

What happens next?

Once Child Safety have sent a referral, you will be put on a waiting list until a case worker is available. You will then have your own case worker allocated to your family. Your case worker will meet with you to answer all your questions and ask for your consent to work with the service. From there your case worker and you will develop your family action plan outlining all the things your case worker will be supporting you and your family with. The plan will help you address the case plan that you have with Child Safety.



Family Intervention Service

Your rights

Family Intervention Services aims to deliver high quality, open and transparent service. It is always our intention to listen to your feedback and resolve any issues you may have as quickly as possible. If you have any concerns with the Family Intervention Service, please raise this with your case worker or our Family Intervention Service manager. If needed, you can find the complaints procedure for Inala Community House on our website or ask for more information from your case worker.

Contact us

Call (07) 3372 1711
Email FIS@ich.org.au
Web ich.org.au
Address 38 Sittella Street, Inala 4077



Supported by
**Queensland
Government**

Tertiary Family Support is a service of Inala Community House and is funded by Department of Child Safety, Seniors and Disability Services (Child Safety).



INALA COMMUNITY HOUSE
**Family
Intervention
Service**



What is Family Intervention Service?

We are an intensive family intervention service funded by the Department of Child Safety, Seniors and Disability Services (Child Safety).

The purpose of Family Intervention Service is to work collaboratively with families to identify areas of strength, as well as where support is needed to address the child protection concerns. This support aims to increase safety for children who are currently in their parents' care or who are in the process of returning to the parents' care under Child Protection Orders. The Family Intervention Service aims to work with families up to five hours a week and up to 12 months, although in some circumstances where it is agreed upon between Family Intervention Service, your Child Safety Officer and yourself, this can be extended for another six months.

Who do we work with?

The Family Intervention Service works with parents, children and their wider families who are referred exclusively by Inala and Forest Lake CSSCs. Family Intervention Service supports parents, children and families where:

- Children are living at home under an intervention with Parental Agreement case where Family Intervention Service team will work to support children to remain safe in their parents' care.
- Children are living at home under Protective Supervision and/or Directive Child Protection Orders where Family Intervention Service team will work to support children to remain safe in their parents' care.
- Children are subject to a Child Protection Order where Family Intervention Service team will work to support children returning safely to their parents' care.

Working with the Family Intervention Service program is voluntary. You can decide whether you wish to begin or stop working with the service. If this is the case, Child Safety will be advised of your decision.

Will Child Safety receive reports from Family Intervention Service?

Yes. Each month your case worker will provide a report to your Child Safety Officer outlining all the work you have completed with the Family Intervention Service for that month.



What can the Family Intervention Service support me with?

- Support you to develop practical parenting skills to assist in parenting your children
- Provide education on a wide range of topics relevant to your children and helping them to develop to their full potential
- Support you with family time (spending quality time with your children) and providing you with feedback and ideas on how best to meet your children's needs
- Strengthen the attachment between you and your children
- Improve the safety and suitability of your home environment (e.g. help with setting up your child's bedroom)
- Support you to enhance life skills such as budgeting and managing your household
- Practical support to access services (e.g. assistance with transport) and navigate other government and community support services
- Refer you to specialist services (e.g. Domestic and Family Violence support, Drug and Alcohol support, Psychologists etc.)
- Enhance your support network by connecting with other people and your community
- Build your self confidence to parent your children and pursue other personal goals
- Attend meetings with Child Safety and supporting you to navigate the Child Safety System.



Consent Form

Please complete & submit this form to **FIS@ich.org.au**

38 Sittella Street, Inala QLD 4077
PO BOX 4800 Forest Lake QLD 4078

(07) 3372 1711 | www.ich.org.au



Information release consent by families receiving support from 'Family Intervention Service' (FIS).

Family Name (including alias)	Given Name/s	Date of Birth	Gender

Privacy Notice

- The personal information on this consent form and other family related personal information which you provide to us will be used for statistical purposes which will be shared with the Department of Communities – Child Safety Services.
- Your personal information will not be passed on to any third parties without your consent, or unless required by law or if we have concern for your safety or another persons safety.

The Department of Communities – Child Safety Services will use information from the 'Family Intervention Service' for the following purposes:

- To determine the type of services families need to help them care and nurture their children in a safe way
- To inform priorities for future Family Support program development
- To inform level of future Family Support service funding provision
- To determine the safety of children

The type of information recorded in the 'Family Intervention Service' database includes:

- Family details including your usual address
- Referral details
- Case management history including case notes
- Needs assessment details
- Assistance provided/ Service referral and outcomes
- Case closure and outcomes for families.

