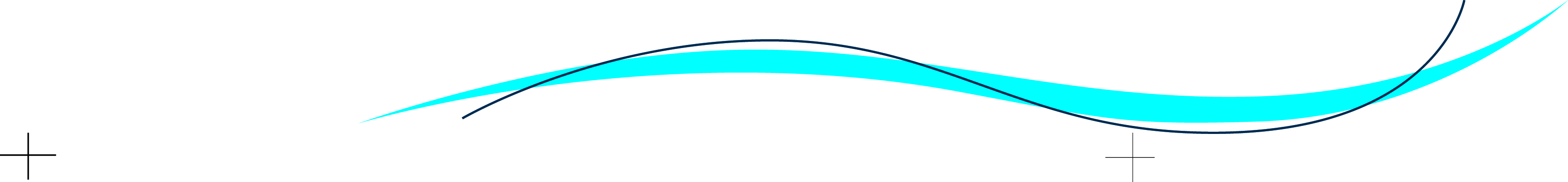


This Information Guide has been prepared by the Preschool Field Officer Service

at Wyndham City Council. All information is correct at 1 January 2025.

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[](https://www.wyndham.vic.gov.au/contact-us)****

# **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 in funded kindergarten programs.

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

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

3 or 4 year old children with varied learning and developmental 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.

**Varied Learning and Developmental Needs**

Varied learning and developmental needs may include, but are not limited to:

* A range of varied behaviours
* Variations in speech, language or communication
* Social and emotional differences
* A diagnosed disability
* Trauma

**ECIS COS/NDIS**

When a child is supported by the National Disability Insurance Scheme (NDIS) or early childhood intervention continuity of support provider, it is expected that the early childhood educator, in consultation with the family, will seek support from this provider in the first instance. If the educator has made all efforts but been unable to engage these supports, they can submit a PSFO Request for Support.

**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 children with varied learning and developmental needs.
* Respond to parents’ concerns regarding their child’s learning and development.

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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 requirements.

**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 an individual 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 in funded kindergarten programs
* 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

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**Support options**

PSFOs can assist 3 or 4 year old children attending a State-funded program with parental/guardian consent. This includes children doing an additional year.

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

Educators can contact PSFO’s for guidance and information without completing a request for support form and keeping the child’s identity confidential. Phone support can be provided to discuss concerns, guide referral pathway options, work through strategies for inclusion and parent discussions.

**How to request support from the PSFO service**

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

1. **Discuss the *Request For Support* with the family.**

* Educators or other professionals must discuss their reasons for requesting PSFO support with the child’s parent/guardian prior to submitting the form.
* For families who do not have English as their primary language, please use an interpreter to ensure all information discussed is understood.

1. **Complete the *Request For Support* form with the family**

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

The form can be accessed through the Wyndham City Council website via this link:

[REQUEST FOR SUPPORT FORM - Word Version & Interactive PDF Version](https://www.wyndham.vic.gov.au/services/childrens-services/other-childrens-services/preschool-field-officer-psfo-service)

The request for support form is updated every year – please ensure the current form is used. Be specific about the child’s needs and what support is required.

1. **Submit the signed form to the PSFO Service (verbal consent is not permitted**)

* Email the form to [psfo.service@wyndham.vic.gov.au](mailto:psfo.service@wyndham.vic.gov.au).

Once the request has been received by the PSFO Service intake will occur and an email confirmation will be sent. If you do not receive a confirmation email within 7 working days, please make contact to check receipt.

All decisions made regarding the child and further referrals, will be made in collaboration with the parent and educators.

**Priority of Access**

Priority of Access can be requested by contacting the PSFO Area Leader. Please send an email marked for the attention of the PSFO Area Leader to – [psfo.service@wyndham.vic.gov.au](mailto:psfo.service@wyndham.vic.gov.au).

If endorsed, the request will be prioritised for allocation as soon as possible.

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**Website**

Please check out our website page for more information –

|  |  |
| --- | --- |
| [THE PSFO SERVICE](https://www.wyndham.vic.gov.au/services/childrens-services/other-childrens-services/preschool-field-officer-psfo-service) |  |

The page can also be translated using the option at the bottom of the site page.

Useful information and resources can also be accessed through the website.

|  |
| --- |
| **PSFO SERVICE CONTACT DETAILS**  Preschool Field Officer Service Administration  Telephone: (03) 9742 8199  Email: psfo.service@wyndham.vic.gov.au  Wyndham City  45 Princes Hwy (PO BOX 197)  WERRIBEE VIC 3030 |

More info about the Preschool Field Officer Program can also be found on the DE website here:

<https://www.vic.gov.au/preschool-field-officer-program#the-psfo-role>

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**COMMUNICATING YOUR CONCERNS TO FAMILIES**

Communicating with parents/carers can be difficult at times, even for the most experienced Early Childhood Educators. The way you communicate can often either encourage partnerships or potentially fracture relationships. 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

* It is best practice to approach a parent with the purpose of discussing how you can both SUPPORT the child. Try to avoid saying you want to meet to discuss your concerns. This helps set the tone for the meeting. Instead use language/words such as learning, skills and development rather than concerns, issues, or worries.
* It is important to catch the parent as they are not rushing (e.g. late for work). Say what you want to say in a calm and relaxed tone.
* Remember: *positive* – *need – positive*

1. It’s always helpful to gain some information and feedback from the family initially. Really listening to what they’ve noticed with their child’s development may give you insight to extend your thoughts. For example, if the parent tells you that when they go to friends’ houses, other people have trouble understanding their child’s speech, this gives you some information that the parents are already aware to build on.
2. Start by providing some positive feedback about the child to the family – be specific
3. Discuss the child’s needs in a sensitive manner - be specific and relate to the developmental milestones and provide examples from your observations.
4. Finish on another positive - figure out ‘what are the next steps/plan?’

For example: “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/carer meeting

* Offer to meet and discuss development at a time that suits the family/carers.
* Consider who will attend – provide the opportunity for both parents/carers/grandparents to attend and arrange an interpreter if necessary (see next page for more info around booking interpreters).
* 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

* Initially 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.

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* 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/carers know at every opportunity that they know their child best. You are after their input to understand the situation better.
* Remind the parents/carers 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.

\*Remember that the outcome of the meeting may not be the outcome that you had in mind. It is our role as Educators to share information and provide options for families to choose what is best for them

Further information:

* <https://raisingchildren.net.au/for-professionals/working-with-parents/communicating-with-parents/communication-with-parents>
* <https://www.understood.org/articles/having-difficult-conversations-with-families-a-teachers-guide>
* <https://beyou.edu.au/fact-sheets/relationships/communication-skills-for-educators>
* <https://allplaylearn.org.au/early/educator/educator-guide/>

The PSFO service can be accessed (phone or email) if any Educator requires any generalised support with communicating with parents or running a parent meeting. A Request for Support form does not need to be submitted for you to receive this support.

All Graduates Interpreting and Translating

**Have you considered utilising the All Graduates Interpreting Service to support building relationships with families & to support their understanding of conversations about their child and services available to support them?**

The Department of Education (DE) has engaged ***All Graduates*** to provide qualified and accredited on-site, telephone and video interpreters and translation services for written information to department funded kindergarten services.

This can be used, for example, to support families from a language background other than English and require communication to be undertaken in their first language.

Visit the website for more info - <https://www.vic.gov.au/use-interpreter-early-childhood-education-services>

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**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

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**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 DE website – [www.education.vic.gov.au](http://www.education.vic.gov.au) (search for Kindergarten Inclusion Support) or you can use the link: [Kindergarten Inclusion Support](https://www.vic.gov.au/kindergarten-inclusion-children-disabilities)

|  |  |
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| **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 |

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**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 childcare (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/via>

* **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.

