

TYPES OF SUPPORT

We are able to come to your home or wherever you feel safe and comfortable.

We can support your family with:

- Case management
- Supported Playgroups
- Parenting courses
- Parenting skills
- Problem solving
- Household routines
- Family relationships
- Schooling issues
- Other groups
- Financial Counselling

**“SUPPORTING CHILDREN,
YOUNG PEOPLE, FAMILIES
& COMMUNITIES TO BE
THE BEST THEY CAN BE”**

FEEDBACK

- We welcome the opportunity to receive feedback and improve our services
- We are committed to resolving complaints promptly
- You can discuss your concern with a staff member, or in writing
- If the matter is not dealt with in a timely manner and to your satisfaction, you can make a verbal or written complaint to the Team Leader or Director
- If you need any assistance please do not hesitate to contact us on:
(02) 4620 4667



**Welcome to
Macarthur Family
& Youth Services**

P: 02 4620 4667

E: admin@mfys.org.au

W: mfys.org.au

16 King Street
Campbelltown NSW 2560

**“STRENGTHENING FAMILIES,
STRENGTHENING COMMUNITIES”**

Funded by:
Department of Community & Justice

PRIVACY AND CONSENT

- Please read through or listen carefully on how we handle your private information, as well as who we communicate with.
- All families understand that we are Mandatory Reporters, this will be explained to you.

**“HELPING FAMILIES BUILD
A SAFE AND HAPPY LIFE
FOR ALL THEIR MEMBERS”**



CONFIDENTIALITY

- This service is confidential except for some circumstances including where a child or young person is at risk of harm. Your records will be securely kept.

DEVELOPING YOUR GOALS

- Your Caseworker will work with you to identify and create your goals. Each week when seeing your Caseworker, these goals will be used to guide your meetings and the type of support you receive.
- Your Caseworker will meet with their Team Leader each month to discuss and make sure we are supporting you in the best way possible.

SUPPORT PROVIDED

- We can support your family for up to three months to achieve their goals.
- It important you attend all your appointments and work through your goals in the time allowed.
- In some circumstances we can offer families an extended period based on approval from the Team Leader.

YOUR CASEWORKER

- All families can expect to have contact with their Caseworker weekly, either face to face or over the phone. Your Caseworker needs to spend time with your children in order to provide you the best support.
- Your caseworker is flexible with appointment times & will let you know if they need to reschedule or cancel as soon as possible.
- Your caseworker generally works from Monday to Friday between 8:30am-5:30pm. Caseworkers don't have access to their phones outside of working hours.
- Should your caseworker be unavailable we will do our best to help you speak to someone who may be able to assist you.