Clients will also be required to fill-in monthly surveys to gauge their progress.

Declaration

I/We understand:

- The information on this form and understand this Privacy Notice and the Family Intervention Service Privacy Notice.
- I/We understand that to access Family Intervention Service, my/our family information will be share with Department of Communities – Child Safety Services and other identified agencies as initialed by me/us on this form.
- That by law, The Department of Communities – Child Safety Services and the Family Intervention Service may need to disclose information to others.
- That this authority, direction and consent may be withdrawn at any time by communicating to your family worker at the Family Intervention Service.

Furthermore, I/we authorise and direct you to Family Intervention Service and the specified organisations below to release and exchange family related information relevant to our case plan between this service and those organisations specified below (please initial each box as appropriate).

<input type="checkbox"/>	Disability Services Queensland	
<input type="checkbox"/>	Department of Communities – Housing	
<input type="checkbox"/>	Health Services <i>(insert name and location of health service)</i>	
<input type="checkbox"/>	Training, education or employment agencies <i>(insert name)</i>	
<input type="checkbox"/>	Centrelink <i>(insert location of service)</i>	
<input type="checkbox"/>	My child or children's school/s <i>(insert name of school)</i>	
<input type="checkbox"/>	Counsellor <i>(Insert name of counsellor)</i>	
<input type="checkbox"/>	Domestic Violence Service <i>(Insert name of DV service)</i>	
<input type="checkbox"/>	Other <i>(Insert Name)</i>	

I acknowledge that my information will be shared with Department of Communities as part of our case management process and any other services as initialed above.

Name of Parent / Guardian (1)

Name of Parent / Guardian (2)

Date

Date

Sign Below

Sign Below

Once this form completed, please submit to **PO BOX 4800, Forest Lake QLD 4078** or email **Intake@ich.org.au**

Support Agreement Form



☎ 3372 1711 🌐 www.ich.org.au 📍 38 Sittella Street, Inala QLD 4077 ✉ PO BOX 4800 Forest Lake QLD 4078

Parent 1

Parent 2

Caseworker

Phone

Mobile

Email

Purpose of Agreement

This agreement documents and explains the commitment made by parents with their Inala Community House – Family Intervention Service (ICH-FIS) caseworker for the period of the intervention.

I, , parent(s) agree to the following:

- I understand that working with ICH-FIS is a voluntary service.
- I understand that my caseworker will be meeting with me for up to five (5) hours a week.
- I understand that I will make myself available to home visits and meetings with my caseworker, and that if I can not attend I will contact them as soon as possible.
- I understand that I will speak to and treat my caseworker with dignity and respect. I will not act in a threatening way towards my case worker, and will ensure that any dangerous animals will be appropriately secured for home visits.
- I understand that at times, my case worker will attend my home un-announced, but most appointments will be mutually agreed upon.
- I understand that, should there be two (2) weeks of not meeting or responding with my case worker (unless in extraordinary circumstances), the ICH-FIS I will need to attend a review meeting with my caseworker pending the case being closed to ICH-FIS.
- I understand that ICH-FIS will send regular monthly progress reports to Child Safety as well as reporting any immediate worries they may have for my children.

I, (caseworker) agree to the following:

- I understand that that I will be supporting the client for up to five (5) hours a week.
- I understand that I will follow up with appointments and meetings made with the client, and if I can not attend I will contact them as soon as possible.
- I understand that I will speak to and treat the client with dignity and respect. I will not act in a threatening way towards any client.
- I understand that I will try my best to support the client and contact them through phone calls, text messages, announced and unannounced home visits and letters before closing the intervention.
- I understand that I will address my concerns and worries with the client, prior to including information regarding those concerns and worries, in my regular progress reports to Child Safety, unless there is a clear safety issue.

☐ I understand, accept and agree to the information outlined in this agreement

☐ I understand, accept and agree to the information outlined in this agreement.

Name of Parent / Guardian (1)

Name of Parent / Guardian (2)

Date

Date

Sign Below

Sign Below

☐ I understand, accept and agree to the information outlined in this agreement.

Name of FIS ICH Caseworker

Date

FIS ICH Caseworker Signature



(07) 3372 1711



Reception@ich.org.au



www.ich.org.au

Food Relief & Low-Cost Food

Updated: December 2023

St Vincent de Paul (1800 846 643) – 5 Lupin Street, Inala (Family Support Centre)

Monday, Tuesday, Wednesday, Friday (9:30 am – 12:00 pm) & (1:00 pm – 2:30 pm): Free emergency food assistance if in financial distress. Assessment interview required in the office at the Family Support Centre. No appointment required. Must provide Centrelink income statement/3 pay slips if working. Helpline open Monday – Friday (8:00 am – 4:00 pm).

