

## Feedback about Early Intervention Family Support

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Feedback from anyone who has accessed our service either directly or indirectly is appreciated and carefully considered. If you would like to provide the team with some feedback or suggestions as to how we can develop and improve our services, please feel free to contact us.

## Contacts

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For more information about Early Intervention Family Support please contact us as follows:

Early Intervention Family Support Team  
Inclusion and Early Intervention  
Education Department  
PO Box 142, Highlands Campus  
St Saviour, JE4 8QJ

**Tel:** +44 (0)1534 449399

**Email:** [inclusion@gov.je](mailto:inclusion@gov.je)



## Early Intervention Family Support

## What can Early Intervention Family Support help with?

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Family Support Workers (FSWs) can provide support to:

- improve family relationships and children's behaviour
- help families and children access community resources
- help manage family finances and budgeting
- support in finding work or getting training

## How does it work?

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Family Support Workers will:

- work with your whole family
- help you identify the changes you want to make and support you to make those changes happen
- identify and build on your family's strengths
- help you access the support you need in the community

## Our commitment to you

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You can expect our Family Support Workers to:

- stay in regular touch with you
- provide advice and practical support
- be understanding and approachable
- be honest
- be respectful

## What we need from you

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- Honesty
- Seeing things through even when it gets a bit tough
- Your time [i.e keeping to appointments]
- A willingness to make positive changes in your family

## How does my family access a FSW?

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The first thing to do is talk to nursery/school staff (class teacher, special educational needs coordinator) or your health visitor. They will contact their link FSW for an initial discussion.

Your permission and written consent will always be sought if a FSW is going to become involved in supporting your child.

Or you can contact us directly:

**Tel:** +44 (0)1534 449399

**Email:** [inclusion@gov.jc](mailto:inclusion@gov.jc)