

2020

# SUPPORTING CHILDREN WITH ADDITIONAL NEEDS

A Guide for Early Childhood Educators



[www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

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This Information Guide has been prepared by the Preschool Field Officer Service  
at Wyndham City Council

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# PRESCHOOL FIELD OFFICER SERVICE

The Preschool Field Officer (PSFO) service contributes to the provision of a quality early childhood program to ensure it meets the diverse needs of all children.

The PSFO Service is designed to deliver professional support and consultation. It aims to build the capacity of early childhood educators to provide for the inclusion and participation of all children. This includes local government-funded kindergartens, kindergarten programs within a long day care service, cluster managed kindergartens, community-based kindergartens, childcare centres, playgroups and 3 year old kindergarten.

The Preschool Field Officer service (PSFO) provides one unit of care to eligible children.

The PSFO service is jointly funded by Department of Education (DET) and Wyndham City Council, who manage and deliver the service with no additional cost to families.

## Who is the target group for the PSFO service?

- 4 year old children with additional needs attending a government funded kindergarten program. This also includes children in receipt of Early Start Kindergarten funding who are attending a three-year old kindergarten program delivered by a degree qualified early childhood educator.
- 3 year old children with additional needs attending an early childhood program in Wyndham, such as a 3 year old kindergarten, childcare centre or playgroup. To be eligible, children must be turning 3 years of age before 30 April 2020.

Please note - Children who are already supported by an early childhood early intervention service are not eligible for the PSFO service (e.g. NDIS - Brotherhood of St Laurence). The educator should seek inclusion support from the early childhood early intervention service provider.

## Who are Children with Additional Needs?

The PSFO program defines children with additional needs as children in an education and care setting presenting with developmental concerns. Developmental concerns may be associated with any area of a child's development, such as;

- challenging behaviours
- speech, language or communication delays
- social and emotional difficulties
- a diagnosed disability
- trauma

## What does capacity building of early childhood educators mean?

The PSFO capacity building approach recognises and respects the expertise and ongoing role of the early childhood educator in supporting children's learning and development by supporting early childhood educators to:

- Gain the knowledge and skills to confidently implement practices and provide programs that are responsive to the individual abilities, interests and needs of all children in an inclusive early childhood environment
- See themselves as having both the responsibility and capability to plan for all children in the early childhood program and that it is not only experts with specialist skills who can provide support for the learning and development of children with additional needs
- Respond to parents' concerns regarding their child's development

Support may include:

- Information, resources, strategies or coaching and modelling of specific skills
- Identification of referral pathways
- Contributing to recognising the child's capabilities as well as their learning and development needs.

## Do PSFOs work with families?

PSFOs work within the context of the early childhood program. The PSFO does not directly deliver intervention to a child within the early childhood setting but acts as a consultant and coach to the early childhood educator.

This approach may involve direct contact with the child and family in the early childhood setting, however, this work is done in collaboration with and through the early childhood educator in a manner that respects the educator's ongoing relationship with the child and family as opposed to the short term nature of the PSFO engagement with the child and family.

With parent/carer consent the PSFO can directly observe a child in the early childhood environment and contribute to the educator's assessment of the child's capabilities as well as their learning and development needs. This information assists educators and families to make informed decisions regarding referral pathways for specialised assessment or support services. PSFOs also assist the educator to identify and link families to a range of supports available and assist the educator's program planning for the child in the early childhood setting.

Where an early childhood educator seeks support from the PSFO service in relation to a child, the early childhood educator is required to obtain informed consent from parents/guardians/carers prior to requesting PSFO assistance.

## Can parents contact the PSFO service?

Parents of children who attend an early childhood service who have concerns regarding their child's development are encouraged to discuss these with their child's early childhood educator in the first instance. Where a parent directly contacts the PSFO program, the PSFO will liaise with the relevant early childhood educator to progress the request for support.

## Who can request support?

- Early Childhood professionals
- Parents/Guardians in collaboration with the child's educator
- Other health care professionals with parental/guardian consent and in collaboration with the child's educator

## Support options

There are now three support options available:

### 1. Individual Child - 4 Year Old Service

PSFOs can assist four year old children attending a State-funded four year old Kindergarten program with parental/guardian consent.

### 2. Individual Child - 3 Year Old Service

PSFOs can assist three year old children (including with the transition into a funded four year old Kindergarten program) with parental/guardian consent. If an Educator at the Kindergarten feels that the child needs further PSFO involvement, they should facilitate a new request for support.

### 3. Group Support

The group support option encourages the educator to consider and reflect upon inclusive practices and focus on the entire group of educators and children.

Through group support, the PSFO can collaborate with the educational team to:

- Identify transitions, routines, expectations or experiences that may be modified to support inclusive practices
- Consider the group dynamics of children and how this affects participation and inclusion within a variety of experiences
- Support goal setting, choices and forward planning to make curriculum changes to support an inclusive programme for all children
- Reflect upon resources that may assist with all children's understanding, learning and contribution to the programme

Request forms for all the above options are available from the Council website or by contacting the service on the number or email provided.

## How to request support from the PSFO service

Please complete the following steps to request support for an individual child:

### 1. Discuss your concerns with the family

Please use an interpreter to have the conversations with families who do not have English as their primary language.

Educators or other professionals must discuss their reasons for requesting PSFO support with the child's parent/guardian prior to submitting the form.

## 2. Complete the request for support form with the family

Please complete the form in consultation with the family, there are sections for you both to complete.

The form can be downloaded via the Wyndham City Council website

([www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)) or one can be emailed to you – please contact us on 9742 8199 or email to [psfo.service@wyndham.vic.gov.au](mailto:psfo.service@wyndham.vic.gov.au)

The request for support form is updated every year – please ensure you send the current form. Be specific about the child’s needs and what you are requiring support with.

## 3. Submit the signed form to the PSFO Service

Email the form to our service at the address provided.

Once the request has been received by the PSFO Service an email confirmation will be sent. If you do not receive a confirmation, please contact us to check receipt.

All decisions made regarding the developmental needs of the child and any further referrals required, will be made in collaboration with the parent and educators.

## Priority of Access

Priority of Access can be requested by contacting the PSFO Service Leader. If granted, the request will be moved to the top of the waiting list ready for allocation to a PSFO but will not guarantee immediate allocation as this will depend on workloads at the time.

## Additional Unit of Care for Individual Child Support Requests

Once an initial Unit of Care has been utilised, educators can apply for an additional Unit of Care to extend services provided by a PSFO.

Please complete the following steps to apply for an Additional Unit of Care:

1. Consult your Service Manager/Team Leader about the child’s ongoing requirements to ascertain further needs.
2. Discuss with the PSFO team member who is currently supporting you.
3. Submit the request via email to the PSFO Service email address below.

### What criteria will be used to determine if a child is eligible for an additional unit of care?

The following three eligibility criteria will apply when considering an additional unit of care:

1. Safety issues/vulnerability; *when a child, family or staff member’s safety is at risk*
2. Family change in circumstances; *including marriage breakdown, divorce or separation, domestic violence, child protection involvement, Child First referral involvement or death in the family.*
3. Service changes; *change of service, staff, session or location*

## **What will happen if an educator requests support for a child and they have commenced the pathway for Early Childhood Early Intervention (Brotherhood of St Laurence/NDIS) Services?**

- A child who has commenced the Early Childhood Early Intervention pathway (through the Brotherhood of St Laurence or NDIS) and is waiting for service to commence, can access one unit of care from the PSFO Service.
- If Early Childhood Early Intervention service commences, they will no longer receive PSFO support.

### **General advice without completing a request for service**

You can call the PSFO service for guidance and information without completing a request for support form. We can provide phone support to discuss your concerns, guide you with referral options, strategies for inclusion or how to approach parents, etc.

Please don't hesitate to contact us on the number provided.

#### **PSFO SERVICE CONTACT DETAILS**

Preschool Field Officer Service Administration

Telephone: (03) 9742 8199

Email: [psfo.service@wyndham.vic.gov.au](mailto:psfo.service@wyndham.vic.gov.au)

Wyndham City  
45 Princes Hwy (PO BOX 197)  
WERRIBEE VIC 3030

## COMMUNICATING YOUR CONCERNS TO FAMILIES

Communicating with parents can be difficult at times, even for the most experienced Early Childhood Educators. The way you communicate can either encourage partnerships or get parents offside. A partnership works best when messages are clear, specific and considerate of the other person's feelings. Always talk to parents with the goal of strengthening relationships.

### Approaching Parents

- Asking a parent to talk with you, for the purpose of discussing how you can both SUPPORT the child, is best. Try to avoid saying you want to meet to discuss your concerns. This helps set the tone for the meeting.
- It is really important to catch the parent as they are not rushing and to say what you want to say in a calm (not rushed and relaxed tone) kind of way.
- Remember: positive – *need* – positive
  1. Start by providing some positive feedback about the child to the family
  2. Discuss the child's needs in a sensitive manner
  3. Finish on another positive

E.g.: "I have prepared some notes on Grace's participation in the program. She is doing really well at remembering and following the routine. (Pause) I am noticing she is finding it difficult to interact with her peers. She is mostly preferring to play alone at kindergarten. Could we meet together so we can work out how we can best support Grace? (Pause) When can we meet?"

### Organising the Parent meeting

- Offer to meet and discuss concerns at a time that suits the family.
- Consider who will attend – provide the opportunity for both parents / grandparent to attend and arrange an interpreter if necessary.
- Be prepared – have notes/observations prepared to refer to. Base these notes on the child's strengths as well as areas to work on. Have a section to note actions as a result of the meeting. This is important!
- Consider appropriate setting for meeting and seating; ensure the attendants feel at ease.

### During the Parent meeting

- Have your notes put away in a folder/diary or similar so that you can listen well to the parents without focusing first on what you want to say. The parents should talk first about their child. Listening well to the parents allows you to hear where they are at with their understanding of their child's learning and development and can give you a place to begin, depending on what the parent says e.g. Yes, we've noticed that Ashaz can have trouble talking with his peers at kinder too. I know what you mean... and so on.
- Remember to let parents know at every opportunity that they know their child best. You are after their input to understand the situation better.
- Remind the parents that the purpose of the meeting is to share information with each other, and to work out how to support the child.



- State the factual information you have observed at kindergarten.
- Ask questions as to how this information compares to the child when at home / in other social settings.
- Relate this to child development information.

Further information:

<https://raisingchildren.net.au/for-professionals/working-with-parents/communicating-with-parents/communication-with-parents>

<https://beyou.edu.au/fact-sheets/relationships/communication-skills-for-educators>

<https://allplaylearn.org.au/early/educator/educator-guide/>

The PSFO service is able to be accessed (phone or email) if any Educator requires further advice or support with this. A Request for Support form does not need to be submitted for you to receive this support.



## EARLY CHILDHOOD EARLY INTERVENTION (ECEI)

Wyndham commenced transition to the National Disability Insurance Scheme (NDIS) in October 2018 and means there are changes in the way Early Childhood Intervention Services are accessed and the funding arrangements for service providers. Children can no longer apply for state funded ECIS and will now apply for Early Childhood Early Intervention (ECEI) funding under the NDIS.

ECEI services support children 0-6 years with a severe disability or developmental delay in Western Melbourne.

### **You do not need to wait for a diagnosis before referring**

Children who are currently receiving state funded ECIS, or children deemed eligible but waiting for ECIS, will have a supported pathway into the scheme.

### **WHAT IS EARLY CHILDHOOD EARLY INTERVENTION (ECEI)?**

The word 'Intervention' can mean many things to different people. When the word is used when talking about early childhood development it can describe all different types of services that you can access.

### **ECEI is designed to promote learning, development, well-being and participation in the community.**

Early Childhood Early Intervention support aims to:

- promote the child's learning, development and ability to participate in family, early childhood education and care settings and broader community life
- Assist parents and families to have the knowledge, skills and support to respond to the needs of their child

ECEI support can be delivered by a range of professionals with specialist qualifications who apply their knowledge and expertise to support children to learn and develop. The professionals supporting a child may include:

**Occupational therapist**– Their specialist knowledge can contribute to supporting the development of a child's independence in everyday activities including eating, dressing, toileting and a range of activities that are part of family life.

**Physiotherapist**- Their specialist knowledge can contribute to supporting a child's development in the areas of movement, posture and balance.

**Speech pathologist**– A speech pathologist will work in supporting a child who has difficulties talking, understanding speech, stuttering, eating and drinking, swallowing or drooling.

**Psychologist**– Their specialist knowledge can assist families to support a child's social, emotional and overall development. They can provide advice and assistance to families including offering behaviour management guidance.

**Specialist Early Childhood Educators**– Professionals who are trained in early years education are often part of ECEI teams and assist families to understand their child's needs and to provide opportunities and experiences that support their learning and development.