**Who is Eligible?**

The ISP provides free inclusion support to:

* Long day care (LDC) services
* Outside school hours care (OSHC) services (including vacation care services)
* Family day care (FDC) services
* Occasional care services
* Multifunctional Aboriginal Children’s Services (MACS).

If children in your service receive CCS funding, then you are eligible for support from the Victorian Inclusion Agency.

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

<https://www.education.gov.au/early-childhood/inclusion-support-program>

<https://viac.com.au/>

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**Early Childhood Intervention Services Continuity of Support**

**(ECIS COS)**

**What is ECIS COS?**

Provides supports by an Early Childhood Intervention Service (ECIS) provider using family-centred, transdisciplinary approach, for children with ***non-Australian*** residency.

**ECIS COS supports children from Birth to School Age:**

* With Disability or Developmental Delay
* Who are Ineligible for NDIS due to non–Australian Residency

**ECIS COS is Funded by DE and delivered by ECIS providers**

* Tailored to meet the needs of the child & family
* Use a family-centred approach
* 1 Key Worker will be assigned to work with the child & family – consultations will be provided by other Allied Health Professionals, eg Physio, Occupational Therapist, Speech
* Frequency and duration of visits will vary depending on the provider- as a guide, sessions may occur every fortnight for approximately 1 hour
* Referral is made to Brotherhood of St Laurence; Early Childhood Approach (BSL)
* Assessments for Residency/Visa Status is determined here first and then emailed to Department of Education ECIS COS Inbox
* To assist in streamlining the process, it is helpful for BSL to know at the time of referral (if possible) what Visa subclass the family is on - please refer to the following TOOL, to check whether a Visa is Temporary or Permanent [https://guides.dss.gov.au/social-security-guide/9/2](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fguides.dss.gov.au%2Fsocial-security-guide%2F9%2F2&data=05%7C01%7Ctania.sinclair-camilleri%40wyndham.vic.gov.au%7Cb8267e8d0f754006fb9a08dadef199d6%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638067426682222500%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=w46OBH%2B5OKy4%2BF6J8YN0LAIManUtcfRWnsPCMN7JxMA%3D&reserved=0)
* If eligible, the Local Area Early Childhood Performance & Planning Advisor (ECPAPA) approaches the local ECIS Service Providers - Yooralla or Noahs Ark

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**Services may include:**

* Visits to Kinder or Home-Based Visits
* Possible Multidisciplinary Approach through the Team of Therapists
* Can support with KIS SET (Specialised Equipment & Toys etc)

**Referrals can be accessed via the Brotherhood of St Laurence website** **at:** <https://ndis.bsl.org.au/wp-content/uploads/2024/09/EC-referral-form_Sep24.pdf>

**For direct contact:** [ecei.access@bsl.org.au](mailto:ecei.access@bsl.org.au) **or 1300 275 323**

**For direct ECIS COS Enquiries:** [eciscos@education.vic.gov.au](mailto:eciscos@education.vic.gov.au)

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| --- | --- |
| A logo for a company  Description automatically generated  13 | **EARLY CHILDHOOD APPROACH (NDIS)** |

In Wyndham, the Brotherhood of St Laurence (BSL) in conjunction with the National Disability Insurance Agency (NDIA) delivers the Early Childhood Approach (ECA) service.

ECA services support children 0-9 years with **either** a developmental delay **or** a severe disability in Western Melbourne. More information about this service can be found at:

<https://ourguidelines.ndis.gov.au/early-childhood/early-childhood-approach>

**A diagnosis is not required in order to refer to the ECA, one or more areas of significant delay in a child’s development is all that is required (this can be in any developmental area).**

**HOW DOES IT WORK?**

Educators, families and others can contact the Brotherhood of St Laurence (BSL) if there are concerns about a child’s development. BSL can help you to get information and access to supports.

Families are provided with ideas on ways to help their child with their everyday living, learning and development.

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

The ECA team will:

* suggest which supports can best help the child and family. This could mean support from a general practitioner (GP), community health service or the National Disability Insurance Scheme (NDIS)
* work with the family to find ways to support the child’s development and learning at home
* help the family apply for the NDIS if needed

**WHAT IS THE EARLY CHILDHOOD APPROACH (NDIS)?**

The ECA is designed to promote learning, development, wellbeing and participation in the community. This is done in partnership with the family, and any key people in the child’s life e.g. their Teacher/Educator.

This is a FREE service.

The ECA 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

ECA 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:

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**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-** Contributes to supporting a child’s development in the areas of movement, posture and balance.

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

**Psychologist**– 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**– Educators who are trained in early years education and often special education. Educators 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 APPROACH SERVICES IN THE WESTERN REGION?**

The NDIS has engaged Early Childhood Partners around Australia to deliver the ECA 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**

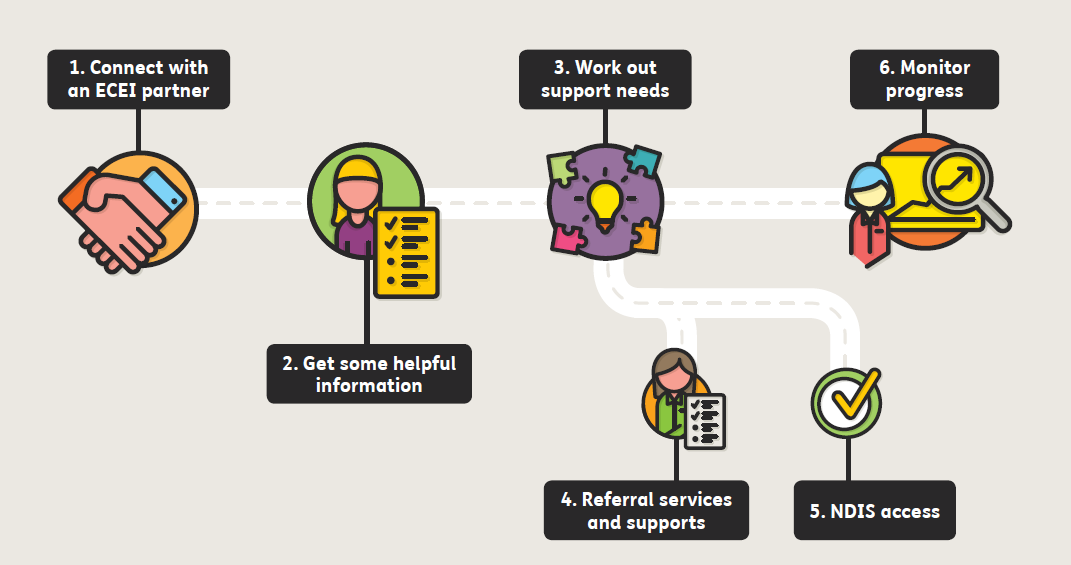
**Level 1, 236 Hoppers Lane, Werribee**

**Tel – 1300 275 323**

**Email –** [**ecei.access@bsl.org.au**](mailto:ecei.access@bsl.org.au)

The referral form can be completed online or on paper. This can be found at:

<https://ndis.bsl.org.au/wp-content/uploads/2024/09/EC-referral-form_Sep24.pdf>



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**WHO CAN REFER TO ECA?**

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

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| --- |
| **EARLY CHILDHOOD APPROACH CONTACT DETAILS:**  **The Brotherhood of St Laurence**  **Level 1, 236 Hoppers Lane, Werribee**  **Tel – 1300 275 323**  **Email –** [**ecei.access@bsl.org.au**](mailto:ecei.access@bsl.org.au)  **USEFUL LINKS:**  **NDIS ACCESS CHECKLIST:** [**CHECKLIST**](https://www.ndis.gov.au/applying-access-ndis/am-i-eligible)  **REFERRAL FORM:** <https://ndis.bsl.org.au/wp-content/uploads/2024/09/EC-referral-form_Sep24.pdf>  **NDIS4KIDS site**: <https://www.ndis4kids.org.au> |

