

# Intensive Family Support Services



All families go through times of stress and difficulties. Sometimes a little extra support and guidance can help you work through these challenges. Our Intensive Family Support Service (IFSS) is a free service that provides in-home family support for all members of the family who may need our help.

We acknowledge that all families are different and we will respect your rights, values, beliefs and culture. Our support is specific to you and your family's needs with main priority of keeping families together.

UnitingCare Community IFSS can support families to work through some of the challenges families may face by offering support in:

## **Emotional support:**

Listening, talking and exploring ways to manage challenges.

## **Family worries:**

Support you to work out what your family's needs are and work together to achieve the best outcomes.

## **Violence in the home:**

Exploring ways to make sure you and your family are safe.

## **Parenting support and groups:**

Provide parenting support and strategies to help you understand your child's needs.

## **Behaviours:**

Exploring strategies to understand and best manage different behaviours.

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

We can help look at your budget and suggest different ways that suit your needs.

## **Guidance for healthy and safe lifestyles:**

Identifying options that suit your family in obtaining and leading a healthy and safe lifestyle.

## **Broader services:**

Connecting you with other local community and service options.

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

Our support revolves around you and your family's needs. Together we can explore your worries and address the needs of your household.

## How does Intensive Family Support Service work?

The IFSS team will work with your family to develop a plan that will help you manage some of the challenges you are facing. We are an in-home support service, so that means we visit your home on a regular basis - depending on your family's needs. The UnitingCare Community IFSS team can:

- Listen to you and act on your choices about your needs and goals in a transparent and honest way.
- Help develop a 'Child and Family Plan' to make sure all support services share your goals.
- Provide after-hours appointments if needed.
- Provide culturally aware Child & Family Case Workers who respect different backgrounds and diversity.
- Provide you with language support services - such as interpreters and resources in a language that you feel you understand best.
- Work together with other community programs and services to provide you with the best possible outcomes for you and your family.

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

- Information, practical support and counselling to build on the strengths of your family.
- 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.



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## 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 least once a week for up to nine months. It is important that you are ready to commit to this service so that we can deliver the best possible 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 your views are not being respected or you are unhappy with the support provided, you can make a complaint and that complaint will be taken 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.

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