## WHO PROVIDES EARLY CHILDHOOD EARLY INTERVENTION SERVICES IN THE WESTERN REGION?

The NDIS has engaged Early Childhood Partners around Australia to deliver the ECEI approach. Early Childhood Partners are experienced in providing early childhood intervention. The Brotherhood of St Laurence is the Early Childhood Partner for Wyndham and their contact details are:

**The Brotherhood of St Laurence**  
**Level 1, 236 Hoppers Lane, Werribee**  
**Tel – 1300 275 323**  
**Email – [communications.ndis@bsl.org.au](mailto:communications.ndis@bsl.org.au)**

## HOW DOES IT WORK?

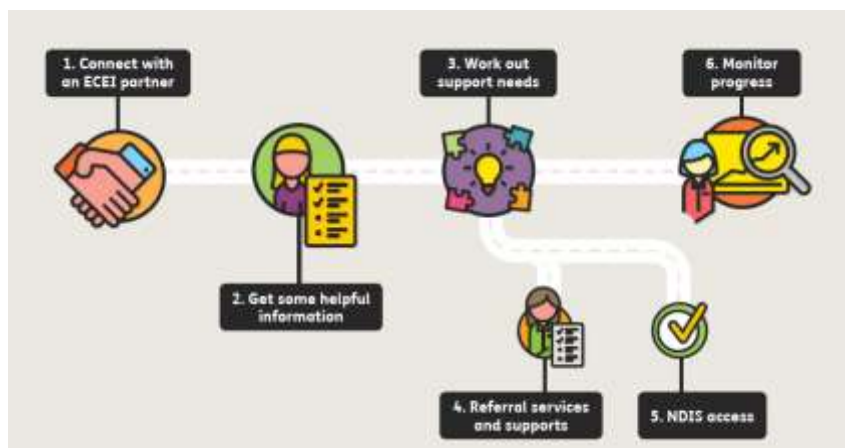
You can contact the Brotherhood of St Laurence if you have concerns about your child's development. They can help you to get information and access to supports. The referral form can be completed online or on paper – please see link below.

You and other caregivers will be provided with ideas on ways to help your child with their everyday living.

As every child is different, the Brotherhood of St Laurence will tailor support to your child's individual needs and circumstances.

The ECEI team will:

- Complete a screening assessment and talk to you and others involved with your child to get a full picture of their strengths and challenges.
- Connect you and your child with the most appropriate supports in your area, such as the community health centre (IPC Health), educational setting and playgroup.
- Provide some short-term early intervention where it has been identified as the most appropriate support.
- Help you to request NDIS access if your child requires longer-term early childhood intervention supports. If your child becomes an NDIS participant, the Early Childhood Partner will work with you to develop an NDIS plan.
- Develop your plan: help you to work out your goals and identify the supports you need to help reach those goals.
- Get your plan going: once your plan has been approved, the ECEI team will work with you to help you get your supports set up and working. They might help you to set up your MyGov and NDIA portal account and show you how to set up a service booking.
- Keep in touch with you, if you need help with your plan: ECEI will keep in touch with you and check in to see how things are going once your plan is implemented.



## WHO CAN REFER TO ECEI?

- Early Childhood Educators (with parent permission)
- Parents
- Other service professionals (with parent permission), such as MCH Nurses, GP's, PSFOs.

## EARLY CHILDHOOD EARLY INTERVENTION CONTACT DETAILS:

The Brotherhood of St Laurence  
Level 1, 236 Hoppers Lane, Werribee  
Tel – 1300 275 323  
Email – [communications.ndis@bsl.org.au](mailto:communications.ndis@bsl.org.au)

### USEFUL LINKS:

NDIS ACCESS CHECKLIST: <https://www.ndis.gov.au/ndis-access-checklist.html>

REFERRAL FORM: <https://ndis.bsl.org.au/early-childhood-early-intervention/referral-form/>

The Association for Children with a Disability site: [www.ndis4kids.org.au](http://www.ndis4kids.org.au)

## IPC HEALTH - CHILD HEALTH SERVICES

### WHAT IS A COMMUNITY HEALTH SERVICE?

A community health service works in partnership with the local community to provide responsive, interconnected health and community services. It is a not-for-profit organisation.

### IPC HEALTH PROVIDES THE FOLLOWING SERVICES FOR CHILDREN AND FAMILIES:

- Psychology (for children)
- Family Services
- Dietetics
- Counselling Services (for parents)
- Dental Services
- GP Services
- Speech Therapy
- Occupational Therapy
- Podiatry
- Financial Counselling
- Paediatricians

### Child Health Team Services

The Child Health Team offers individual and group services. We can also work together with Kindergarten Educators. This often starts by visiting the kindergarten to observe how the child participates in the classroom. This can help us learn about the child's developmental needs. Strategies may be provided to help support children at kindergarten.

#### Occupational Therapy:

Paediatric Occupational Therapists look at the activities children take part in their everyday life. They help children to take care of themselves (**self-care**) participate in Kinder and learning (**productivity**) and enjoy life/leisure (**play**). They can help children do activities by themselves so they feel confident when participating at different activities at Kindergarten.

#### Speech Pathology:

Paediatric Speech Pathologists work with families to help children communicate. They can help support children who have difficulties with their language (understanding and using spoken language), difficulties with saying sounds clearly, social conversation skills and stuttering.

#### Psychology (Developmental and Educational):

The psychologist works closely with parents to help them support their child's development at home. Parents are encouraged to work with the psychologist to help improve their child's capacity for learning, socialisation and play skills, build emotional regulation or resilience skills and increase their child's cooperation.

### WHEN SHOULD I REFER TO IPC HEALTH FOR CHILD HEALTH TEAM?

Eligibility is determined by the standards outlined by the Department of Health for community health services.

- Children referred to the Child Health Team **ARE ELIGIBLE** if they have MILD needs in one or more of the above areas.
- Children are **NOT ELIGIBLE** if they are suspected of having OR already have a diagnosis of Autism Spectrum Disorder, Global Developmental Delay, need ongoing therapy for more than behaviour difficulties, or are eligible for another service like Early Childhood Early Intervention (ECEI/NDIS).

If there are concerns about moderate to significant delays in one or more developmental areas, a discussion about service options (other than IPC Health - Child Health Team) is in the best interests of the child and family, to ensure the most appropriate service is accessed as early as possible.

**If unsure, please contact Intake at IPC-Health or a member of the Child Health Team to discuss issues around which service may best suit the child's needs.**

## OBTAINING PARENTAL/CARER CONSENT:

Parental/carer consent is a requirement for referral to IPC Health. It can sometimes be difficult to initiate conversations around consent with parents/carers. The following tips may facilitate these conversations:

- Start communicating with parents/carers as early as possible about observations of the child
- Record examples and dates of your observations
- Invite parents/carers to share any similar observations they may have had
- Explain that referral to a service such as IPC Health is about finding the best service to support the needs of the child and family.
- Express that the objective is to enable the child to be 'school ready' and focus on the skills needed for school.

### HOW DO I MAKE A REFERRAL TO IPC HEALTH FOR A CHILD HEALTH SERVICE (Occupational Therapy, Speech Pathology and Psychology)?

Educators and parents are able to contact IPC Health and speak to our Intake services directly to make a referral (Ph: 8734 1400).

Otherwise, please complete a Referral Form AND a Referral Checklist appropriate to the age of the child. If you would like a copy please call and ask to speak to our Intake services on 8734 1400.

#### IPC Health contact details are:

117-129 Warringa Crescent, Hoppers Crossing, 3029

Phone: 8734 1400

Fax: 8734 1460

Email: [ipchealth@ipchealth.com.au](mailto:ipchealth@ipchealth.com.au)

or 330 Queen St, Altona Meadows, 3028

Phone: 8368 3000

**(For families living in Seabrook)**

## IPC HEALTH SERVICES

### PAEDIATRICIANS

IPC Health also has two Paediatricians who CAN assess and diagnose children and **WILL see children where there is a suspicion of Autism Spectrum Disorder (ASD).**

The services of the Paediatricians will be bulk billed with a small co-payment but a **GP referral is required.**

The GP referrals can be sent, faxed or emailed but must have the wording 'ATTENTION: IPC HEALTH PAEDIATRICIAN WYNDHAM VALE' in the subject line.

Fax: 9216 7899 Email: [ipchealth@ipchealth.com.au](mailto:ipchealth@ipchealth.com.au)

### PAEDIATRIC FELLOW

IPC Health has a Paediatric Fellow and they **will see children without Medicare cards.** They can provide paediatric assessments and consultation, confirm most relevant diagnoses and make recommendations. A **GP referral is NOT required to see the Paediatric Fellow.**

For referrals and rescheduling of appointments, contact the Royal Children's Hospital Central Intake on 03 9345 6180 mentioning Outreach CCH Wyndham Vale, Paediatric Fellow. Referrals can be faxed to the RCH Central Intake team on 03 9345 5034 or emailed to [clinics@rch.org.au](mailto:clinics@rch.org.au)

**For more information on the Paediatricians or Paediatric Fellow, call 9216 7991 Wyndham Vale Super Clinic - 510 Ballan Road, Wyndham Vale, 3024)**

### DENTAL SERVICES

The [Commonwealth Child Dental Benefits Schedule](#) (CDBS) allows for basic dental treatment (up to \$1000 in benefits) over a 2 year period for eligible 2-17 year olds (that is if they receive Family Tax Benefit A or other relevant Australian Government payments). Treatment is bulk billed via Medicare.

IPC Health will complete a child's general dental care at no cost to the parents if the child reaches the \$1000 benefit limit. The next available appointment will be offered and can be flexible dependent on school/work schedules.

Note: Specialist treatments such as orthodontic or cosmetic dental work are not covered under CDBS.

Appointments are made by telephoning the closest Dental clinic:

IPC Health Altona Meadows, 8368 3000 OR IPC Health Hoppers Crossing, 8734 1400



# CHILD PROTECTION

**You should contact Child Protection if you have reasonable grounds for believing a child has suffered, or is suffering, significant harm.**

**All Early Childhood Educators are MANDATED to report to Child Protection. This means Educators are legally obliged to report suspected child abuse.**

## WHAT IS CHILD PROTECTION?

Child Protection provides child-centered, family-focused services to protect children and young people from significant harm caused by abuse or neglect within the family. The family does not need to be notified or to give their consent to be referred to Child Protection.

### Criteria for Child Protection Reports:

- Serious physical abuse of or non-accidental or unexplained injury to a child.
- Sexual abuse.
- Serious emotional abuse or ill treatment of a child affecting their healthy development.
- Persistent neglect, poor care or lack of appropriate supervision.
- Serious or persistent family violence, or substance use, psychiatric illness or intellectual disability – where there is a likelihood of significant harm to the child or their development.
- A child's actions or behaviour places them at risk of significant harm and the parents are unwilling or unable to protect the child.
- A child appears to have been abandoned, or the child's parents are dead or incapacitated and no one is caring properly for the child.

If any of the above criteria are selected, proceed with a Child Protection Report:

**Child Protection Intake 1300 664 977 (Western Division Intake)**

**After Hours Child Protection Emergency Service**

**131 278**

**(5pm-9am – Mon-Fri, and 24 hours on weekends and public holidays)**

## WHO PROVIDES CHILD PROTECTION?

The Department of Health and Human Services provides this service. Child Protection provides child-centred, family-focused services to protect children and young people from significant harm caused by abuse or neglect within the family. It also aims to make sure that children and young people receive services to deal with the effect of abuse and neglect on their wellbeing and development.

## **HOW TO MAKE A REFERRAL TO CHILD PROTECTION**

Phone Child Protection Intake 1300 664 977 and discuss your concerns with the duty officer. The duty officer will guide you regarding the referral process.

## **WHAT HAPPENS WHEN I MAKE A REFERRAL TO CHILD PROTECTION?**

The role of the Child Protection Service is to:

- investigate matters where it is alleged that a child is at risk of harm
- refer children and families to services that assist in providing the ongoing safety and wellbeing of children
- take matters before the Children's Court if the child's safety cannot be ensured within the family
- supervise children on legal orders granted by the Children's Court
- provide and fund accommodation services, specialist support services, and adoption and permanent care to children and adolescents in need

## **MORE INFORMATION:**

<https://services.dhhs.vic.gov.au/child-protection>



# CHILD FIRST

## (Child and Family Information, Referral and Support Teams)

### WHAT IS CHILD FIRST?

Child FIRST is an easily accessible, community-based point of entry for children, young people and families needing support. All families need support to meet their own and their children's needs. Some families need a family support service when they are experiencing difficulties that make them more vulnerable, and impact on their parenting and family life.

A referral to Child FIRST may be the best way of connecting vulnerable children, young people and their families to the services they need to protect and promote their healthy development.

**A Child First referral is preferably made with parental consent and input.**

#### Criteria For Child FIRST Referrals:

- Significant parenting problems that may be affecting the child's development
- Serious family conflict, including family breakdown.
- Families under pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement.
- Young, isolated and/or unsupported family.
- Significant social or economic disadvantage that may adversely impact on a child's care or development.

**Child FIRST intake 1300 775 160**

### WHO PROVIDES CHILD FIRST?

Child FIRST is staffed by Family Service practitioners, with experience in assessing the needs of vulnerable children, young people and families.

### HOW TO MAKE A REFERRAL TO CHILD FIRST

Phone Child FIRST (Western Child and Family Service Alliance -Maribyrnong, Wyndham, Melbourne, Moonee Valley, Hobsons Bay) on 1300 775 160. A discussion will take place with the duty worker. The duty worker will email an electronic copy of the referral form.

