



Strengthening families and individuals to build vibrant communities.

participation | respect | excellence | justice | honesty



# Family Services

## WHAT DOES FAMILY SERVICES DO?

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 everyone is working together effectively
- assisting families identify and link with specialist services where needed
- enhancing family relationships
- linking families with community activities and positive experiences

## Providing Support For Families

### Wodonga

27-29 Stanley Street  
PO Box 725  
Wodonga, Vic 3689

p 02 6055 8000  
f 02 6022 8099

### Wangaratta

36-38 Mackay Street  
PO Box 389  
Wangaratta, Vic 3676

p 03 5720 0000  
f 03 5720 0099

e [admin@umfc.com.au](mailto:admin@umfc.com.au)  
w [umfc.com.au](http://umfc.com.au)



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



UMFC welcomes diversity and take an inclusive approach to the families we work with and the culture we foster.



Family Services is part of Child and Family Services (CaFS) at UMFC.

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

Family Service Practitioners work alongside families to create and enhance supportive 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 resides 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."***

## HOW DO FAMILIES ACCESS FAMILY SERVICES?

To access these services, please contact The Orange Door directly to discuss if a referral to Family Services is the most effective and appropriate service.



## CONTACT US:

We take the position that families inherently know what help they need to provide safe, nurturing environments for their children. This 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



**on 1800 271 157**

Monday to Friday 9am to 5pm