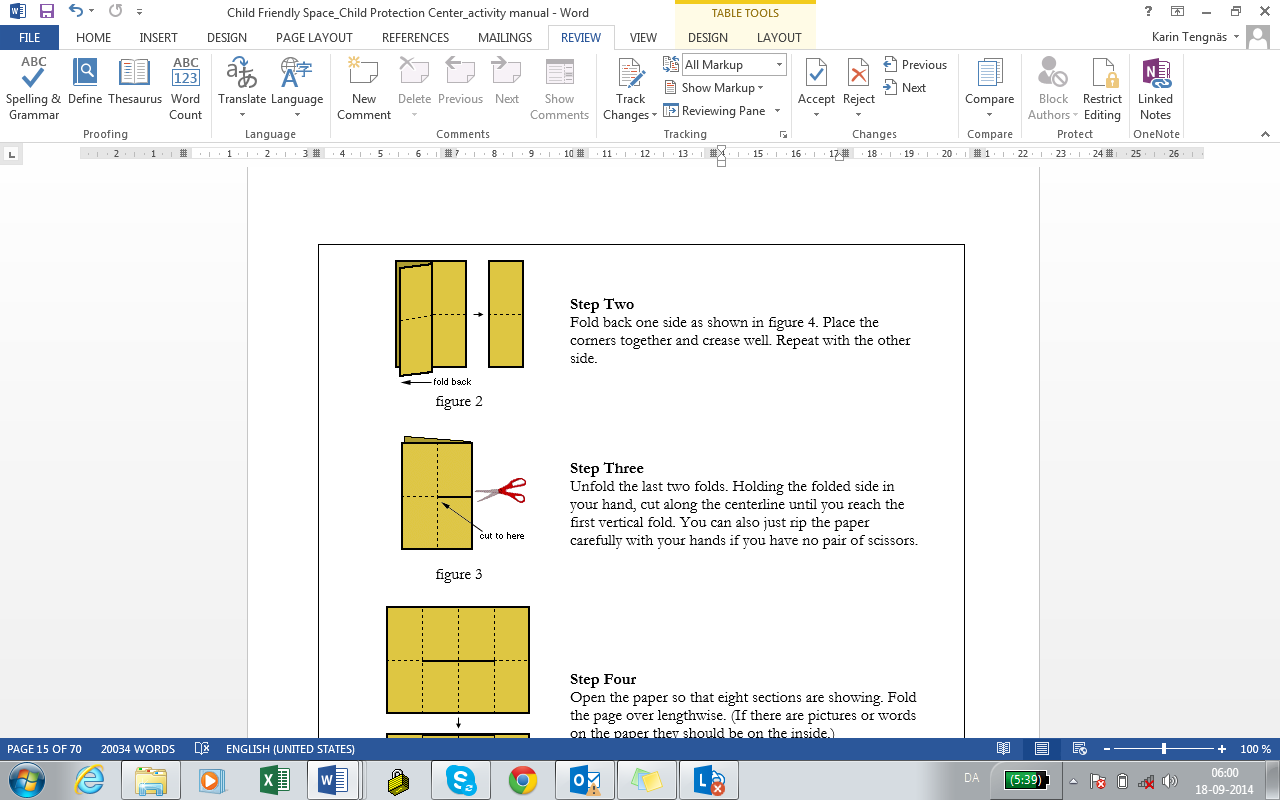
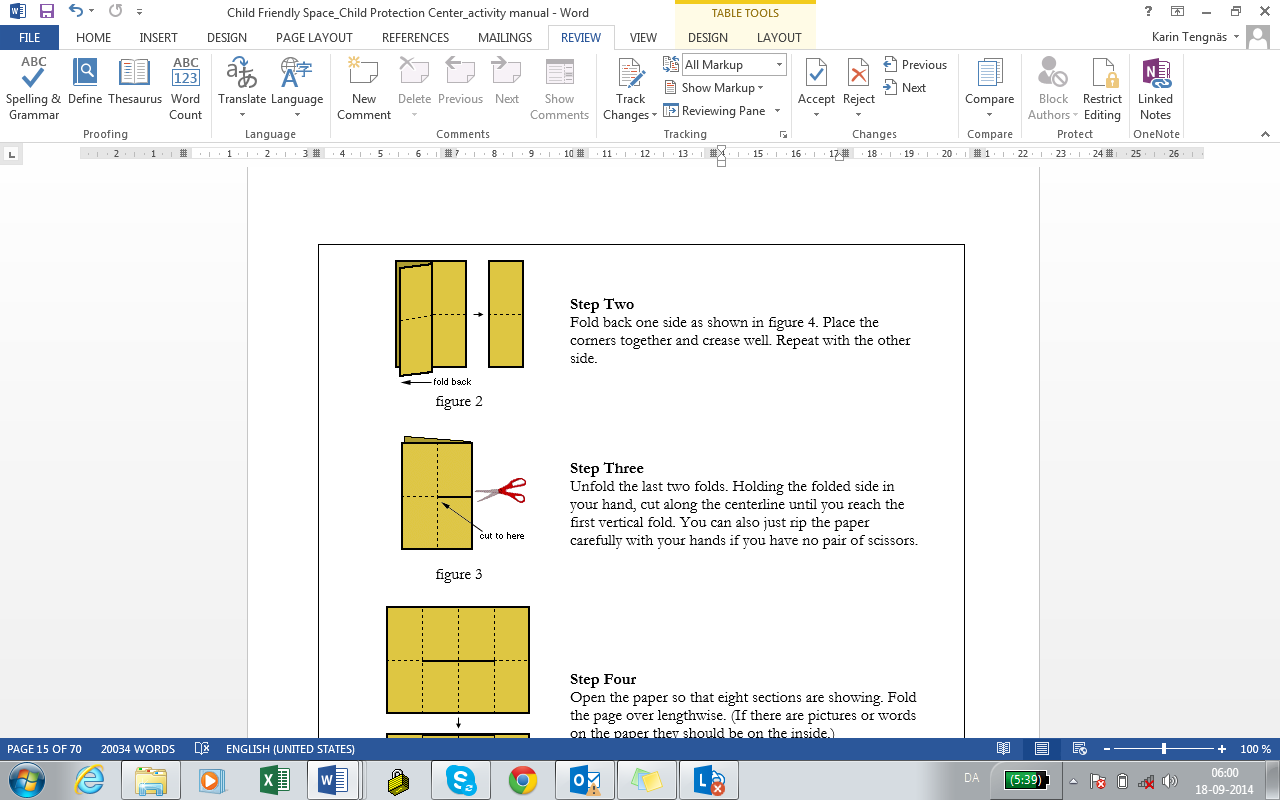
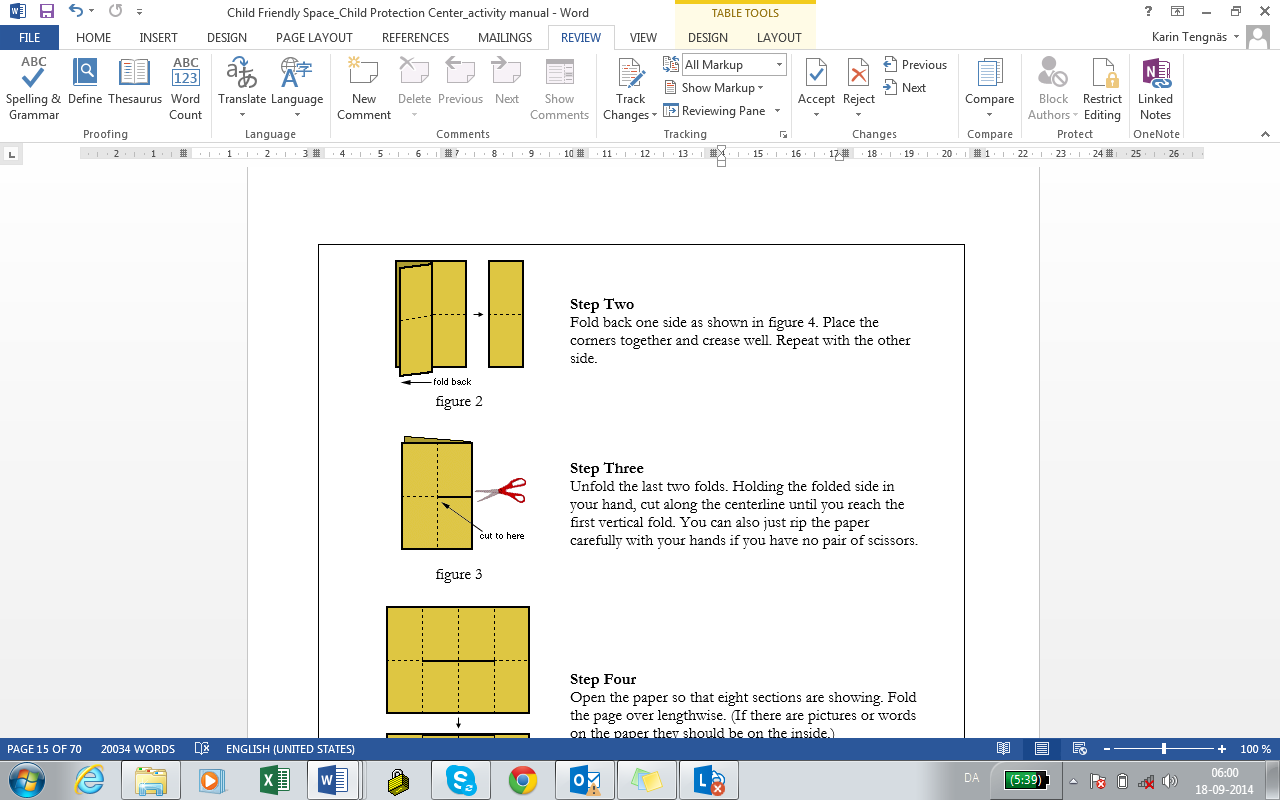
**DO NO HARM**

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