

FREQUENTLY ASKED QUESTIONS (FAQs)

What is Links?

LINKS Trauma Healing Service is a therapy team that is a part of Family and Community Services (FACS).

Complex trauma can have a big impact on our thoughts, feelings, and behaviours. LINKS aims to help children in Out of Home Care (OoHC) and their carers, better understand the effects of complex trauma, and help the child process their traumatic experiences, to improve their wellbeing.

Who are we?

LINKS is a holistic service, which means we are made up of a range of different therapists that all work together to support the wellbeing of the children/young people, and their families that come to see us.

LINKS is made up of Managers, Mental Health Clinicians, Aboriginal Mental Health Clinicians, Psychiatrists, Occupational Therapists and Speech Pathologists.



▶ Where are we located?

- There are two LINKS teams in NSW;
 - a) Hunter team - located in Newcastle
 - b) Sydney team - located at Penrith Community Service Centre
- If there is a particular reason that you or your child cannot attend the office or meeting place, your therapist will discuss this with you.

▶ Why should I/my child go to LINKS?

- Children in OoHC often have a hard time to know or express their feelings and this often leads to anxiety, fear, and outbursts in behaviour or emotion. Sometimes carers have tried everything to help them and just don't know what to do any more.
- Therapists can help you understand how the child is managing, areas to be further supported and areas of strengths to build on.
- We often find that the carer presence will support the child to understand and develop a new story for their future, to use new strategies, and to chat about how to prepare for life with all its ups and downs.
- Assessment of the child/young person will take into account the child/young person's voice, the caregiver's observations and input from the school to build a holistic picture of how the child is managing.

▶ Is it compulsory to attend?

- No – you do not have to attend. This is a voluntary program.
- Our aim is to help you and your child/young person settle any worries or other problems being experienced as a result of trauma. We can also work with you to understand how best to support your child. If you feel this is not needed, you and your child will not be made to attend.

▶ How often does my child attend therapy?

- Therapy sessions generally occur weekly for about 20 weeks.
- You may see one or more therapists during your time with LINKS. This depends on the needs of your child.

- Some children may need to attend more than one appointment per week especially when multiple therapists are involved or when intensive therapy is required.

▶ Do I have to come to the appointments?

- Yes! You are a very important person to your child and it is best that you attend some or all the appointments (sessions).

▶ Do I need to be involved?

- Yes!! The therapist may want to see you to talk without your child present, talk with your child without you being present or need you to actively participate in therapy sessions.
- Your presence is important especially at the start and the end of the therapy. Your therapist will speak more with you about what this means for your child/young person.
- Forms will need to be completed throughout your involvement with LINKS. These are about you and your child so that we can track your child's progress. We can help you with these if you would like.
- Your therapist will discuss how therapy is going and if any home practice needs to be completed.

▶ Is there a cost involved?

- **No** – LINKS is a free service and there is no cost involved.

▶ What if we can't make a session?

- Please phone the LINKS team as soon as possible and let your therapist know.
- Regular and consistent attendance is best for therapy to be useful.
- If you miss 2 therapy sessions in a row without informing the therapist, your child's place may be offered to someone waiting on our wait list.

▶ What about my child's privacy?

- Confidentiality is taken very seriously by LINKS. Your therapist will discuss this with you and your child during your initial appointment.