### MORE INFORMATION

<https://services.dhhs.vic.gov.au/child-first-and-family-services>



## PAEDIATRICIANS

### Who is a Paediatrician?

A Paediatrician is a doctor who specialises in children's health and development.

### When do you refer to a Paediatrician?

A referral to a Paediatrician would be made to gain support for any child showing concerns related to their learning, growth or development.

### Who can refer to a Paediatrician?

To see a Paediatrician a referral must be gained from the family doctor (GP).

Once a referral is made by the family doctor, the parent is required to make contact with the Paediatrician's office to make an appointment.

See the list following for some of the Paediatricians in the area that the family can contact.

Please Note: Charges may apply, please contact the service direct for more information. This list is not exhaustive and the PSFO Service do not endorse any service listed.

Families may be able to obtain medicare rebates – the Paediatrician's rooms will be able to advise the family.

### Paediatric Fellow service at IPC Health Services

A Paediatric Fellow is a doctor who is completing additional training to become a Paediatrician and conducts clinics at IPC Health Services under the auspice of the Centre for Community Child Health at the Royal Children's Hospital as part of their training. It is a different person each year.

Appointments with the Paediatric Fellow are free to families but appointments are limited and there are particular criteria to be eligible.

They **will see children without Medicare cards**, can provide paediatric assessments and consultation, confirm most relevant diagnoses and make recommendations.

**A GP referral is NOT required to see the Paediatric Fellow.**

For referrals and rescheduling of appointments, contact the Royal Children's Hospital Central Intake on 03 9345 6180 mentioning Outreach CCH Wyndham Vale, Paediatric Fellow. Referrals can be faxed to the RCH Central Intake team on 03 9345 5034 or emailed to [clinics@rch.org.au](mailto:clinics@rch.org.au)

**For more information on the Paediatric Fellow, call 9216 7991 Wyndham Vale Super Clinic - 510 Ballan Road, Wyndham Vale, 3024**

**Please note that a referral from your GP is required for you to gain an appointment with any Paediatrician.**

<p><b>IPC Health</b> Wyndham Vale Super Clinic, 510 Ballan Road, Wyndham Vale, 3024</p> <p>Tel: 9216 7991 Fax: 9216 7899 Email: <a href="mailto:ipchealth@ipchealth.com.au">ipchealth@ipchealth.com.au</a></p>	<p>IPC Health has two Paediatricians who can assess and diagnose children and will see children where there is a suspicion of Autism Spectrum Disorder (ASD). The services of the Paediatricians will be bulk billed with a small co-payment but a <b>GP referral is required</b>. The GP referrals can be sent, faxed or emailed but must have the wording 'ATTENTION: IPC HEALTH PAEDIATRICIAN WYNDHAM VALE' in the subject line.</p> <p>Please also see info regarding Paediatric Fellow on previous page</p>
<p><b>DR RACHAEL MADHWAN &amp; DR VICTORIA GREENWOOD</b> Wyndham Private Specialist Consulting Rooms, Level 1/242 Hoppers Lane Werribee, Vic 3030</p> <p>Tel: 9908 2998 Email: <a href="mailto:reception@wyndhamprivate.com.au">reception@wyndhamprivate.com.au</a></p>	<p>Do not bulk bill however GP can request this on the referral and it will be considered at their discretion.</p> <p>Developmental issues and ASD</p> <p>Waiting list – 4-6 weeks (patients can be seen urgently if needed or added to a cancellations list)</p>
<p><b>DR AMOL DAWARE</b> Palmers Medical Centre 228A Sayers Road Truganina</p> <p>Tel: 9908 2555</p>	<p>GP Referral needed 2 clinics a month Currently no waiting list Bulk billing for healthcare card holders</p>
<p><b>WESTERN CHILDREN'S HEALTH CENTRE</b> 152 Central Avenue Altona Meadows</p> <p>Tel: 9931 0014</p> <p>Email: <a href="mailto:contact@westernchildrens.com.au">contact@westernchildrens.com.au</a> Web: <a href="http://westernchildrens.com.au">westernchildrens.com.au</a></p>	<p>Usual Waiting Time: Varies, appointments are triaged NDIS Provider HCWA, Betterstart provider Medicare rebates</p>
<p><b>DR KEVIN DUNNE</b> Medical Centre 291 291 Princes Highway Werribee, Vic 3030</p> <p>Tel: 9742 7988 Web: <a href="http://www.medicalcentre291.com.au">www.medicalcentre291.com.au</a></p>	<p>Consults on Tuesdays at Medical Centre 291</p> <p>Also holds appointments at: Royal Childrens Hospital – Dept of Rehabilitation Werribee Mercy Hospital</p>

<p><b>DR STUART ANDERSON</b></p> <p>383 Camp Rd, Broadmeadows 3047 Tel: 9309 1854 &amp; 17 Riddell Road, Sunbury 3429 Tel: 9740 7447</p>	<p>Sees a lot of children with ADHD and ASD and general paediatric concerns. Bulk billing offered to families with pension or concession card. All patients need referral from GP.</p> <p>Broadmeadows - Monday to Wednesday Sunbury - Thursday</p>
<p><b>DR BERNIE JENNER &amp; ASSOCIATES</b></p> <p>242 Malop St, (Cnr of Malop &amp; Swanston Streets) Geelong 3220</p> <p>Tel: 5222 2199</p> <p>Email: admin@jenner.com.au</p>	<p>Specialist Services including Paediatrics, Psychiatry, Child Behaviour &amp; Development, ADHD, Autism, Epilepsy, Child Incontinence and Family Therapy</p>
<p><b>WESTERN SPECIALIST CENTRE</b></p> <p>131 Main Road West St Albans Vic 3021</p> <p>Tel: 9367 8626</p>	<p>Team of Paediatricians and Children's Allied Health services</p>
<p><b>ROYAL WOMEN'S HOSPITAL</b></p> <p>Private Consulting Rooms Level 2, Suite 9 20 Flemington Road, Parkville 3052 Tel: 9347 4699</p>	<p>Dr Noel Manikkam</p> <p>Specialist in Neonatology Paediatrics</p>
<p><b>SUNSHINE HOSPITAL CHILDREN'S ALLIED HEALTH SERVICE</b></p> <p>PO Box 294 St Albans 3021</p> <p>Paediatric Outpatients (private) Tel: 8345 1616</p>	<p>General Paediatrics Autism Assessments</p>
<p><b>COMPLETE CHILDREN'S HEALTH CARE</b></p> <p>82 Holmes Road Moonee Ponds 3039 OR 769 Old Calder Highway Keilor 3036</p> <p>Tel: 9375 7833 Fax: 9370 2275 Email: info@completechildrenshealth.com.au Web: www.completechildrenshealth.com.au</p>	<p>15 Paediatricians available. Referral can be faxed by GP or emailed</p> <p>Short wait list</p>



## OCCUPATIONAL THERAPISTS (OT)

Paediatric occupational therapy focuses on helping children develop skills which enable them to achieve the best of their abilities in areas including independence in self-care, sensory processing and fine motor skills.

The term 'occupational' in occupational therapy refers to the 'occupations' of our daily life. For a child this usually is Kindergarten, school, self-care or play.

### Who can refer to an Occupational Therapist?

- A parent can call and make an appointment for their child.

### How do you refer to an Occupational Therapist?

Contact the therapist directly.

See the list following for some of the OT's in the Wyndham area who the family may contact.

Please Note: Charges may apply, please contact the service direct for more information. This list is not exhaustive and the PSFO Service do not endorse any service listed.

Families may be able to obtain Medicare rebates - please refer to the section "**How to get Medicare rebates for seeing therapists**" on page 39 for more information.

<b>POINT COOK THERAPY CENTRE</b>  18 Boardwalk Boulevard Point Cook 3030  Tel: 8353 9910 Mob: 0430 599 012 Web: <a href="http://pointcooktherapy.com.au">pointcooktherapy.com.au</a> Email: <a href="mailto:info@pointcooktherapy.com.au">info@pointcooktherapy.com.au</a>	Services Provided	Speech Therapy, Occupational Therapy & Psychology
	Usual waiting times	2-3 weeks
	Bulk Billing?	No but we process medicare and health insurance rebates onsite
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b>	
	Our experienced clinicians are committed to professional development and provide comprehensive assessment and management of a variety of acquired and developmental conditions, including developmental delays, autism, learning and literacy difficulties, social pragmatic difficulties, stuttering, social anxiety, mood and other mental health issues, sensory processing.	
	Parent and family guidance and support are integral to our service provision.	
	Open Monday to Friday from 8am to 7pm. All services are by appointment only. Saturday appointments may occasionally be available on special consideration	
<b>INSPIRING POSSIBILITIES</b>  Tel: 0400 825 344 Email: <a href="mailto:charlievella@bigpond.com">charlievella@bigpond.com</a> Web: <a href="http://www.inspiringpossibilities.com.au">www.inspiringpossibilities.com.au</a>	Services Provided	Mobile OT services
	Usual waiting times	2 weeks
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b>	
	We do after hours and weekends. We go to homes and schools	
<b>WELL SAID CLINIC</b> 49 Derrimut Road Werribee Vic 3030  Tel: 1300 77 3324 Email: <a href="mailto:info@wellsaidclinic.com.au">info@wellsaidclinic.com.au</a> Web: <a href="http://wellsaidclinic.com.au">wellsaidclinic.com.au</a>	Services Provided	OT and Speech Therapy
	Usual waiting times	1-2 months
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes (with EPC from GP)
	<b>Additional Info</b>	
<b>FLEUR SMITH – BOUNCE OT FOR KIDS</b>  49 Derrimut Road Werribee Vic 3030 (located at the Well Said Clinic) Mob: 0409 920 065 Email: <a href="mailto:fleur.kidsot@gmail.com">fleur.kidsot@gmail.com</a>	Services Provided	OT
	Usual waiting times	1-2 months
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA and Better Start
	Medicare Rebates?	Yes
	<b>Additional Info</b>	
	Suburbs covered: Wyndham/Hobsons Bay/Yarraville/Footscray Available Monday only	



<b>LANGUAGE FOR LIFE SPEECH PATHOLOGY</b>  188 Heaths Road Hoppers Crossing 3029  Tel: 9731 6486 Email: <a href="mailto:enquiries@languageforlife.com.au">enquiries@languageforlife.com.au</a> Web: <a href="http://languageforlife.com.au">languageforlife.com.au</a>	Services Provided	Speech Therapy, Psychology, OT
	Usual waiting times	No waiting list
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Experienced therapists working with children and adults. Children with autism and children who have difficulties with articulation, language, fluency (stuttering) and literacy and with adults who present with swallowing and communication difficulties. Book appointments your online Opens on Saturday	
<b>LEAPFROG THERAPY SERVICES</b> Paediatric Occupational Therapy Service  Mail Address: 2/70A Doncaster Road Balwyn North, Vic 304 Mob: 0406 508 281 Email: <a href="mailto:admin@leapfrogtherapy.com.au">admin@leapfrogtherapy.com.au</a> Web: <a href="http://www.leapfrogtherapy.com.au">www.leapfrogtherapy.com.au</a>	Services Provided	Occupational Therapy
	Usual waiting times	
	Bulk Billing?	No
	NDIS Provider?	
	HCWA, Better Start or others	Yes
	Medicare Rebates?	Yes (with care plan from GP)
	<b>Additional Info</b> Occupational Therapists at Leapfrog are specialists in Paediatrics with a particular focus on developmental and learning challenges and disabilities. We work with children of all ages and abilities with and without a diagnosis. We have a clinic in North Balwyn and are a community-based practice that works in kindergartens, schools and homes of children in the Western and Eastern suburbs of Melbourne. Just some of the things we can help with are skills needed in the classroom such as fine motor skills and staying on task; self-care skills leading to independence appropriate for the child's age; play/social skills such as emotional regulation and understanding social cues and recreation skills to improve hand-eye coordination and balance. Assessments and therapy are conducted at our Balwyn North clinic, child's home, school or kindergarten. Our therapists can also assist with SWEP applications and with NDIS application/review supporting documentation.	
<b>Katrina Smith</b>  Currently offering home-based service, however hope to have rooms in Hoppers Crossing in 2019 Tel – 0409 673 435 Email: <a href="mailto:katrinas@y7mail.com">katrinas@y7mail.com</a>	Services Provided	OT
	Usual waiting times	4-6 weeks
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Children 0-12 years. Kindergarten, child care and school visits available. Currently Thursday or Friday and after school appointments on other days.	

