



# Providing support for CALD families



## What is Intensive Family Support?

**Save the Children’s Intensive Family Support (IFS) services support Culturally and Linguistically Diverse (CALD) families with children and young people aged 0–18 years old.**

The IFS program assists and support families and children to achieve positive outcomes and long-term sustainable change to ensure children and young people live in a safe, happy and nurturing environment.

The IFS program is voluntary, providing case management for 6–12 months. Case managers work collaboratively with families to identify and prioritise their needs to support them in any of the following areas:

- Housing
- Domestic and Family violence
- Mental health
- Parenting support such as setting routines and positive discipline
- Budgeting and financial stress
- Cultural and community

## How can I get help?

Referrals can come from QLD Education, QLD Health, Child Safety, QLD Police, legal services or self referral.

Referrals can be made via our referrals email: [familysupportreferrals@savethechildren](mailto:familysupportreferrals@savethechildren) or via Family and Child Connect Website: <https://familychildconnect.org.au>

## For more information please contact:

Team Leader – Brisbane IFS  
28 Beesley Street, West End Qld 4101  
M: 0438 996 779

Rachel Grills – Regional Manager  
M: 0419 405 901

## What is Secondary Family Support?

**Secondary Family Support (SFS) services support families and children 0–18 years to achieve positive outcomes and long-term sustainable change to ensure children and young people live in a safe, happy and nurturing environment.**

The SFS program is voluntary, providing case management for 6–12 months and is a step down service from IFS. Secondary Family Services aim to:

- improve the wellbeing and safety of children and their families
- build the capacity of families to care for and protect their children
- provide links to support services and community groups that enable families to access the resources they need to build their capacity, solve problems and make positive choices/ changes
- prevent entry or re-entry to the statutory child protection system.

## How can I get help?

Referrals can be made via our referrals email: [familysupportreferrals@savethechildren](mailto:familysupportreferrals@savethechildren) or via Family and Child Connect Website: <https://familychildconnect.org.au>

\* We do not accept referrals where there is homelessness, or a perpetrator of DFV in the home or significant child protection concerns.

## For more information please contact:

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