

What is the CISS Program

The Counselling, Intervention and Support Service (CISS) provides a culturally safe, holistic therapeutic model for Aboriginal and Torres Strait Islander children and young people under 18 who are subject to statutory intervention, prioritising those in non-family-based care placements. Delivered through a trauma-informed, strengths-based approach, the program supports healing from trauma, strengthens emotional and social wellbeing, and promotes resilience and cultural identity. CISS uses flexible, outreach-based engagement to ensure children and young people are supported in culturally appropriate environments, while involving family and carers where appropriate to reinforce long-term healing and care strategies.

Grounded in community and cultural practice, the program connects participants to Elders, culture, community and Country, embedding the five elements of the Aboriginal and Torres Strait Islander Child Placement Principle in service delivery. CISS works alongside Child Safety and key community stakeholders to empower children and families to lead their own healing journey. The program aims to create lasting impact beyond program exit by equipping children, young people and their support networks with the knowledge, strategies and relationships needed to maintain cultural strength, emotional wellbeing and long-term resilience.

Aims and Objectives

The Counselling, Intervention and Support Service (CISS) provides culturally safe and holistic therapeutic support for Aboriginal and Torres Strait Islander children and young people under 18 who have experienced statutory intervention. We focus on creating a healing environment that honours culture, community and Country, helping young people recover from trauma, strengthen their identity and build resilience. Our service recognises that healing is most powerful when culture is at the centre, and when children and young people feel supported by their family, carers and community.



Hours of Operation

Office Business Hours

Monday to Friday 8:30am – 5:00pm

*After Hours by Appointment Only.

Where We Are Located

Moreton Bay – Caboolture & Deception Bay

Brisbane – Zillmere & Inala



Zillmere (Head Office)

425 Zillmere Road,
Zillmere QLD 4034

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Contact Us

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**Counselling, Intervention
and Support Service (CISS)**



What CISS Offers

- Culturally safe, non-clinical therapeutic support tailored for Aboriginal and Torres Strait Islander children and young people under 18.
- Flexible delivery through outreach, meeting young people in safe and comfortable environments that suit their needs.
- Support for healing from trauma using a culturally responsive and strengths-based approach.
- Connection to Elders, culture, community and Country to strengthen identity and belonging.
- Strategies to build resilience, emotional wellbeing and coping skills for everyday challenges.
- Support for family and carers, helping them understand and strengthen their role in the healing journey.
- Holistic, whole-of-family engagement, where appropriate, to promote long-term positive relationships.
- Therapeutic practices grounded in culture, such as yarning, narrative healing and community-led approaches.
- Encouragement of self-determination, empowering children and young people to lead their own journey.
- Continued support beyond program exit, with strengthened connections and strategies designed to last into adulthood.
- Prioritised support for children and young people in non-family-based care placements.
- Collaborative approach with Child Safety and trusted community stakeholders, ensuring continuity and cultural alignment.

Program Benefits

The Counselling, Intervention and Support Service (CISS) provides meaningful, long-lasting benefits for Aboriginal and Torres Strait Islander children and young people.

The program supports emotional healing and improved wellbeing by using culturally grounded, trauma-informed therapeutic approaches, helping young people build resilience, develop coping strategies and grow into confident, culturally strong adults. Central to this program is the strengthening of cultural identity and pride, with active connection to Elders, community and Country that continues beyond the program.

Kurbingui's deep community roots and culturally respectful practice model ensure that support is delivered in a safe, trusted environment where children feel heard, valued and understood. The program nurtures positive relationships with family, carers and community, reinforcing a strong support network around the child and encouraging whole-of-family engagement where appropriate.

Through Kurbingui's standing in the community and the organisation's commitment to working in culturally responsive ways, young people are empowered to lead their own healing journey with confidence. The program is holistic, safe and culturally rich - driving better long-term outcomes and supporting children and young people to thrive emotionally, socially and culturally well into the future.

Criteria for Referrals

Referral pathway for the CISS program is from Child Safety.

This program is funded by Queensland Department of Children, Youth Justice and Multicultural Affairs.



How to Access the Program

Counselling, Intervention and Support Service (CISS)

Phone: (07) 3156 4800

Fax: (07) 3265 3263

Email: cissprogram@kurbingui.org.au

Hours of Operation

Monday to Friday

9:00 am – 5:00 pm

*After Hours by Appointment Only.

*Activities are often provided after hours and on Weekends.

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