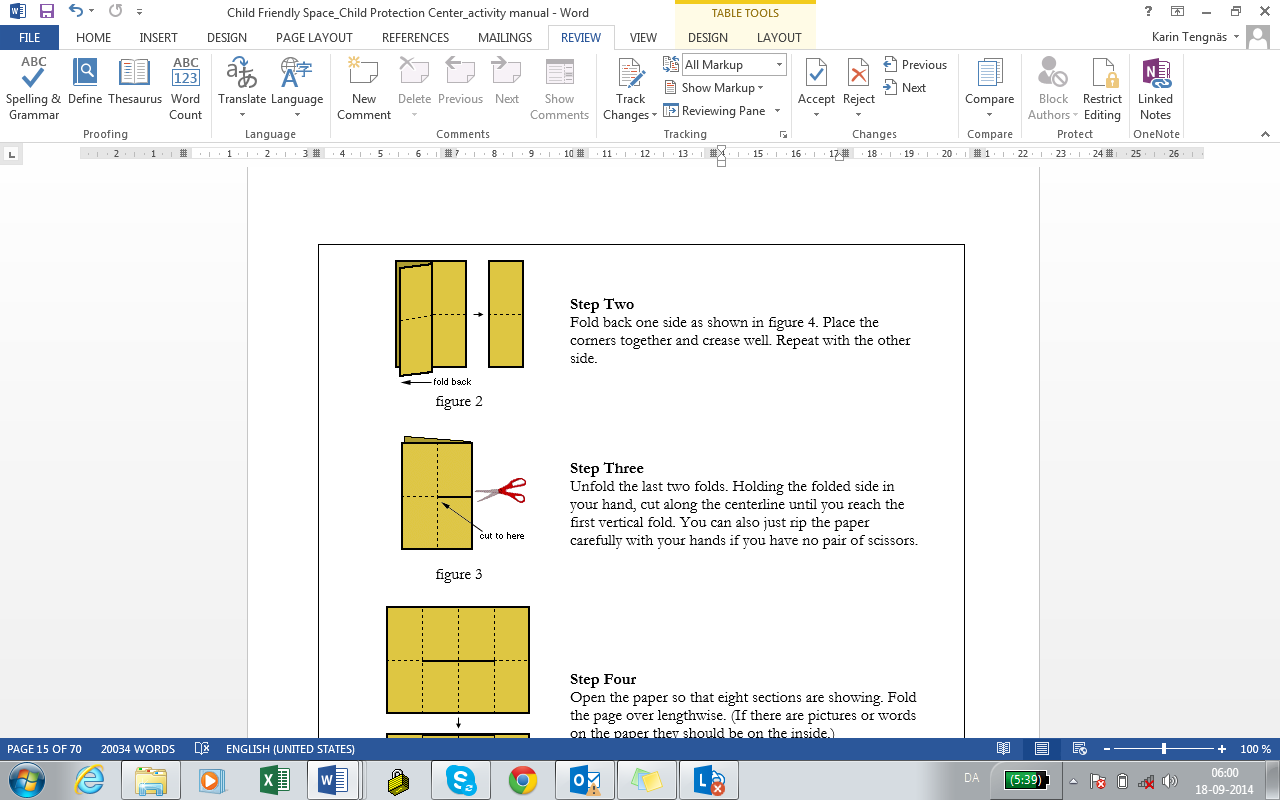
**PRIORITISE THE BEST INTERESTS OF THE CHILD**

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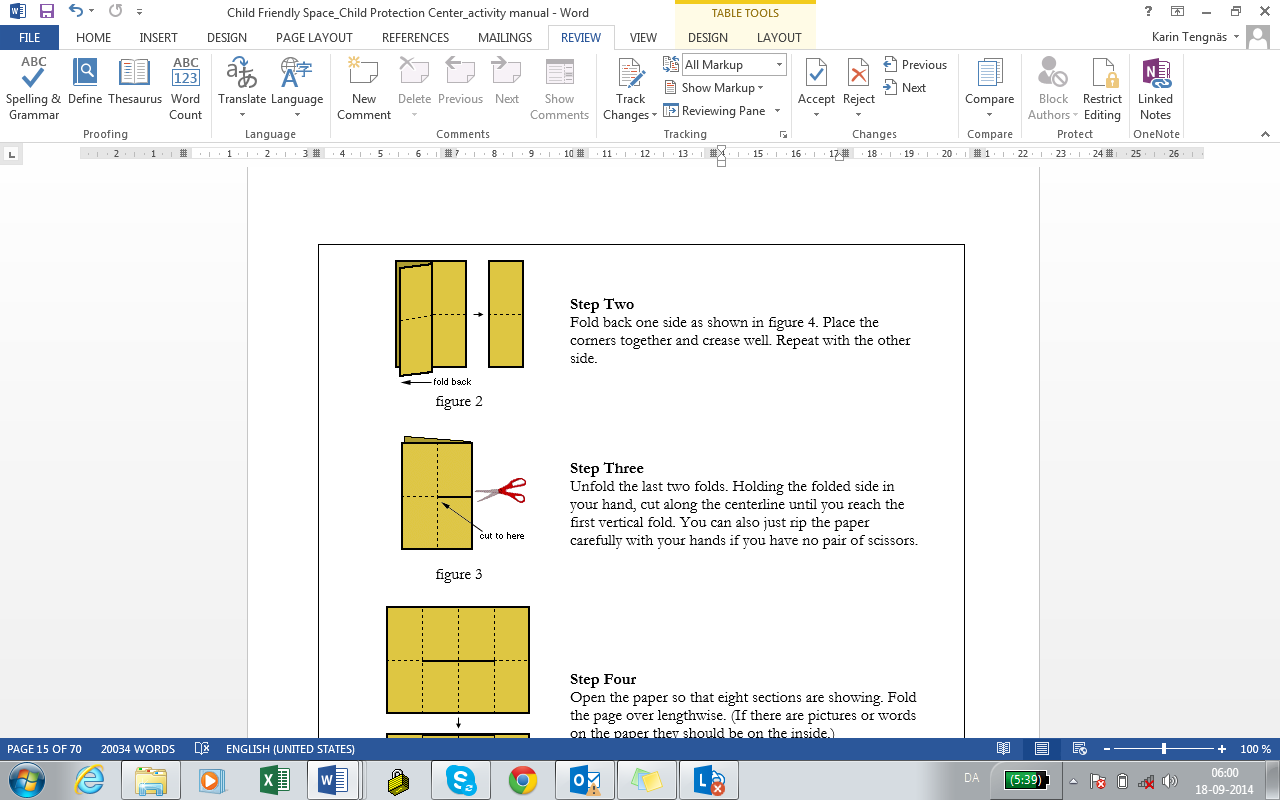