St Hugh's Anglican Church, Careforce (3372 1216) – 105 Poinsettia Street, Inala

Tuesday (9:00 am – 12:00 pm): Assistance with food and part payment of bills (e.g., utilities, rent). No assistance with car-related expenses such as registration fees. Paper copies of Centrelink statement and bills preferred.

Citipointe Church (3879 6833) – 152 Freeman Road, Durack

Monday – Friday (9:00 am – 4:00 pm) and Saturday (9:00 am – 1:00 pm): Provide emergency relief food hampers for free, low-cost groceries, and an op shop. No healthcare card required.

Vietnamese Community in Australia (3375 6036) – 2709 Ipswich Road, Darra

Monday – Thursday (9:00 am – 5:00 pm): Must call to schedule an appointment. Food vouchers are available if in financial distress. Must have an income statement, bank statement, and ID (with photo). No healthcare card required.

A4 Community Care Services (0403 645 246/Contact via Facebook page) – 320 Ritchie Rd, Pallara

Tuesday – Thursday (10:00 am – 4:00 pm) and Friday (10:00 am – 2:00 pm): Food parcel \$40 or more for 2 full trolleys. Health care card required. See their Facebook page for the most up-to-date information on available food parcels.

Open Hands Community Care Neighbourhood Marketplace (3372 8632) – 318 Ritchie Rd, Pallara

Tuesday, Thursday, and Saturday (10:00 am – 1:00 pm), Wednesday and Friday (10:00 am – 3:00 pm): Food hampers from \$10, \$3 bag fruit and vegetables, some free food (\$5 annual membership).

Lighthouse Care (3800 8200) – 3/20 Central Court, Hillcrest

Monday – Friday (9:00 am – 5:00 pm) and Saturday (9:00 am – 12:00 pm): Prepackaged trolley of food for \$25 and low-cost groceries available. No healthcare card required. Not open public holidays.

Community Life Uniting Church (3372 2299) – 528 Waterford Road, Ellen Grove

Tuesday (8:30 am – 9:30 am): Food and fuel vouchers. Thursday (9:00 am – 3:00 pm): Free community pantry by appointment only with a welfare worker. Saturday (9:00 am – 12:00 pm): Op shop.



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Elorac Place Community Centre (3151 6690) – 11a Southampton Road, Ellen Grove

Monday – Friday: Free computer, printer, and phone. Tuesday: Low-cost food shed and grocery items (9:30 am – 11:30 am), free playgroup (9:30 am – 11:00 am), and Salvation Army drop-in (chat and coffee – 10:00 am – 12:00 pm). Wednesday: Free yoga (10:30 am – 11:30 am) and kids' club (3:00 pm – 4:00 pm). Thursday (11:30 am – 12:30 pm): Free Zumba

Camira Westside Community Care (07 3818 0921) – 389 Old Logan Road, Springfield

Monday – Wednesday and Friday (11:00 am – 11:30 am): Free food giveaway (bread, fruit, and vegetables). Fee for food hampers \$10 and \$25. Bookings needed for \$25 hampers; call (0448 830 035). Check the Facebook group for stock. The area of Service for food hampers: Camira, Springfield, and surrounds.

Goodna Anglican Welfare Ministry (07 3818 0945) – 73 Alice Street, Goodna

Tuesday (9:00 am – 12:00 pm) and Wednesday (9:00 am – 11:00 am): Emergency relief is available for individuals and families experiencing disadvantage. Appointments preferred and prioritized; however, walk-ins are accepted as capacity permits. Aid includes food parcels, pharmaceutical vouchers, and financial assistance with bills. Second-hand clothing is also available for purchase at minimal cost. Will require an interview and to present printed Centrelink statement and overdue bills (no digital copies accepted). Area of service: 4300, 4301, 4303, 4076, 4078.

inCommunity (3812 1199/Facebook @inCommunityConnect) – The Club, 59 Limestone St, Ipswich

Wednesdays (10:00 am – 12:00 pm): Dignity Food Relief available by appointment. Ready-made, delicious & nutritious frozen meals provided free of charge available to anyone in need. To ensure they have available and appropriate stock, appointments are essential. Please book via the Facebook page to arrange a time to collect. Also have a breakfast club serving free food every Monday, Wednesday, and Friday (7:00 am – 9:00 am).

