

Connect. Belong. Thrive.

Family Wellbeing Support Program

FAQs Factsheet

About the program: The Family Wellbeing Support Program (FWSP) focuses on reducing families' experiences of social isolation and loneliness, while also considering other important factors affecting their overall health and wellbeing. By building connections and encouraging community involvement, the program aims to alleviate feelings of isolation, stress, and loneliness, while empowering families to make meaningful changes to their health and wellbeing.

What are the benefits? The FWSP helps to improve mental health by reducing stress, anxiety, and loneliness, enhances physical well-being through activities like exercise and outdoor programs, and empowers individuals to build confidence and take control of their health. It provides access to local community resources, reduces reliance on medical services, and supports holistic health, while promoting a sense of purpose and belonging within the community and strengthening wraparound supports for families and communities.

What is the eligibility criteria? Families with children aged 0-12 years in the Inala-Richlands and surroundings areas at risk of or are experiencing social isolation and loneliness who are looking to connect with local services and activities. This includes:

- Families from multicultural/migrant backgrounds
- Families in the perinatal period (pregnancy and early parenting)
- Single parents seeking community support
- Young parents looking for tailored programs

What is the role of the Link Worker? The Link Worker will meet with the family to understand their needs, conduct a holistic family needs assessment and co-create a personalised plan to connect them with local services and activities. Whilst the Link Worker does not provide case management, intensive family support or specialist advice, they will work to match services that support family's needs for sustainable wellbeing.

What type of services might families be referred to? The Link Worker can connect families to services and community-based activities such as social support groups, playgroups, exercise programs, creative workshops, parenting classes, family support services, volunteering opportunities etc.

What are the cost of activities? Many activities and support services that families are matched with are free or low-cost. The Link Worker can assist families in exploring affordable options, understanding any financial requirements and navigate any barriers related to cost to ensure access the services or activities that will benefit them the most. The Link Worker can also provide initial financial support (brokerage) such as activity fees or sports equipment to get started.

How long will the Link Worker support families? The Link Worker can provide support to families for 12 weeks, although longer support may be available depending on the specific needs of the family. Short surveys and regular check-in's are conducted to adjust plans as needed. Families can let the Link Worker know when they no longer need support and can self-refer back to the Link Worker for help in reconnecting with services or accessing new resources.

How do I get started? If you are interested in connecting with the Link Worker, please get in touch with the HUB Neighbourhood Centre at **(07) 3372 3770**, via email connect@hubcommunity.org.au or <https://www.hubcommunity.org.au/family-wellbeing-support-program> to complete a referral form.