



**Centacare NQ is  
here to support you  
and your family.**

“ Enhancing wellbeing  
and resilience through  
respect, dignity and  
service excellence ”



## Contact us



FREE CALL: 1300 672 273



410 Ross River Road, Townsville  
5 Miles Street, Mount Isa



[centacarenq.org.au](http://centacarenq.org.au)  
[facebook.com/centacarenq](https://facebook.com/centacarenq)

*Centacare North Queensland acknowledges the traditional owners  
of the land on which we live and work, and pay our respects  
to their elders, past, present and emerging.*

**CENTACARE NQ**  
Proudly provides  
services to 33%  
of Queensland  
[WWW.CENTACARENQ.ORG.AU](http://WWW.CENTACARENQ.ORG.AU)



**CENTACARE NQ**  
SUPPORT SERVICE

## Family Intervention Service



**1300 NQ CARE**  
[centacarenq.org.au](http://centacarenq.org.au)



**The Family Intervention Service has been developed to support families to address issues which have impacted on their ability to meet their children's care and protective needs.**

Families receive intensive support to assist them to build their capacity to provide a positive and stable family environment. The Family Intervention Service offers intensive family support services to families with children up to 18 years of age, over a period of 3-12 months. In some circumstances service support may be extended.

### How we can assist your family

- By building on existing strengths within the family
- By working with your family to develop awareness of the issues arising from harm
- By working together with families and the Department of Children, Youth Justice and Multicultural Affairs

### Referral Process

The Family Intervention Service works with families where the Department of Children, Youth Justice and Multicultural Affairs are having ongoing involvement. **All referrals must come from the Department.**

#### This includes:

- Families whose children reside at home and who require support to build their capacity to provide a safe and stable home environment
- Families whose children may be residing out of home, and the case plan goal is reunification

### Fees

This program is funded by Department of Children, Youth Justice and Multicultural Affairs and there is no fee for accessing this service.



**Families are provided with education and practical support in areas such as:**

- Parenting and behaviour management  
- Including emotion focused and trauma informed parenting programs
- Child development
- Meeting children's care and attachment needs
- Routines and boundaries
- Understanding and managing emotions
- Healthy relationships
- Effective communication
- Healthy lifestyles and self-esteem
- Household management and budgeting
- Assistance in referrals to specialist services

“Centacare NQ cares about your wellbeing”