

# Intensive Family Support Service



**The Intensive Family Support Service (IFSS)** is a free service that provides in-home intensive family support for all members of the family who may need our help, including mums and dads, grandparents, step-parents, and partners. We acknowledge all families are different and we will respect your rights, values, beliefs and culture. We will listen to and act on your choices about your needs and goals for your family.

We know that all families go through times of stress and difficulties that might result in you needing some extra support and guidance. The IFSS can help families to work through these challenges by helping you with:

## **Emotional support:**

Have you been able to really talk through the challenges facing you?

## **Family issues:**

It can be confusing trying to work out what is the best option for your family.

## **Violence in the home:**

You and your children have the right to safety.

## **Parenting support and groups:**

Parenting can be challenging and a little extra knowledge and some techniques can really help.

## **Kids behaviours:**

It can be difficult to work how to best manage children's behaviours, but we have skilled people who know how to help you.

## **Family budgeting and financial management:**

Money doesn't grow on trees, but we can help you stretch it.

## **Providing guidance for a healthy and safe lifestyle:**

Sometimes all you need is a few reminders from someone who cares.

## **Connecting you with your local community and service options:**

Where do I go for what?

Don't worry, we've got that covered.

## **Anything else that worries you:**

Our support revolves around you and your family.

## How does UnitingCare Community's IFSS work?

The team at IFS will work with your family to develop a plan that will support you to meet and address some of the challenges you are currently facing. We will meet with you where you feel most comfortable, usually in your home but sometimes at our office or another suitable place at a time that suits you. UnitingCare Community's IFSS team can:

- Assign you a dedicated Case Manager, and/or a Youth Worker, Family Support Worker, In-home Volunteer or Specialist Worker
- Lead the development of a 'Child and Family Plan' to make sure everyone is working together if you are involved with multiple services
- Provide you with the flexibility of appointments after hours and even weekend appointments where needed
- Provide you with the services of an Aboriginal and Torres Islander case manager
- Provide you with language support, like interpreters and resources in your own language if you need them
- Work together in collaboration with other services to provide you with the best possible outcome for you and your family.

**Intensive Family Support Service** is a voluntary program and it is your choice to work with us. The benefits you may get from our program include:

- Support to strengthen your family by providing information, practical support and counselling to build on the strengths of your family
- Help to develop ways to cope in times of stress
- Support and counselling for children and young people who have experienced trauma
- Tailored plans to suit your family needs
- Respect for your culture and beliefs
- Complete confidentiality about your situation and private information

## We will not:

- Tell you what to do
- Take away your children
- Ignore things that you think are important to you
- Judge you as a person or a parent

## What do we need from you?

To get intensive support, we need you and your family to be willing to receive support at a minimum of once a week or more for up to a 9 month period. It is important that you are ready to commit to this service to ensure that we can deliver the best possible support and outcomes for you and your family.

## What if you have a complaint?

While you are working with IFSS, you have rights. If you feel like you have not been respected or you are unhappy with the support provided by an IFSS worker, you can make a complaint, and that complaint will be taken very seriously.

Start by talking with your case worker. If you are not comfortable to talk to them about it, you can speak to their supervisor.

If you are not happy with the supervisor's response, you can request the Program Manager to contact you or you can write a formal complaint. If you need help to complain, IFSS can refer you to an advocate who can assist.

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