

Commonwealth Respite and Carelink Centre – Hunter

Overview of Service

- Short term and emergency respite for carers
- Provide information on community and support services available to assist people to live independently in the community

People we provide a service to:

Respite to carers of:

- people with dementia
- people with dementia and challenging behaviour
- people with a terminal illness in need of palliative care
- frail older Australians (i.e. 65 and over, 50 and over if indigenous)
- people over 30 with moderate, severe or profound disabilities who are living at home
- people under 30 with severe or profound disabilities who are living at home
- young carers
- people with mental illness

Service details, operating hours and fees:

Address:	Walker Building, Wallsend Campus, Longworth Avenue, Wallsend 2287
Postal:	PO Box 385, Wallsend 2287
Phone:	1800 052 222 during office hours (8.30am – 5pm) 1800 059 059 after hours (after 5pm and before 8.30am)
Fax:	4924 6092
Contact Person:	Information and Respite Coordinator rostered on intake
Hours:	8.30am – 5pm 24 hour emergency line, after hours calls handled by Nursing Agency
Fees:	Carers are asked to make a contribution - inability to pay does not exclude people from service
Wheelchair Access:	Yes
Transport Options:	Bus

Referral and entry process:

Carers phone 1800 052 222. Carers can self refer. The Commonwealth Respite and Carelink Centre prefer to speak to carers – telephone referrals accepted from service providers.

Role of the service:

- To provide short term and emergency respite to carers (24 hour) – after hours call 1800 059 059
- To assist carers to plan respite
- To provide information on community services available and how to contact them

Aims of the service:

- To give the carers a break from their caring role and provide emergency respite, for example, if the carer became suddenly ill.
- To assist people to remain living independently within the community.

Philosophy of the service:

Funded under the Commonwealth National Respite for Carers program. Funded by the Department for Health and Ageing and the Department of Family and Community Services and Indigenous Affairs. Auspiced by Hunter New England Health - Community Options. Philosophy in accordance with these organisations.

Services we provide:

- Commonwealth Respite and Carelink Centre uses brokerage funds to provide carers with services in an emergency or for the short term in the carer's own home, or in an approved community respite facility (eg. a respite cottage).
- Coordinating access to respite in Aged Care facilities.
- Occasionally initiatives provide funding for special projects: eg. Funding is available for tutoring for young carers who are struggling with schoolwork because of the caring role, extra assistance for working carers and aging carers.
- Information database of service providers across the Hunter Region who provide services and support to assist the client to live independently.

Some other important information about our service

Approaches we use:

All referrals to the service are assessed by telephone.

Locations we provide service:

We provide services to carers across the Hunter region. i.e. Lake Macquarie, Newcastle, Port Stephens, Lower and Upper Hunter.

Staff in our service:

Our staff are experienced in the provision of respite care, for people who are carers in the Hunter region.

Assessments we provide:

Telephone assessments are used to determine eligibility for service.

Resources we have available:

Access to many brochures for a variety of services can be posted to the client on request.

Lower Hunter Temporary Care

Overview of Service

- Host Family Respite Care
- Flexible Respite Options
- Aged Parents Respite Options

People we provide a service to:

Host Family Respite Care targets people 0 to 64 years of age with a moderate to severe functional disability. The care is provided by volunteer caregivers in the caregiver's home for periods as short as a few hours or as long as fourteen days, by arrangement or on a regular basis.

Flexible Respite Options provides a range of respite support services tailored to the needs of the person with a disability and their carer. It is available to people aged 0 - 64, who have a disability with moderate to high support needs. There are limited places available in the Flexible Respite Options service, applications have to be made on an annual basis so that an assessment panel can determine the eligibility and priority of an individual to receive the service.

The above two services are available to families living in the Cessnock, Maitland and Port Stephens Local Government Areas.

