



# Family Services

## WHAT DOES FAMILY SERVICES DO?

Rather than one set response to families, Family Services provides a **flexible** approach to promote change in partnership with families through:

- Regular in home, outreach and office based visits
- Delivery of parenting programs and education
- Working with children and young people within a whole of family approach
- Supporting the development of boundaries and strategies with parents which optimises positive emotional opportunities for their children
- Assisting families to reflect and meet new challenges as they arise
- Helping families navigate the various services involved with their family to ensure services are working together effectively
- Assisting families identify and link with specialist services where needed
- Enhancing family relationships
- Linking families with community activities and positive experiences

Family Services is based at Upper Murray Family Care and provides a service to families aimed at strengthening and empowering their overall resources resulting in enhanced skills and abilities of parents to provide care, promote development and stability and ensure safety for their children.

caring • nurturing • strengthening

## Service locations

**Wodonga**  
 29 Stanley Street,  
 PO Box 725,  
 Wodonga Vic 3689  
 Ph 02 6055 8000  
 Fax 02 6022 8099

**Wangaratta**  
 36-38 Mackay Street,  
 PO Box 389,  
 Wangaratta Vic 3676  
 Ph 03 5720 0000  
 Fax 03 5720 0099



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Supporting Local Families for over 30 years

Email [admin@umfc.com.au](mailto:admin@umfc.com.au)  
[www.umfc.com.au](http://www.umfc.com.au)



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upper murray family care

## WHAT DOES FAMILY SERVICES DO?

Family Services is part of the Child and Family Services (CaFS) Program at Upper Murray Family Care.

Family Services aims to **Support & Empower** families towards sustainable change.

Family Services practitioners work alongside families to create and enhance supportive parental networks and resources to meet the needs of their children and to create a better future for their family.

As a result of this work families are better able to maintain change without becoming reliant upon services, allowing them to develop the skills not only to reach their current aims but also to support their family to thrive into the future.



## WHO CAN ACCESS FAMILY SERVICES?

**Anyone** with children aged between 0-18 years, including prebirth who reside in the Local Government Areas of Wodonga, Indigo, Towong, Wangaratta and Alpine.

Family Services embraces 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.

To access this service please contact our intake service Child FIRST directly or someone else may do this on your behalf to discuss if a referral to Family Services is the most effective and appropriate service for your needs.

## CONTACT US:

We take the position that families inherently know what help they need to assist them in providing safe, nurturing environments for their children which is why Family Services Practitioners work in partnership with all family members to improve the outcomes for both parents and children.

For more information or to discuss making a referral to Family Services please contact Child FIRST on:

**Phone: 1800 705 211**

Monday to Friday 9am to 5pm.

