

# KEYS FAMILY SUPPORT SERVICE



Free

## What is Family Support?

Our Family Support program is here to help **families in Kwinana** with **children aged 0-12 years**, offering integrated support to guide you through whatever challenges you might be facing. We're here to help your family live its best life by building positive parenting skills, creating strong and safe family relationships, connecting you to the community and improving the overall wellbeing of your family.

This is a voluntary program where our skilled team work alongside you, offering support every step of the way to help you reach your goals. Our Family Support Workers are caring professionals who are here to listen without judgement, and everything we discuss is completely confidential.

**We're here to help, and we're ready to walk this journey with you.**

## What will we do?

We'll work together with your whole family to address your concerns, with the aim of achieving the best outcomes for everyone. This process is a partnership, where your family plays an active role in shaping the support you receive. We'll collaborate with any services you are using to ensure everything works smoothly, but the journey will always be guided by your family's needs and involvement.

## Referral Process

After we receive a referral, we'll assess your family's eligibility, and a team member will reach out to you. We often have a waitlist, so there may be a waiting period before a support worker is available. Once connected, your Family Support Worker will help you set meaningful goals and work alongside you to achieve them.

## Our services include:

- Case management through regular visits to your home or in the community.
- Guidance on positive parenting strategies, including strengthening secure relationships, attachment, emotional regulation and behavioural support.
- Addressing relationship challenges, including domestic and family violence.
- Supporting mental and emotional wellbeing.
- Enhancing social and community connections.
- Support you to address alcohol and drug use concerns.
- Advocacy to help you access additional community resources, such as housing, employment services, and financial assistance.

**For more information,  
please contact us**