# Described Transcript—Family Wellbeing Services staff video

**Audio description:** Upbeat background music. The screen split in 2. Left side is an illustration of sand, sea and sky with the words Aboriginal and Torres Strait Islander Family Wellbeing Services. On the right-side graphic with a white handprint in the middle of a circle with Aboriginal lines and dots in it.

**Text on screen:** Aboriginal and Torres Strait Islander Family Wellbeing Services

**Text on screen:** How would you describe Family Wellbeing Services?

**Jakai (Practitioner, Family Wellbeing Services):** Yeah, more or less, just saying that there is people out there that are wanting to help and support you.

**Tamarra (Senior Practitioner, Family Wellbeing Services):** We’re a one stop shop. To then prevent those little things turning to big things. But then also taking those big things down to little things.

**Text on screen:** Who can access Family Wellbeing Services?

**Tamarra:** An Aboriginal and Torres Strait Islander family with a child under the age of 18 in their care.

**Text on screen:** How can families reach out to Family Wellbeing Services?

**Lliam (Indigenous Family Youth Worker, Family Wellbeing Services):** If you feel like you're struggling in an area and you need some support, you can self-refer or you can be referred by an organisation, yeah. If you just need it then it's there for you. We’re just here to help.

**Jakai:** So we do have a website, it's just a matter of this day and age to getting on Google, anywhere on the Internet and Google searching it.

**Text on screen:** What can a family expect when they get in touch with Family Wellbeing Services?

**Jakai:** It's about having a yarn with the families, making them feel comfortable is the main one because I know how nerve racking it can be with families to be able to talk to someone you don't even know.

**Text on screen:** Do Family Wellbeing Services have a cost?

**Jakai:** All free. There's no cost at all, so you can access the service anytime and as many times as you want.

**Text on screen:** How can Family Wellbeing Services support families?

**Lliam:** Some of the reasons that I would come in to help with a young person would be because the young person is disengaging in school, engaging in the misuse of drugs, hanging around the wrong crowds, having anti-social behaviour.

**Tamarra:** Some of the most common parenting issues that we can support families with, just simply day-to-day care needs routines, structure in the home.

**Jakai:** Common problems that pop up can be based around drug use, alcohol, domestic and family violence.

**Text on screen:** Is the families’ information kept private?

**Jakai:** Everything's kept confidential, you know, whatever we talk about here and now is completely between us.

**Text on screen:** Are Family Wellbeing Services culturally safe?

**Tamarra:** So a family could expect in their interactions with Family Wellbeing culturally appropriate in the first instance, so meeting the needs of the family’s culture, assessing trauma needs and ensuring that their needs, I guess their individual and or cultural needs are placed first. We go out with a really relaxed approach.

**Jakai:** I think the cultural, the cultural connection is a very big one because you want to be able to build connection with them but also respect their culture as well.

**Text on screen:** What would you say to a family who is struggling and could use Family Wellbeing Services?

**Jakai:** Being a proud Indigenous man myself is don't be shame, there is help out there. If any Family Wellbeing Service that you know is in your town or location, please reach out. There's people like us out here that are wanting to be out in community and work with you.

**Text on screen:** For free and confidential support near you, visit: familywellbeing.qld.org.au or call 1300 117 095

**Text on screen:** Funded by Queensland Government.