<b>INTEGRATED OT</b> PO Box 2429 Werribee, Vic 3030  Tel: 0432 866 576 Email: <a href="mailto:admin@integratedot.com.au">admin@integratedot.com.au</a> Web: <a href="http://integratedot.com.au">integratedot.com.au</a>	Services Provided	OT
	Usual waiting times	N/A
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA, BetterStart, DVA and NDIS
	Medicare Rebates?	EPC plans accepted
	<b>Additional Info</b> We see clients of all ages and with a wide range of diagnoses, including clients with mental health and physical disability needs. Our therapists take a holistic approach to therapy, looking at the person as a whole, with a focus on functional goal attainment. Our therapists are very flexible and are able to work with the whole care team and key support persons.	
<b>HORIZON ALLIED HEALTH</b> (Formerly HOLISTIC HOME HEALTH OT PRACTICE) Occupational Therapy and Speech Therapy Services  Tel: 1300 755 040 Email: <a href="mailto:admin@holistichomehealthot.com.au">admin@holistichomehealthot.com.au</a> Web: <a href="http://holistichomehealthotpractice.com.au">holistichomehealthotpractice.com.au</a>	Services Provided	OT & Speech
	Usual waiting times	2-4 weeks
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA, BetterStart and Better Access to Mental Health
	Medicare Rebates?	Medicare registered
	<b>Additional Info</b> OT therapy services available on Saturdays	
<b>EQUIPKIDS OT SERVICES</b> Entrance C1, Level 1, 5 Main Street, Point Cook, 3030  Tel: 8353 9521 Email: <a href="mailto:info@equipkidsot.com">info@equipkidsot.com</a> Web: <a href="http://equipkidsot.com">equipkidsot.com</a>	Services Provided	OT
	Usual waiting times	None
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	No
	Medicare Rebates?	Yes
	<b>Additional Info</b> EquipKids offers community and clinic based occupational therapy for children. Our clinic is located in Point Cook Town Centre and we also offer mobile therapy sessions covering the Wyndham Area. Our operating hours are Mon to Fri: 09:30 to 18:00 and Sat: 0830 to 13:30	
<b>ROMP AROUND MOBILE OCCUPATIONAL THERAPY SERVICE</b>  Katie O'Brien  Mob: 0459 197 359 Email: <a href="mailto:katie.romparound@gmail.com">katie.romparound@gmail.com</a> Website: <a href="http://www.romparound.com.au">www.romparound.com.au</a>	Services Provided:	Paediatric OT – young children up to end of primary
	Usual Waiting Time	Waiting list does apply
	Bulk billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start?	Yes
	Medicare rebates?	Yes, with referral from GP
	<b>Additional Info</b> Covers Wyndham & Hobsons Bay area at home or Kindergarten	

<b>WESTERN CHILDREN'S HEALTH CENTRE</b> 152 Central Avenue Altona Meadows  Tel: 9931 0014  Email: <a href="mailto:contact@westernchildrens.com.au">contact@westernchildrens.com.au</a> Web: westernchildrens.com.au	Services Provided:	Paediatrics ENT Surgeon OT Speech therapy Audiology Immunology and Allergy Respiratory Medicine
	Usual Waiting Time	Varies, appointments are triaged
	Bulk billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start?	Yes
	Medicare rebates?	Yes
	<b>Additional Info</b>	
<b>SPLASH PAEDIATRIC THERAPY</b> Wyndham Private Medical Centre Level 1, 242 Hoppers Lane Werribee, 3030  Tel: 8731 6555 Email: <a href="mailto:info@splashtherapy.com.au">info@splashtherapy.com.au</a> Web: <a href="http://www.splashtherapy.com.au">www.splashtherapy.com.au</a>	Services Provided:	OT and Speech Pathology
	Usual Waiting Time	At most 2 week delay
	Bulk billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start?	HCWA, Better Start and DSS
	Medicare rebates?	Yes (CDMP for OT & Speech & MHCP for OT)
	<b>Additional Info</b> <ul style="list-style-type: none"> <li>• Open Saturdays for OT and SP</li> <li>• Provide service for children with mild to significant developmental issues</li> <li>• We run eating groups, based on Sequential Oral Sensory (SOS) approach, can be offered individually</li> <li>• Can offer home and kinder/childcare services</li> <li>• Can offer Professional Devt sessions for educators and parents</li> <li>• Provide an evidence based quality private practice that works in partnerships with parents and educators to provide goal directed intervention with measurable functional outcomes</li> </ul>	

You can also refer to OT Australia website to search for an Occupational Therapist within your area on [www.otaus.com.au](http://www.otaus.com.au) and go to the "Find an OT" link.



## SPEECH THERAPISTS

A speech therapist sees children who experience difficulties with talking or understanding language, including the social use of language as needed in conversing with others, asking for help etc. Advice is available to families in regards to encouraging language development at home. Speech therapists also work with children who have problems eating, drinking or other oral motor issues.

### When do you refer to a Speech Therapist?

Speech therapy support would be necessary for a child who has speech and language delays. These may be in expressive language (i.e. the child's ability to express themselves and be understood by others) or receptive language (i.e. the child's ability to take in and process language to understand instructions etc.). **It is important to check if the child is having difficulty hearing if there are concerns about the child's speech and language development.**

### Who can refer to a Speech Therapist?

- A parent can call and make an appointment for their child.

### How do you refer to a Speech Therapist?

Contact the therapist directly.

See the list following for some of the Speech Therapists in the Wyndham area who the family may contact.

Please Note: Charges may apply, please contact the service direct for more information. This list is not exhaustive and the PSFO Service do not endorse any service listed.

Families may be able to obtain Medicare rebates - please refer to the section "**How to get Medicare rebates for seeing therapists**" on page 39 for more information.

**Usually a speech therapist will request the child to have a hearing test completed before a speech assessment is completed.**

**Free hearing tests are available through Wyndham Health Care at 233 Heaths Rd Werribee 3030, ph: 9749 2766. These are bulk billed and require a referral from a doctor.**

<b>READY TO HEAR</b> Wyndham Private Consulting Suites Suite 9, Level 1, 242 Hoppers Lane Werribee  Tel: 9908 2998 Mobile: 0458 476 842 Email: <a href="mailto:info@readytohear.com.au">info@readytohear.com.au</a> Web: readytohear.com.au	Services Provided	Paediatric hearing assessment and wax removal
	Usual waiting times	No wait time
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	
	Medicare Rebates?	EPC Plan
	<b>Additional Info</b>	
<b>WESTERN SPEECH PATHOLOGY SERVICES</b> Pauline Hatty and Chantell Palermo Building 2, 1-11 Dunnings Road Point Cook 3030  Tel: 0417 571 791 or 0411 139 523 Email: <a href="mailto:info@westernspeech.com.au">info@westernspeech.com.au</a> Web: westernspeech.com.au	Services Provided	Speech Therapy
	Usual waiting times	2-3 months
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b>	
None provided		
<b>LANGUAGE FOR LIFE SPEECH PATHOLOGY</b>  188 Heaths Road Hoppers Crossing 3029  Tel: 9731 6486 Email: <a href="mailto:enquiries@languageforlife.com.au">enquiries@languageforlife.com.au</a> Web: languageforlife.com.au	Services Provided	Speech Therapy, Psychology, OT
	Usual waiting times	No waiting list
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b>	
Experienced therapists working with children and adults. Children with autism and children who have difficulties with articulation, language, fluency (stuttering) and literacy and with adults who present with swallowing and communication difficulties. Book appointments your online Opens on Saturday		
<b>HUGH MCCUSKER</b> Mossfiel Medical Centre 166 Heaths Road Hoppers Crossing 3029 Tel: 9749 6666  Mob: 0431 327 469 Email: <a href="mailto:hughmccusker@optusnet.com.au">hughmccusker@optusnet.com.au</a>	Services Provided	Speech Pathology
	Usual waiting times	3 months
	Bulk Billing?	Limited
	NDIS Provider?	No, families must be self-managed
	HCWA, Better Start etc	HCWA and Betterstart
	Medicare Rebates?	Yes, if Medicare packages have been established by medical personnel
	<b>Additional Info</b>	
Sessions available on Monday & Tuesday afternoons (1.00pm – 6.30pm), all day Wednesday & Thursday and Saturday Mornings		
<b>WELL SAID CLINIC</b> 49 Derrimut Road Werribee 3030 Tel – 1300 773 324  Web: wellsaidclinic.com.au Email: <a href="mailto:info@wellsaidclinic.com.au">info@wellsaidclinic.com.au</a>	Services Provided	OT and Speech Therapy
	Usual waiting times	1-2 months
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes (with EPC from GP)

<b>SPEECH EASE SPEECH PATHOLOGY</b>  Entrance C1, Level 1, Point Cook Town Centre 5 Main Street, Point Cook 3030  Tel: 8645 3747 Email: <a href="mailto:info@speechease.com.au">info@speechease.com.au</a> Web: <a href="http://speechease.com.au">speechease.com.au</a>	Services Provided	Speech Therapy
	Usual waiting times	2-4 weeks, depending on time and child's needs
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA and Better Start
	Medicare Rebates?	Yes
	<b>Additional Info</b> At Speech Ease, all our staff are trained, dedicated Speech Pathologists registered with Speech Pathology Australia. We have a variety of backgrounds and special interest areas and each team member is allocated to their patients according to their specific needs and family requirements.  We service Point Cook, Williams Landing, Laverton, Werribee, Hoppers Crossing, Truganina, Tarneit, Wyndham, Seabrook, Altona Meadows, West Melbourne, Kensington, Melbourne CBD, North Melbourne, Flemington	
<b>POINT COOK SPEECH PATHOLOGY</b> Danica Djaja  24 Hargrave Avenue, Point Cook, Vic 3030  Tel: 0427 388 798 Email: <a href="mailto:admin@pointcookspeech.com">admin@pointcookspeech.com</a> Web: <a href="http://point-cook-speech-pathology.com.au">point-cook-speech-pathology.com.au</a>	Services Provided	Speech pathology intervention
	Usual waiting times	0-1 month
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA and Betterstart
	Medicare Rebates?	Yes
	<b>Additional Info</b> Providing speech pathology assessment and intervention for children aged 2-13 years. I work with children who have: <ul style="list-style-type: none"> <li>• Speech delay or disorder, including those with dyspraxia</li> <li>• Language delay or disorder</li> <li>• Stuttering</li> <li>• Autism</li> <li>• Global developmental delay</li> <li>• Genetic disorder</li> </ul> Hours of operation: Tuesday to Friday 9am-6pm	
<b>WESTERN CHILDREN'S HEALTH CENTRE</b> 152 Central Avenue Altona Meadows  Tel: 9931 0014  Email: <a href="mailto:contact@westernchildrens.com.au">contact@westernchildrens.com.au</a> Web: <a href="http://westernchildrens.com.au">westernchildrens.com.au</a>	Services Provided:	Paediatrics ENT Surgeon OT Speech therapy Audiology Immunology and Allergy Respiratory Medicine
	Usual Waiting Time	Varies, appointments are triaged
	Bulk billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start?	Yes
	Medicare rebates?	Yes

<b>SPLASH PAEDIATRIC THERAPY</b> Wyndham Private Medical Centre Level 1, 242 Hoppers Lane Werribee, 3030  Tel: 8731 6555 Email: <a href="mailto:info@splashtherapy.com.au">info@splashtherapy.com.au</a> Web: <a href="http://www.splashtherapy.com.au">www.splashtherapy.com.au</a>	Services Provided:	OT and Speech Pathology
	Usual Waiting Time	At most 2 week delay
	Bulk billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start?	HCWA, Better Start and DSS
	Medicare rebates?	Yes (CDMP for OT & Speech & MHCP for OT)
	<b>Additional Info</b> Open Saturdays for OT and SP  <ul style="list-style-type: none"> <li>• Provide service for children with mild to significant developmental issues</li> <li>• We run eating groups, based on Sequential Oral Sensory (SOS) approach, can be offered individually</li> <li>• Can offer home and kinder/childcare services</li> <li>• Can offer Professional Development sessions for educators and parents</li> <li>• Provide an evidence-based quality private practice that works in partnerships with parents and educators to provide goal directed intervention with measurable functional outcomes</li> </ul>	
<b>POINT COOK THERAPY CENTRE</b>  18 Boardwalk Boulevard Point Cook 3030  Tel: 8353 9910 Mob: 0430 599 012 Web: <a href="http://pointcooktherapy.com.au">pointcooktherapy.com.au</a> Email: <a href="mailto:info@pointcooktherapy.com.au">info@pointcooktherapy.com.au</a>	Services Provided	Speech Therapy, Occupational Therapy & Psychology
	Usual waiting times	2-3 weeks
	Bulk Billing?	No but we process medicare and health insurance rebates onsite
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Our experienced clinicians are committed to professional development and provide comprehensive assessment and management of a variety of acquired and developmental conditions, including developmental delays, autism, learning and literacy difficulties, social pragmatic difficulties, stuttering, social anxiety, mood and other mental health issues, sensory processing.  Parent and family guidance and support are integral to our service provision.  Open Monday to Friday from 8am to 7pm. All services are by appointment only. Saturday appointments may occasionally be available on special consideration	
<b>MORE THAN HEARING</b> Wyndham Health Care 233 Heaths Road Hoppers Crossing  Tel: 9589 5122 Email: <a href="mailto:hearing@morethanhearing.com.au">hearing@morethanhearing.com.au</a> Web: <a href="http://morethanhearing.com.au">morethanhearing.com.au</a>	Services Provided	Audiology, Speech Pathology
	Bulk Billing?	Yes – audiology only