The Aged Parents Respite Options service was established in June 2006 to increase access to respite services for older parents who provide primary care for a son and daughter with a disability. The service is specifically for parent carers aged 65 years and over and indigenous parent carers over the age of 45 years. The service is flexible and responsive to the needs of aging parent carers and can include the provision of own home, host family and peer support respite.

The Aged Parents Respite Options service is available to ageing parent carers, there are limited places available in the Aged Parents Respite Options service, applications have to be made on an annual basis so that an assessment panel can determine the eligibility and priority of an individual to receive the service.

The above service is available to people who live in the Cessnock, Maitland, Port Stephens and Dungog Local Government Areas.

Service details, operating hours and fees:

Address:	C/- Kurri Kurri Hospital, Lang Street, Kurri Kurri, 2327
Postal:	As above
Phone:	4937 5502
Fax:	4937 5502
Email:	temporarycare@lhrc.org.au
Website:	www.lhrc.org.au
Contact Person:	Flexible Respite Options and Aged Parents Respite Options Coordinator Administrative Assistants
Hours:	Monday to Friday, 9 am to 4.30 pm
Fees:	Host Family Respite Care: \$4 per 24 hours of care Flexible Respite Options: \$4 per 24 hours of care Aged Parents Respite Options: Contribution negotiated
Wheelchair Access:	The organisation's office is wheelchair accessible. When wheelchair access is required by families receiving respite care they are linked to caregivers who have wheelchair access to their home
Transport Options:	The organisation's office is accessible via the local bus service

Referral and entry process:

Anyone can refer a family to the service - including families themselves.

Once a referral is accepted a meeting is arranged with the family to complete a Client Information and Referral Record and to identify the particular care needs of the child and family. A care plan is developed outlining the type of help required, the frequency of help and the preferred location for receiving help.

The services may have a waiting list with waiting times fluctuating according to the priority of the client and the availability of volunteers to link to the family. Priority is decided by looking at the person with a disability, their carer, and other factors e.g. support available to the family. Families are ranked according to their need for medical/nursing help, presence of a carer with a disability, type of disability, availability of social support/contact and whether the family is geographically isolated.

Role of the service:

The role of the organisation is to provide respite care to the families/carers of individuals who have moderate to severe functional disabilities.

Aims of the service:

The purpose of Lower Hunter Temporary Care Inc. is to assist people who have disabilities to remain living in their home, who are at risk of premature or inappropriate institutionalisation

Philosophy of the service:

Lower Hunter Temporary Care Inc. believes in:

- the right of people to make choices in their own lives
- the right of people to dignity, respect, privacy and confidentiality
- the right of people to be valued as individuals
- the right of people to access services on a non-discriminatory basis
- the right of the community to accountable and responsive services

Services provided:

Services vary according to which particular program the family is accessing.

Some other important information about our service:

Approaches we use:

All programs provide services on an individual family basis.

Locations we provide service:

Services are provided at a variety of locations dependant on which program the family is accessing.

Staff in our service:

The service has a Manager, Coordinators, Administration Assistants, Direct Care Workers and Volunteers.

Assessments we provide:

Not relevant.

Resources we have available:

A regular newsletter is produced informing families of relevant issues and sharing information. Brochures on other support services are also available.

Newcastle Temporary Care Ltd.

Overview of Service

- Host Family Respite Care
- Time Away Respite Care
- In-home Respite Care
- Kidzlink
- Home Support Project
- Parent Support Groups

People we provide a service to:

Services are targeted at people with a disability from 0 to 55 years of age who live in the Newcastle and Lake Macquarie area. The service's priority group is people with a disability who have ongoing high support needs. This may include children with significant difficulties in the following areas: cognitive impairment, developmental disability, genetic or birth defects, hearing impairment, physical disability, autism, or visual impairment. It may also include children with communication difficulties, behavioural difficulties, perceptual difficulties and difficulties related to social development if these children also have needs in one of the other areas listed. Families need to be receiving the Carers Allowance.

