

Family Support Services in Central Australia

Eligibility Criteria	Congress Intensive Family Support T: 8959 4750	NPYWC Intensive Family Support T: 8958 2345	Tangentyere Ketyeye Family Support Program T: 8951 4225	Congress Targeted Family Support T: 8959 4750	CSSP Family Support Service T: 89534059
Child/ren aged:	0-12	0-12	0-18	0-18	0-5
Length of time agency can work with client	While family has open CP case and is on CPMIM Case can remain open for a period of time after it is closed to CP	While family has open CP case and is on CPMIM (only NT) Case can remain open for a period of time after it is closed to CP	Case can be open for 12 months, however this can be extended if need for on-going support is required.	3 to 6 months and then subject to review if service is to be extended.	Support as needed reviewed every 3 months.
Capacity of agency	15 families	30 - 40 families	30-35 families	33 families	8-12 families depending on support needs
Referral Process	Via DCF Community Child Protection Worker	Via DCF Community Child Protection Worker (NT) Supervisor Lands Social Work team (SA)	Direct to Service Provider	Via DCF Community Child Protection Worker (for CP referrals), OR direct to Service Provider	Service Providers (inc. DCF, Schools & medical professionals), OR Self referred
Specific criteria for program	Open Child Protection case requiring ongoing CP intervention OR OOHC cases where active re-unification is occurring. Parental Neglect has been identified as a concern within the family Referred to CPMIM Voluntary engagement by family Indigenous and non-Indigenous families	Open Child Protection case requiring ongoing CP intervention OR OOHC cases where active re-unification is occurring Parental Neglect has been identified as a concern within the family Referred to CPMIM (only NT) Referred by FSA (SA) Voluntary engagement by family Indigenous families	Open Child Protection case requiring ongoing CP intervention OR OOHC case where active re-unification is occurring OR Community referral with no Child Protection involvement Voluntary engagement by family Indigenous and non-Indigenous families	Child Protection cases prior to an investigation where neglect or emotional abuse has been alleged and is rated at a child concern level (Indigenous and Non-Indigenous) OR DCF Family Support cases (Indigenous and non-Indigenous) OR Community Referrals. (Indigenous only) Voluntary engagement by family	A parent/carer who has identified or has been identified by a service provider or Child Protection as experiencing challenges within their family unit that are impacting on the child/ren in their care.
Area	Alice Springs	NT: Finke, Docker River, Imanpa, Mutitjulu SA: Ernabella; Amata, Indulkana, Mimili	Alice Springs	Alice Springs	Alice Springs
Referral's not accepted	Conflict of interest - client being referred is a staff member of Congress. Child/Children have been removed and there is no re-unification plan. Service at Capacity	Conflict of interest - client being referred is a staff member of NPY. Child/Children have been removed and there is no re-unification plan Service at Capacity	Conflict of interest - client being referred is a staff member of Tangentyere. Service at Capacity	Risk too high and requires a CP response Physical or Sexual Abuse Current open CP case Conflict of interest - client being referred is a staff member of Congress.	Families with children not currently in the parent/carer custody. Presenting with a number of very high risk factors or limited capacity to receive assistance. Service at capacity
Assessment Process	Family Strengths and Needs Assessment (FSNA) and Child Neglect Index (CNI) Review after 4 weeks and thereafter review every three months.	Family Strengths and Needs Assessment (FSNA) and Child Neglect Index (CNI) Review after 6 weeks and thereafter review every 3 months	Goal Setting with family to address needs. Review case plan every 3 months	Family Strengths and Needs Assessment (FSNA) Review after 4 weeks and thereafter review every three months	Evaluating individual needs at the initial visit. Frequently reviewing level of support provided.
Service Approach	Work in pairs (Aboriginal Family Support Worker and Case Worker) Relationship based Child centred Family Focussed Assertive engagement Outreach Collaborative case management	Working Malparara Way (side by side) Outreach Service Assertive engagement Build on Family and Community Strengths. Collaborative case management approach where possible as limited access to services	Shared support Model Relationship based Child centred Family focussed Assertive engagement. Outreach Collaborative case management.	Work in pairs (Aboriginal Family Support Worker and Case Worker) Relationship based Child Centred Family focused Assertive engagement Outreach Collaborative case management	Providing support, education and counselling to parents. Solution focused Therapeutic Parenting & Positive Discipline Child centred Family focused Collaborative case management