



# Breakthrough

## For Families Queensland

Drug Information and Support

### FAQ for Service Providers and other services that may refer to BFFQ

#### Breakthrough for Families - Queensland

The aim of BFFQ services is to provide information and support to family members of people who are using alcohol and other drugs (AOD). Specifically, the program involves:

- The provision of free public AOD information sessions
- Connection to AOD workers who can provide brief intensive support to family members
- Connection and referral to other assistance including peer support and other social services

*Note: BFFQ service providers will not provide ongoing case management to families or provide direct AOD treatment to individuals who are experiencing problematic substance use.*

BFFQ will be delivered by AOD specialist services in the following Hospital and Health Service (HHS) Districts:

Supplier	HHS District

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Lives Lived Well	Townsville, Cairns, Sunshine Coast, Metro North/ Metro South combined
Drug Arm	Mackay, Darling Downs, West Moreton, South West
Bridges Health and Community Care.	Wide Bay
Apunipima Cape York Health Service	Cape York

**BFFQ providers will take voluntary referrals from any source** including health and community services, GPs, Aboriginal and Torres Strait Islander services, child and family services, and government departments including Child Safety. Providers will be expected to tailor the delivery to their local environment, demographics, service system, and community priorities.

**Key points:**

- Participation in BFFQ is **voluntary and confidential**
- BFFQ accepts referrals from a wide range of sources, including but not limited to the child protection system
- The program is independent from the child protection system.
  - Information about drug use will not be shared with Child Safety Services
  - BFFQ is not designed to bring families into the child protection system or monitor families who are receiving assistance from the child protection system.
- providing families with the skills and knowledge to navigate the treatment system, while also addressing the barriers to seeking help.
- The service is delivered in accessible times, places and formats to pro-actively engage with families and to enable diverse family and community members to attend.
- Referral relationships will be established with complementary social/support services and health services including GPs, alcohol and other drug services, mental health services, family support services, other health and welfare services, Aboriginal and Torres Strait Islander Health Services and phone support services such as ADIS and Family Drug Support.

**What do BFFQ services encompass?**

- Organisations delivering BFFQ are experienced alcohol and other drug (AOD) treatment providers.
- Brief support to families affected by methamphetamine and other drug use includes:
  - information and education about methamphetamine and other drugs, understanding the nature of AOD use, how to respond to someone who is affected by AOD, the effects, risks and harms of use on people who use, their families and the broader community;
  - helping participants understand the impact of AOD use on physical and mental health and develop their own strategies to keep themselves and their family safe;
  - provision of information and advice on treatment, help and support options available in the community for people who use substances and those affected, including practical strategies to help family members discuss substance use; and

**When should Child Safety, Family and Child Connect (FaCC), Intensive Family Support or Aboriginal and Torres Strait Islander Family Wellbeing Services refer to BFFQ?**

Families can be voluntarily referred to BFFQ providers at any stage of contact with the child and family system. This could include instances where a family is not assessed as meeting the threshold for departmental intervention but where AOD has been identified as a risk factor, or where a family network has agreed to support actions in a case plan but require support with strategies to assist the family member who is using AOD.

BFFQ service providers will work with families, but their scope is limited to AOD use. BFFQ providers are not child protection services.

The department will monitor non-identifying data on the rate of referral from Child Safety Service Centres and child and family services to BFFQ.

## How do agencies and services refer families to BFFQ?

As the referral is voluntary, there is no prescribed state-wide referral system. BFFQ providers will establish local referral protocols with Child Safety Services and the child and family sector as well as other local health and welfare organisations.

Families should be provided with the contact details of the BFFQ service and encouraged to contact them. If known, details about the next public information session might be provided, offering a soft entry point for a family who may not be ready for direct referral to individualised family support.

Families may also be willing to have their contact details provided to the BFFQ service. Some families may benefit from having the BFFQ service take the lead on making contact and BFFQ services providers are funded to undertake outreach and visit homes.

## Will BFFQ providers refer in to Child Safety or FaCC?

BFFQ providers have the same reporting obligations as other organisations that are not Prescribed entities. Where there is indication of harm to a child they will use the Child Protection Guide to determine whether to notify Child Safety or refer to a FaCC.

BFFQ participants will come from the general public and other referral sources in addition to being referred from Child Safety or child and family services. It is critical that it is widely understood that the program is not intended to bring families into the child protection system or to monitor families who are receiving assistance from the child protection system. This is to alleviate concerns among families with children that talking about substance use with a BFFQ provider may lead to an investigation by Child Safety.

It is important to understand that the program is voluntary and that confidentiality is maintained,

based upon each funded service provider's existing policies and procedures.

## How will services be marketed?

In addition to families being voluntarily referred to BFFQ services:

- BFFQ providers will undertake local marketing through connecting with the community and service providers.
- The Ice Help website <https://campaigns.premiers.qld.gov.au/icehelp/> links to BFFQ
- The Alcohol and Drug Information Service phone line is referring to BFFQ.
- Primary Health Networks will be providing information about BFFQ to GPs.
- The QLD Government website <https://www.qld.gov.au/breakthroughforamilies> has information about BFFQ service providers including contact details.

## What is the role of Insight and the Queensland Aboriginal and Islander Health Council (QAIHC)?

Insight and QAIHC have been contracted by the department and funded to:

- develop the content, delivery resources and marketing material for BFFQ
- deliver training and mentoring to BFFQ staff
- provide clinical support (Insight)
- assist BFFQ providers to plan and deliver BFFQ using diverse delivery modes
- coordinate regular network meetings of BFFQ providers
- provide cultural advice and support to BFFQ providers to ensure BFFQ is

accessible to and appropriate for Aboriginal and Torres Strait Islander families (QAIHC)

- deliver BFFQ in some select Aboriginal and Torres Strait Islander communities (QAIHC)

### **Is BFFQ the same as the Victorian *Breakthrough Ice* education program?**

The concept of public information and support sessions has been borrowed from the Victorian program. However Breakthrough for Families (Queensland) has been redeveloped for Queensland by Insight and QAIHC and has a different delivery approach.

### **Contacts**

For information about BFFQ, contact your local Department of Child Safety Youth and Women contract management team or your local BFFQ provider. Provider contact details at:

<https://www.qld.gov.au/breakthroughforfamilies>

**insight**

Alcohol and other drug training and workforce development Queensland