Service details, operating hours and fees:

Address:	Unit 3 / 33 Newton Street, Broadmeadow NSW 2292
Postal:	As above
Phone:	4957 5008
Fax:	4957 4003
Email:	tempcare@bigpond.com
Contact Person:	Co-ordinator
Hours:	Monday to Friday 9am to 5pm
Fees:	The service charges minimal fees
Wheelchair Access:	There is wheelchair access to some facilities including the office and Respite Cottage, however not all respite host family homes have wheelchair access

Referral and entry process:

A referral is not needed to access the service - families simply need to ring the service. Once a family has contacted the centre they complete an application form. The application is reviewed and if the service is able to offer support then services are commenced. An eligibility criteria list exists for some programs and waiting times vary with each program.

Role of the service:

The role of the service is to provide respite care to the families/carers of individuals with moderate to severe disabilities.

Aims of the service:

To provide a range of respite care services within a normal community setting.

Philosophy of the service:

The service recognises that many carers of children/adults with disabilities need a rest from the constant demands and responsibilities they face. The service aims to provide respite support to those families with the greatest needs.

Services we provide:

The service operates five programs:

1. Host Family Respite Care

This service is provided by volunteer families in their own homes. This service is limited to four week nights or one weekend per month.

2. Time Away Respite Care

Person with a disability is accompanied on short break / holiday away from his/her family by a paid staff person for up to 21 nights. There is limited availability of this service.

3. Flexible Respite Care

Respite care provided by paid staff in the client's home. There is limited availability for this service.

4. Kidzlink

This program provides a range of out of school hours services including: Saturday programs, Vacation Care and Out of Schools Hours (OOSH) programs, and Teen Scene - a social and recreational program operating one Saturday per month and during the school holidays. Kindy group – 0 to 5 years, receiving less than 3 days service elsewhere.

5. Home Support Project

This program provides home based physiotherapy for children 0 - 7 years who are unable to attend the Stuart Centre or local hospital physiotherapy service.

Some other important information about our service:

Approaches we use:

Services are mainly provided on an individual family basis.

Locations we provide service:

Services are provided in a range of locations depending on the particular program. For instance whilst the Host Family Respite Care Program is provided in volunteers homes, the In-home Respite Care Program is provided in families' own homes.

Staff in our service:

The service is staffed by Coordinators and administration staff. Respite care is provided by casual workers and volunteers.

Assessments we provide:

Not relevant.

Resources we have available:

The service does not have resource material available for families.

Australian Hearing

Overview of Service

- Hearing assessment
- Advice and Counselling
- Supply and maintenance of aids and equipment

People we provide a service to:

Services are provided to children from birth onwards who have, or are suspected of having, a hearing impairment. Families may live anywhere in the Greater Newcastle area including: Lake Macquarie, Newcastle and Port Stephens.

Service details, operating hours and fees:

Address:	Suites 9 and 10, OTP House, 10 Bradford Close, Kotara 2289
Postal:	PO Box 387, Kotara 2289
Phone:	131 797
Fax:	4962 2184
Website:	www.hearing.com.au follow links to Our Services then to Children
Contact Person:	Staff person on duty
Hours:	Monday to Friday, 8.15am to 5.00pm
Fees:	Nil - support to infants and children is provided free of charge
Wheelchair Access:	There is wheelchair access to the service
Transport Options:	Families can get to the service by bus or train

Referral and entry process:

For children aged 3 years and under an appointment will be offered. For children aged 4 years and over (with no other disabilities) hearing needs are to be screened at their local Community Health Centre and referred to us if a permanent hearing loss is detected.

Children at any age, with risk factors specific to hearing loss, can be seen directly. Once a referral is accepted an initial appointment is made with the family to complete an initial assessment. If this assessment establishes that the child has a hearing problem then a priority appointment is arranged.

Role of the service:

Australian Hearing is a Commonwealth Government Authority and is the largest provider of hearing services and products in Australia. The Newcastle unit is one of over 95 hearing service centres across Australia.

