

Family Services

Our Family Services program provides a broad and flexible range of support to families with children aged 0-17 years living in the Macedon Ranges.

We work with families to identify their own goals and believe that all families have the skills and expertise to create the changes they would like to see happen. We aim to support families to not only identify challenges but also to recognise the things that are going well. This way of working with families is known as a strengths-based and client centered approach.

We are open Monday to Friday, 9am to 5pm but we will endeavor to find a time that suits all family members.

How to access Family Services

Call The Orange Door on 1800 512 359

An Orange Door worker will speak with you about what you and your family would like support with and make a referral.

Family Services is funded by the Department of Families Fairness & Housing under the Roadmap to Reform Funding model.

Contact us



1300 026 229 - Kyneton



admin.cobaw@scchc.org.au



www.sunburycobaw.org.au



1 Caroline Chisholm Drive, Kyneton

We value diversity and will be responsive to the health needs of all people. This includes but is not limited to Aboriginal and Torres Strait Islander people; people with dementia or disabilities; lesbian, gay, bisexual, transgender and intersex people, and culturally and linguistically diverse people.



How does Family Services work?

Some of the things we do include:

- Meeting families in their own home, community or other comfortable location.
- Working with other professionals involved with your family, such as schools, doctors, counsellors, etc. to ensure we are working together towards the best outcomes for you.
- Helping families to strengthen their relationships and create homes that support the growth, development, wellbeing and safety of children and their parents.
- Involving the people that you and your family identify should be involved, such as extended family, friends, other support people or advocates and community supports. We are supportive of families' choices about who should be involved.
- Supporting you and your family to maintain and strengthen the identities that are important to you whether they be cultural, spiritual, religious or other. You have the right to feel safe and respected.

Your Rights & Responsibilities

Your Family Services Practitioner will provide you with information explaining your rights and responsibilities, how to offer feedback and what to expect from us in keeping your information private and confidential.

For more information about your rights and responsibilities, visit our website:

<https://www.sunburycobaw.org.au/about-us/rights-responsibility/>

One of the ways you can leave feedback is by scanning this QR code with your mobile device and completing the online form.



Useful Contacts

- Parentline: 132 289 (8am-midnight 7 days a week)
- Kids Helpline: 1800 551 800 (24 hours)
- Victorian Maternal and Child Health Line: 132 229 (24 hours - telephone interpreter service available)
- Child Protection: 1300 664 977 (business hours) /13 12 78 (after hours)
- Safe Steps - Family Violence Response Centre: 1800 015 188 (24 hours)
- 1800 RESPECT - National Sexual Assault, Domestic Family Violence Counselling Service: 1800 737 732 (24 hours)