**NON-DISCRIMINATION**

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**SEEK INFORMED CONSENT AND/OR INFORMED ASSENT**

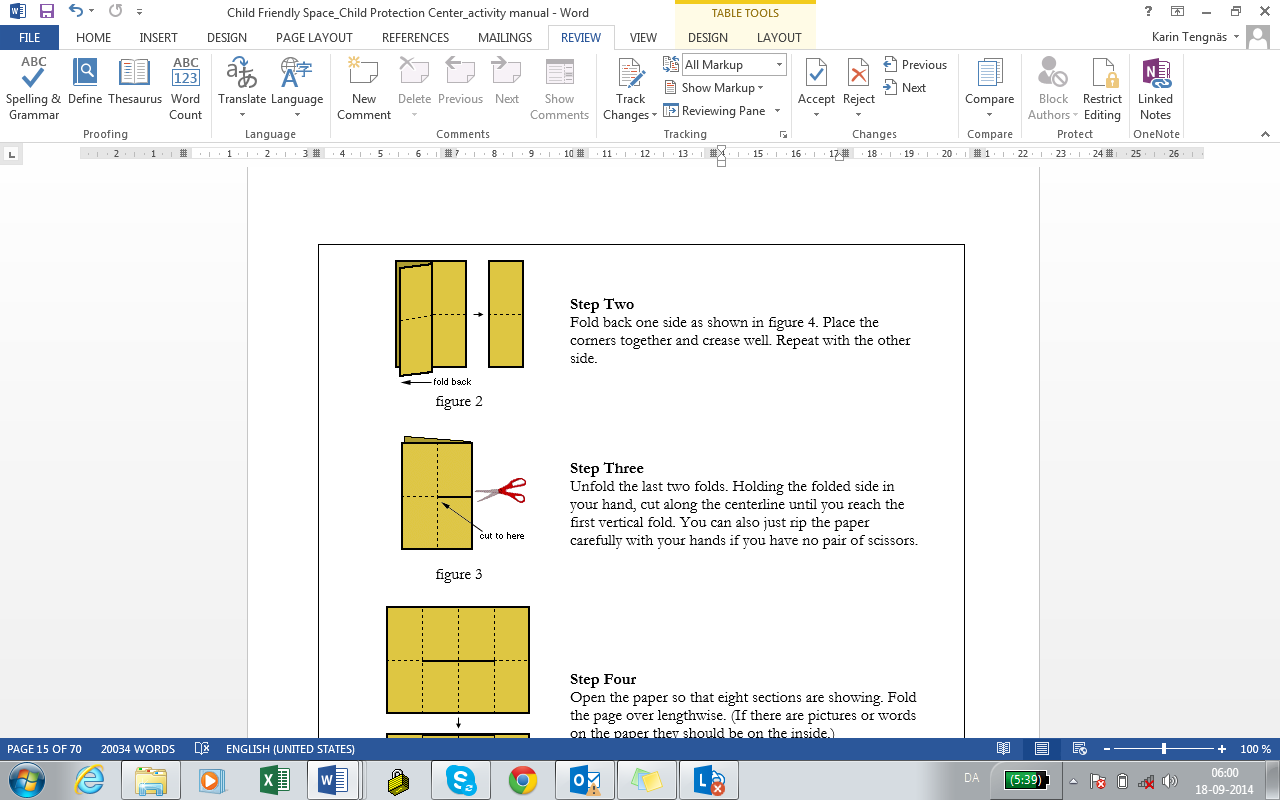
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