Aims of the service:

The goals of Australian Hearing are:

- To provide quality hearing services which meet the needs of eligible hearing impaired people.
- To provide hearing loss prevention and noise consultancy services to the community.
- To undertake research to improve products and services as well as to enhance knowledge of hearing loss and noise.
- To co-operate with the private sector in the design, development and local manufacture of advanced technology hearing products.
- To operate in an efficient and effective manner.

Philosophy of the service:

Australian Hearing is dedicated to helping people with hearing impairments to manage their hearing impairment to improve their quality of life. The service aims to provide families of children with hearing impairments specialist assessment, advice and counselling support.

Services we provide:

Australian Hearing provides

- Hearing tests and assessment
- Advice and counselling
- Supply and maintenance of hearing aids and equipment
- Referral to appropriate support services

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis as well as linking with appropriate stakeholders.

Locations we provide service:

Services are provided at the centre.

Staff in our service:

The service has a range of staff including: Audiologists, administrative and technical staff.

Assessments we provide:

The service is able to provide comprehensive hearing assessments.

Resources we have available:

Specific equipment to test the hearing of infants from birth to 3 years.

Newcastle/Lake Macquarie Physiotherapy Home-Based Support Program Newcastle Temporary Care Ltd

Overview of Service

Home-based physiotherapy support program

People we provide a service to:

Services are provided to babies and children who have, or are at risk of developing, physical or intellectual disabilities. Families need to live in Newcastle or Lake Macquarie.

Service details, operating hours and fees:

Postal:	PO Box 2161, Dangar 2309 or PO Box 27, Newcastle 2300
Phone:	4978 6100
Fax:	4978 6299
Contact Person:	Physiotherapist
Hours:	3 days per week [Monday to Wednesday]
Fees:	Annual \$10 fee, which may be waived under special circumstances
Wheelchair Access:	Not relevant - services are provided at families homes
Transport Options:	Not relevant - services are provided at families homes

Referral and entry process:

Anyone can refer a family to the service including parents themselves. Referrals can be made by phone, mail, fax or in person. Once a referral is accepted the family is contacted immediately and services commence. The program currently does not have a waiting list.

Role of the service:

The program aims to provide home-based support for families with infants or children who have, or are at risk of developing physical or intellectual disabilities.

Aims of the service:

The program aims to support parents/carers by teaching them how to handle, play, and encourage the development of their disabled infant, and so prevent compensatory abnormal movement patterns and deformities developing.

Philosophy of the service:

The program provides physical and emotional support to parents in their own environment.

Services we provide:

The program provides a range of services including:

- The establishment of early contact at the hospital, prior to discharge, with families of very young babies with or at risk of developing disabilities.
- Provision of home-based support to families.
- Assessment of infants and children referred to the service.
- Discussion and development of a specific physiotherapy program with the family and carers.
- Regular review of paediatric physiotherapy programs and modalities.
- Establishment and co-ordination of groups for parent/child activities.
- Provision of education for parent and carer groups.
- Physiotherapy contribution to the public education activities of allied community and health paediatric groups.
- On request, the assessment of infants with possible developmental problems can occur so that intervention can begin as indicated and/or appropriate referral made.

Some other important information about our service:

Approaches we use:

Services are provided on an individual basis.

Locations we provide service:

Services are provided at families homes.

Staff in our service:

The program is staffed by a part time paediatric physiotherapist.

Assessments we provide:

The service is able to provide comprehensive physiotherapy assessments.

Resources we have available:

The service has an information pamphlet available for families.

Speech Pathology Clinic, School of Humanities and Social Sciences University of Newcastle

People we provide a service to:

Services are provided to children and adults in the Hunter region who have communication and/or swallowing difficulties, on a program basis. Currently the clinic provides specialist programs for the management of stuttering, voice disorders and intervention for a more general caseload through SPinS (Speech Pathology in Schools) a school based program.

