

# 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 (IFSS) 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 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 IFSS component

IFSS is being expanded to include Santa Teresa and Ntaria in the NT from mid-2015.

Due to the highly specialised nature of IFSS services, a restricted selection process will be used in Santa Teresa and Ntaria for IFSS providers.

Organisations that are invited to apply to deliver IFSS will receive further advice directly from the Department.

### 3. Will implementation support be available?

To support the development of the IFSS workforce, a new Implementation Capacity Support Service (ICSS) has been established and will support IFSS providers identified through this round from mid-2015.

The ICSS will assist IFSS providers to access tailored workforce development opportunities and on-the-job and organisational supports to ensure that IFSS is a quality service.

### 4. Will IFSS workers be supported?

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. Supporting and developing IFSS workers so that they are appropriately supported to work with vulnerable families is a key component of IFSS.