**RESPECT CONFIDENTIALITY**

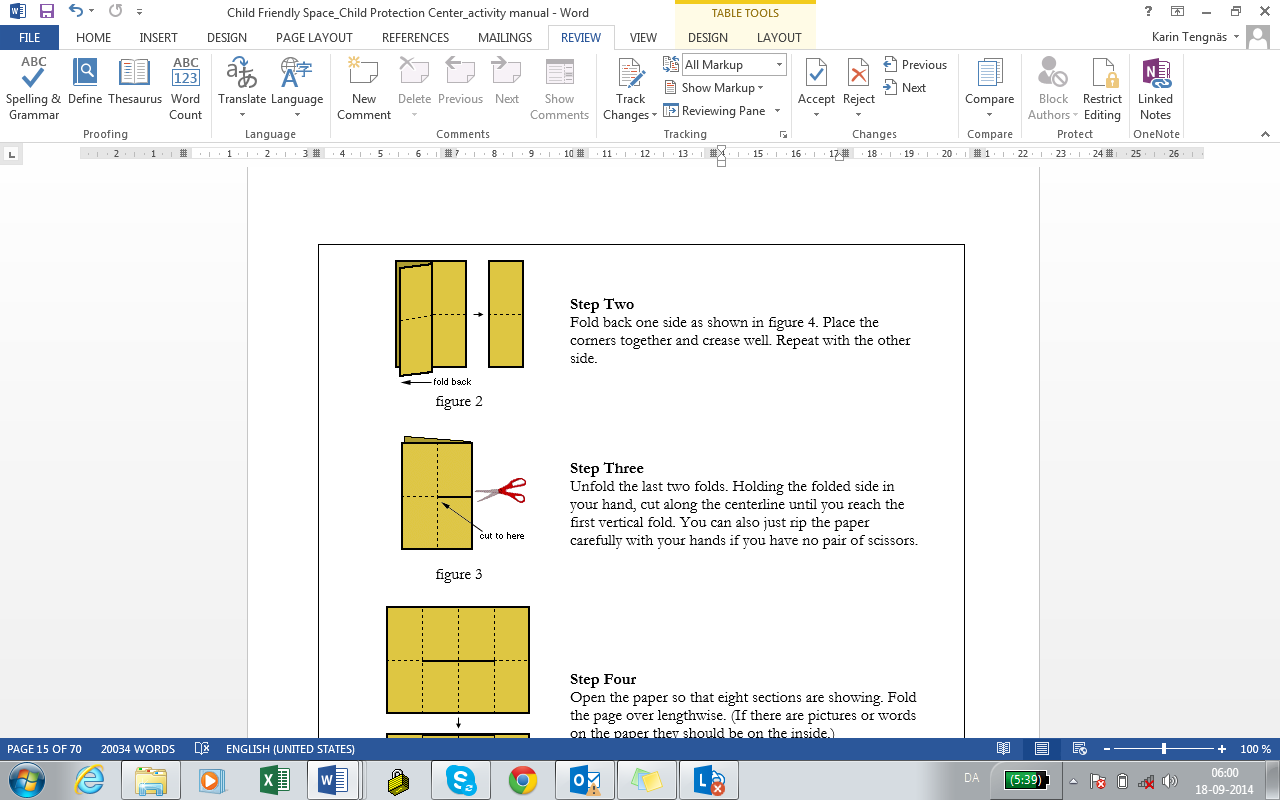
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**ENSURE ACCOUNTABILITY**