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**IPC HEALTH (Community 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) - Speech Therapy
* Family Services - Occupational Therapy
* Dietetics - Podiatry
* Counselling Services (for parents) - GP Services
* Dental Services - Paediatricians

**IPC HEALTH SERVICES**

**CHILD HEALTH TEAM**

The Child Health Team offers individual and group services. We can also work together with Kindergarten Educators. This may include 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** ifthey have challenges in predominately one developmental area.
* Children are **NOT ELIGIBLE** if they have challenges in more than one developmental area and are likely to require long term supports. This would include children who are suspected of having OR already have a diagnosis of Autism, Global Developmental Delay, significant behaviour challenges, or are eligible for another service like Early Childhood Approach (ECA/NDIS).

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If there are concerns about more than one developmental area, 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.
* Use the IPC Health referral checklists (by age) with parents to gain an overview of the child’s needs to inform referral pathway.
* Explain that referral into the right service will provide the child with the supports to best suit their needs in a more timely manner.
* Express that the objective is to enable the child to be ‘school ready’ and focus on the skills needed for school.

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| **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: 1300 472 432).  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 1300 472 432.  IPC Health contact details are:  117-129 Warringa Crescent, Hoppers Crossing, 3029 or 330 Queen St, Altona Meadows, 3028  Phone: 1300 472 432 Phone: 1300 472 432  Fax: 8721 0260 **(For families living in Seabrook)**  Email: [wyndham.intake@ipchealth.com.au](mailto:wyndham.intake@ipchealth.com.au) |

**PAEDIATRICIANS**

IPC Health has four Paediatricians who CAN assess and diagnose children and **WILL see children where there is a suspicion of Autism**.

The services of the Paediatricians will be bulk billed, but a **GP referral is required** at the time of booking and brought in to the first Paediatrician appointment. There is an administrative fee for New Patients and Review Patients and a Did Not Attend (DNA) fee is applied.

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

**The demand for this service is very high and we are currently only accepting new referrals internally and from a couple of high referring clinics at a limited capacity as of January 2025. Please contact IPC Health before making the referral to ensure we can accept it.**

Email: [paedadmin.wv@ipchealth.com.au](mailto:paedadmin.wv@ipchealth.com.au) Fax: 03 8721 0261

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**PAEDIATRIC FELLOWS**

IPC Health has a Paediatric Fellow at Deer Park and Wyndham Vale clinics. They can provide paediatric assessments and consultation, confirm most relevant diagnoses and make recommendations. A **GP referral for a child with Medicare is NOT required to see the Paediatric Fellow.**

For referrals and rescheduling of Paediatric Fellow appointments at Wyndham Vale clinic, you can contact the Royal Children’s Hospital Central Intake on 03 9345 6180 mentioning Outreach CCCH Wyndham Vale, Paediatric Fellow. Referrals can be faxed to the RCH Central Intake team on 03 9345 5034 or emailed to <mailto:>screferrals@rch.org.au

**For more information on the Paediatricians or Paediatric Fellow, call 1300 472 432 Wyndham Vale Super Clinic - 510 Ballan Road, Wyndham Vale, 3024)**

**For referrals and rescheduling of Paediatric Fellow appointments at Deer Park clinic, you can call 1300 472 432. Referrals can be emailed to** [**ipchealth@ipchealth.com.au**](mailto:ipchealth@ipchealth.com.au) **or faxed to 03 8322 0348.**

**Refugee Health Paediatrician and Paediatric Fellow at Deer Park**

IPC Health has a Paediatrician and Paediatric Fellow seeing refugee and asylum seeker children only. A GP referral is required for the Paediatrician. Approximately 6 months waiting period to be seen.

We will accept referrals from Wyndham as long as people are happy to travel to Deer Park for appointments.

Referrals for Deer Park can be emailed to [ipchealth@ipchealth.com.au](mailto:ipchealth@ipchealth.com.au) or faxed to 03 8322 0348.

**CHILD AND FAMILY HUB @WYNDHAM VALE**

This is a free service for families with children up to 8 years in Wyndham.

The Child and Family Hub @Wyndham Vale is located at IPC Health Wyndham Vale campus, 510 Ballan Road, Wyndham Vale.

Get extra parenting support from a range of services under one roof.

Parenting is a great job but sometimes it can be hard, especially if you’re worried about your child or situation. The Child and Family Hub @Wyndham Vale brings together services that can help families going through life challenges, all in the one spot.

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| We can help with things like: | |
| * Parenting | * Respectful relationships |
| * Money and budgeting | * Housing support |
| * Community connections |  |
| The team includes: | |
| * Doctors and nurses | * Refugee health nurses |
| * Maternal child health nurses | * Dieticians |
| * Speech pathologists | * Wellbeing coordinators |
| * Lawyers | * Financial counselling |
| * Paediatricians | * Family violence support |

You may have to join a waiting list. For an appointment, call the team on 03 7068 0150.

The Child and Family Hub @Wyndham Vale also has monthly drop-in sessions for families.

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**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 St Albans, 1300 472 432   
IPC Health Hoppers Crossing, 1300 472 432  
IPC Health Wyndham Vale, 1300 472 432 – student led clinic only

**REFUGEE HEALTH**

**Who can use this service?**

* This service is available to people from a refugee background and people seeking asylum who live, work or study in Wyndham, Brimbank or Hobsons Bay.

**How can we help?**

* Work with families to access support and navigate the healthcare and social system
* Refer families to a Family Doctor or GP
* Link families in with other service providers

**Services offered:**

* GP clinics
* Allied health: Physiotherapist, Occupational Therapist, Speech Therapy, Counselling, Child Health, Youth & Women’s Health Nursing among many other services

Please refer to the following link: <https://www.ipchealth.com.au/refugee-health/>

**Payment/Bulk Billed?**

* Refugee Health program is a **free** service
* IPC Health services- some fees based on income

**Who can refer?**

* Anyone can refer people from Refugee or Asylum Seeker like backgrounds
* Community Case worker – supports care coordination and social issues
* Refugee Health Nurse – supports care coordination and health issues

To obtain a Referral Form or book an appointment contact**: 1300 472 432**

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| The Refugee Health Team works from these offices: | |
| **Hoppers Crossing**  117-129 Warringa Crescent | **Sunshine**  Level 1, 499 Ballarat Road |
| **Wyndham Vale**  510 Ballan Road | **Deer Park**  106 Station Road |

**Interpreters are available for FREE – please let them know when booking an appointment.**

**For more info, contact:** Jayde White (Refugee Health Nurse & Program Coordinator) on the above number.

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# **CHILD PROTECTION**

**You should contact Child Protection if you have reasonable grounds for believing a child has suffered, or is suffering, significant harm as a result of abuse or neglect and that their parent has not protected or is unlikely to protect the child from harm of that type. A reasonable belief does not require proof.**

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

* Child Protection Intake: **1300 664 977 (Western Division Intake)**
* To report concerns that are life threatening, ring Victoria Police: **000**
* To report concerns about the immediate safety of a child after hours,
  + **After-Hours Child Protection Emergency Service: 13 12 78. (5pm-9am – Mon-Fri, and 24 hours on weekends and public holidays)**

**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.

“To make a report to child protection a person needs to have formed a reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect, and that their parent has not protected or is unlikely to protect the child from harm of that type”.

