



**marsden  
families  
program**

The service provides:

- Intensive in home support over 12 week period—review completed with stakeholders to make decision if extension required
- Family and individual support to reach goals
- Practical support eg budgeting, household routines, nutrition
- Parenting assistance eg behaviour management
- Therapeutic Support
- Assistance to Enhance Parent Child Attachment
- Reunification Support
- Assistance to strengthen family relationships/communication
- Transport assistance
- Links with local community
- Community Supports
- Brokerage
- Advocacy

***We offer individually responsive services to clients in their local community.***

## ***How to contact Marsden Families Program***

### ***Street Address***

**21 Marsden Road  
Kallangur  
Qld 4503**

### ***Postal Address***

**PO Box 18  
Kallangur  
QLD 4503**

### ***Phone:***

**07 3285 0900**

### ***Emails:***

***[marsden@marsdenfamilies.org](mailto:marsden@marsdenfamilies.org)***

An activity of Frederick Marsden Youth Centre in partnership with the Department of Children, Youth Justice and Multicultural Affairs



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## **Family Intervention Service (FIS)**

### **Mission Statement**

*MFP will engage collaboratively with families, advocate for, and offer support to children, parents and carers to assist them to achieve positive outcomes.*

*We will work in partnership with relevant Government Departments and other community-based agencies and ensure that families are encouraged to actively participate in the process.*

### ***What you can expect from us....***

- To receive privacy and respect and be treated in a professional, non-judgement and caring manner that respects and appreciates diversity and does not discriminate against you and your family.
- To receive a safe, timely and professional service.
- To provide information and encourage you to make choices and give consent regarding the support your family receives.
- To ensure your families information be kept confidential and where possible provide an explanation if this is not possible.
- To access information about you and your family held by our agency with reasonable notice, except where not permitted by law.

### ***What we expect from you...***

- To be respectful towards your Family Support Worker, or other staff or clients of Marsden Families Program.
- To be respectful towards any property of Marsden Families Program.
- To be available for scheduled visits or inform our service as soon as possible if you are not available.
- To provide your Family Support Worker relevant and accurate information to assist the support offered to your family.
- To consider providing feedback about the service your family receives.
- To indicate to your Family Support Worker if you do not understand or require additional time or information regarding a topic.
- To ensure you respect the privacy of other clients at Marsden Families Program

### ***What to expect when your family is referred to Marsden***

- 1 Your Child Safety Officer (CSO) will meet with you and the staff at Marsden Families Program to discuss the goals to work towards.
- 2 The Marsden Family Support Worker will arrange the best times to meet with you and explain how we can work together.
- 3 We will meet with you frequently over twelve weeks to work together towards the goals agreed by yourself and Child Safety Services.
- 4 We will talk with you regularly about how everything is progressing and decide together about any changes that might need to happen.
- 5 When everyone agrees our work together is completed we can discuss linking your family in with other community supports if necessary.

### ***And when you are not happy with our service...***

Most often, clients find the work with Marsden very helpful, but sometimes things can go wrong. If this happens then you, as the client, have a right to express your concerns.

You can do this by:

- Speaking openly with your Family Support Worker.
- If this doesn't work or you're not able to, you can contact the Senior Practitioner or Manager in person, email, telephone or by letter.
- If the issues are not resolved satisfactorily, then the Manager will give you the names and contact numbers of other people you can speak to.

### ***What Marsden does:***

- helps strengthen relationships between children, young people and their families;
- helps protect children and young people from abuse and neglect
- assists parents and carers to create nurturing and safe environments for children and young people;
- works with families when Child Safety Services are involved
- helps develop support networks for children, young people and their families, in their local communities; and
- provides information about budgeting and financial assistance

### ***Who will work with you:***

Our Family Support Workers are qualified and are committed to providing your family a high quality service to assist in achieving your family goals that you have identified with your Child Safety Officer, so as to provide a safe and nurturing environment for your children.