Service details, operating hours and fees:

Address:	Speech Pathology, Ground Floor, General Purpose Building, University of Newcastle, University Drive, Callaghan 2308
Postal:	School of Humanities & Social Sciences, University of Newcastle, Callaghan 2308
Phone:	4921 6414 [all calls are handled through voicemail]
Fax:	4921 7386
Contact Person:	As advised per program
Hours:	As advised per program
Fees:	As advised per program
Wheelchair Access:	There is wheelchair access to all facilities
Transport Options:	The service is accessible via both the local bus and train service. The service is unable to provide families with transport assistance. There are designated car parking spaces for clients

Referral and entry process:

No referral is necessary. Information about programs can be obtained by leaving a message on the above phone number.

Role of the service:

The Speech Pathology Clinic runs programs which research communication and swallowing problems. Currently, stuttering treatments for all ages. Voice programs for children and adults and school based programs are offered. The service provides clinical experience for speech pathology students as a major component of its activities.

Aims of the service:

The service has three major aims:

- To conduct for clinical research in the area of communication and swallowing disorders.
- To provide for clinical education of speech pathology students.
- To provide quality Speech Pathology services to professional standards to clients as part of the University's commitment to the community.

Philosophy of the service:

The University clinic offers an evidence-based approach to the assessment and treatment of communication disorders.

Our mission is to contribute to the understanding of communication and swallowing disorders and to the professional development of speech pathologists.

Services we provide:

The service provides speech pathology assessment and therapy services, consultation and education programs, as part of its research and teaching program.

Some other important information about our service:

Approaches we use:

Lidcombe Program for managing early stuttering.

La Trobe Smooth Speech Program for stuttering in adolescents and adults.

Locations we provide service:

Majority of the services are provided from the on campus clinic.

The school based program provides a model of service delivery at various primary schools around the Newcastle and Hunter region.

Staff in our service:

Services are provided by students undertaking undergraduate studies in Speech Pathology at the University of Newcastle. Students work under the supervision of experienced and qualified Speech Pathologists.

Resources we have available:

The service does not have resource material available for families.

Family InSight Inc.

Overview of Service

Family InSight provides volunteer home visiting services to families. Family InSight Programs are in the following regions: West Lake Macquarie, Cessnock, Maitland, Upper Hunter (Muswellbrook, Singleton, Merriwa, Murrurundi, and Scone), Raymond Terrace/Port Stephens, Aboriginal Program – Hunter Region.

People we provide a service to:

Services are provided to families with children under five years of age, who may be isolated, (financially, geographically or socially), sole parents, parents new to the area, young parents/mothers, parents with multiple births, new mums/parents, families experiencing post natal depression, families experiencing parenting stress.

Service details, operating hours and fees:

Address:	20/54 Clyde Street, Hamilton North 2303
Postal:	PO Box 194, Waratah 2298
Phone:	4961 0700
Fax:	4961 0722
Website:	www.familyinsight.org.au
Contact Person:	Manager
Hours:	Monday to Friday, 9am to 5pm
Fees:	Nil - this is a free service
Wheelchair Access:	Not relevant - workers go out to families
Transport Options:	Not relevant - workers go out to families

Referral and entry process:

Families seeking help may be introduced to Family InSight from various helping agencies or families themselves can ask for support from Family InSight.

Once a family or referral agency has contacted our service, a Coordinator will contact them to discuss the different types of support the program offers. If families belong to the service's target group and are interested in receiving support the coordinator will meet with the family to discuss the options for working together.

Role of the service:

To provide volunteer home visiting services to families with at least one child under the age of 5 years. To recruit, train, appropriately link and support volunteers. We regularly review the family/volunteer link.

Aims of the service:

- To offer support to families with children under 5 years of age.
- To reassure parents that difficulties in bringing up children are normal and to emphasis the enjoyment of family life.
- Bring a focus to benefiting the children of the family (with the support of the Early Childhood Coordinator).
- Reduce isolation by supporting the family to build connections with the local community, e.g. community events, playgroups, relevant services, parks; engaging participation in community support networks.
- Recognise the importance of the contribution made by fathers and be more inclusive of them in our practice.
- Provide additional support and training to volunteers.
- Gathering information from families and volunteers about the service, what works well, how families are benefiting, what else could happen, collecting the "evidence", regularly review the progress of links.