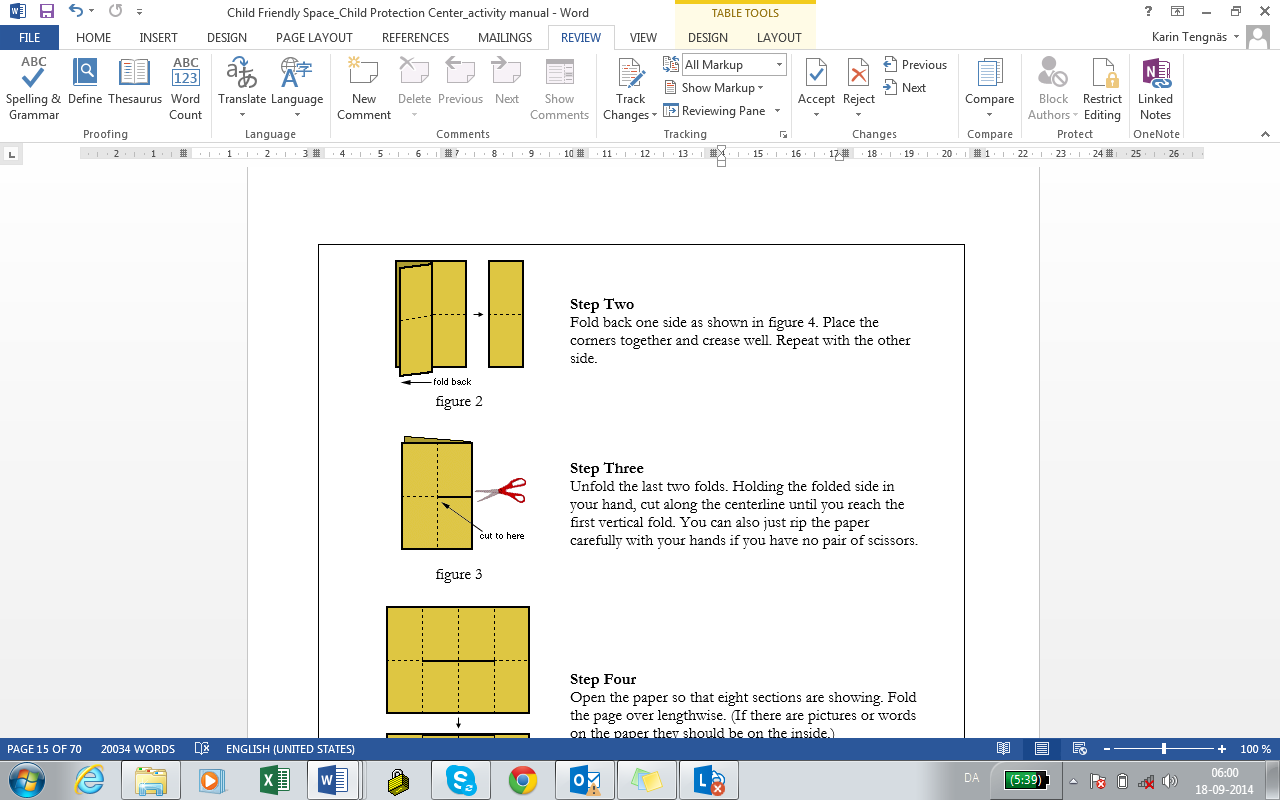
This means ensuring that actions and interventions designed to support the child (and their family) do not expose them to further harm. At each step of the case management process, care must be taken to ensure that no harm comes to children or their families as a result of caseworker conduct, decisions made, or actions taken on behalf of the child or family.

