qualifications and registration.

- Current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility will be requested.

Other information

Applicants are encouraged to apply even if they do not meet every requirement of the role. When assessing applications, the panel will consider performance and achievements in the context of individual circumstances.

We recognise that career paths are not always linear and that personal circumstances, career interruptions or periods of leave may have influenced work history. This means we will focus on the quality and impact of achievements, alongside experience and qualifications (where required), when assessing suitability for the role.