<b>VANESSA STONE</b> <b>CHATTY CHILDREN SPEECH PATHOLOGY</b> Suite A, 237-239 Hogans Road, Hoppers Crossing  Mob: 0419 399 566 Email: chattychildren@bigpond.com	Usual waiting times	4 weeks
	Bulk Billing?	For refugee families who attend the clinic during school hours
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Hours of operation are 4pm-7pm Tuesday, 9am to 7pm Wednesday and 9am-2pm Thursday and alternating 9am -2pm Saturday. Areas of expertise Autism, speech and language development and literacy.	
<b>HORIZON ALLIED HEALTH</b> (Formerly HOLISTIC HOME HEALTH OT PRACTICE) OT & Speech Therapy Services Tel: 1300 755 040 Email: <a href="mailto:admin@holistichomehealthot.com.au">admin@holistichomehealthot.com.au</a> Web: <a href="http://holistichomehealthotpractice.com.au">holistichomehealthotpractice.com.au</a>	Services Provided	OT & Speech Therapy
	Usual waiting times	2-4 weeks
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA, Better Start and Better Access to Mental Health
	Medicare Rebates?	Medicare registered
<b>Additional Info</b> OT therapy services available on Saturdays		
<b>THE HELIPAD</b> 95 Morris Road Hoppers Crossing 3029  Tel: 0431 905 288 Email: <a href="mailto:info@thehelipad.com.au">info@thehelipad.com.au</a> Web: <a href="http://thehelipad.com.au">thehelipad.com.au</a> Contact – Hailey Dumesny	Services Provided	Speech Pathology. Behaviour consulting (eg fussy eating, following instructions, completing chores)
	Usual waiting times	3-4 weeks
	Bulk Billing?	No
	NDIS Provider?	No – but we do work with families who self-manage or have a plan manager with their NDIS plans
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes (Chronic Disease Management Plan/EPC Plan; HCWA Medicare rebates)
	<b>Additional Info</b> Hours of operation: 10.30am – 6:30pm Monday to Friday <b>*We operate during the school terms only*</b> Specialisations: School readiness, fussy eating, language, and our reading & writing programs for school aged children	

You can also refer to the Speech Pathology Australia website to search for a Speech Pathologist within your area – [www.speechpathologyaustralia.org.au](http://www.speechpathologyaustralia.org.au) . See the “Find a Speech Pathologist” link.



## PSYCHOLOGISTS

The psychologist monitors children's overall development by observing and understanding progress in learning alongside behavioural, emotional and social development. The psychologist may also be available to help if there is some concern about a child's emotional well-being and behaviour or difficulties within the family.

### When do you refer to a Psychologist?

- Involvement from a psychologist would occur when a child is displaying difficulties with their behaviour and/or interaction with their peers in a social setting.
- A child who requires support with emotional and/or social development including stress and anxiety issues may also benefit from the services of a psychologist.

### Who can refer to a Psychologist?

- A parent can call and make an appointment for their child.

### How do you refer to a Psychologist?

Parents are able to contact the therapist directly or through the family doctor.

See the list following for some of the Psychologists in the Wyndham area who the family may contact.

Please Note: Charges may apply, please contact the service direct for more information. This list is not exhaustive and the PSFO Service do not endorse any service listed.

### **BETTER ACCESS TO MENTAL HEALTH CARE**

Medicare rebates are available for up to 10 allied mental health services per calendar year to patients who are referred by a GP managing the patient under a GP Mental Health Treatment Plan.

Please refer to the section "**How to get Medicare rebates for seeing therapists**" on page 39 for more information.

**Please note that a referral from your GP is usually required for you to gain an appointment with a Psychologist.**

<b>CROOKES COUNSELLING AND CONSULTING SERVICES</b> 7 Princes Highway Werribee 3030 Tel: 9742 3500 Email: <a href="mailto:admin@crookes.com.au">admin@crookes.com.au</a> Web: <a href="http://crookes.com.au">crookes.com.au</a>	Services Provided	Psychology services for adults, children, adolescents, couples and families
	Usual waiting times	Up to 6 weeks
	Bulk Billing?	No
	NDIS Provider?	Self-managed and Plan-managed clients only
	HCWA, Better Start etc	No
	Medicare Rebates?	Yes
	<b>Additional Info</b> Healthcare card holders may be entitled to funding through the Care in Mind Program. Evening and weekend appointments available	
<b>POINT COOK THERAPY CENTRE</b> 18 Boardwalk Boulevard Point Cook 3030 Tel: 8353 9910 Mob: 0430 599 012 Web: <a href="http://pointcooktherapy.com.au">pointcooktherapy.com.au</a> Email: <a href="mailto:info@pointcooktherapy.com.au">info@pointcooktherapy.com.au</a>	Services Provided	Speech Therapy, Occupational Therapy & Psychology
	Usual waiting times	2-3 weeks
	Bulk Billing?	No but we process medicare and health insurance rebates onsite
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Our experienced clinicians are committed to professional development and provide comprehensive assessment and management of a variety of acquired and developmental conditions, including developmental delays, autism, learning and literacy difficulties, social pragmatic difficulties, stuttering, social anxiety, mood and other mental health issues, sensory processing. Parent and family guidance and support are integral to our service provision. Open Monday to Friday from 8am to 7pm. All services are by appointment only. Saturday appointments may occasionally be available on special consideration	

<b>HOPSCOTCH &amp; HARMONY</b> Shop 1/167-179 Shaws Road Werribee 3030  Tel: 9741 5222  Email: <a href="mailto:admin@hopscotchandharmony.com.au">admin@hopscotchandharmony.com.au</a> Web: <a href="http://hopscotchandharmony.com.au">hopscotchandharmony.com.au</a>	Services Provided	Psychology, Dietetics, Assessment, Parent Support, Educator PDs
	Usual waiting times	Variable dependent on service required
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	HCWA, TAC, VOCAT
	Medicare Rebates?	Yes, with valid referral
	<b>Additional Info</b> With a large team of dedicated psychologists and a paediatric dietitian we can help support families to: <ul style="list-style-type: none"> <li>• Guide challenging behaviours</li> <li>• Address toileting issues</li> <li>• Learn play skills</li> <li>• Manage anxiety</li> <li>• Deal with bullying</li> <li>• Improve self-esteem</li> <li>• Adjust to changed family circumstances</li> <li>• Address fussy eating and food intolerance</li> </ul>	
<b>Joanne Garfi</b> Suite 18, Level 1 Wyndham Private Consulting Suites 242 Hoppers Lane Werribee 3030  Tel: 9908 2998 Email: <a href="mailto:joanegarfi@optusnet.com.au">joanegarfi@optusnet.com.au</a>	Services Provided	Psychology
	Usual waiting times	1-2 weeks
	Bulk Billing?	No
	NDIS Provider?	Yes, self-funded and self-managed
	HCWA, Better Start etc	
	Medicare Rebates?	Yes
	<b>Additional Info</b> Special interest in ASD, school refusal, anxiety and depression. Late night sessions available on Thursday nights. Last appointment is 7.30pm	
<b>LANGUAGE FOR LIFE SPEECH PATHOLOGY</b>  188 Heaths Road Hoppers Crossing 3029  Tel: 9731 6486 Email: <a href="mailto:enquiries@languageforlife.com.au">enquiries@languageforlife.com.au</a> Web: <a href="http://languageforlife.com.au">languageforlife.com.au</a>	Services Provided	Speech Therapy, Psychology, OT
	Usual waiting times	No waiting list
	Bulk Billing?	No
	NDIS Provider?	Yes
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> Experienced therapists working with children and adults. Children with autism and children who have difficulties with articulation, language, fluency (stuttering) and literacy and with adults who present with swallowing and communication difficulties. Book appointments your online Opens on Saturday	

<b>RAJES HARPER</b> <b>Radiant Minds Psychology</b>  Mob: 0422 516 348 Email: rajesharper@gmail.com Website: <a href="http://www.radiantminds.com.au">www.radiantminds.com.au</a>	Services Provided	Psychology
	Usual waiting times	2 weeks
	Bulk Billing?	No
	NDIS Provider?	In the process
	HCWA, Better Start etc	Yes
	Medicare Rebates?	Yes
	<b>Additional Info</b> I complete autism, ADHD assessments and assessments of specific learning difficulties. I also consult with parents and school on developing learning/educational goals. I work with Triple p International and deliver training programs on parenting. I also consult with parents on fussy eaters. Provide ad-hoc school visits/meetings for consultations/meetings/observations	

You can also refer to the Australian Psychological Society website to search for a Psychologist within your area – [www.psychology.org.au](http://www.psychology.org.au) and go to the “Find a Psychologist” link.

# HOW TO GET MEDICARE REBATES FOR SEEING THERAPISTS

(such as Speech Therapists & Occupational Therapists)

## 1. CHRONIC DISEASE MANAGEMENT PLAN (formerly known as an Enhanced Primary Care Plan)

- Medicare rebate for a maximum of five allied health services per patient each calendar year from eligible providers. Additional services are not possible in any circumstances.
- A patient must have a GP Management Plan (GPMP)
- Your GP will decide whether you would benefit from these services and, if so, will refer you for appropriate allied health services.
- Allied health services must be provided by eligible providers who are registered with Medicare Australia.

## 2. MENTAL HEALTH TREATMENT PLAN

- Medicare rebates are available for up to 10 allied mental health services per calendar year to patients with an assessed mental disorder under the Better Access initiative.
- Must be referred by a GP managing the patient under a GP Mental Health Treatment Plan.
- Allied mental health services under this initiative include psychological assessment and therapy services provided by clinical psychologists.

### HOW DO I GET ONE OF THESE PLANS?

- ❖ You need to visit your GP and ask the Doctor to complete a Chronic Disease Management Plan or a Mental Health Treatment Plan. You may need to book an extended consultation. To support your request, ensure your GP is aware that your child has **ongoing** difficulties.
- ❖ Your GP will then complete the required paperwork, which includes the referral to the allied health professional (i.e. speech pathologist, psychologist, physiotherapist, audiologist or occupational therapist). You can request a particular allied health professional if you have found one you want to use.

### WHAT HAPPENS NEXT?

- ❖ Contact the allied health professional to make an appointment and say you will be using a Chronic Disease Management Plan or a Mental Health Treatment Plan.
- ❖ When you make your first appointment with the therapist, take your referral form from the GP with you.
- ❖ When you pay for the service you must receive a receipt which includes the therapist's name and provider number as well as details of the referring GP.
- ❖ You can submit this to Medicare to receive the rebate.
- ❖ NOTE: You will need to register your bank details to receive a rebate from Medicare.

IPC Health Offices, 117-129 Warringa Crescent, Hoppers Crossing, Vic 3029

Tel: (03) 9663 6733

Email: [enquiries@ds.org.au](mailto:enquiries@ds.org.au)

Website: [www.ds.org.au](http://www.ds.org.au)

*Kidz Talk* child counselling and support is a short-term, no-cost, Child Mental Health Service for children who are at risk of developing, or are experiencing mild to moderate emotional, mental health or behavioural difficulties. This could include; anxiety, depression, emotional and behavioural issues and issues related to upbringing and negative life experiences, such as family breakdown, grief, loss, abuse and trauma.

For many families and at certain times in a child's family life, it can be difficult to understand a child's behaviours or emotions. Seeking help early and talking to someone about what is going on for your child at home, preschool or school can help you to learn valuable new skills and strategies to help you and your child.

Part of the Australian Government's Access to Allied Psychological Services Child and Mental Health Service (ATAPS CMHS) initiative and funded by Melbourne Primary Care Network, ATAPS CMHS provides evidence-based psychological therapies. Our mental health professionals are qualified Psychologists or Social Workers with training and experience in mental health services for children.

Parents, carers and guardians may be involved in the assessment and treatment sessions with their children, however the focus of support is on the child's wellbeing. The support needs of other family members may be met by alternate Drummond Street programs.

The Kidz Talk service is **NOT** suitable for children;

- Who have severe and persistent mental illness.
- Are managed by a state government mental health agency.
- Are seeking support for developmental disorders or require specific developmental assessments.
- Where the child's condition can be competently treated by the GP, Paediatrician, Maternal and Child Health nurse and/or mental health nurse.

### Who is it for?

*Kidz Talk* is for children living in Carlton, Werribee, Glenroy, Epping and Sunshine locations. ATAPS eligible families, including low-income families and those who cannot access other mental health services are encouraged to access support. Under the ATAPS CMHS initiative, eligible children can see a mental health practitioner for up to 12 sessions per calendar year.

### How do I make an appointment?

Parents or carers can arrange a referral through their GP, child's Psychiatrist, Paediatrician or an approved provisional referrer\*. The completed referral form should be forwarded to Drummond Street Services who will arrange an appointment for your child.

