

Your link to support

Tel. 1300 403 373



Fact Sheet: Service Providers

Mt Druitt Family Referral Service

The Mt Druitt Family Referral Service has been established by the NSW Government as part of the Keep Them Safe Initiative. Relationships Australia NSW is managing the Mt Druitt Family Referral Service.

Family Referral Services link vulnerable families, parents and young people in need of assistance with Commonwealth, State or Local Government funded support services so they receive appropriate help to address their individual circumstances.

Local referral to services

The Mt Druitt Family Referral Service will:

- facilitate access to support services for vulnerable families;
- identify appropriate support services to refer clients to in their local area;
- improve links between services at the local level;
- work with local services/agencies to strengthen alignment of support services in the local area; and
- provide culturally appropriate referral pathways for Aboriginal families.

The Mt Druitt Family Referral Service provides telephone referrals to a range of support services including case management, home visiting, intensive family support, quality child care, housing, parenting education, supported playgroups, drug and alcohol treatment programs, mental health services, youth support services and respite care.

Family Referral Services are also being piloted by UnitingCare Burnside in Dubbo and by The Benevolent Society in Newcastle.

Catchment area

The Mt Druitt Family Referral Service covers the suburbs of Mt Druitt, Whalan, Tregear, Lethbridge Park, Emerton, Blackett, Dharruk, Hebersham, Bidwill, Blackett, Shalvey, Willmot, Hassall Grove, Minchinbury, Oakhurst, Plumpton, Rooty Hill and Glendenning.

The area is bounded by Richmond Rd to the north, the M7 Motorway to the east, the Great Western Highway to the South and Ropes Creek to the west. Clients in these areas can be identified by their postcodes - 2770, 2766 and 2761.

Mt Druitt Telephone Referral Service

As a first step the Mt Druitt Family Referral Service conducts a telephone assessment of the support needs of the family /young person self referring or referred to the service by a mandatory reporter. Following the assessment, information on local and available support services is provided. The FRS facilitates access to services with 'warm referrals' - calling the service on behalf of the family or assisting them in initiating contact.

The service opened in May 2010. Family Advisors are available on the telephone from 9am to 6pm Monday to Friday (except public holidays and between Christmas and New Year).

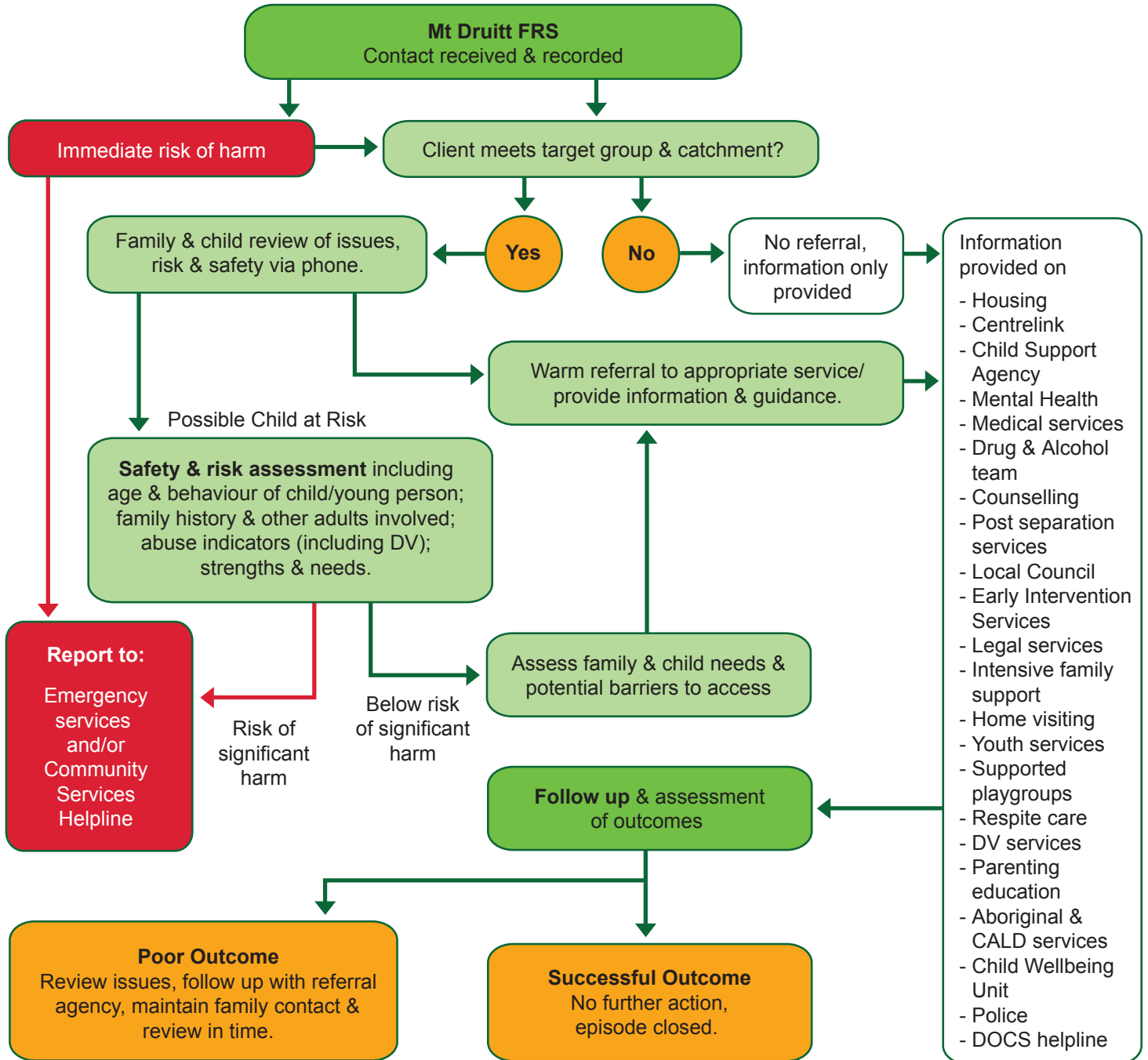
The focus of Family Referral Services is on prevention and early intervention, before family issues escalate. Where the circumstances of the family or young person warrant statutory child protection intervention, the family or young person is reported to Community Services.

The telephone number for all contact is **1300 403 373** or email frsmtdruitt@ransw.org.au

Connecting with the Community

A FRS Community Liaison Officer supports the development of strong connections between service providers and the community at the local level. The FRS works closely with the local service network as well as the local community to ensure the delivery of an accessible, coordinated and responsive service to families in the area. Strong community connections between services support the shared approach to improving the wellbeing of children, young people and families in NSW.

Mt Druiitt FRS: how the service is delivered



More information

If you would like more information about the Mt Druiitt Family Referral Service contact Libby Brown, Co-ordinator on **1300 403 373** or email libbybr@ransw.org.au.

Family Referral Services are funded by the NSW Government as part of Keep Them Safe action plan to improve the safety and wellbeing of children in NSW.



**Mt Druiitt
Family Referral Service**

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