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| **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 |

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**WHO PROVIDES CHILD PROTECTION?**

The Victorian Department of Families, Fairness and Housing (DFFH) 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://providers.dffh.vic.gov.au/making-report-child-protection>**

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**THE ORANGE DOOR**

**WHO IS THE ORANGE DOOR FOR?**

Sometimes things at home or in a relationship are not OK and you need some help and support.   
At The Orange Door, we are here to listen to you and help you to get the support you need quickly and easily.

We can help if:

* you need help with parenting, or you are worried about the wellbeing or development of a child or young person
* someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer
* you are a child or young person who doesn’t feel safe or cared for
* you are at risk of using abusive or controlling behaviour or you need help with these behaviours at home or in a relationship
* you are worried about the safety of someone you know
* you have experienced family violence, including controlling behaviour like someone monitoring where you go, who you visit or how you spend money.

We can work with you on your own, or together with your family members depending on your situation.

We welcome everyone at The Orange Door and you don't need a referral. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

We know that people continue to be affected by family violence long after the violence stops. If you have experienced family violence in the past and would like help now, contact The Orange Door.

### ****HOW CAN THE ORANGE DOOR HELP?****

Once you contact us, we will;

* listen to you and hear what your worries are
* work with you to identify the help and support you need
* support you with the wellbeing and development of children and young people
* help you make a safety plan to keep you and your children safe
* connect you to services that can help, such as counselling, accommodation, family violence support, mental health and drug and alcohol services, parenting support groups, services for children, financial help, or legal assistance
* support you to access funding for basic living expenses and other costs
* connect you with services if you want help to change your violent or controlling behaviour.

### ****IS THE ORANGE DOOR SAFE?****

Your safety is the priority at The Orange Door.   We will listen to you to understand what is making you feel unsafe and work with you to manage any risks.

We also connect people who use violence with the services they need. We will decide with you whether it is best to work with the person using violence:

* over the phone
* in a different place to you
* in the same place as you but at a different time.

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The buildings have safety features like security cameras, duress/‘panic’ alarms and safe exits.  

The website has a quick exit button in the top right-hand corner, which will immediately take you to a blank Google search page when you click on it. Find out [how to clear your browser history](https://orangedoor.vic.gov.au/clear-your-browser-history) to stop anyone being able to see that you have visited the website.

### ****WAYS TO GET SUPPORT****

There are multiple ways to access help and support from The Orange Door, including face-to-face, and via phone or email.

If you are in danger right now, call Triple Zero (000). If you are not in immediate danger, but feel unsafe, contact:

Western Melbourne office on 1800 271 045

(9am to 5pm Monday to Friday but closed on Public Holidays)

Email - [wma@orangedoor.vic.gov.au](mailto:wma@orangedoor.vic.gov.au)

Address - 15-17 Watton Street, Werribee, 3030

or visit <https://www.orangedoor.vic.gov.au/find-a-service-near-you>

Out-of-hours support is available - <https://www.orangedoor.vic.gov.au/after-hours-support>.

Tell us if you have special requirements, for example if you use communication aids or require an interpreter, including Auslan.

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**WHAT IS A PAEDIATRICIAN?**

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

**WHEN TO SEEK SUPPORT**

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

This may include:

* Developmental delay, including language delay
* Behaviour problems such as attention problems, aggression, poor emotional regulation, defiance and social challenges
* Autism Spectrum Disorder (ASD) or suspicions of ASD
* Attention Deficit/Hyperactivity Disorder (ADHD) or suspicions of ADHD
* Sleep and eating problems
* Learning difficulties
* Continence problems such as daytime wetting, soiling, constipation, night-time wetting
* General medical conditions such as asthma, eczema, food allergies, abdominal pain, failure to thrive, urinary tract infections
* Follow up for babies born prematurely or term babies who experienced difficulties during their neonatal period

**HOW TO REFER**

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.

The following list contains a variety of Paediatricians in the Wyndham area - this list is not exhaustive and the PSFO Service do not endorse any service listed. Please contact the service direct for more information and details of charges.

\*Please Note\* Children may be eligible for Paediatric Services (including the Paediatric Fellow) through IPC Health. Charges may also apply. For eligibility criteria and more information please contact your local IPC Health Service or speak to your child’s Educators / PSFO.

IPC Health Paediatrician Services:

Wyndham Vale Super Clinic - 510 Ballan Road, Wyndham Vale, 3024

Phone 9216 7991

[**https://www.ipchealth.com.au/services/paediatrician/**](https://www.ipchealth.com.au/services/paediatrician/)



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

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| **IPC Health**  Wyndham Vale Super Clinic,  510 Ballan Road, Wyndham Vale, 3024  Tel: 1300 472 432  Fax: 8721 0261  Email: wyndhamvale.clinic@ipchealth.com.au | | IPC Health has Paediatricians and Paediatric Fellows at Wyndham Vale and Deer Park.  See information on Page 16 for full information. |
| **DR VICTORIA GREENWOOD**  Wyndham Private Specialist Consulting Rooms,  Level 1/242 Hoppers Lane  Werribee, Vic 3030    Tel: 9908 2998  Email: reception@wyndhamprivate.com.au | | Do not bulk bill, however health care card families will receive a discount after first visit  Developmental issues and ASD |
| **DR RACHEL MADHWAN**  TreeHaus Williamstown  95 Ferguson Street  Williamstown VIC 3016  Tel: 0473 755 484  Email: [admin@williamstownkids.com.au](mailto:admin@williamstownkids.com.au)  Clinic Rooms in Williamstown and Wyndham  Monday-Thursday | | Conditions treated include:   * Neonatal medicine * Unsettled babies * Feeding and sleep issues * Developmental and behavioural problems including ADHD and Autism Spectrum Disorder * Acute Paediatrics * Childhood asthma, eczema, allergic rhinitis, food allergies |
| **DR AMOL DAWARE**  Palmers Medical Centre  228A Sayers Road  Truganina  Tel: 9908 2555 | | GP Referral needed  2 clinics a month  All aspects of Paediatrics but particularly Paediatric Diabetes, Autism and Neonatal care  Bulk billing for healthcare card holders  Speaks Hindi and Marathi |
| **WESTERN CHILDREN’S HEALTH CENTRE**  61 Railway Avenue  Laverton  Tel: 9931 0014  Email: contact@westernchildrens.com.au  Web: westernchildrens.com.au | | 4 month wait list for Paediatricians |
| **DR ARUNA TONY RANAWAKE**  275 Consulting  275 Princes Highway  Werribee, Vic 3030  Tel: 9731 1656 | | GP Referral required  Interest in developmental and behavioural paediatrics |
| **Dr CHATWELL HABANA**  574 Melton Highway  Sydenham, Vic  Tel: 8566 6764 (Tue to Fri)  Email: reception@drchatwell.com.au | All patients need referral from GP  Offers general paediatric medical services for children from 0-18 yrs  Special interest in developmental disability and paediatric physical rehabilitation | |
| **WESTERN SPECIALIST CENTRE**  113-115 Princes Hwy  Werribee, Vic 3030  Tel: 8001 7171  Email: reception@wscvic.com | Team of Paediatricians and Children’s Allied Health services | |
| **MELBOURNE PAEDIATRIC SPECIALISTS**  Suite 3.7, Level 3,  48 Flemington Road  Parkville, Vic 3052  Tel: 9948 5005  www.melbournepaediatricspecialists.com.au | Referral letter from GP required and new patients must submit an online form to request an appointment.  Developmental and behavioural paediatricians | |
| **DR STUART ANDERSON**  383 Camp Rd, Broadmeadows 3047  Tel: 9309 1854  &  17 Riddell Road, Sunbury 3429  Tel: 9740 7447 | 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.  Broadmeadows - Monday to Wednesday  Sunbury - Thursday | |
| **SUNSHINE HOSPITAL**  **CHILDREN’S ALLIED HEALTH SERVICE**  PO Box 294  St Albans 3021  Paediatric Outpatients (private)  Tel: 8345 1616 | General Paediatrics  Autism Assessments | |
| **COMPLETE CHILDREN’S HEALTH CARE**  82 Holmes Road  Moonee Ponds 3039  OR  769 Old Calder Highway  Keilor 3036  Tel: 9375 7833  Fax: 9370 2275  Email: info@completechildrenshealth.com.au  Web: www.completechildrenshealth.com.au | 15 Paediatricians available.  Referral can be faxed by GP or emailed | |

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**WHAT IS AN OCCUPATIONAL THERAPIST?**

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

Occupational Therapy works towards helping to make ‘life easier’ for children with developmental challenges.