Ipswich Assist (3413 1070) – 21 South Street, Ipswich

Monday (9:00 am – 12:00 pm): Emergency Relief by appointment only. Call to make an appointment on Monday for pick up Tuesday morning. Emergency relief is available in the form of food parcels. On a case-by-case basis, clothing vouchers, pharmacy vouchers, and partial payment towards bills when available. Wednesday (11:00 am – 2:00 pm): Free community lunch. Call first to get more information. Wednesday and Thursday (9:00 am – 2:00 pm): Groceries from \$1, no appointments necessary.

Riverview and District Community Centre, QYFSS (3818 1050) – 138 Old Ipswich Road, Riverview

Office Hours Mon – Fri (8:00 am – 4:00 pm): On Mondays, you must pre-fill an application form located on the website or telephone the office to book in a collection time for food hampers. Online order form, <https://www.qyfss.org.au/food-relief.html>. Food hamper collection will be on Wednesday 12:00 pm – 2:00 pm; Food hampers available for individuals and families experiencing disadvantage (only 1 per household per month). Free daily bread is also available. They can also help with essential needs items such as bedding, sheets, pillows and have showers at the centre. Areas of service: Riverview and surrounds.



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Riverview Neighbourhood House (07 3816 2111) – 28 Mitchell Street, Riverview

Friday (10:00 am – 2:00 pm) pickup: Clients must telephone for an appointment on Friday between 9:00 am – 10:00 am. Emergency relief is available in the form of food vouchers, food parcels, financial assistance for utility bills, female hygiene items, and nappies & baby care packages.

Life Church (3719 3177) – 109 Golda Avenue, Salisbury

Monday – Friday (9:00 am – 3:00 pm): Free emergency food parcels. Must call ahead to request assistance. Food hampers available are 1 per household per month for up to 3 months.

Belong (3277 4893/Facebook @belongcommunityau) – 21 Hanify St, Acacia Ridge

Tuesday, Wednesday & Thursday, (9:00 am – 1:00 pm): Emergency Relief is by appointment with a social worker for people within their catchment area. Call or visit the centre for eligibility/assessment. Requires ID (e.g., pension card, driver's license). Assistance with food/fuel vouchers, overdue bills, and other needs depending upon assessment and availability (on a case-by-case basis). Call for more information.

Tuesday – Thursday (9:00 am – 12:00 pm): food co-op open to residents in the catchment, no appointment required. Low-cost groceries including fruit, vegetables, and meat (for \$5 membership for local eligible residents). Without membership, eligible residents can apply for one \$15 voucher per month to spend at the food co-op.

The Wesley Food Barn (0431 535 828) – 174 Mortimer Road, Acacia Ridge

Monday – Saturday (10:00 am – 12:00 pm): free essential food items (such as bread, milk, and veggies) and other items available for a small donation (including food/personal care/toiletries and more depending on supply).

Tribe of Judah (3290 3610) – 101 Park Road, Slacks Creek

Monday – Friday (8:00 am – 5:30 pm), Saturday (7:30 am – 5:00 pm), and Sunday (8:00 am – 4:00 pm): Lower-cost groceries available. No healthcare card required. No membership or joining fees.

Loaves & Fishes (3808 5713) – 1/26 Monte Street, Slacks Creek

Monday – Friday (8:00 am – 3:00 pm): \$50 food parcels (contains approx. \$250 - \$300 worth of groceries). No healthcare card required. Monday, Wednesday, and Friday (11:00 am – 1:00 pm): \$2 Lunches. Also have a discount grocery store at the center.

ADRA Community Care Centre (3290 3011) – 31 Station Road, Logan Central

Monday – Thursday (9:30 am – 3:30 pm) and Friday (9:30 am – 1:30 pm): \$10 Emergency food parcels available. When you first join up you can get 2 free food parcels a financial year.

Monday (from 4:30 pm), Saturday (from 7:30 am), and Saturday (from 4:00 pm): Weekly soup kitchens.

Lighthouse Care (3806 0639) – 17-19 Monte-Khoury Drive, Loganholme

Monday – Friday (9:00 am – 5:00 pm) and Saturday (9:00 am – 12:00 pm): Prepackaged trolley of food for \$25 and low-cost groceries available. No healthcare card required. Not open public holidays.



INALA COMMUNITY HOUSE

**Family
Intervention
Service**

Call

3372 1711

Email

FIS@ich.org.au

Address

38 Sittella St, Inala 4077 Q

Web

www.ich.org.au

Client Rights and Responsibilities

Rights

You have the right to be treated with respect, dignity and consideration by all staff at Inala Community House Family Intervention Service (ICH FIS) service.

