

The following agencies are part of the Western Child and Family Services Alliance:

- Anglicare Victoria
- Baptcare Family Services
- Caroline Chisholm Society
- Catholic Care
- ISIS Primary Care
- MacKillop Family Services
- Melbourne City Council
- Moonee Valley City Council
- North Yarra Community Health
- Victorian Aboriginal Child Care Agency (VACCA)

**Child FIRST**  
**1300 775 160**

Child FIRST is located at  
Anglicare Victoria Yarraville  
41 Somerville Road  
Yarraville VIC 3013



Victorian Interpreting & Translation Service



Formerly Centacare  
Catholic Family Services



## Information Sharing & Consent Client Information

### Western Child & Family Services Alliance

Family Services in Hobsons Bay,  
Maribyrnong, Melbourne,  
Moonee Valley and Wyndham

Help for children, young people  
and their families

#### Enquiries & Referrals

41 Somerville Road  
Yarraville VIC 3013

- [anglicarevic.org.au](http://anglicarevic.org.au)
- 03 9896 6322
- 03 9890 8640
- [youtube.com/anglicarevic](https://www.youtube.com/anglicarevic)
- [twitter.com/anglicarevic](https://twitter.com/anglicarevic)
- [facebook.com/anglicarevic](https://facebook.com/anglicarevic)



**Western  
Child FIRST**  
**1300 775 160**

## Why Collect Information?

A Western Child FIRST or Family Service agency worker who first speaks to you will collect information about you and your family to help decide if family services is right for you.

## What Information is Collected?

The Child FIRST worker or local Family Services agency worker will ask you information about your family such as: name, address, contact details, ages of family members, issues that you are having, background information about your family and your current situation.

The information is stored in a file and on a computer system and will be accessed only by workers who are involved in Child FIRST or Family Services.

## Consent & Info Sharing

When you speak to a Child FIRST or Family Services Worker they ask permission to:

- Take your information to an allocations meeting so that your family can be allocated to a Family Service agency for ongoing support (The agencies are listed on the following page);
- Speak to a worker who you are working with e.g. your child's school to gain more information. Sometimes this is helpful and can help us set goals.
- Speak to the Community Based Child Protection worker. The Child FIRST/Family Services worker will explain their role and the reason we may consult them. This consultation will be recorded.
- Speak to the Aboriginal Liaison Worker if you or a family member is Aboriginal for extra support we could provide you.

## Other Things to Know?

- If you have been involved in the past with a Family Service agency or Child Protection, they may share this past information at the allocations meeting in order to plan the best service for you and your family;
- You may decide that you wish to keep your information private. We can share information that will not identify you or your family at the allocations meeting and with the Aboriginal liaison worker. However we must disclose your information if we are consulting with Child Protection and with the agency that you have been allocated to.
- If your family is allocated to another Family Service, that agency will discuss with you how they share information.



**Working together  
so Children & Families  
get the best services**

