



Waiting in Line

FamilyCare aims to provide fair and equitable access to its services.

To receive services, you must meet the individual program's eligibility criteria. For further information ask our intake worker, read our program brochures or access FamilyCare's website.

If you don't get a service straight away, we will inform you that you will be put on an active holding list. Active holding means that we will contact you regularly to check on your situation. If things change, please call us immediately. You may also be put in contact with other services that may be able to support you whilst waiting to be allocated a FamilyCare worker.

Requests for service are accepted and allocated according to need. When demand is high we have to prioritise who gets what service when.

Priority is assessed based on the safety and wellbeing of your child and family, taking into account:

- How well your family is supported;
- Seriousness and type of issues affecting your family;
- Number of issues facing your family.

We will always consider your rights and they are set out in FamilyCare's Rights and Responsibilities Charter.

If you have any queries please call Child FIRST
between 9am to 5pm, Monday to Friday

Shepparton 1300 854 944

or

Seymour 1800 663 107

If you have any feedback about our service,
please don't hesitate to contact and speak to the
Manager, Child and Family Services, or via the
FamilyCare website, www.familycare.net.au.

Shepparton Service area:

Greater Shepparton and the Shires of
Moirra and Strathbogie.

19 Welsford Street, Shepparton
PO Box 1069, Shepparton. 3632
Telephone: 03 5823 7000
Facsimile: 03 5831 1917

Seymour Service area:

Shires of Mitchell and Murrindindi.
64 High Street, Seymour
PO Box 457, Seymour. 3660
Telephone: 03 5735 4600
Facsimile: 03 5799 0016

