



Child FIRST enquiries and referrals can be made by families directly, community members or by services and supports.



Child FIRST is based at UMFC and provides a central Intake and Assessment services for families in order to assist them to access appropriate support for their individual family's needs.

**CONTACT US:**  
**Ph: 1800 705 211**

Child FIRST Office Locations:

27-29 Stanley Street,  
Wodonga  
(Upper Hume)

Ph: 02 6055 8060  
Fax: 02 6055 8070

36-38 Mackay Street,  
Wangaratta  
(Central Hume)

Ph: 03 5720 0077  
Fax: 03 5720 0029

**1800 705 211**

**Providing information, advice and support for professionals and families.**



UMFC acknowledges the support of the Victorian and the Australian Governments.



Covering:  
Wangaratta, Benalla, Mansfield, Alpine, Wodonga,  
Towong and Indigo

## What does Child FIRST do?

Child FIRST gives families options and information about services and supports in the local community.

Child FIRST can also provide information and advice to anyone who wants to know about local services or who has worries around a child or young person.

**Child FIRST can link families to information and specialist services so they can:**

- build stronger family relationships
- better understand and put strategies in place for children's behaviours
- assist with routines and parenting support
- build on and develop new skills around caring for children
- connect with community activities
- access early childhood education and care such as child care, preschool and play groups

## Referrals

Child FIRST can receive referrals for families with children/young people aged between 0-18 years of age including unborn children who reside in the Ovens Murray Region.

Families can self-refer to our service or be referred by services and supports.

**Child FIRST** understands that the term 'family' has many different meanings and incorporates varied and alternative living arrangements. We do not define family; we support your family as defined by you.

**Child FIRST** works alongside an Aboriginal Engagement Officer who can connect with Aboriginal and Torres Strait Islander families as requested.



## Child FIRST Outreach

The Outreach Practitioner in Child FIRST aims to provide information and support to rural communities, services and supports to give them information about Child FIRST and build connections in these communities.

**Call 1800 705 211**