



Intensive Family Support Options (IFSO)

Information for Families



This booklet provides some important information about the IFSO service.

If you have questions about anything in this booklet, please ask your IFSO worker.

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Your IFSO worker is:

Name:

Phone numbers:(Office)
.....(Mobile)

If unanswered please leave a message and your call will be returned as soon as possible).

What are our aims?

IFSO provides a support service to families with a child or teenager with a disability.

We aim to:

- Work together with families to help them manage their situations
- Support parents to feel confident in managing their children
- Help families to get useful information
- Identify what is working well for families
- Identify with families what they would like to change
- Work together with people to make sure children and teenagers are safe

We can work with families from any sort of cultural or language background, and we can get interpreters if needed.

What you can expect from us

You have the right to:

- A service which is courteous, safe and respects your privacy
- A non-discriminatory service
- A service which is reliable and on time
- Read or see your relevant, confidential records
- Have a say about the services you receive
- Make a complaint about the service and receive a quick response (see page 5 for how to do this)

What we ask from you

When working with us, we ask that you:

- Treat our staff with dignity and respect
- Be considerate of our staff's health, wellbeing and safety
- Let your worker know if you can't have him or her come to an arranged visit, so that the appointment time can be used by the worker for other activities
- Are present at home when the worker is speaking to or working with a child or teenager under the age of 18 years

What happens to information you give us (confidentiality)

We will not share your personal information outside this agency without your agreement, except when we have to by law. The times when we **can't** guarantee your confidentiality are:

- If we have concerns that a child or young person may be at risk of harm – in this situation we are required to pass on information to the Department of Community Services (DOCS). When a report needs to be made to DOCS, our policy is to tell you this, unless to do so could put a child or young person in an unsafe situation. DOCS role is to make sure that parents and families are getting the support they need to keep children and young people safe. Having DOCS involved can be helpful in getting extra supports.
- Our agency has to provide information to DOCS if they ask us for information about your child's safety, welfare or wellbeing.
- If we think that someone in the family is going to hurt themselves, or is going to hurt someone else, or is at risk of being hurt. We will then take action to ensure family safety.

What happens to information we write down:

- The IFSO team, under Spastic Centre policy, keeps written records of contacts and conversations with clients and service users. This information is held on an electronic database, and on a paper file kept securely at the IFSO offices. A summary of our policies on this can be found on the form we ask you to sign called *Consent to Maintain Records/Information (Consent Form A)*.
- The Spastic Centre is required to pass on general information to the Department of Ageing, Disability and Homecare (DADHC) about the numbers and types of people using our services – this is called the Minimum Data Set (MDS) and helps with planning services. Your personal details (name; address; date of birth) **is not** passed on to DADHC. For more information, see the information sheet called *Client Information on privacy and the CSTDA MDS*.

Information shared by the worker with the IFSO team:

- IFSO workers discuss with supervisors and team members details of their work with families. This helps to make sure the work is properly supervised and fits with families' goals.

IFSO therapist availability

IFSO provides a flexible model of support in which, for the period of the IFSO intervention, the family therapist can be accessed by the family after hours and on weekends when needed.

We ask you to keep some things in mind in using this availability:

- Home visits can be arranged at a time that suits your family's situation and needs. Sometimes, due to other commitments (eg, seeing another client), the therapist may not be able to visit at a particular time, and he/she will make every effort to work out an alternative that suits you.
- Sometimes, due to other commitments, the therapist's mobile phone will be diverted to voicemail. If this is the case, a message can be left, and he/she will get back to you as soon as possible.

We encourage you to make use of this availability when you feel it will be helpful, but please call **Emergency Services (000)** if you have an immediate medical or safety emergency – i.e. to contact police, ambulance or fire brigade.

Other 24 hour contact numbers

Lifeline: 131 114

Commonwealth Carers Respite: 1800 059 059

DOCS Helpline: 132 111

Kids Helpline: 1800 551 800

Domestic Violence Line: 1800 656 463

Salvo Crisis Line: 93312000

Tresillian Parent Helpline: 97870855

Karitane Careline: 97941852

Children’s Hospital Westmead: 98450000

Royal North Shore Hospital: 99267111

Poisons Information: 131 126

If you are not happy with the service

If you are not happy with any aspect of the IFSO service, please let your IFSO worker know so they can try to address it.

If you don’t wish to speak to the worker about it, or have spoken to them and are still not happy, please feel free to contact the IFSO manager to discuss it further, or to make a formal complaint.

The Manager is:

Phone:

Fax:

Email:

Street address:

Postal address:

The above information around contacting the manager is dependent on the IFSO team you are using and which area you live in. This will be supplied at your first visit from IFSO.