**WHEN TO SEEK SUPPORT**

If you have a child who has challenges with any of the following, an Occupational Therapist may be able to assist:

* Concentrating (on one thing at a time) and behaving appropriately
* Sensory Processing (for concentration and learning): sensory reactions within the body or in response to external stimulus which may impact concentration, behaviour and learning.
* Finger skills (Fine Motor skills): pencil and scissor skills (colouring, drawing, writing), opening lunch bags, manipulating toothbrushes, tying shoelaces.
* Whole body skills (Gross Motor skills): running, jumping, swimming, bike riding ball skills, posture at the table.
* Developing independence in self-care (mealtimes, dressing, toileting etc)
* Organising themselves (such as for playing a game, or packing their bags for school/kinder)
* Playing (both alone and with others)
* Self-Management: general organization, keeping track of personal items, understanding time, and using money.

**HOW TO REFER**

Parents/Guardians can call a Private Occupational Therapist of choice and make an appointment for their child; a referral is not required, unless you wish to access Medicare rebates (see below)

The following list contains a variety of Occupational Therapists in the Wyndham area - this list is not exhaustive and the PSFO Service do not endorse any service listed. Please contact the service direct for more information and details of charges. 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.

Families may be able to obtain Medicare rebates (up to 5 allied health rebates per calendar year) to patients who are referred by a GP under the Chronic Disease Management Plan (CDMP) - please refer to the section “**How to get Medicare rebates for seeing** **therapists**” on page 49 for more information.

\*Please Note\* Children may be eligible for Community Health OT through IPC Health.

There are criteria that must be met in order to be eligible.

For eligibility criteria please contact your local IPC Health Service <https://www.ipchealth.com.au/locations/> or speak to your child’s Educators / PSFO

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| **INSPIRING POSSIBILITIES**  Tel: 0400 825 344  Email: charlievella@bigpond.com  Web: [www.inspiringpossibilities.com.au](http://www.inspiringpossibilities.com.au) | Services Provided | OT and Speech Therapy  (Telehealth only) |
| Usual waiting times | 2 weeks for Telehealth and 2 months for face to face |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info**  We do after hours and weekends. | |
| **D.O.T.S OT for Children**  275 Princes Highway  Werribee 3030  Tel: 8256 2484  Email: ccteam@dotschildot.com.au  Web: dotschildot.com.au | Services Provided | Occupational Therapy |
| Usual Waiting Time | Extensive |
| Bulk billing? | No |
| NDIS Provider? | Yes, NDIA managed |
| Medicare rebates? | Yes |
| **Additional Info**  Clinic, School, community, Home & Telehealth appointments  We offer various groups throughout the year, please check our social media accounts and newsletter for more details. | |
| **HORIZON ALLIED HEALTH**  Occupational Therapy & Speech Therapy Services  Tel:  1300 389 422  Email:  admin@horizonalliedhealth.com.au  Web: horizonalliedhealth.com.au | Services Provided | Occupational Therapy |
| Usual waiting times | 2-4 weeks |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Medicare registered |
| **Additional Info**  Occupational therapy services available on Saturdays | |
| **LEAPFROG THERAPY PTY LTD**  Paediatric Occupational Therapy Service  Mail Address:  Level 1, Suites 1&2,  74 Doncaster Road  Balwyn North 3104  Mob: 0406 508 281  Email: support@leapfrogtherapy.com.au  Web: www.leapfrogtherapy.com.au | Services Provided | Occupational Therapy |
| Usual waiting times |  |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes (with care plan from GP) |
| **Additional Info**  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 inner 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. | |

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| **LANGUAGE FOR LIFE SPEECH PATHOLOGY**  118 Derrimut Road  Hoppers Crossing 3029  Tel: 8714 1751 / 1300 9898 07  Email: enquiries@languageforlife.com.au  Web: languageforlife.com.au | Services Provided | OT, Speech Therapy, Psychology, Physiotherapy, Dietetic, Art Therapy & Music Therapy, Counselling, Social Worker, Plan Management, Audiology, Support Coordination, Allied Health Assistance, NDIS Funding Application Assistance, and Household Tasks, Positive Behavioural Support | |
| Usual waiting times | In-Clinic Sessions:  Speech, OT and Psychology: In-clinic sessions – 12 months  Art Therapy, Dietetics, Physiotherapy – Spots available  Mobile Therapy (areas covered):  OT – Southern Melbourne – Spots available/ Western Melbourne – 12 months waitlist  Speech Therapy – Central Melbourne – Spots available/ Western Melbourne – 12 months waitlist  Physiotherapy – Northern Melbourne, South East Melbourne – Spots available  Music Therapy – Western Melbourne, Preston – Spots available  Telehealth Sessions are available:  Telehealth sessions for Speech therapy, OT, Psychology, Dietetics, Music Therapy, Art Therapy, Social Worker and Counselling and NO WAITLIST | |
| Bulk Billing? | No | |
| NDIS Provider? | Yes | |
| Medicare Rebates? | Yes | |
| **Additional Info:**   * We accept clients across Australia for Telehealth Therapy sessions (online video sessions done via Zoom). * Experienced therapists working with children, adolescents, adults and aged. * Apart from Therapy services we also provide Plan management Service, Support Coordination, NDIS Funding Application Assistance, and Household Tasks. * From 2025 onwards, we have included the new Therapy services, Audiology, Allied Health Assistance and Positive Behavioral Support   **Diverse range of expertise area services:**   * **Speech:** Autism, Articulation difficulties, Language, Fluency (stuttering) and Literacy, learning difficulties in the area of Social Skills, handwriting, activities of daily living, sensory skills and adults with swallowing and communication difficulties.   31   * **Psychology:** Post traumatic stress disorder (PTSD), Anxiety, Depression, Autism, ADHD, Addiction, Interpersonal relationship issues, Eating disorders, Grief & Loss * **Occupational Therapy:** Developmental Disorders, Autism Spectrum Disorder, Intellectual Disability, Behavioral Issues, Mood disorders (eg depression), Anxiety disorders, Cerebral Palsy, DIR Floortime, Learn to Play (Karen Stagnitti), Parent Coaching, SPARK communication (Hanen strategies), Handwriting, Sensory Processing * **Physiotherapy:** Hands-on treatment, exercise prescription and management techniques to prevent and minimize the impact of injury, coordination issues, abnormal tone, acquired orthopedic injuries and movement disorders like cerebral palsy. * **Dietetics:** Eating disorders, food intolerances and allergies, physical and cognitive disabilities, fussy eating, nutritional deficiencies and chronic diseases such as diabetes and heart disease. * **Music Therapy:** Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), Dementia, Alzheimer’s, Dissociative Identity Disorder (DID), Post-Traumatic Stress Disorder (PTSD), Bipolar Disorder (BP), Depression, Down Syndrome (DS), Intellectual Palsy (ID), Cerebral Palsy (CP) * **Art Therapy:** Autism, Spirituality wellbeing, Emotional regulation, Mental health challenges, Navigating trauma, Self-care, Relationship building, Mindfulness * **Counselling:** Substance abuse, mental health such as anxiety, BPD and complex trauma. Family violence * **Social Worker:** Parentingsupport, Prenatal and postnatal mental health, Anxiety, Neurodiversity, Social/emotional skills development, Emotional regulation, Behavior challenges. * Clinic Base/Telehealth/Home visit/School & kinder visit/Group and Centre Based Activities/Therapeutic Support * Online Appointment Bookings * Assessments available for all the services * Open on Saturdays as well * We offer group programs like Secret Agent Society (SAS) and Tuning Into Kids (TIK), but we do not currently provide school readiness programs. | | |
| **Katrina Smith**  66 Derrimut Road  Hoppers Crossing 3029  Tel – 0409 673 435  Email: katrinas@y7mail.com | Services Provided | | OT |
| Usual waiting times | | Minimum 12 months |
| Bulk Billing? | | No |
| NDIS Provider? | | Yes |
| Medicare Rebates? | | Yes |
| **Additional Info**  Children 0-12 years. Kindergarten, childcare and school visits available.  Appointments available: Tuesday, Wednesday, Thursday | | |