*\*Provisional referrer's can include; School Psychologists/Social Workers, Early Childhood Directors, Primary School Nurses, Pre-school Field Officers or Maternal and Child Health Nurses.*

*Please Note: Every referral requires a Child Treatment Plan (CTP), outlining the child's issues and support needs. This plan is usually completed by a GP. Where a referral has been made by a provisional referrer, the parents or carers must see their GP to obtain a CTP within two weeks of the child's first session.*

The Intake team are available to answer any questions about referring to Drummond St, their details are:

Phone: (03) 9663 6733

Email: [intake@ds.org.au](mailto:intake@ds.org.au)



# BETTER PLACE AUSTRALIA

(formerly FMC Mediation)



510 Ballan Road (co-located with IPC Health), Wyndham Vale, Vic 3024  
Tel: (03) 9355 4700 Monday-Thursday (late Thursday)  
Website: [www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)

Sometimes children, like adults, can benefit from counselling.

Children and teens face a range of issues such as family conflict, loss of loved ones, change of school, exams, puberty and peer pressure.

Sadly, every year many are affected by the breakdown of their parent's relationship.

**Better Place Australia is one of only two** organisations funded by the Federal Government to deliver a program especially for supporting children and teens whose families have separated or are going through relationship difficulties.

Going through the counselling process has many benefits. A skilled child/youth counsellor can help children and young people:

- vent their feelings in a safe place and manage strong emotions such as blame, guilt and anger
- understand how to express themselves and relate positively to others
- understand their family and friend relationships as they are now and how they change
- use a range of age appropriate coping skills
- become flexible, resilient and emotionally stable young people and adults.

We use a range of counselling styles depending on the age and issues of the people concerned. All of our counsellors are appropriately skilled and qualified.

## What does it cost?

The cost of some services is partially funded by the Federal Government. The balance is covered by minimal fees which are based on a sliding scale. We discuss this with you prior to counselling but we do not refuse our services to those who can demonstrate a genuine inability to pay.

Bulk billing may be available under a GP referral through a Mental Health Care Plan.



# AUTISM SPECTRUM DISORDER – USEFUL SUPPORTS

## **Amaze (Formerly Autism Victoria)**

Address: 24 Drummond Street, Carlton (Near the cnr of Drummond & Victoria Streets)

Postal Address: PO Box 374, Carlton South, Vic 3053

Tel - Infoline: 1300 308 699

Email: [info@amaze.org.au](mailto:info@amaze.org.au)

Website: [www.amaze.org.au](http://www.amaze.org.au)

Amaze helps individuals on the autism spectrum, their parents/carers and families, support groups, autism professionals, schools and all others who need information and assistance on the subject of autism.

## **Raising Children Network**

Useful information on popular ASD topics such as; Learning about ASD, Behaviour, Communicating, Development, Therapies & services, Health & daily care

Website: [www.raisingchildren.net.au](http://www.raisingchildren.net.au)

## **ASD Transition Statements**

This 'ASDs Transition Learning & Development Statement' was developed to supplement the DEECD 'Transition: Positive Start to School Learning and Development Statement'. This additional information assists parents and professionals to have a shared understanding of the child's symptoms of ASD, profile of abilities and how these impact upon him/her. It includes a summary of previous assessments and reports. It also provides information on the student's learning profile and what teaching and management strategies are currently the most successful.

<http://www.med.monash.edu.au/assets/docs/scs/psychiatry/asds-transition-statement.pdf>

## **Yellow LadyBugs**

Yellow Ladybugs is dedicated to the happiness, success and celebration of autistic girls and women. Yellow Ladybugs is a volunteer community group who proudly create social events, similar to birthday parties, where girls can come together and have the opportunity to meet and bond over their similar journey. They have a website (link below) and also a Facebook page.

Website - <https://www.yellowladybugs.com.au/>

## **AutismHelp.Info**

Autismhelp.info is an initiative of Gateways Support Services. The site aims to increase awareness of Autism Spectrum disorder through providing practical strategies, information and resources to parents, teachers, childcare workers and professionals in the field.

Website - <https://www.autismhelp.info/>



## SOCIAL SKILLS & SCHOOL READINESS GROUPS FOR PRESCHOOLERS

<b>IPC Health</b>	117-129 Warringa Crescent Hoppers Crossing  Tel: 8734 1400	Sessions in Terms 3 & 4.  HCC Holders – FREE Non HCC - \$5.00 Per Session  *PLACES LIMITED, location announced when groups are allocated
<b>LANGUAGE FOR LIFE</b>  Email: <a href="mailto:enquiries@languageforlife.com.au">enquiries@languageforlife.com.au</a>	188 Heaths Road Hoppers Crossing  Tel: 9731 6486	For children ages 3-6 years  Thursdays – 4.00-4.45pm
<b>THE HELIPAD – SPEECH PATHOLOGY</b>	Unit 1, 44 Virgilia Drive, Hoppers Crossing  Tel: 0431 905 288  Email: <a href="mailto:info@thehelipad.com.au">info@thehelipad.com.au</a> Web: <a href="http://www.thehelipad.com.au">www.thehelipad.com.au</a>	Run a “Cooking & Craft Book Club” which is our school readiness program. We work on the following skills in these sessions: <ul style="list-style-type: none"> <li>• Mat time skills (listening, raising hands, taking turns, answering questions)</li> <li>• Fine motor skills (cutting, colouring, opening/closing glue sticks, pincer grip, using plastic knives to practice spreading)</li> <li>• Social skills (taking turns, waiting, interacting with peers, helping peers, working together)</li> <li>• Completing simple tasks independently</li> <li>• Trying new foods</li> <li>• Looking after group and personal belongings</li> <li>• Increasing independence</li> <li>• Writing name and name recognition</li> </ul>
<b>INSPIRING POSSIBILITIES</b>	Tel: 0400 825 344 Email: <a href="mailto:charlievella@bigpond.com">charlievella@bigpond.com</a>	
<b>WELL SAID CLINIC</b>	49 Derrimut Road, Werribee, Vic, 3030 Tel: 1300 77 3324 Email: <a href="mailto:info@wellsaidclinic.com.au">info@wellsaidclinic.com.au</a> Web: <a href="http://www.wellsaidclinic.com.au">www.wellsaidclinic.com.au</a>	

<b>HOPSCOTCH &amp; HARMONY</b>	Shop 1, 167-179 Shaws Road, Werribee, 3030 Tel: 9741 5222 Email: <a href="mailto:admin@hopscotchandharmony.com.au">admin@hopscotchandharmony.com.au</a> Web: <a href="http://www.hopscotchandharmony.com.au">www.hopscotchandharmony.com.au</a>	Social skills groups available throughout the year
<b>SPEECHEASE</b>	Entrance C1, Level 1, Point Cook Town Centre, 5 Main St, Point Cook, Vic 3030 Tel: 8645 3747 Email: <a href="mailto:info@speechease.com.au">info@speechease.com.au</a> Web: <a href="http://www.speechease.com.au">www.speechease.com.au</a>	During January School holidays
<b>WESTERN CHILDREN'S HEALTH</b>	152 Central Avenue, Altona Meadows Tel: 9931 0014 Email: <a href="mailto:contact@westernchildrens.com.au">contact@westernchildrens.com.au</a> Web: <a href="http://www.westernchildrens.com.au">www.westernchildrens.com.au</a>	
<b>WESTERN SPEECH PATHOLOGY SERVICES</b>	Building 2, 1-11 Dunnings Rd, Point Cook Tel: 0417 571 791 or 0411 139 523 Email: <a href="mailto:info@westernspeech.com.au">info@westernspeech.com.au</a> Web: <a href="http://www.westernspeech.com.au">www.westernspeech.com.au</a>	

## EARLY ABLES

Early ABLES is an assessment tool used by Early Childhood Educators and Teachers in consultation with parents and professionals that has been designed by the Department of Education.

Early ABLES can support an educator by

- Assessing the child's readiness to learn
- Developing appropriate learning goals
- Monitoring the child's progress
- Suggestions of how to implement teaching and learning cycles

More information can be found on the DET website via the following link:

<https://www.education.vic.gov.au/childhood/professionals/profdev/Pages/disabilitytraining.aspx>

### Completing the Early ABLES Training

Training can be completed online by clicking on this link: <http://deecdvic.tech-savvy.com.au/>

- Login to the Professional Learning Portal and create your own user name and password \*
- You will be asked for an enrolment key which is: **Early\_ABLES33**
- You can start the training, save and exit if required. If you want to resume the training, you must log back in on the same PC
- At the end of the training there will be a short quiz
- You can scroll back into different sections to help find the answers
- Print your certificate of completion

*Hint: when completing the quiz you will need to use the exact wording that is provided in the training program.*

After completing the online training you can start to register the children in your group.

### Service Approval Number and Password

- You will be asked to enter your service approval number and password
- Each service has their own service approval number which should be displayed in the foyer of your service
- A service approval number will look like this: SE-40005599
- When you enter the service approval number remember to include the dash (-) without spaces either side of it
- **Your service approval number is also used as your password.**

### To register a child for ABLES:

- \* Create an ID for the child. Make sure you record each child's ID elsewhere, so you can refer to it if forgotten and/or pass it on to future educators and/or services if the child moves on.

Early ABLES recommends the following formula is used:

- 2<sup>nd</sup> 3<sup>rd</sup> and 5<sup>th</sup> letter of the child's last name - if it is not long enough replace it with a 2
- 2<sup>nd</sup> and 3<sup>rd</sup> letter of the child's first name - if it is not long enough replace it with a 2
- Date of birth in the following format - Day Month Year e.g. 10121973
- 1 for Male or 2 for Female

If the child's name has any non-alphabetic characters, i.e. a hyphenated surname, ignore this and go to next letter

Example: Mary Johnson DOB 01/05/1965 will have the following ID: OHSAR010519652



- \* You can create any ID that you wish, however keep in mind that the ID should not be easily identifiable; confidentiality is very important.
- \* Once a child's ID is created you can commence the Early ABLES assessments for the child in various learning areas.
- \* You can also create a group and assign children to your own group (this is useful if there are multiple educators at your service from different rooms using Early ABLES).

## ABORIGINAL & TORRES STRAIT ISLANDER SUPPORT SERVICES:

<p><b>For appointments, please contact:</b></p> <p><b>IPC HEALTH</b>  <b>Wyndham Vale Campus</b>  <b>510 Ballan Road</b>  <b>Wyndham Vale</b></p> <p><b>Tel: 9216 7999</b></p> <p><b>Elders Community Lounge is a culturally safe drop-in space at IPC Health Wyndham Vale.</b></p> <p>The <b>Aboriginal Health Team</b> at the “Lounge” are available to provide culturally responsive support and advice for the social and emotional wellbeing of Aboriginal and Torres Strait Islander people.</p> <p><b>Open Mon-Fri 9am-5pm</b>  Drop-in or call the above number to speak to the team.</p>	<p><b>Aboriginal and Torres Strait Islander clients have priority access to all of our services at IPC Health.</b></p> <p><b>General Practitioner:</b>  Closing the Gap and Aboriginal Health Care plan available via our General Practitioners at Wyndham Vale.  <b>To make an appointment:</b> Call 9216 7999 or <a href="#">book online</a></p> <p><b>Care Coordination via Integrated Team Care:</b>  For Aboriginal and Torres Strait Islander people who are unable to manage their chronic disease.  <b>Requires GP Referral and Care Plan.</b></p> <p><b>IPC Health also provides health clinics for Aboriginal and Torres Strait Islander clients on specific days; including:</b></p> <p><b><u>Speech Therapy, Optometry, Podiatry, Diabetes Education:</u></b></p> <ul style="list-style-type: none"> <li>• Practitioners attend once a month</li> <li>• An Aboriginal Liaison Officer will be available to take calls for appointments, and when this occurs the information can be sent to the client</li> <li>• Appointments can be made by contacting: <b>Mandi on 9216 7826 or Kerry on 9216 7838 or emailing: <a href="mailto:indigenous.health@ipchealth.com.au">indigenous.health@ipchealth.com.au</a></b></li> </ul>
<p><b>VAHS - Victorian Aboriginal Health Service</b>  186 Nicholson Street, FITZROY  Tel: 9419 3000  <a href="http://www.vahs.org.au">www.vahs.org.au</a></p>	<p>VAHS provide a range of medical, dental and social services. VAHS is committed to supporting community wellbeing.</p>
<p><b>Koorie Engagement Support Officer (KESO) – Department of Education &amp; Training</b></p> <p><b>Lisa de Santa-ana</b>  Tel: 8397 0231  M: 0457 540 304  Email: <a href="mailto:de.santa-ana.lisa.l@edumail.vic.gov.au">de.santa-ana.lisa.l@edumail.vic.gov.au</a></p>	<p style="color: red;"><b>Seek parent permission to contact first</b></p>