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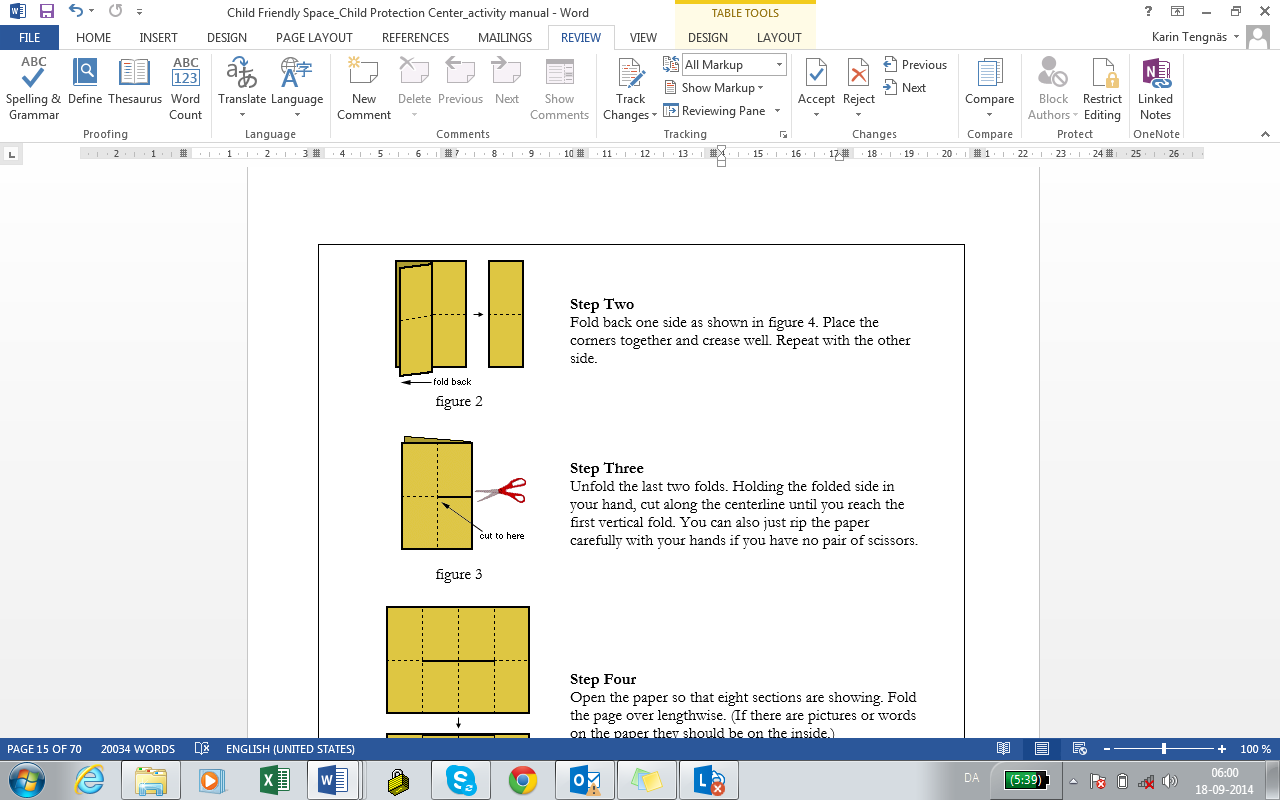
The best interests of the child should provide the basis for all decisions and actions taken, and for the way in which service providers interact with children and their families. Caseworkers and their supervisors must constantly evaluate the risks and resources of the child and his environment as well as positive and negative consequences of actions and discuss these with the child and their caregivers when taking decisions.

