

ChildFIRST

Enquiries and referrals can be made by families directly, community members or by professionals.

UPPER MURRAY FAMILY CARE

Contact Us:

Child FIRST is located at:
Upper Murray Family Care

For more information or to make a referral please contact Child FIRST on:

Ph: 1800 705 211

Upper Hume

Ph: 02 6055 8060

Fax: 02 6057 5907

Central Hume

Ph: 03 5720 0077

Fax: 03 5720 0029

Monday to Friday 9am to 5pm.

Child FIRST is based at Upper Murray Family Care and provides a central assessment and intake service for families in order to assist them access appropriate supports for their individual families needs.

service locations

29 Stanley Street,
PO Box 725, Wodonga Vic 3689
Telephone 02 6055 8000 Facsimile 02 6022 8099

36-38 Mackay Street,
PO Box 389, Wangaratta Vic 3676
Telephone 03 5720 0000 Facsimile 03 5720 0099

Email: admin@umfc.com.au

www.umfc.com.au



Reg No. A5357 ABN 99 081 624 768

Updated: February 2010

Child FIRST

Child &

**Family Information,
Referral & Support Team**

caring • nurturing • strengthening



What does Child FIRST do?

Child FIRST is a state government initiative created to strengthen services to families, vulnerable children and young people by providing a coordinated intake service.

Child FIRST aims to provide:

- Information and advice to support children, young people and families
- A comprehensive assessment to ascertain best service to support families individual goals
- A service to ensure vulnerable children, young people and their families are linked with community supports and services
- A central intake service for Family Services Program
- Provide schools, service providers, community members and families with a service to contact for advice when concerned about a child/children's welfare
- Onward referral to a range of community services to strengthen families



who can access Child FIRST?

Child FIRST works with families who reside in the Local Government Areas of Wodonga, Indigo & Towong (Upper Hume), Wangaratta, Alpine, Benalla & Mansfield (Central Hume) which have children aged between 0-18 years, including pre-birth support.

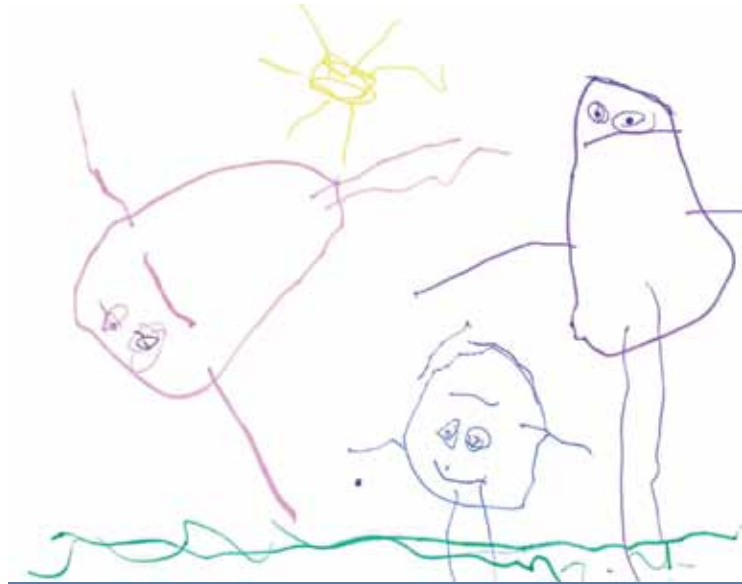
Child FIRST works with families who require support with:

- Parenting concerns and managing children's behaviours
- The impacts of family conflict or family violence
- Child or adult physical and mental health issues
- Physical and intellectual disabilities
- The impacts of substance abuse
- Connection with community organisations
- Personal support and engagement with support groups
- Building stronger parent-child relationships
- Accessing early childhood education and care

Child FIRST is a voluntary service and therefore families need to agree to participate. Child FIRST will seek to inform and engage families that may be unsure about becoming involved.



Child FIRST believes that the best interests of the child must always be paramount. Every child should have the opportunity to reach their full potential in a home and community that is safe and promotes their rights and positive development.



who can refer to Child FIRST?

Child FIRST receives referrals from individuals, community members and professionals. As well as individuals who wish to access support for their family, any person who has a concern for the wellbeing of a child or young person may refer to Child FIRST.