

Vision

Children, young people, families and communities who experience vulnerabilities are empowered to access the support they need to be safe and well.



FCS principles

Culturally safe

Trauma-informed

Child-centred and family focused

Strengths-based

Safety and wellbeing

Partnership and collaboration

Aim



Provide a visible entry point to social services for families who require support before issues escalate



Theory of change



Through **early access** to services and support, families **can build their own capabilities** to meet **their goals and safely care for their children**. This is achieved by increasing a family's **knowledge of services and supports** that may help their **ability to engage** in appropriate services, leading to **increased empowerment and family functioning**.

Key service features & activities

- Proactive outreach
- Holistic assessments
- Timely and warm referrals



- Active holding & flexible brokerage
- Family-led decision-making
- Whole-of-family case coordination

Client/Family outcomes

Identified family-led needs and goals

Empowered to engage with services

Enhanced resourcefulness to meet needs

Safety for children and families

Improved mental health and well-being

Human Service Outcome Domains



Social and community



Safety



Empowerment



Home



Health



Education



Economic