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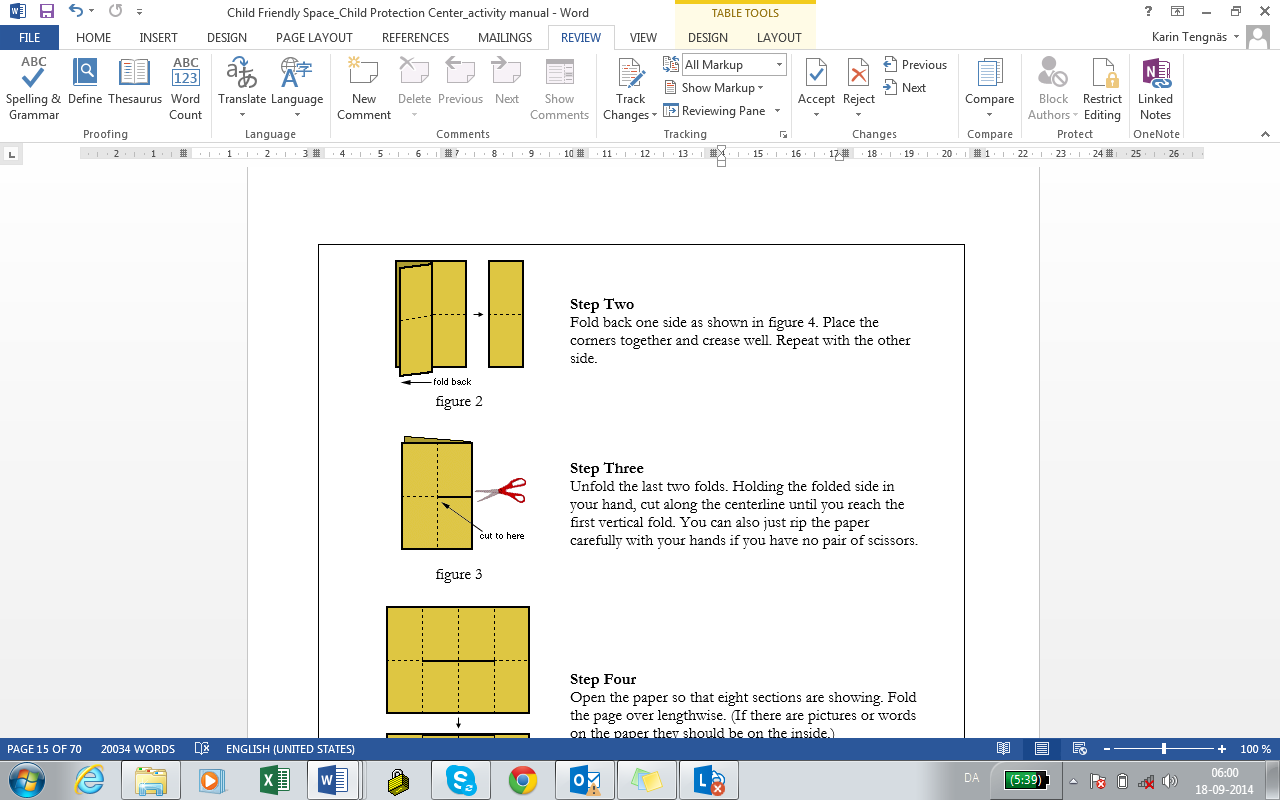
Means ensuring that children are not discriminated against (treated poorly or denied services) because of their individual characteristics or a group they belong to (e.g., gender, age, socio-economic background, race, religion, ethnicity, disability, sexual orientation or gender identity).

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The voluntary agreement of an individual who has the capacity to give consent, and who exercises free and informed choice. In all circumstances, consent should be sought from children and their families or caregivers prior to providing services. To ensure informed consent, caseworkers must ensure that children and their families fully understand: the services and options available (e.g., the case management process), potential risks and benefits to receiving services, information that will be collected and how it will be used, and confidentiality and its limits.

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Confidentiality is linked to sharing information on a need-to-know basis. The term “need to-know” describes the limiting of information that is considered sensitive and sharing it only with those individuals and sharing it only with those individuals who require the information in order to protect the child. Any sensitive and identifying information collected on children should only be shared on a need-to-know basis with as few individuals as possible. Respecting confidentiality requires service providers to protect information gathered about clients and to ensure it is accessible only with a client’s explicit permission.

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Accountability refers to being held responsible for one’s actions and for the results of those actions. Agencies and staff involved in case management are accountable to the child, the family, and the community. Agencies and individuals providing case management must comply with the national legal and policy framework. They will also have to comply with professional codes of conduct where these exist. In the absence of a legal framework, the guiding principles and the good practice standards outlined in the CPMS provide a foundation for practice.