Intensive Family Support Services

Questions and Answers
The following questions and answers are specific to the advertised funding round. Please also refer to the Frequently Asked Questions page on the DSS website for general questions about applying for DSS grants.

1. What is the Intensive Family Support Service Component?

IFSS provides practical parenting education and support to parents and caregivers in their communities and homes for approximately 12 months, to help them improve the health, safety and wellbeing of their children. IFSS is an evidence-informed service that focuses on measuring its service outcomes which include increasing parental capacity and reducing child neglect.

IFSS is available to families with children aged 0-12 years of age, living in various locations in the Northern Territory (NT) and the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands in South Australia.

The referral pathway to IFSS is through the State or Territory child protection agency. In the Northern Territory, families must be referred to Child Protection Income Management (CPIM) to be eligible for the service. In selected remote service areas, IFSS providers can also accept community referrals where there is a limited child protection footprint and CPIM referral activity,

Workforce development and sector capacity strengthening are key parts of IFSS.

2. Who will get funding under the Intensive Family Support Service component?

Existing IFSS providers have been extended for six months to 31 December 2014 to continue delivery of IFSS in the existing locations.

Due to the highly specialised nature of IFSS services a direct selection process will be used for existing IFSS locations/providers.

IFSS will also be expanded to up to an additional five remote locations in the NT. The new locations are Ngukurr, Galiwinku Maningrida Santa Teresa and Ntaria. In new remote locations a restricted selection process will commence in September 2014 to establish IFSS in Ngukurr from 1 January 2015. Further restricted selection processes are planned during 2014-15 for the remaining four remote locations. Organisations that are invited to apply to deliver IFSS will receive further advice directly from the Department.

3. Will implementation support continue?

The IFSS Implementation Support Partner, the Parenting Research Centre has been extended for six-months to December 2014, to continue to provide support in the same way as they currently do for some IFSS providers.
4. How will IFSS providers be supported in the future?

IFSS has a strong workforce development focus in response to the workforce challenges experienced across the sector in the Northern Territory and APY Lands. These workforce challenges include chronic skills shortages, significant absence of suitable local workers, and low participation levels in core and specialist training. The IFSS workforce model often includes local people who work alongside professionals in a team. Continuing to support and develop IFSS workers so that they are appropriately supported to work with the vulnerable families is a key component of IFSS.

To support the development of the IFSS workforce, a new Intensive Capacity Support Service (ICSS) will be established from October 2014 to support IFSS providers from 01 January 2015. The ICSS will assist IFSS providers to access tailored workforce development opportunities, on the job supports and organisational supports to ensure that IFSS is a quality service.