



## Dubbo Family Referral Service

### Contact details

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Dubbo NSW 2830

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**Hours of service:** Monday to Friday, 8am to 8pm (except Public Holidays)

**Manager:** Angie Weir

**Acting Regional Manager:** David Ryan

**Director Operations:** Vivien Tait

### About the program

Family Referral Service (FRS) provides an augmented FRS with an Aboriginal focus and offers a point of contact between families and relevant support services and community resources to assist with the safety and wellbeing of children and young people.

The catchment area for Dubbo FRS services 19 local government areas including: Dubbo, Wellington, Narromine, Gilgandra, Warren, Bogan, Cobar, Bourke, Brewarrina, Walgett, Coonamble, Warrumbungle, Mudgee, Orange, Blayney, Cabonne, Forbes, Parkes and Lachlan.

The FRS team based in Dubbo will receive referrals by phone, email or in person through either drop-in or via outreach circuits to outlying communities. The service is free.

### Eligibility

All families living within the catchment area as described above.

### Objectives

The FRS is one part of the NSW State Government's *Keep Them Safe* action plan and shares the same primary objective: better protection for children at risk.

- Improved access to universal services, early intervention and community-based services in order to prevent problems from arising and prevent the need for children to enter the child protection system.
- Robust referral systems to connect children and families to the right services.
- Supported Aboriginal children and families and reduced number of children coming into contact with the child protection system.
- Strengthened partnerships across the community services sector.

## Referral

Referrals are open to all of the community for families within the catchment area and will include service providers, Child Wellbeing Units (the Departments of Health, Education, and Human Services, and Police) and the Community Services Helpline.

## Services

Dubbo FRS offers a **voluntary** and integrated service to meet the needs of families, particularly Aboriginal families in the catchment area experiencing vulnerability.

The service delivers:

- a visible point of entry to the full range of services required by vulnerable families
- active engagement with the family their child or young person, parents or extended family. The FRS will work with the family on the priorities the family identifies are most significant using strengths-based practice:
- initial needs identification and assessment of underlying risk to the child or young person
- identification of the most appropriate service responses for families
- active, supported referral strategies that can influence the uptake of services by families
- sustained contact to support successful referral. Families will receive a call back within two working days to follow up on progress with the service/s to which they were referred. Families will have the opportunity to remain a client of the FRS for up to three months depending on the level and complexity of their need and their ability to access support services
- a limited active holding response if a family is unable to access the necessary resources in a timely manner. This may include a one-off family support intervention, and low-level monitoring and support until the case is allocated. The active holding response may include phone contact with the client, an initial home visit, case conferencing, and brokerage
- development of collaborative and inclusive networks of service providers including local government, government and non-government and community-based resources.

## Funding

NSW Health Administration Corporation

## Key facts

FRS are being piloted over 12 months with a view to the state-wide implementation of the service over 4 years from 2010-11 to 2013-2014. The pilots commenced as a staged process in early May 2010 with the service being officially launched on 14 July 2010 at the Mt Druitt FRS site.

Two types of services are being piloted: a telephone referral service and an augmented service, that is, a service with capacity to coordinate active referrals, including case management with the possible use of brokerage funding.