- To encourage the parent's strength and well being in order that these may be transmitted to their children thus enhancing their development.
- Supplementing our core business by increasing the connection for families to professional child, family and relationship specialists.

Philosophy of the service:

Vision

Family InSight envisions a world where strong and healthy families are the cornerstone of our communities.

Mission

Family InSight seeks to profoundly enhance the lives of young children and their families in the Hunter region. Support is provided by staff and volunteers who are committed to the following:

We believe...

- Parents want the best for their children
- Families are diverse
- That the early years are critical
- All families need support some times
- In the value of volunteering
- Anyone can discover the joy of parenting
- In the uniqueness of children
- Play is important
- Stronger families build stronger communities

Values:

- Respect
- Fairness and justice
- Excellence
- Well being of children and their families
- Growth
- Innovation
- We value children

Services we provide:

Through volunteer home visiting we provide families with the support in their parenting role and to build appropriate social and community networks. We include a child focus approach to service and employ an Early Childhood Coordinator to enhance this work. We recruit and train volunteers to provide support to families; we also provide ongoing support and training to the volunteers. We refer families to relevant services in their area as required.

Some other important information about our service

Approaches we use:

We work from a strength-based perspective. We are respectful and inclusive of families. Services are provided to families on an individual basis however we also provides group activities such as playgroup, community activities, outings, etc.

Locations we provide service:

Services are provided at families homes and/or other agreed venues, in the program areas outlined above.

Staff in our service:

The service is staffed by a Manager, Program Coordinators, Early Childhood Coordinator, Financial Officer and Administration Officer and services are provided by a network of volunteer workers.

Assessments we provide:

Not relevant

Resources we have available:

The service has range of information pamphlets and other resources available for families on different services available in the community and also has a range of parenting magazines available for families. The service has a regular mail out to families on upcoming family activities and programs available in the community. We lend car seats to volunteers who are transporting families with young children.

Home Start Program

Family Action Centre - University of Newcastle

Overview of Service

Home Start Program

People we provide a service to:

Services are provided to families with children less than five years of age, who may be isolated financially, geographically or socially e.g. sole parents, mothers new to the area, teenage mothers, multiple births and new mums. Families may live throughout the Newcastle and East and North Lake Macquarie Areas.

Service details, operating hours and fees:

Address:	Family Action Centre, University of Newcastle, Callaghan 2308
Postal:	As above
Phone:	4921 6842 or 4921 5758
Fax:	4921 5724
Contact Person:	Home-Start Coordinator
Hours:	Monday to Friday, 9am to 4.30pm
Fees:	Nil - this is a free service
Wheelchair Access:	Not relevant - workers go out to families
Transport Options:	Not relevant - workers go out to families

Referral and entry process:

Families seeking help may be introduced to Home Start from various helping agencies or families themselves can ask for Home Start. Once a family or referral agency has contacted the centre the Coordinator talks with them about the different types of support the program offers. If families belong to the service's target group and are interested in receiving support then a meeting is held to work out the families needs and the type of support required. There may be a waiting period before which families are linked to an appropriate volunteer.

Role of the service:

The Home-Start program at the Family Action Centre supports families from three geographical areas: Newcastle, East Lake Macquarie and North Lake Macquarie.

Aims of the service:

The Home Start program has several aims:

- To offer support, friendship and practical assistance to families with children under 5 years of age.
- To be available to families who are experiencing frustration or difficulty.
- To visit families in their own homes where the problems exist and the individual's dignity and identity can be respected.
- To develop a one to one relationship in which flexibility of approach and understanding can be shared with the other parent.
- To encourage the parent's strength and emotional well being in order that these may be transmitted to their children thus enhancing their development.
- To reassure parents that the difficulties in bringing up children are not unusual and to emphasise the pleasures of family life.
- To encourage families to widen their network of relationships and to access community services effectively.