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| **EQUIPKIDS OT SERVICES**  Unit 209/2 Infinity Drive,  Truganina VIC 3029  Tel: (03) 9913 7826  Email: info@equipkids.com.au  Web: [www.equipkids.com.au](http://www.equipkids.com.au) | Services Provided | Occupational Therapy (OT) |
| Usual waiting times | 3 months + |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info**  Equip Kids offers community and clinic based occupational therapy for children. Our clinic is located in Truganina and we also offer mobile therapy sessions covering the Wyndham Area.  Operating Hours: Mon – Fri: 9am – 5:00pm | |
| **SPLASH PAEDIATRIC THERAPY**  31  Wyndham Private Medical Centre  Level 1, 242 Hoppers Lane  Werribee, 3030  Tel: 8731 6555  Email: info@splashtherapy.com.au  Web: splashtherapy.com.au | Services Provided | OT and Speech Pathology |
| Usual Waiting Time | Waitlist closed at Dec 2021 |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes (CDMP for OT & Speech & MHCP for OT) |
| **Additional Info**   * Provide service for children with mild to significant developmental issues * We run eating groups, based on Sequential Oral Sensory (SOS) approach, can be offered individually * Can offer home and kinder/childcare services * Can offer Professional Devt sessions for educators and parents * Provide an evidence based quality private practice that works in partnerships with parents and educators to provide goal directed intervention with measurable functional outcomes | |
| **Early Start Australia (formerly Children’s Speech & OT)**  25/2-14 Station Place  Werribee 3030  Tel: 9731 7583  Email: werribee@earlystartaustralia.com.au  Web: earlystartaustralia.com.au | Services Provided | Occupational Therapy and Speech |
| Usual Waiting Time | Depends on needs |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes |
| **Healthy Kids at Play**  19a Princes Hwy  Werribee VIC 3030  Tel: 9071 3076  Email: admin@healthykidsatplay.com.au | Services Provided | OT, Speech Pathology, Functional Assessments, Positive Behaviour Therapy, Counselling Services, |
| Usual Waiting Time | Speech Pathology = 6 months  All other services = immediate sessions available |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes |
| **Additional Info**  Monday to Saturday hours. Services include home/education center and in clinic visits. Social skills group sessions available fortnightly. School Holiday Sessions available  School Readiness Programs available towards the end of the year | |

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| **BILLY BUTTONS THERAPY**  Mobile Service – Wyndham LGA  Tel: 0499 793 093  Web: billybuttonstherapy.com.au  Email: [admin@billybuttonstherapy.com.au](mailto:admin@billybuttonstherapy.com.au) | Services Provided | | Occupational Therapy  Early Childhood Intervention services under Key Worker Model |
| Usual waiting times | | Variable |
| Bulk Billing? | | No |
| NDIS Provider? | | Self-managed and Plan-managed participants only |
| Medicare Rebates? | | No |
| **Additional Info**   * Occupational Therapy services for children 0-12 years. * Early Childhood Intervention under the Key Worker model for children under 7. * We work with families to provide individually tailored strategies and support for their child. * We are a mobile therapy service providing support in the home, school, kindergarten, childcare and other community settings. * Telehealth services also available. | | |
| **NEUROJUNIOR ALLIED HEALTH**  Suite 3, Ground Floor, 236 Hoppers Lane, Werribee, Vic 3030  Tel – 1300 13 16 19  Email – hello@neurojunior.au  Web – nrah.com.au/neurojunior | Services Provided | Occupational Therapy, Speech Pathology, Physiotherapy, Psychology, Exercise Physiology, Neuropsychology, Cognitive Assessments, Westmead Feelings Program, School Readiness Assessments, Learning and IQ Assessments, ADHD Diagnostic Assessments, Psychology, Behaviour Support, Music Therapy, Dietetics, Allied Health Assistants | |
| Usual Waiting Time | 1-6 weeks | |
| Bulk billing? | No | |
| NDIS Provider? | Yes | |
| Medicare rebates? | Yes | |
| **Additional Info**  Open Monday to Friday, 9am to 6pm and can provide therapy in our clinic, the home, community, school or via telehealth. We provide family-centred, evidence-based therapy for children and young people under 18 years of age. Our experienced team love to support kids and teens with neurodevelopmental conditions and neurodisability. We keep therapy fun and motivating, so let’s work together to achieve your best. | | |

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| **NATIONAL PEKE CENTRE WERRIBEE**  15 Manor Lakes Blvd  Manor Lakes VIC 3024  Tel: 8742 4874  Email: [Werribee.admin@pekecentre.com.au](mailto:Werribee.admin@pekecentre.com.au)  Web: [www.pekecentre.com.au](http://www.pekecentre.com.au) | Services Provided | Psychology, Occupational Therapy, Speech Therapy, Art Therapy, Music Therapy, Allied Health Assistants (AHA Program), Professional Development |
| Usual Waiting Time | Contact clinic for more information about wait times.   * Psychology – No waitlist * OT – a few spot available, no waitlist * SP – no waitlist * Art Therapy – no waitlist * Music Therapy – no waitlist |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | With a Mental Health Care Plan |
| **Additional Info:**  Opening Hours:  Monday to Friday: 8am - 4pm  Saturday: 9am - 5pm  We run holiday group programs. | |
| **BUILDING CREATIVE CHILDREN**  Paediatric Occupational Therapy Service  Mobile Service – Wyndham area  **Email**: [admin@buildingcreativechildren.com.au](mailto:admin@buildingcreativechildren.com.au)  **Web:**  [www.buildingcreativechildren.com.au](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.buildingcreativechildren.com.au%2F&data=05%7C02%7CJanet.Lakin%40wyndham.vic.gov.au%7Caf1f5885f6bd4889156a08dc3efdcdc7%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638454507007184801%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=CQpJbN%2Bf4GescvWHeSxE8AS%2Bn6sQWB9w4apYj2R1%2Fwo%3D&reserved=0) | Services Provided | Paediatric Occupational Therapy |
| Usual Waiting Time | Variable |
| Bulk billing? | No |
| NDIS Provider? | Yes (Self-Managed and Plan Managed) |
| Medicare rebates? | Yes (with care plan from GP) |
| **Additional Info:**   * Occupational Therapy services for children 0-12 years. * We work with families to provide individually tailored strategies and support for their child. * We are a mobile therapy service providing support in the home, school, kindergarten, childcare and other community settings. * Telehealth services also available. * Consultations are available and recommended for clients who are experiencing long waitlists and wanting support and strategies prior to receiving ongoing therapy. * Operating hours are varied due to being a mobile service. * Availability is varied depending on client and therapist. * Weekends and afterhours are not available. * We work on a 1:1 basis with clients and their families. * We provide parent coaching for those who are unable to receive ongoing therapy and while on waitlists. | |

