

How can you access  
Canberra  
Family Support Service?

Families may self refer, or be  
referred from another service  
provider, relative or friend.

Referrals may be made by phoning  
the Canberra Family Support  
Service at

Centacare  
On

**(02) 6162 6100**  
During business hours

Or by email:  
[CFSS@centacare-canberra.org](mailto:CFSS@centacare-canberra.org)

WE ARE LOCATED AT:

**CENTACARE**  
RED HILL

57 HICKS STREET  
(CNR NUYTS ST)

RED HILL

OUR POSTAL ADDRESS IS:

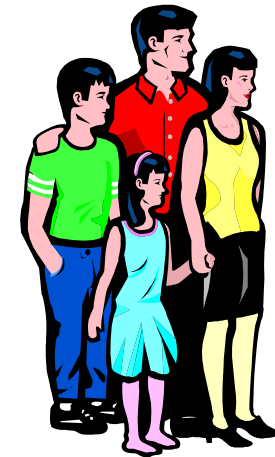
CANBERRA FAMILY SUPPORT

PO BOX 3167  
MANUKA ACT 2603



Centacare  
Archdiocese of Canberra and Goulburn

**FAMILY SUPPORT  
SERVICE**



Counselling, EAP and Support  
Services

**(02) 6162 6100**

[CFSS@centacare-canberra.org](mailto:CFSS@centacare-canberra.org)  
Funded by the ACT Department of  
Disabilities, Housing and Community Services

## **BACKGROUND INFORMATION**

Centacare's Family Support Service has provided family support to the Canberra community for over twenty two years.

The program has been developed in consultation with the ACT Department of Disabilities, Housing and Community Services, to meet the changing needs of Canberra families. Staff and volunteers have been carefully selected and trained to provide high quality support to families in crisis.

Ongoing training will ensure a skilled body of volunteers are available to families.

The Family Support Service offers families up to six months of support, commencing with a needs assessment within three working days of referral. Eligible families are allocated a case manager and volunteer support worker(s) within five working days of the assessment. Monthly reviews with families ensure that the services remains appropriate for the families' needs.

## **WHAT IS THE AIM OF THE FAMILY SUPPORT SERVICE**

Our service aims to support families experiencing difficulties and to assist them to:

- Draw on and develop further their existing skills and resources
- Provide community links that will enhance that development and promote resilience.

## **WHO IS ELIGIBLE FOR THE SERVICE?**

- Families with children up to 12 years old, who are experiencing difficulties due to emotional, mental or physical distress or illness.
- Families in the postnatal period.
- Families in conflict, including relationship conflict before, during and after separation.
- The service aims to be accessible to and inclusive of people from diverse cultural and linguistic backgrounds and indigenous families.

## **WHAT SERVICES WILL BE PROVIDED?**

We will provide the following services:

- Home visiting
- Regular telephone contact
- Practical support
- Emotional support
- Group support
- Family Court support
- Limited childcare support (for families to attend appointments and groups, depending on the availability of volunteers).

