

## Family Support Services in Central Australia 2019

Eligibility Criteria	Congress FSS: pauline.hickey@caac.org.au TFSS & IFSS 89594742	NPYWC IFSS: gemma.harvey@npywc.org.au 89582306	Catholic Care-NT IFSS: Cathleen.miller@catholicare.org.au (Ltyenty Apurte) 0459342100	Lutheran Community Care IFSS eflynn@lccare.org.au (Ntaria) 89567022	Tangentyere (IFPS) Access to Education Manager- Andrew Walder E: andrew.walter@tangentyere.org.au	WYDAC IFSS <a href="mailto:leanna.wilson@wtdac.org.au">leanna.wilson@wtdac.org.au</a> 0428 394 571
Child/ren aged:	TFSS (0-18) IFSS (0-12)	0-12	0-12	0-12	0-18	0-18
Length of time agency can work with client	Case can remain open to IFSS for 12- 18 months -able to be extended subject to regular review.	Case can remain open to IFSS for 12-18 months -able to be extended subject to regular review.	Case can remain open for 12 months, can extend if required. Cases are reviewed every 2 weeks with Parents Research Centre ( PRC )	Case can be open for 12 months, which can be extended. Cases are reviewed every 2 weeks with Parents Research Centre ( PRC )	Open for up to 12 months Cases reviewed every 3 months	Open for up to 12 months- can be extended if required Cases reviewed regularly.
Capacity of Agency	22 Families	40-50	Various on complexity of family needs	10/12 families	Varies on complexity of family needs	10 families
Referral Process	Via Territory Families - referral priority Or Community Referrals	Territory Families DCP South Australia Community service providers and members	Via Territory Families - referral priority Or Community Referrals with no child protection involvement.	Via Territory Families – referral priority Or Community Referrals	There are two referral steams for families who would like to access from the program.  <ul style="list-style-type: none"> <li>• Referrals from Territory Families</li> <li>• Self-referral/community organisations can referral via FACES by contacting them on 1800 999 900</li> </ul>	Via Self-referrals Territory Families, Community agencies
Specific criteria for program	Open Child Protection case requiring ongoing CP intervention where; -Parental Neglect has been identified as a concern with the family  -Voluntary engagement by the family -Indigenous and non-Indigenous families OR -Community Referrals with Voluntary family engagement.	Voluntary engagement by families Indigenous and non-indigenous. Risk of neglect	Voluntary engagement by families Indigenous and non-indigenous. Aim of program is to decrease child neglect by helping families make changes in 5 important areas of child care and development	Voluntary engagement by families Indigenous and non-indigenous. Aim of program is to decrease child neglect by helping families make changes in 5 important areas of child care and development	The programs provides both early intervention and crisis support to families and covers the below areas  <ul style="list-style-type: none"> <li>• Open child protection cases requiring ongoing CP intervention</li> <li>• Reunification</li> <li>• FACES- Early Intervention Support</li> </ul>	-Voluntary engagement by the family OR -Community Referrals with Voluntary family engagement  Open Territory Families case requiring ongoing TF intervention where; -Parental Neglect has been identified as a concern with the family or TF referral prior to opening case, early intervention.
Area	Alice Springs	NT-Finke, Docker River, Imanpa, Mutitjulu SA- Ernabella, Amata, Indulkana, Mimili	Santa Teresa	Hermannsburg ( Ntaria)	Alice Springs	Yuendumu and Lajamanu
Referral not accepted	-Child/ren have been removed and there is no re-unification plan. -Service is at capacity	Conflict of interest-client being referred is a staff member of NPY Walytjapiti Child/ren have been removed and there is no re-unification plan Service is at capacity Referral reason outside of primary focus of neglect/risk of neglect Family does not consent	Service at capacity or not neglect identified. Presenting with a number of high risk factors and limited capacity to receive assistance.	Service at capacity or not neglect identified	Service at capacity Children have been removed and there is no re-unification plan	-family does not agree to work with IFSS -Service is at capacity -Child/ren have been removed and there is no re-unification plan.

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Assessment process	-Family Strengths and Needs Assessment (FSNA) -Child Neglect Index (CNI) -Parents Under Pressure (PuP) assessment tools. Reviewed after 4 weeks and thereafter every 3 months.	Trauma Informed Assessment tool created in collaboration with the Australian Childhood Foundation. Completed after 6 weeks and thereafter every 3 months. Other engagement and information gathering approaches include genogram, ecomap, tree of life.	Family Strengths and Family Information Gathering Tool ( FIG ) Child Neglect Index (CNI) Review every two weeks and extend thereafter.	Family Strengths and Worries through the Family Information Gathering Tool ( FIG ) Child Neglect Index (CNI) Eco-map, Genogram, Yarning Mat. Case review every two weeks.	Family Preservation Plan (FPP) to be reviewed every three months. Territory Families to review risk every three months. IFPS case plan (signs of safety framework) reviewed every 3 months	Case plan discussion/consultation fortnightly.  -Psycho-Social/risk ax tool -Child Neglect Index (CNI) -Case plan document Reviewed every 3 months
Service Approach	Work in pairs( Aboriginal Family Support Worker & Case Worker) Relationship based Child Centred Family focused Outreach Collaborative case management (PUP model)	Working Malparara Way (side by side) Outreach Service Assertive outreach Build on Family and Community Strengths Collaborative case management approach where possible as limited access to services. Trauma Informed, Child Centred, Family focussed, community development and advocacy	Outreach Case Manager attends with Community Worker  Strength based approach	Strength based approach. IFSS Case Manager and Family Support Worker visit families in their homes ( Outreach)  The family and IFSS workers work together to identify the areas of neglect to focus on. Case reviews fortnightly	Assertive outreach Child Centred Family Focussed Collaborative case management Strength based approach	Work collaboratively with Warlpiri mentors for culturally appropriate best practice Relationship based Strength focused Child Centred- Family focused Outreach/Home visits