



Family Services Program

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Children's Centres bring together care, education, health, developmental and family services for families and their young children. The Family Services Program is a targeted service within a universal setting designed to support vulnerable families and strengthen and enhance family and community capacity in responding to children.

Family Services Coordinators are part of the Children's Centre Leadership Team and are involved in strategic planning, development and implementation of policy and identifying the local centre strategic directions.

Family Services Coordinators

Family Services Coordinators work alongside long day care, early childhood education and school staff, health workers and other services to help families develop and maintain safe, caring, connected and resilient relationships.

Family Services Coordinators support parents to access the assistance they need, when they need it, within their own community. In addition they:

- build local networks and connect families with services and supports that will best meet their needs
- work with families to increase their parenting capacity and early childhood development skills and knowledge, specifically in understanding the importance of relationships for children
- encourage and support families to actively participate within their community
- increase children and families' access to a range of interconnected, high quality learning, health and support services
- contribute to building Children's Centres expertise in responding to children experiencing the effects of trauma, abuse and neglect.

Family Services Coordinators:

- provide individual and family counselling to help with personal issues, feelings and behaviours
- connect families to the most appropriate services eg, mental health, housing, drug and alcohol, domestic violence, provide follow up, advocacy and work in partnership with the family and other services
- run parenting programs, such as the Circle of Security and Bringing up Great Kids, with a focus on parenting, relationships, social and emotional wellbeing and trauma
- work with Families SA to assist children in out-of-home care to be either reunified with their parents or to facilitate positive connections with their parents and extended family.

Family Services Coordinators are involved in interagency partnerships and promote shared agency responses to vulnerable families. They also provide advice and expertise on the effects of trauma, abuse and neglect to help increase the capacity and expertise of Children's Centres in responding to vulnerable children.

Family Services Coordinators are line managed by the Manager Family Services Program and receive clinical supervision and case support through the Principal Family Services Coordinator. Family Services Coordinators are not located in every Children's Centre; their distribution is informed by child protection data and number of notifications for children aged eight years and under and the number of children between the age of birth to eight in the region.

Referrals

Referrals may be received from staff, families, government and community agencies or families may contact the Family Services Coordinator directly. All referrals will be discussed by the Leadership Team and communicated as appropriate to centre staff.