

## Information and links to services

Assisting families to link with other services and agencies in their local community.

## About the Family Services Alliance

Child FIRST is operated by MASP (Mallee Accommodation and Support Program) on behalf of the Mallee Child, Youth and Family Services Alliance (MCYFSA). The Alliance of services works to improve the safety, wellbeing, health and development of children, young people and their families across the Mallee.

### MCYFSA Partners-

- \* Mallee Accommodation and Support Program (MASP)
- \* Mallee Family Care (MFC)
- \* Centacare Mildura
- \* Anglicare Victoria
- \* Mallee Track Health & Community Services
- \* Mallee District Aboriginal Services (MDAS)
- \* Department of Health and Human Services (DHHS)

## Contacting Family Services

9:00AM—5:00PM Monday to Friday

Email: [info@masp.org.au](mailto:info@masp.org.au)

118-124 Pine Avenue Mildura



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Telephone 03 5021 6500  
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FAMILY SERVICES

The aim of Family Services is to promote safety, stability and development of vulnerable children, young people and their families and support positive relationships within the family.

The target group for Family Services is vulnerable young people and their families who are:

- \* Likely to experience greater challenges as the child or young person's development has been affected by the experience of risk factors and/or cumulative harm; and/or
- \* At risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.



BRO14 Rev 23/6/16

The intention is to provide services to the target group earlier to protect children and young people and improve family functioning.

Child FIRST (Child and Family Information Referral and Support Teams) are located in each of the 24 Child FIRST catchments across Victoria to provide a community-based referral point into Family Services and other appropriate support services.

Family Services assist with helping families to achieve their goals by :

- \* Building upon the strengths the family is already doing well to better understand the needs of their children and families
- \* Provide flexible visiting times to fit in with the family's routines
- \* Support families in a practical, emotional and culturally sensitive way
- \* Identify pathways for early intervention
- \* Authorisation to consult with or make reports to Child Protection when a child is believed to be in need of protection

This is delivered within a casework framework and interventions are determined by assessing the needs of the family and then the development of a Family Action Plan. This plan determines the goals for the family and details the interventions to be put in place.

MASP Family Services are able to provide practical intervention modes and assistance with:

- \* Parenting education and skills development
- \* Household management strategies
- \* Inclusion within the community via sporting groups, playgroups or other social activities
- \* In home support
- \* Case management
- \* Advocacy
- \* Secondary consults with Child Protection
- \* And greater access to local services