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| **Domain Health**  **Address**: 602 High Street  Prahran VIC 3181  **Telephone**: 03 7023 7910  **Email**: [intake@domainhealth.com.au](mailto:intake@domainhealth.com.au)  **Web:**  <https://domainhealth.com.au/> | Service Provided | Occupational Therapy, Speech Therapy, Physiotherapy |
| Usual Waiting Times | No waitlist but can vary |
| Bulk Billing? | No |
| NDIS Provider? | Yes, provide NDIS services but not NDIS registered provider |
| Medicare Rebates? | Yes (with care plan from GP) |
| **Additional Info:**  Hours of operations, any specialties etc.  We are a community based service so offer sessions in home or kinder settings. | |

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.

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# **WHAT IS A SPEECH PATHOLOGIST?**

A speech pathologist 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 pathologists also work with children who have problems eating, drinking or other oral motor issues.

**WHEN TO SEEK SUPPORT**

Speech pathology 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.**

**HOW TO REFER**

Contact the pathologist directly. A referral is not needed. A parent can call and make an appointment for their child.

The following list contains a variety of Speech Pathologists in the Wyndham area - this list is not exhaustive and the PSFO Service do not endorse any service listed. Please contact the service direct for more information and details of charges.

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.

Families may be able to obtain Medicare rebates (up to 5 allied health rebates per calendar year) to patients who are referred by a GP under the Chronic Disease Management Plan (CDMP) - please refer to the section “**How to get Medicare rebates for seeing** **therapists**” on page 49 for more information.

**Usually a speech pathologist 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.**

\*Please Note\* Children may be eligible for Community Health Speech Pathology through IPC Health.

There are criteria that must be met in order to be eligible.

For eligibility criteria please contact your local IPC Health Service <https://www.ipchealth.com.au/locations/> or speak to your child’s Educators / PSFO. There is a waitlist for these services.

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| **WESTERN SPEECH PATHOLOGY SERVICES**  Address: 155 Railway Avenue  Laverton VIC 3028  Tel: 0417 571 791 or 0411 139 523  Email: office@westernspeech.com.au  Web: westernspeech.com.au | Services Provided | Speech Therapy |
| Usual waiting times | 6 months |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info**  We provide school readiness programs and social skills programs. | |
| **LANGUAGE FOR LIFE SPEECH PATHOLOGY**  118 Derrimut Road  Hoppers Crossing 3029  Tel: 8714 1751 / 1300 9898 07  Email: enquiries@languageforlife.com.au  Web: languageforlife.com.au | Services Provided | OT, Speech Therapy, Psychology, Physiotherapy, Dietetic, Art Therapy & Music Therapy, Counselling, Social Worker, Plan management, Audiology, Support Coordination, Allied Health Assistance, NDIS Funding Application Assistance, and Household Tasks, Positive Behavioral Support |
| Usual waiting times | **In-Clinic Sessions:** Speech, OT and Psychology: In-clinic sessions – 12 months Art Therapy, Dietetics, Physiotherapy - Spots available   **Mobile therapy (areas covered):** OT – Southern Melbourne - Spots available / Western Melbourne - 12 months waitlist  Speech Therapy – Central Melbourne - Spots available / Western Melbourne - 12 months waitlist  Physiotherapy – Northern Melbourne, South East Melbourne - Spots available  Music Therapy - Western Melbourne, Preston - Spots available   **Telehealth Sessions Available:** Telehealth sessions for Speech therapy, OT, Psychology, Dietetics, Music Therapy, Art Therapy, Social Worker and Counselling and **NO WAITLIST** |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info:**   * We accept clients across Australia for Telehealth Therapy sessions (online video sessions done via Zoom). * Experienced therapists working with children, adolescents, adults and aged. * Apart from Therapy services we also provide Plan management Service, Support Coordination, NDIS Funding Application Assistance, and Household Tasks. * From 2025 onwards, we have included the new Therapy services, Audiology, Allied Health Assistance and Positive Behavioral Support   **Diverse range of expertise area services:**   * **Speech:** Autism, Articulation difficulties, Language, Fluency (stuttering) and Literacy, learning difficulties in the area of Social Skills, handwriting, activities of daily living, sensory skills and adults with swallowing and communication difficulties. * **Psychology:** Post traumatic stress disorder (PTSD), Anxiety, Depression, Autism, ADHD, Addiction, Interpersonal relationship issues, Eating disorders, Grief & Loss * **Occupational Therapy:** Developmental Disorders, Autism Spectrum Disorder, Intellectual Disability, Behavioral Issues, Mood disorders (eg depression), Anxiety disorders, Cerebral Palsy, DIR Floortime, Learn to Play (Karen Stagnitti), Parent Coaching, SPARK communication (Hanen strategies), Handwriting, Sensory Processing * **Physiotherapy:** Hands-on treatment, exercise prescription and management techniques to prevent and minimize the impact of injury, coordination issues, abnormal tone, acquired orthopedic injuries and movement disorders like cerebral palsy. * **Dietetics:** Eating disorders, food intolerances and allergies, physical and cognitive disabilities, fussy eating, nutritional deficiencies and chronic diseases such as diabetes and heart disease. * **Music Therapy:** Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), Dementia, Alzheimer’s, Dissociative Identity Disorder (DID), Post-Traumatic Stress Disorder (PTSD), Bipolar Disorder (BP), Depression, Down Syndrome (DS), Intellectual Palsy (ID), Cerebral Palsy (CP) * **Art Therapy:** Autism, Spirituality wellbeing, Emotional regulation, Mental health challenges, Navigating trauma, Self-care, Relationship building, Mindfulness * **Counselling:** Substance abuse, mental health such as anxiety, BPD and complex trauma. Family violence * **Social Worker:** Parentingsupport, Prenatal and postnatal mental health, Anxiety, Neurodiversity, Social/emotional skills development, Emotional regulation, Behavior challenges. * Clinic Base/Telehealth/Home visit/School & kinder visit/Group and Centre Based Activities/Therapeutic Support * Online Appointment Bookings * Assessments available for all the services * Open on Saturdays as well   We offer group programs like Secret Agent Society (SAS) and Tuning Into Kids (TIK), but we do not currently provide school readiness programs. | |

