

Family Services Australia Child Youth & Family Support Program

Frequently Asked Questions (Referral & Intake)

Who can receive family support from Family Services Australia?

- Families living in Wollongong, Shellharbour, Kiama or the Shoalhaven who have children 0-17 years of age; and
- are experiencing low to medium risk issues, that can be addressed by providing appropriately targeted, short term supports early to prevent escalation of these issues.

Who gets priority?

Priority is given to families who:

- are referred by the Family Referral Service
- are Aboriginal or Torres Strait Islander
- have been on the eligibility list the longest

Who can make a referral to Family Services Australia - Child, Youth & Family Support Program?

Individuals can refer themselves and workers, **with the consent of the family**, can refer their clients.

How do I make a referral to Family Services Australia - Family Support Program?

With the consent of your client, download the electronic fillable form from our website. Once you have completed the form and saved it, email the completed form to referrals@familyservices.org.au You will then receive a reply to inform you that we have received your referral.

What happens when a Referral is received by FSA?

1. The referral is checked for completeness. If there is any essential information missing the referrer may be contacted by phone and requested to provide the missing details.
2. The referral will go to the regular meeting of the Intake Panel where it will be considered and a decision made as to whether or not it is appropriate for FSA to accept the referral. This Panel may also determine whether the family should be offered short term information and supported referral or longer-term case managed family support.
3. If a referral is declined the referrer will be advised of the reasons for that decision.

What happens if a referral is accepted by FSA - Child, Youth & Family Support Program?

After a referral has been accepted, **and a Family Support Worker is allocated**, the Family Support Worker will contact the family and let them know this. The support offered by FSA is either short term (up to 6 weeks) supported information and referral or longer term case-managed family support (up to 12 weeks with a possibility of extension on review to 6 months). The duration of individual services will vary in accordance with the assessed needs of the client.

Where it is unclear whether the family's needs will best be met through short term or longer term support the Practice Leader will arrange an initial assessment in the family home. This assessment will help to determine what level of support the family will be offered.

What happens if a referral is declined by FSA?

When a referral is not accepted by FSA the person making the referral will be notified in writing within 5 working days of the decision and provided with the reason for the referral being declined.

Referrals to FSA may be declined for a variety of reasons including the following:

1. family does not meet eligibility requirements of the funding body;
2. the resources of FSA do not allow for this family to be prioritised at this time;
3. another Service is considered more appropriate to meet the family's needs;
4. the needs of the family are considered too great for FSA to meet given available resources;
5. there is an unacceptably high level of OH&S risk associated with the family;
6. the referral is considered inappropriate for other reasons;
7. the referred client does not want to receive services from FSA; or
8. FSA is unable to make contact with the client.

How long will it take after a referral is accepted for services to be delivered?

Allocation to a Family Support Worker occurs generally within a 4 week period however this time may vary and can be up to 6 weeks. Referrers may contact the Practice Leader to discuss changes to the clients' needs within this time.

How can I find out where I am on the Waiting List?

Where you are on the Waiting List is not a good indicator of how soon you will be allocated a Family Support Worker because it is very difficult for FSA to estimate when a vacancy will occur in our family work program. If you are concerned because you have not heard from us, then please contact the Practice Leader on 42 567 333.

What do I do if I have any concerns about the Referral and Intake processes of Family Services Australia?

If you have any questions or concerns about services provided by FSA you should feel free to contact the Practice Leader on 42 567 333. If the Practice Leader is unable to resolve your concern to your satisfaction you will be put in touch with the Managing Director and Company Secretary. If we are unable to resolve your concern you will be advised of other avenues available to you.