Philosophy of the service:

The Home Start mission is to increase confidence and independence and promote a positive future for families with children under 5 years of age.

Services we provide:

A range of services are available - depending on families needs. These include: help with appointments [transport], assistance with children and companionship. The aim is to provide families with the support they need to build a supportive social network. We are able to provide both male and female volunteers as required.

Some other important information about our service:

Approaches we use:

Services are provided to families on an individual basis however the service also provides group activities such as playgroup, outings etc.

Locations we provide service:

Services are provided at families homes.

Staff in our service:

The service is staffed by Home-Start Coordinators and services are provided by a network of volunteer workers.

Assessments we provide:

Not relevant.

Resources we have available:

The service has a range of information pamphlets available for families on different services available in the community and also a range of parenting magazines available for families. The service has a regular mail out to families on upcoming family activities and programs available in the community. The service may also be able to provide access to toys.

Intensive Family Support Options (IFSO), Stuart Centre The Spastic Centre

Overview of Service

IFSO provides a short term, in home, intensive support service to families with a child or adolescent with a disability.

People we provide a service to:

The service is provided to families with at least one child under the age of 18 years with a diagnosed disability that live in the Hunter and Central Coast regions.

IFSO might be useful to families when they might not be able to stay together unless some changes are made: when relationships are under a lot of stress; when the health and wellbeing of family members has significantly changed.

Service details, operating hours and fees:

Address:	61 Parklea Avenue, Croudace Bay 2280 3/2 Bounty Close, Tuggerah 2259
Postal:	PO Box 3038, Valentine 2280
Phone:	Croudace Bay 4979 4333, Tuggerah 4355 4752
Fax:	4946 9852
Contact Person:	Community Links Manager
Hours:	Flexible to suit family needs, including after hours and weekends
Fees:	There are no fees - this is a free service
Wheelchair Access:	N/A
Transport Options:	This service is provided in the family's home

Referral and entry process:

Referring Agency is required to obtain the family's consent to refer (Form A) and then complete a referral form (Form B). This information including any supporting documentation should be forwarded to the IFSO team for discussion and presentation to the IFSO Intake Panel for determination of eligibility and team allocation. If the referral is deemed eligible it is placed on the Active Register and when the next suitable vacancy occurs the referrer will be contacted to ascertain the family's current circumstances.

The referrer is encouraged to attend the initial family visit to introduce the IFSO therapist.

Role of the service:

IFSO provides a short-term intensive support service to families with a child or teenager with a disability. We can work with families from any sort of cultural or language background and we can get interpreters if needed.

Aims of the service:

We aim to:

- Work together with families to help them manage their situations
- Support parents to feel confident in managing their children
- Help families to get useful information
- Identify what is working well for families
- Work together with people to make sure children and teenagers are safe

Philosophy of the service:

The foundation of our practice is based on:

- Solution Focussed Brief Therapy
- Recognising and building on family strengths
- Understanding the benefits of flexible home based service delivery
- Holistic interventions
- Promoting a safe and healthy environment for children and their families
- Understanding the importance of community in helping families to raise their children

Services we provide:

Family Therapists work with families to establish their goals and how they want things to be different. We explore with the family what things are already working well for them and how to expand this into other areas of their family life. IFSO can help with:

- Handling family relationship issues
- Managing stress
- Living with the effects of a child's disability
- Planning daily routines
- Linking families to other support services

Some other important information about our service:

Best possible practice involves healthy working relationships between service providers. The IFSO program has been developed to provide an intensive, direct service for families that have a child with a disability, currently receiving services from a lease one family support provider. IFSO's role is to support the work being done by these agencies whilst direction and goals of service is family generated. We maintain contact with the referring agency during our service provision and prefer to have them present at our first and exit meetings with the family. The success of our program relies on our relationship with the referring agencies and their continuing involvement with the family once IFSO has exited.