



## Information for Referrers

### Our Programs

**Family Support Program** – To assist children, young people, and families our Family Support Programs offer case work, parenting support, parenting education, group programs and social participation activities to assist families increase their capacity to meet life's challenges, strengthen family relationships and connect with their local community. Working from a strengths based practice framework we provide confidential individual and family sessions, centre based or home visits, group programs, information, resources, advocacy, and referral services.

**For families with dependent children in the Lismore LGA, 0-17 years old.**

**Parenting Programs** – Parenting programs are designed to help families improve communication, understand what motivates their children's behaviour and strengthen their relationships. Visit our website for details of planned courses.

**Based in Lismore Office with Nimbin and Outreach available by prior arrangement.**

**Playgroups & Babies Groups** - Welcoming and friendly supported playgroups in Lismore and Nimbin where families can come together to learn and play with their children in a safe and supported environment. We also offer services, support based on needs and provide parent information sessions, resources, advocacy and referral services.

**Playgroup is offered to families with children from birth to school age.**

**Start Together Program** – Focuses on each family's strengths, capabilities and skills. Centre and home-based support for parents with children under 3 years designed to support children to reach their developmental milestones.

**Start Together is offered to families from birth to 3 years old.**

### The Referral Process

Families can self-refer or be referred through government and non-government agencies.

A phone call to Family Support Network prior to submitting the referral is recommended. The family must be informed of and agree to the referral before proceeding with the referral process.

Service referrals must be in writing and emailed to [admin@fsn.org.au](mailto:admin@fsn.org.au) using the form on the following page.

### What happens next?

Once the referral is received the family will be contacted by phone by an FSN Family Support team member to hold the Intake Interview. Intake is generally processed daily.

Following the Intake Interview, the outcomes will be discussed with the corresponding services and suitable allocations will be made. The family will be contacted by an FSN Family Support Team Member within 5 working days and invited for an initial meeting to discuss their support plan. After the initial meeting, the FSN Case Work Manager will advise the referrer of the outcome of the referral.

FSN is available to meet with your service to discuss our services and ways in which we can work together to improve service coordination and interagency response.

We look forward to working collaboratively with you and your organisation.

The Team at FSN



## REFERRAL FORM

### Referrer details

Date \_\_\_\_\_ Organisation \_\_\_\_\_  
 Contact Name \_\_\_\_\_ Email \_\_\_\_\_  
 Phone number \_\_\_\_\_

Consent must be gained from the client/participant before this referral is made, please confirm below.

The client / participant has consented to the submission of this referral and the sharing of the information provided in this form.

Are there any know issues about the home location or household safety concerns that may pose a risk to workers' safety?

Yes No Unknown If there are any known or suspected risk please provide more information.

Details of Referred Client / Participant			
Name		Date of birth	
Partner's Name		Phone	
Parent's Address		Mobile	
		Email	
Details of children			
First Name	Last Name	DOB	Notes

Please note the main reasons for this referral (including history & presenting concerns):

Please email completed form to [admin@fsn.org.au](mailto:admin@fsn.org.au)