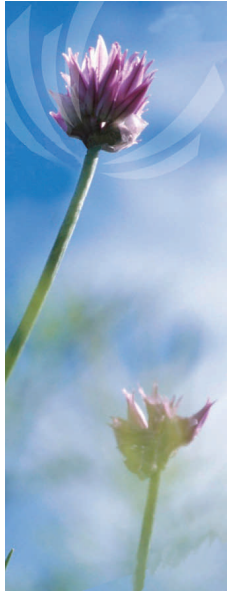


Vision

To provide quality professional community services to those in the Diocese of Rockhampton



Mission

To share in the healing ministry of Jesus, by providing professional community services to enhance the wellbeing of individuals and families



www.centacare.net

For all appointments, re-scheduling and enquiries please call

1300 523 985

Diocesan Administration
168 William St
PO Box 819
Rockhampton Q 4700
admin@centacare.net

Centacare Bundaberg
79 Woongarra Street
Bundaberg Q 4670
bundaberg@centacare.net

Centacare Emerald
Egerton Street
Emerald Q 4720
emerald@centacare.net

Centacare Mackay
35 Milton Street
Mackay Q 4740
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Centacare Rockhampton
10 Bolsover Street
Rockhampton Q 4700
rockhampton@centacare.net

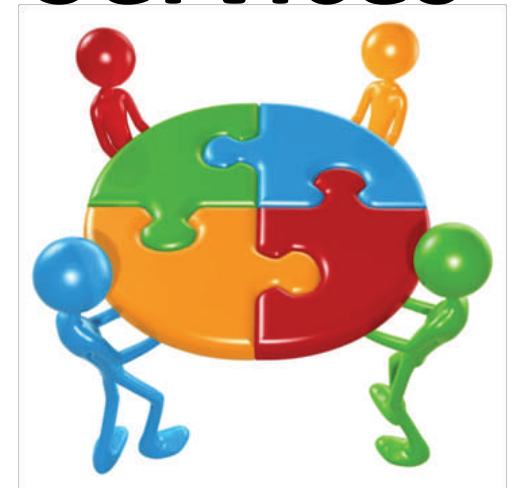
Family Relationship Centre Mackay
35 Milton Street
Mackay Q 4740
frcmackay@centacare.net

Family Relationship Centre Rockhampton
10 Bolsover Street
Rockhampton Q 4700
frcrockhampton@centacare.net

Also providing services in:

Yeppoon - yeppoon@centacare.net
Blackwater - blackwater@centacare.net
Gladstone - gladstone@centacare.net

Family Intervention Services



Empowering families to plan for the care of their children





What can Family Intervention Services offer your Family?

Family Intervention Services (FIS) is a program that supports families in addressing Child Safety concerns while supporting individual, parent and family needs. The FIS program offers a non-judgmental service, with respect for the individual.

What to expect from FIS

- To receive an integrated, culturally-sensitive approach to family support.
- To receive services tailored to meet your needs.
- To have the opportunity to participate in decision-making.
- To be treated with dignity and have your privacy respected.
- To have access to a complaints/dispute resolution process.
- To receive a professional service.
- To be assisted by staff with the relevant skills, training and experience.
- To be treated with care and respect for your rights and the law.

Working with You

Family Intervention Services (FIS) offers short term support of families for up to 12 weeks or until identified goal/s are seen to be achievable. FIS may work with individuals or the family from two hours per week up to 12-15 hours per week depending on your needs and to address child protection concerns.

How can we help you?

Family Intervention Services is designed to meet the needs of all family members through offering practical support. Staff will seek your involvement to best address your parenting needs whether they be personal and/or in relation to child protection concerns.



FIS offer three key services:

- ★ Parenting courses
- ★ Practical parenting strategies both in-home and out in the community
- ★ Individual family member support

FIS Key Services

Parenting Courses

- Behaviour management for 2 to 12 year olds.
- Behaviour management for teenagers.
- Parent Education Program – tips and information about different issues that arise in raising children.

Practical Parenting Support

An FIS caseworker spends time with you and your children, possibly at different locations eg home, shopping centre, park etc. During these times you may be requested to allow caseworker to suggest/demonstrate different parenting strategies or observe your parenting style and later discusses this with you. Caseworkers will respect your individuality and can advocate/liase with the Department of Child Safety on your behalf.

Family Member Support

Caseworkers can assist individuals by working with them, advocating on behalf of or linking them to a more specialised service of their choice.

