

TYPES OF SUPPORT

We are able to come to your home or wherever you feel safe and comfortable including visiting us at the office.

We can support your family with:

- Case management
- Periods of crisis or trauma
- Mental health, wellbeing and self care
- Community participation and networks
- Referral to supported playgroups
- Parenting courses and skills
- Youth casework
- Problem solving
- Household routines
- Family relationships
- Schooling issues
- Housing issues
- Groups
- Financial & Problem Gambling counselling
- Referral to other service



PRIVACY AND CONSENT

- Please consider how we handle your private information, as well as who we communicate with.
- We are *Mandatory Reporters*. This will be explained to you.
- Your information will be kept confidential except in some circumstances including where a child or young person is at risk of harm.
- Your records will be stored securely.

FEEDBACK

- We welcome the opportunity to receive feedback and improve our services.
- We are committed to resolving concerns promptly.
- We encourage you to discuss your concern with the staff member in the first instance.
- If the matter is not dealt with in a timely manner and to your satisfaction you can make a verbal or written complaint to the Team Leader or Director.
- If you need any assistance, please do not hesitate to contact us on (02) 4620 4667.

STRENGTHENING



FAMILY RELATIONSHIPS



Welcome to Macarthur Family & Youth Services

P: 02 4620 4667
E: admin@mfys.org.au
W: mfys.org.au

16 King Street Campbelltown
NSW 2560

ABOUT US

Macarthur Family & Youth Services delivers free and voluntary support to families and young people who reside in Campbelltown and Camden with children under the age of 18 years.

Our purpose is to create opportunities empowering families and individuals to strengthen their capacity to effectively manage their lives.

We support the community through these professional teams:

- Child Youth & Family
- NABU - Aboriginal Child Youth & Family
- Intensive Family Preservation (IFP)
- Financial & Problem Gambling

We believe that every child, young person and family deserves the opportunity to reach their full potential and be safe.

We have been providing family support services to the Macarthur area since 1980 and over that time we have become very good at what we do and have helped thousands of families.



DEVELOPING YOUR GOALS

- Your Caseworker will work with you to identify and create your goals. Each week, when seeing your Caseworker, these goals will be used to guide your meetings and the type of support you receive.
- Your Caseworker will listen to your experiences and assist you to set goals.
- Your Caseworker will work to build on your strengths to improve the wellbeing of your children and family.
- Your Caseworker can link your family to other services to meet your needs.
- When your goals are achieved the caseworker will talk to you about ending the support.
- Your Caseworker and Team Leader will meet each month to discuss and make sure we are supporting you in the best way possible.

SUPPORT PROVIDED

- We work with the whole family.
- We can support your family for up to three months to achieve their goals.
- It is important that you attend all your appointments and work through your goals in the time allowed.
- In some circumstances, we can offer families an extended period based on approval from the Team Leader.

YOUR CASEWORKER

We have skilled caseworkers who are trained to problem solve. Working together, we can support your family's situation.

- All families and youth can expect to have contact with their Caseworker weekly, either face to face or over the phone.
- Your Caseworker needs to spend time with you and your children in order to provide you the best support.
- Your caseworker is flexible with appointment times and will let you know if they need to reschedule or cancel as soon as possible.
- Your caseworker generally works from Monday to Friday between 8.30am to 5.30pm.
- Caseworkers don't have access to their phones outside of working hours.
- Should your caseworker be unavailable please contact our office and speak to a Team Leader.