Respect

You have a right to be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.

Choice

You have a right to lead decision making processes and identify the support most appropriate to your family needs; to have a say in the support and services that best meet your assessed needs and planned goals, within the limits of the resources available; to participate in making decisions that affect you and being involved in your plans to fulfil your goals; to have your representative participate in decisions relating to your support if you do not have capacity.

You have the right to cease involvement with ICH FIS at any time you wish.

Privacy

You have the right to privacy and confidentiality of your personal information. We recognise that we hold a position of trust in holding your personal and sensitive information. ICH has a strong commitment to maintaining the privacy and confidentiality of clients working with our service. Your personal information will not be passed on to any third parties without your consent, or unless required by law or if we have concern for your safety or another person's safety.

Client Responsibility

Respect

You are responsible for treating support workers, service providers and staff members with respect and courtesy.

Participation

You are responsible for actively participating in ongoing and follow up support attending meetings if meetings cannot be made, notifying your Support worker as soon as possible.

Feedback and Complaints

You have a right to have your complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve any issues of concern. Please find our "Client complaints" form attached.

Contact:

Call (07) 3372 1711 | Complaints@ich.org.au
| PO BOX 4800, Forest Lake 4078 | 38 Sittella
Street, Inala 4077 QLD | www.ich.org.au



*If you have a hearing, speech or communication
impairment, phone the National Relay Service 13 36 77.*



Feedback & Complaints



Give Us Your Feedback

Inala Community House (ICH) welcomes all feedback from clients and other stakeholders. We also want to hear if you have problems with the service. We use both feedback and complaints to improve the quality of our services.



Complaint: Where you are unhappy with the service and would like us to try and find a solution to the problem.



Negative Feedback: Let us know what haven't worked well.



Good News Story: How we helped you?



Suggestions: How can we improve?



Positive Feedback: What's working well?

WHO CAN GIVE FEEDBACK?

Anyone can give feedback or make a complaint including clients, families, advocates or others.

CAN SOMEONE HELP ME GIVE FEEDBACK?

You can choose a person to support you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

WAYS TO HELP US IMPROVE

- Discuss the issue or suggestion with a staff member or a member of the management team
- Complete a Feedback and Complaints form
- Phone calls, letters and emails are all welcome.

WHAT WILL HAPPEN?

ICH is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.

We view feedback as a positive opportunity to improve the quality of our services and operations, and to strengthen relationships with our customers and with our community.

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved. Our Management Team ensures the processes are followed in an appropriate and timely manner.

HOW LONG WILL IT TAKE TO RESOLVE A COMPLAINT?

The target will be to acknowledge a complaint within 5 business days and have a resolution communicated within 20 days.

WHAT HAPPEN IF I DON'T AGREE WITH THE RESOLUTION?

If you don't agree, you can appeal the decision in writing (including by email). This will be reviewed by a member of the Senior Management team or the Board of Directors where appropriate.

WHERE ELSE CAN I GET HELP?

Whilst we would always prefer to resolve your complaint directly, you are also able to make a complaint to any of the following outside agencies:

For human rights concerns, Queensland Human Rights Commission: GPO Box 5218, Sydney NSW 2001 | 1300 656 419 | www.humanrights.gov.au/complaints/make-complaint

For NDIS, NDIS Quality and Safeguards Commission: 1800 035 544 | www.ndiscommission.gov.au/about/complaints

For Community Support Program, Skylarkers 60 & Better or Acacia 50 & Better, Department of Communities, Disability Services and Seniors – Complaints Unit: GPO Box 806, Brisbane Qld 4001 | 1800 491 467 | www.communities.qld.gov.au/about-us/customer-service-complaints-complaints

For Family Intervention Service or ICH Out of Home Care, Department of Child Safety, Youth and Women – Complaints Unit: 1800 080 464 | Locked Bag 3405, Brisbane Qld 4001 | www.csyw.qld.gov.au/contact-us/complaints-complaints

For Settlement Engagement and Transition Support, Department of Social Services – DSS Feedback: GPO Box 9820, Canberra ACT, 2601 | 1800 634 035 | www.dss.gov.au/contact/feedback-complaints-complaints-and-enquiries/complaints-page

For My Place Family Day Care, Metropolitan Region Early Childhood Education and Care Department of Education: 07 3028 8064 | metrosouth.eccec@qed.qld.gov.au | Level 2 Block A • Garden Square • 643 Kessels Road, Upper Mount Gravatt QLD 4122 | Private Mail Bag 250, Mansfield DC QLD 4122