<p><b>VACCA – Victorian Aboriginal Child Care Agency Co Op PTY LTD</b>  75-79 Watton St, Werribee  Tel: 9742 8300  <a href="http://www.vacca.org">www.vacca.org</a></p> <p><b>Western VACCA Office</b>  43 Bakery Square  Melton  Tel – 03 8746 2776</p> <p><b>Northern VACCA Office</b>  340 Bell St, Preston  Tel - 9287 8800  Marjorie &amp; Shannon</p>	<p>The lead Aboriginal Child &amp; Family Welfare organization in Victoria. Families are assigned a Caseworker to support families</p> <p><b>Footprints for Success Aboriginal Early Years Project</b>  More Info: <a href="https://www.vacca.org/page/services/children-and-families/early-years-support/footprints-for-success">https://www.vacca.org/page/services/children-and-families/early-years-support/footprints-for-success</a></p> <p><b>Seek parent permission first</b>  Support with Referral Pathways for families – MCH, Kinder (also support those in Out of Home Care)  Referrals come from KESO’s, Other Aboriginal Workers/Co Health/IPC Health  Will pick up &amp; take to service appointment or to a few different options the first couple of times</p> <p><b>Koorie Kids Playgroup</b>  Hayley Maher: (Playgroup Facilitator)  Email: hayleym@vacca.org  Tel: (0422 339 068)</p> <p>Jamieson Way Community Centre, 59 Jamieson Way, Point Cook  Wednesday – 12.00pm – 2.00pm – during school terms</p> <p>Wyndham Vale Community Learning Centre, 86 Manor Lakes Blvd  Tel - 03 8746 2776  Thursday – 12.00pm – 2.00pm – during school terms  <b>Free healthy lunch and afternoon tea provided!</b></p> <p><b>Cradle to Kinder</b> – Team Leader: Natasha Hoskin  Email: natashah@vacca.org  Supports pregnant women from first few weeks until post pregnancy (Based in Melton under Western VACCA)</p>
<p>Wunggurrwil Dhurrung Centre  19 Communal Road  Wyndham Vale  (access via Cortland Street)</p>	<p>A dedicated space for the Aboriginal community that is culturally safe and that provides a space to host community services and events.</p> <ul style="list-style-type: none"> <li>• Aboriginal community centre</li> <li>• Community meeting spaces</li> <li>• Three kindergarten rooms</li> <li>• Five consulting rooms</li> <li>• Indoor/outdoor gathering space</li> </ul>
<p><b>Wadja Aboriginal Family Place Health Clinic – Royal Children’s Hospital</b>  Tel: 9345 9300</p>	<p>Aboriginal patients with complex health &amp; social issues  Referrals are made via the GP</p>



<p><b>Women's Health West</b></p> <p>Tel: 9689 9588</p>	<p>Women's Health West employs dedicated Aboriginal family violence case managers who provide culturally sensitive services and support to Aboriginal and Torres Strait Islander women and children experiencing family violence.</p> <p>Accept all types of referrals and Aboriginal Clients can choose to do the Intake process with their intake team or with an Aboriginal person.</p> <p>This is a link to download their brochure: <a href="https://whwest.org.au/resource/aboriginal-torres-strait-islander-family-violence-support/">https://whwest.org.au/resource/aboriginal-torres-strait-islander-family-violence-support/</a></p> <p>Please note: only offer a service to women and children/youth who experience Family Violence</p>
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## MATERNAL & CHILD HEALTH SERVICES

Maternal and Child Health Services offer free professional nursing support and advice for parents of children from birth to school age.

To find your local MCH service, use this link:

<https://www.wyndham.vic.gov.au/directory/search?type=287&keyword&managed&suburb&volunteer=All>

### Services include:

- Consultation and support for families with parenting issues
- Regular health and development checks for your child
- Groups for first time parents
- Referrals to other professionals
- Information about community and family support services

### Key Age and Stage Visits:

- Home Visit
- 2 weeks
- 4 weeks
- 8 weeks
- 4 months
- 8 months
- 12 months
- 18 months
- 2 years
- 3.5 years

Additional centre or home visits are given to families with particular needs.

### Enhanced Maternal & Child Health Service

This outreach service is for eligible families who are experiencing early parenting difficulties and are in need of additional support. Referrals for the enhanced service are made by your Maternal and Child Health Nurse.

### First Time Parents Group

If you are a first time parent with a baby aged about 2-4 months old you are invited to join one of our groups where you can meet other new parents in your area.

### How to make a booking

You can:

- Phone on 9742 8148
- Online registration forms to book your child's Key Age and Stage check or register for the First Time Parents Group, can be found on the Wyndham City website ([www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)) by searching for Maternal & Child Health Services

For further information contact to your Maternal & Child Health Nurse, contact Bookings on 9742 8148 or email [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au).

You can contact the 24 Hour Maternal & Child Health Nurse Service phone on 13 22 29.





# FKA CHILDREN'S SERVICES

## WHAT IS FKA?

FKA Children's Services has a long history of achievement in the provision of Early Childhood Services. FKA Children's Services is a state-wide service that advocates for children's cultural and linguistic rights and provides support to education and care services in the provisions of culturally rich environments.

FKA can support early childhood professionals in a variety of ways:

1. Professional learning
2. Multicultural Resource Centre
3. A helpful website that includes:
  - a. Translated information to download for families
  - b. Information Sheets for educators on specific cultures
4. Cultural Inclusion Support Program

## 1. PROFESSIONAL LEARNING

Customised sessions are designed in collaboration with you and are delivered onsite or in a venue organized by you:

- Informed by the National Quality Framework
- Based on contemporary practice and pedagogy
- Underpinned by the UN Rights of the Child

## 2. MULTICULTURAL RESOURCE CENTRE

Members of FKA are able to borrow:

- Multilingual children's fiction and non-fiction books
- Story bags
- Games and puzzles
- Musical instruments
- Dramatic play resources
- Dolls
- Professional resources

Resources can be collected from FKA in Collingwood, or mailed out to services

## 3. WEBSITE INFORMATION

- Translated information sheets on maintaining the home language, learning through play and settling in to early childhood services are available in approx. 22 different languages
- Educator information sheets on specific CALD cultures are also available

## 4. CULTURAL INCLUSION SUPPORT

Cultural Inclusion Support is offered in a number of ways to various services across Victoria:

- a. Fee-for-service Inclusion Support
- b. Australian Government Funded Children's Services
- c. Victorian Government Funded Children's Services
- d. Cultural Inclusion Support for Supported Playgroups

### a. Fee For Service Cultural Inclusion Support

Contact an fkaCS Consultant via phone to discuss your support needs and request a quote. Support options include Cultural Inclusion Support Consultancy, Bilingual Worker visits to your service as well as phone support, targeted strategies and resources.

### b. Australian Government Funded Children's Services

Your service may be eligible for Australian Government funding towards the cost of Cultural Inclusion Support via the Inclusion Support Programme. **Contact the Victorian Inclusion Agency on 1800 177 017 to find out more.**



### **c. Victorian Government Funded Children’s Services**

The Department of Education and Training (the Department) contracts fkaCS to provide The Victorian Kindergarten Cultural Inclusion Program to state funded Kindergartens.

The purpose of the program is to build the capacity of Victorian kindergartens to support the active participation of multilingual children and families in their early education.

Eligible Victorian Kindergartens can access a range of support including:

- Subsidised Professional Learning opportunities
- Individual short and long term cultural inclusion planning - reflecting on practice, embedding practice in everyday curriculum decision making
- Supporting and facilitating local solutions for bilingual (language) support
- Strategies to support English language learners
- Strategies to support individual children settle and participate in kindergarten
- Strategies to reduce any unintended barriers for multilingual children and families active participation in Kindergarten
- Onsite group facilitated conversation at existing networks or staff meetings
- Onsite language support

### **d. Cultural Inclusion Support For Supported Playgroups**

For Playgroups who have received the Department of Education and Training one-off funding to include Culturally and Linguistically Diverse (CALD) families in Supported Playgroups, fkaCS can assist in playgroup engagement and outcomes.

**For more information on how to become a member of FKA or to access and find out more information on the programs above contact FKA:**

Website: [www.fka.org.au](http://www.fka.org.au)

Email: [fkacs@fka.org.au](mailto:fkacs@fka.org.au)

Phone: 9428 4471



# ENGAGING WYNDHAM FAMILIES

## Western Melbourne Child & Family Services Alliance

- This is a new outreach service that provides **short term** (6 weeks / 40 hours) support to Wyndham families in need of guidance to manage their difficult situations.
- They support vulnerable families who may be at risk (eg: domestic violence, substance abuse, mental illness, gambling etc), however they can also assist families who are struggling for a variety of other reasons. The aim is to step in **before** issues may escalate and they may reach crisis point.
- A variety of workers from different organisations also work for EWF (Eg: Caroline Chisholm Society for Pregnancy and Early Years, IPC Health and Catholic Care for school-age children and VACCA for Aboriginal and Torres Strait Islander families).
- The workers have a range of backgrounds and experience and all are skilled in knowing what services are out there for families.
- Permission must be sought from a family to refer and the EWF worker will contact them to discuss their suitability of referral and their needs.
- If you are thinking of referring a family but think/know they will need longer term support, a Child First referral would be more suitable. If the length of support is unknown but then ascertained as long term, the EWF worker can guide this referral process for the family.

Please phone The Caroline Chisholm Society on 03 9361 7000 to discuss any potential referrals for families.

## MyTime @ Tweddle Child & Family Health Service

Web: <http://www.tweddle.org.au/our-work/our-programs/mytime/>

MyTime provides support for mothers, fathers, grandparents and anyone caring for a child aged 0-18 with a disability or chronic medical condition. MyTime provides a place to socialise, to discuss, to get information, and to support and be supported by other carers. MyTime is funded by the Department of Social Services and coordinated by The Parenting Research Centre.

Facilitators work with group members, helping them get to know each other and learn more about the services and supports in their area. Members choose what they would like to discuss in their groups, with help from the facilitator. Depending on what the group wants to do, the facilitator might guide group activities or provide resources.

Facilitators are workers from local organisations. They have qualifications and experience in disability, parenting or family support and bring to the MyTime group a good understanding of local resources and support services. Discussion topics cover behaviour management and strategies around dealing with the challenges of public displays of frustration, schooling options and the enrolment criteria, success in toilet timing, eating new foods and when a child uses PECS to communicate.

The MyTime groups provide a relaxed environment to make friends and to explore and discuss helpful resources over a cup of tea or coffee while your child plays with the support of a play helper.

Locations:        Point Cook – Featherbrook Community Centre, 33-35 Windorah Dve, Point Cook  
                      Werribee – Wyndham Park Community Centre, 57 Kookaburra Ave, Werribee  
                      Wyndham Vale – Manor Lakes College, 2-50 Minindee Road, Wyndham Vale

For more information – contact LeAnn Williams on 8387 0649



## SUPPORTED PLAYGROUPS PROVIDED BY WYNDHAM CITY COUNCIL

Supported Playgroups provide opportunities for parents of children from birth to 5 years to learn about relevant local services, meet with other parents for emotional support, friendship and to build social support networks in the communities in which they live.

**Supported Playgroups** are funded by the Department of Health and Human Services and are required to deliver *Smalltalk* to all participating families.

### Smalltalk

*Smalltalk* is an evidence-based program that aims to introduce parents to a number of parenting strategies that lead to optimal child outcomes, help parents become aware of the importance of their interactions with their child, and increase the number of quality interactions. Quality parent-child interactions are:

- encouraging parents to interact with their children in a warm and gentle manner
- tuning in to their child by giving them their full attention frequently and promptly
- attending to whatever their child shows an interest in
- listening and talking to their child more frequently
- using teachable moments when they arise
- shared reading.

*Smalltalk* also aims to encourage parents to provide opportunities for their child's learning at home by:

- creating routines
- reading to children from birth
- supporting children's play

Another important element of *Smalltalk* is the encouragement provided to parents to look after their own health and wellbeing by developing positive social support networks.

### Eligibility

To be enrolled in a Supported Playgroup, families must be referred into the group and meet at least one of the following eligibility criteria:

- families in which a family member identifies as Aboriginal and/or Torres Strait Islander
- families looking after children in kinship care arrangements (out of home care)
- families referred from Child FIRST/Child Protection
- families in isolated communities
- families experiencing stress and disadvantage
- families with children who have additional needs
- families must have a Commonwealth Health Care Card/Visa requirements
- families supported by the Enhanced MCH service

### Referral Process

If unsure of a family's eligibility or for information on how to refer, please contact the Children and Family Resource Team on 8734 5478 or email [playgroup@wyndham.vic.gov.au](mailto:playgroup@wyndham.vic.gov.au).

## MULTICULTURAL PLAYGROUPS in WYNDHAM

### Supported by VICSEG New Futures and Wyndham City

Culturally diverse playgroups for parents and young children are an important part of Australia's early childhood services system. VICSEG playgroups actively support hundreds of families throughout the northern and western suburbs of Melbourne. Run in local schools and community centres, our playgroups support children's bilingual language development and provide early learning experiences that promote positive pathways to kindergarten and primary school.

Parents also benefit from social support and friendship, as well as practical information about health, nutrition and child wellbeing. All our playgroups are free and facilitated by trained and experienced bilingual playgroup leaders.

