How can I find out more?

You can find out more about your nearest Youth and Family Support Worker by contacting The Department for Child Protection and Family Support.

Telephone: (08) 9222 2555
Free call: 1800 622 258
What are Youth and Family Support Workers?

Youth and Family Support Workers (YFSWs) work with at risk Aboriginal* children, young people and their families to increase safety and wellbeing.

YFSWs are able to:

- provide culturally appropriate responses to Aboriginal youth and families.
- be sensitive to, and use an Aboriginal way of working.
- work with Aboriginal families to help them identify their cultural strengths.

YFSWs identify and build connections with at risk Aboriginal children, families and young people by:

- allowing time to develop and build trusting and respectful relationships;
- engaging, listening and providing assistance; and
- working flexibly and responsively.

*Aboriginal includes Torres Strait Islanders.

What do Youth and Family Support Workers do?

YFSWs connect with, and support, at risk Aboriginal children, young people and their families and work to increase their safety and wellbeing.

They are able to:

- work intensively with Aboriginal children, young people and their families.
- visit Aboriginal children, young people and families in their homes.
- work to address multiple issues including, disclosures of abuse and neglect, family violence, school non-attendance, involvement in criminal activity, and issues impacting on wellbeing at home.
- build on the strengths of Aboriginal children, young people and their families.
- act as a role model and mentor for at risk young people.
- link Aboriginal children, young people and families to relevant agencies and community resources.
- work alongside other Department for Child Protection and Family Support staff to provide support, advice and services to increase safety and wellbeing for at risk Aboriginal children, young people and their families who are open cases with the Department.

YFSWs do not undertake child protection investigations.