



Monaro Family Support Service

Family Support for Growth and Change

• **CONFIDENTIAL** • **PROFESSIONAL** • **FREE OF CHARGE** •

COOMA

154-156 Sharp Street
PO Box 855
Telephone 6452 3450
Fax 6452 6080
cooma@monarofss.ngo.org.au

JINDABYNE

Snowy Mountains
Neighbourhood Centre
Snowy River Avenue
Tel 6457 2555
cooma@monarofss.ngo.org.au

BOMBALA

HACC/Library Centre
163 Maybe Street
PO Box 257
Tel/Fax 6458 4888
bombala@monarofss.ngo.org.au

Families use the Family Support Service for many reasons...

- to improve family relationships
- to enhance confidence in parenting and encourage positive behaviour in children
- to overcome isolation and lack of support
- to ensure the well being and safety of children
- to decrease violence in the home
- to talk through separation and divorce issues
- to seek information about community services, resources and activities
- to improve home management
- to talk to someone if life is getting too hard



Who we can assist

Any family with dependent children in the Cooma-Monaro, Snowy River or Bombala Shires can use our service. A Family Support Worker can visit you in your own home or meet with you in one of our offices or wherever is suitable. Assistance by Monaro Family Support Service is free.

How to make contact

Anyone can contact us for themselves or their family. Family members can phone us for an appointment, or referrals can be made by other services.



We work in a confidential, respectful and collaborative way with all individuals who contact our service.

What we can offer

- **Counselling**

Family Support Workers assist individuals and family members to make choices about their lives, to clarify issues and problems and to recognise skills and strengths.

- **Group activities**

We conduct a weekly supported play group and other groups from time to time to develop skills in parenting, relationships and self-awareness.

- **Information and resources**

The Cooma office offers a nappy changing facility in a convenient central location. All three offices have a good collection of brochures and information about services for families.

- **Advocacy and referral**

We may be able to assist you to connect with agencies such as Centrelink, Department of Housing, Department of Community Services and others. If you require specific information or support we can refer you to an appropriate service.



Our vision...

- Safe children
- Strong families
- Stronger communities

Our values and principles...

1. We work with parents and carers to ensure the wellbeing of children and the safety of all family members.
2. We respect the capacity of every individual for growth and change.
3. We promote human rights and access to justice through our work.
4. Our work is based on respectful and collaborative relationships through integrity and accountability.
5. We work with a whole-of-community approach which is flexible and responsive.



Monaro Family Support Service is a community-based organisation funded by NSW Department of Family and Community Services Community Services and Community Relations Commission NSW. Commonwealth funding is received from Medicare Local and DSS.