Examples of Playgroups available in the community:

- Karen/Burmese
- Chin/Burmese
- Horn of Africa Women and Children's Playgroup
- Indian
- Iranian
- Japanese
- Russian
- Chinese/Mandarin
- Spanish
- South Sudanese
- Pacific Island
- Sri Lankan

For more information about the groups, contact Karen Diacono at VICSEG or Betty Luong at Wyndham City:

#### **VICSEG**

Contact – Karen Diacono

Tel – 8754 0500

Email – [kdiacono@vicsegnewfutures.org.au](mailto:kdiacono@vicsegnewfutures.org.au)

Web - <http://www.vicsegnewfutures.org.au/vicseg-programs/playgroups-in-diverse-communities>

#### **Wyndham City**

Contact – Betty Luong, Children & Family Cultural Liaison Officer

Tel – 0419 556 609

Email – [betty-tuyen.luong@wyndham.vic.gov.au](mailto:betty-tuyen.luong@wyndham.vic.gov.au)



# KINDERGARTEN INCLUSION SUPPORT PACKAGES (KIS)

An inclusive kindergarten fosters the development of a sense of belonging and respects individuality and diversity to promote learning, development and well-being in a child's early years.

The objective of the Kindergarten Inclusion Support Packages is to build the capacity of funded kindergartens to support the access and participation of children with a disability, high support needs or with complex medical needs

The support from the Kindergarten Inclusion Support Packages is in addition to the existing resources available to the kindergarten staff and may not provide full coverage of all costs.

The range of support available through the KIS package program includes:

- Specialist training
- Specialist consultancy support
- Minor building modifications
- Additional staffing support

## Specialist Consultancy Support

Specialist Consultancy support focuses on:

- complementing early childhood educator knowledge and skills, while acknowledging their expertise in supporting children's learning and development
- supporting early childhood educators to build their capacity to develop and implement an inclusive program
- assisting early childhood educators to contribute to positive outcomes for all children, as defined in the Victorian Early Years Learning and Development Framework (VEYLDF)
- assisting early childhood educators to respond to each child's interests, abilities, and needs
- promoting collaboration between the family, other professionals and early childhood educators
- recognising that early childhood educators require varying levels of additional support
- implementing a team approach to support inclusion of all children

## Program and planning support available through Specialist Consultancy assistance

Support available from specialist consultants may assist early childhood teachers to enhance their knowledge, confidence, skills to:

- implement the previously identified adaptations to the program, activities, routines and environment
- plan a program that responds to newly identified learning and development needs of all children
- support all children to access and meaningfully participate in all aspects of the program
- implement a team approach to support inclusion of all children
- respectfully engage with families and respond to families concerns
- link with and collaborate with other professionals.

## Identifying a need for support

Requests for support are:

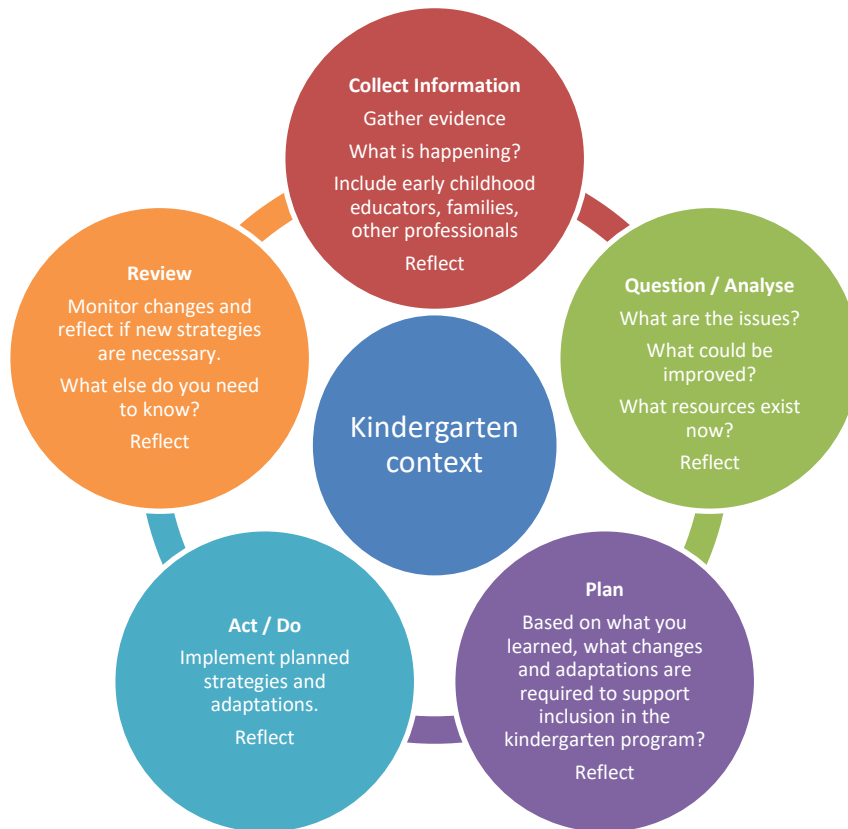
- underpinned by reflective practice, a key practice principle of the VEYLDF
- informed by completion and or review of the Inclusion Support Plan that supported the request for KIS package support



## Inclusion Support Plan

The Inclusion Support Plan is a living document that is intended to be regularly reviewed throughout the kindergarten year.

This reflective process is illustrated in the diagram below.



If you apply for Specialist Consultancy Support the KIS provider will contact the Early childhood teacher in response to this request to discuss the level and type of support.

The level and type of support offered will be informed by consultation and collaboration with the early childhood teacher and may include:

- provision of resources and information
- linkages to professional development opportunities (for example training, professional networks)
- one-to-one consultation and coaching sessions (onsite, telephone).

All application forms can be found on the DET website – [www.education.vic.gov.au](http://www.education.vic.gov.au) (search for Kindergarten Inclusion Support) or you can use the link below.

### Contact Details:

KIS Program  
Lentara Uniting Care  
PO Box 3217  
Broadmeadows 3047

Tel: (03) 9351 3600  
Michele Collings (Program Manager – Kindergarten Inclusion Support West): (03) 9351 3623

Website: <https://www.education.vic.gov.au/childhood/professionals/needs/Pages/kinderinclusion.aspx>

## INCLUSION SUPPORT PROGRAMME (ISP)

The Inclusion Support Programme (ISP) aims to support all children enrolled in education and care settings (such as long day care, family day care and outside school hours care) to meaningfully and actively participate in the program. The ISP assists early childhood and child care (ECCC) services to include children with additional needs alongside their peers, through provision of tailored inclusion advice and support from Inclusion Agencies (IA) and access to funded support and specialist equipment where required.

The ISP consists of three key elements:

- **Inclusion Agencies**

Each state and territory has an Inclusion Agency (IA) contracted to assist eligible services to build their capacity and capability to provide and embed inclusive practice in their delivery of early learning programmes.

❖ **KU Children's Services** is proud to provide Inclusion Agency support in NSW/ACT, VIC and QLD in conjunction with our partner organisations. For further information for VIC please visit the state Inclusion Agency website:

Victorian Inclusion Support Agency – <https://www.viac.com.au/about/about-the-isp>

- **Inclusion Development Fund**

The Inclusion Development Fund (IDF) provides funding to assist eligible services to address a barrier to inclusion that cannot be addressed by the support of an IA. There are four streams of IDF funding – subsidy for an Additional Educator, Immediate/Time Limited Support, Family Day Care Top Up and Innovative Solutions. Each stream has different eligibility criteria, application processes and approved funding purposes.

- **The Inclusion Development Fund Manager**

KU Children's Services in partnership with Include Me is the Inclusion Development Fund Manager (IDFM) and is contracted to provide a nationally consistent and equitable management of the IDF.

For more information, including how to access the Inclusion Support Portal, visit the following webpage:

<https://www.education.gov.au/inclusion-support-programme-isp>

## OTHER USEFUL CONTACTS, RESOURCES & WEBSITES

<p><b>DEPARTMENT OF EDUCATION AND TRAINING</b>                  900/1 McNab Avenue                  Footscray 3011                  Tel: 8397 0300                  Web: <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a></p>	<p><b>DEPARTMENT OF HUMAN SERVICES</b>                  71 Moreland Street                  Footscray 3012                  Tel: 9275 7000</p>
<p><b>CHILD PROTECTION NOTIFICATIONS</b>                  Tel: 1300 664 977</p>	<p><b>CHILD PROTECTION CRISIS LINE</b>                  Tel: 13 12 78 (24 hours, 7 days a week)</p>
<p><b>ROYAL CHILDREN'S HOSPITAL</b>                  Tel: 9345 5522  <i>Psychology Unit</i>                  Tel: 9345 5881  <i>Psychiatry Unit</i>                  Tel: 9345 4666</p>	<p><b>FIND A GP</b>  <a href="http://www.betterhealth.vic.gov.au">www.betterhealth.vic.gov.au</a>  <a href="https://www.betterhealth.vic.gov.au/servicesandsupport">https://www.betterhealth.vic.gov.au/servicesandsupport</a></p>
<p><b>FINANCIAL PLANNING</b>  <b>Anglicare</b> – Phone: 9731 2500                  Market Road, Werribee, Vic 3030</p> <p>Free financial counselling to help people make the most of all the benefits and grants they are eligible for, as well as assisting with making what money they have go further.</p>	<p><b>CARER ALLOWANCE</b>                  Follow this link for more information:    <a href="https://www.humanservices.gov.au/individuals/services/centrelink/carer-allowance">https://www.humanservices.gov.au/individuals/services/centrelink/carer-allowance</a></p>
<p><b>WYNDHAM CHILD &amp; FAMILY DIRECTORY</b>    <a href="http://wyndhamchildandfamilydirectory.com.au/">http://wyndhamchildandfamilydirectory.com.au/</a></p>	<p><b>CARERS VICTORIA</b>                  1/37 Albert Street, Footscray, Vic 3011                  Tel: 1 800 242 636 (freephone)                  Website: <a href="http://www.carersvictoria.org.au">www.carersvictoria.org.au</a></p>
<p><b>VICSEG NEW FUTURES REFUGEE FAMILY RESOURCE AND MENTORING SERVICE</b>                    3-4 / 67 Watton Street                  Werribee 3030</p> <p>Tel: 8754 0500                  Fax: 8742 6231                  Email: <a href="mailto:Kdiacono@vicsegnewfutures.org.au">Kdiacono@vicsegnewfutures.org.au</a>                  Web: <a href="http://www.vicsegnewfutures.org.au/">http://www.vicsegnewfutures.org.au/</a></p> <p>Information and referral, Cultural inclusion and support, Parenting groups and playgroups</p>	<p><b>CONTINENCE VICTORIA</b>                  Tel: 1300 220 871                  Website: <a href="http://www.continencevictoria.org.au">www.continencevictoria.org.au</a></p> <p>Resources for Children:                  Parent's Guide to Toilet Skills for Children with Additional Needs                  One Step at a Time – The Expert Toilet Training Guide                  One Step at a Time Toilet Tips App</p>

<p><b>ASSOCIATION FOR CHILDREN WITH A DISABILITY</b></p> <p>Suite 1, 587 Canterbury Road, Surrey Hills, Vic 3127  Phone: 9880 7000  Email: <a href="mailto:mail@acd.org.au">mail@acd.org.au</a>  Website: <a href="http://www.acd.org.au">www.acd.org.au</a></p>	<p><b>RAINBOW CLUB</b> – Swim service for children with additional needs</p> <p>Contact: Steve Morgan  Email: <a href="mailto:steve@rainbowclub.org.au">steve@rainbowclub.org.au</a> or <a href="mailto:admin@rainbowclub.org.au">admin@rainbowclub.org.au</a>  Website: <a href="http://www.rainbowclub.org.au">www.rainbowclub.org.au</a></p>
<p><b>RESPITE</b></p> <p><b>FOR FAMILIES OF CHILDREN <i>WITHOUT</i> DISABILITIES</b></p> <p><b>Anglicare Respite Team</b>  41 Somerville Road, Yarraville – Phone: 9396 7400 – ask for Duty Worker.  Anglicare provide out of home respite with other families on weekends to give parents a break to prevent family breakdown for parents who have limited supports.  One off respite usually happens quite quickly but regular (monthly) respite can take longer</p>	<p><b>FOR FAMILIES OF CHILDREN <i>WITH</i> DISABILITIES</b></p> <p><b>HOME &amp; COMMUNITY CARE PROGRAM FOR YOUNG PERSONS - WYNDHAM CITY</b>  Contact: Intake office - 8734 4514  Email: <a href="mailto:intake@wyndham.vic.gov.au">intake@wyndham.vic.gov.au</a>  Website link:  <a href="https://www.wyndham.vic.gov.au/services/aged-disability/support-services/how-apply-service">https://www.wyndham.vic.gov.au/services/aged-disability/support-services/how-apply-service</a>  In home respite care is for the care of the child or young adult with a disability while the carer goes out or stays at home. The service may also provide care of siblings dependent on the age and needs of each child while the parent takes the young person with a disability to an appointment. Waiting list of a few months.</p>
<p><b>PLAYGROUPS</b></p> <p><b>Wyndham City</b>  Contact – Children &amp; Family Resource Team  Tel – 8734 5478  Email – <a href="mailto:playgroup@wyndham.vic.gov.au">playgroup@wyndham.vic.gov.au</a>  Web:  <a href="https://www.wyndham.vic.gov.au/services/childrens-services/wyndham-playgroups">https://www.wyndham.vic.gov.au/services/childrens-services/wyndham-playgroups</a></p>	

