



Wednesday, 27th May 2021

Service Name Change

Dear Service Provider,

We have recently changed our name to better reflect the work we do across the New England region. As such, we are now known as New England Family Support Service.

Attached is New England Family Support's new referral form and brochure. This has been updated to not only reflect our new approach to provision of service, but to make the process easier and more streamlined for all involved. We want to ensure that the process is accessible for service providers and clients alike.

The document has fields that can be entered digitally, as well as check boxes to help highlight areas of need and support. It has also been created with sufficient space to manually fill in the forms, as we do not always have access to a computer when a need arises. There are also mandatory fields that must be filled in order for the referral to be considered. This is due to our reporting requirements to the State Government for our funding.

We run our allocation meetings every Monday morning, so make sure to get the referrals in before then. Referrals will be acknowledged on reception, and you can then expect to be notified about the outcome of the referral, after allocation to a worker, or by the Manager if they were not accepted.

Additionally, we would like to reiterate that we do not currently have the funding for Intensive Family Supports program (IFS). The LGA's of Armidale Regional Council, Uralla Shire Council and Walcha Shire Council are currently not funded for this program by the Department of Communities and Justice.

Any further questions or concerns about the new form can be forwarded to manager@familysupport.org.au

Thank you for your continued work within our community and for working with us to provide support for all families in the New England.

Sincerely

The NEFSS Team