

whitsunday

**COUNSELLING & SUPPORT**

inc.

*when life's not all smooth sailing...*



**INTENSIVE  
FAMILY SUPPORT  
PROGRAM**

# WHAT IS INTENSIVE FAMILY SUPPORT

The Whitsunday Counselling & Support Inc. Intensive Family Support (IFS) program helps parents and families who need support to increase the safety and wellbeing of their children and family. All families go through times of stress and may need a little extra help to work through challenges. That's where our Intensive Family Support team can help.

Our IFS services are tailored to meet the individual needs of your family.

## We can help with:

- Improving parenting skills
- Building life skills to help with better household management
- Addressing any issues associated with domestic violence, mental health and substance abuse
- Developing coping skills for dealing with stress
- Providing resources for your child's health and wellbeing to enable them to do their best at school
- Connecting you with health and welfare services, community services and social networks
- Adopting strategies to build positive family relationships through parenting support
- Providing links to services that support your child's development
- Supporting the cultural needs of your family
- Any other concerns.



## HOW IT WORKS

The IFS team can assist families to overcome barriers that are impacting on their family's wellbeing. We understand the pressure families can sometimes feel and we are here to provide support and listen to their worries.

The IFS program teaches families how to nurture, protect and keep children safe by providing practical support and linking your whole family with the right services at the right time.

Our team will work to increase your capacity to support your children by understanding your needs and goals. Team members respect your values, beliefs and culture.

Most often, meetings will take place in your home or other safe places that meet your family's needs.

## ACCESSING IFS

Our Intensive Family Support service is designed for parents or caregivers and their children to help them overcome barriers that are affecting their wellbeing. This service is available to families in the Whitsunday area, including Bowen, Proserpine and Collinsville, who would like support from our team.

If you decide to participate in our IFS program, please phone or present to our office and we will arrange a time and place to meet with an IFS team member.

Agencies and service providers can request a referral form on behalf of an individual to assist in accessing our services by emailing: [intake@whitsundaycs.com.au](mailto:intake@whitsundaycs.com.au)

# REFERRALS

Agencies and service providers can request a referral form on behalf of an individual by emailing: [intake@whitsundaycs.com.au](mailto:intake@whitsundaycs.com.au)

# ADDITIONAL SUPPORT NUMBERS

Sexual Assault Support Line . . . . .	1800 010 120
DV Connect . . . . .	1800 811 811
1800 Respect. . . . .	1800 732 732
Kids Helpline . . . . .	1800 551 800 (24 hours)
Diverse Voices (LGBTIQ+) . . . . .	1800 184 527 (3pm - midnight)
Parentline . . . . .	1300 301 300
Homeless Hotline . . . . .	1800 474 753
Lifeline . . . . .	13 11 14
Legal Aid . . . . .	1300 651 188
National Debt Helpline . . . . .	1800 007 007

# POLICE

Emergency . . . . .	000
Whitsunday Police . . . . .	(07) 4948 8888
Proserpine Police . . . . .	(07) 4945 9666
Bowen Police . . . . .	(07) 4720 4555
Collinsville Police . . . . .	(07) 4785 5377

# LOCATIONS

## CANNONVALE

Hours: Monday to Friday, 9:00am - 5:00pm  
Address: Shop 1, Cannonvale Square,  
157 Shute Harbour Road, Cannonvale

## BOWEN

Hours: Monday to Friday, 8:00am - 4:00pm  
Address: Shop 3, 38 Herbert Street, Bowen

## OUTREACH AREAS

Proserpine: By appointment only  
Hamilton Island: By appointment only  
Collinsville: By appointment only

# CONTACT US

Phone: 07 4946 2999  
Email: [admin@whitsundaycs.com.au](mailto:admin@whitsundaycs.com.au)  
Postal: PO Box 65, Cannonvale Qld 4802



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