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| **WELL SAID CLINIC**  49 Derrimut Road  Werribee 3030  Tel – 1300 773 324  Web: wellsaidclinic.com.au  Email: info@wellsaidclinic.com.au | Services Provided | Speech Therapy |
| Usual waiting times | 12+ months (wait list currently open) |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes (with EPC from GP) |
| **PUMPKIN HOUSE SPEECH PATHOLOGY**  Danica Djaja  Unit 311/ 101 Overton Road  Williams Landing 3027  Tel: (03) 7035 6204  Mob: 0427 388 798  Email: admin@pumpkinhousespeech.com  Web: pumpkinhousespeechpathology.com.au | Services Provided | Speech pathology intervention |
| Usual waiting times | 12 months or more |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info**  Providing speech pathology assessment and intervention for children aged 0-6 years. I work with children who have:   * Speech delay or disorder, including those with dyspraxia * Language delay or disorder * Autism * Global developmental delay   Hours of operation: Tuesday to Friday 9am-5pm | |
| **SPEECH EASE SPEECH PATHOLOGY**  Suite 316, 101 Overton Road  Williams Landing, 3027  Tel: 8645 3747  Email: info@speechease.com.au  Web: speechease.com.au | Services Provided | Speech Therapy |
| Usual waiting times | 2-4 weeks, depending on time and child’s needs |
| Bulk Billing? | No |
| NDIS Provider? | We provide services to NDIS participants but are not registered with NDIS |
| Medicare Rebates? | Yes |
| **Additional Info**  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 | |

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| **SPLASH PAEDIATRIC THERAPY**  Wyndham Private Medical Centre  Level 1, 242 Hoppers Lane  Werribee 3030  Tel: 8731 6555  Email: info@splashtherapy.com.au  Web: www.splashtherapy.com.au | | Services Provided | OT and Speech Pathology |
| Usual Waiting Time | Waitlist closed at Dec 2021 |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes (CDMP for OT & Speech & MHCP for OT) |
| **Additional Info**   * Provide service for children with mild to significant developmental issues * We run eating groups, based on Sequential Oral Sensory (SOS) approach, can be offered individually * Can offer home and kinder/childcare services * Can offer Professional Development sessions for educators and parents * Provide an evidence-based quality private practice that works in partnerships with parents and educators to provide goal directed intervention with measurable functional outcomes | |
| **MORE THAN HEARING**  Wyndham Health Care  233 Heaths Road  Hoppers Crossing 3029  Tel: 9589 5122  Email: [hearing@morethanhearing.com.au](mailto:hearing@morethanhearing.com.au)  Web: morethanhearing.com.au | | Services Provided | Audiology, Speech Pathology |
| Bulk Billing? | Yes – audiology only |
| **VANESSSA STONE**  **CHATTY CHILDREN SPEECH PATHOLOGY**  Suite A, 237-239 Hogans Road,  Hoppers Crossing 3029  Mob: 0406 065 902  Email: [chattychildren@bigpond.com](mailto:chattychildren@bigpond.com) | | Services Provided | Speech Pathology |
| Usual waiting times | 6-8 months (but can do assessments more immediately if needed urgently) |
| Bulk Billing? | For refugee families who attend the clinic during school hours |
| NDIS Provider? | Self managed and plan managed |
| Medicare Rebates? | Yes |
| **Additional Info**  **Hours of operation:**  Monday & Tuesday: 8:00am – 3:00pm  Wed & Thursday: 8:30am – 5:00pm  Areas of expertise Autism, speech and language development and literacy. | |
| **INSPIRING POSSIBILITIES**  Tel: 0400 825 344  Email: charlievella@bigpond.com  Web: [www.inspiringpossibilities.com.au](http://www.inspiringpossibilities.com.au) | Services Provided | OT and Speech Therapy  (Telehealth only) |
| Usual waiting times | 2 weeks for Telehealth and 2 months for face to face |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info**  We do after hours and weekends. | |

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| **THE HELIPAD**  95 Morris Road  Hoppers Crossing 3029  Tel: 0431 905 288  Email: info@thehelipad.com.au  Web: www.thehelipad.com.au  Contact – Hailey Barratt & Georgia Drayton | Services Provided | Speech Pathology |
| Usual waiting times | Wait list closed for 1:1 speech pathology sessions. Spots for school readiness and parent & toddler groups becoming available in early 2024. |
| Bulk Billing? | No |
| NDIS Provider? | No – but we do work with families who self-manage or have a plan manager with their NDIS plans |
| Medicare Rebates? | Yes (Chronic Disease Management Plan/EPC Plan; HCWA Medicare rebates) |
| **Additional Info**  Hours of operation: 10.30am – 6:30pm Monday to Friday  Specialisations: Language, school readiness and literacy | |
| **EARLY START AUSTRALIA** (formerly Children’s Speech & OT)  25/2-14 Station Place  Werribee 3030  Tel: 9731 7583  Email: werribee@earlystartaustralia.com.au  Web: earlystartaustralia.com.au | Services Provided | Speech and Occupational Therapy |
| Usual Waiting Time | Depends on needs |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes |
| **Additional Info** | |
| **Bubs & Todds Speech Pathology**  Forsyth Park Medical Centre  200 Forsyth Road Cnr Sayers Road  Truganina, VIC 3029  Tel: 8360 5359  Email: office@bubsandtodds.com.au  Web: bubsandtodds.com.au | Services Provided | Speech Therapy for 0-3 years |
| Usual waiting times | 8-10 months |
| Bulk Billing? | No |
| NDIS Provider? | Self-managed and plan-managed patients |
| Medicare Rebates? | Yes, with a GP care plan; rebate is $53 (out of pocket gap fee applies) |
| **Additional Info**   * Assessment and intervention for feeding and swallowing difficulties. * Assessment and intervention for early communication development.   Referrals accepted for children under 3 years old.  Waitlist is currently closed due to clinic's limited capacity. However, urgent assessment for feeding or swallowing difficulties for infants under 12 months old are still being accepted. | |
| **CHANGE FOR LIFE**  136 Derrimut Road  Hoppers Crossing, Vic 3029  Tel: 8742 4302  Email: info@changeforlife.com.au  Web: changeforlife.com.au | Services Provided | Speech Therapy, Psychology, Assessments, School Readiness Groups/Social Groups |
| Usual Waiting Time |  |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes, with Medicare Plan |
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| **NEUROJUNIOR ALLIED HEALTH NETWORK**  Suite 3, Ground Floor, 236 Hoppers Lane, Werribee, Vic 3030  Tel – 1300 13 16 19  Email – hello@neurojunior.au  Web – nrah.com.au/neurojunior | Services Provided | Occupational Therapy, Speech Pathology, Physiotherapy, Exercise Physiology, Neuropsychology, Westmead Feelings Program, School Readiness Assessments, Learning and IQ Assessments, ADHD Diagnostic Assessments, Psychology, Behaviour Support, Music Therapy, Dietetics, Allied Health Assistants |
| Usual Waiting Time | 1-6 weeks |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes |
| **Additional Info**  Open Monday to Friday, 9am to 6pm and can provide therapy in our clinic, the home, community, school or via telehealth. We provide family-centred, evidence-based therapy for children and young people under 18 years of age. Our experienced team love to support kids and teens with neurodevelopmental conditions and neurodisability. We keep therapy fun and motivating, so let’s work together to achieve your best. | |
| **SPROUT LEARNING SPEECH PATHOLOGY**    15 Linmax Court  Point Cook VIC 3030    Contact info (Tel/Email/Website):  0493 062 126  [hello@sproutlearning.com.au](mailto:hello@sproutlearning.com.au)  [www.sproutlearninggroup.com.au](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.sproutlearninggroup.com.au%2F&data=05%7C01%7Cpsfo.Service%40wyndham.vic.gov.au%7Cc681659238204b0ba63d08dafdb0a857%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C1%7C638101232444235105%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000%7C%7C%7C&sdata=NprpPE5gGxXZtdPgsTKfqBLjf9B%2BTkDIBsZ5cKEA%2B9E%3D&reserved=0) | Services Provided | Speech Pathology |
| Usual Waiting Time | Within 2-4 weeks for an assessment  Within 3-6 weeks for therapy |
| Bulk billing? | No |
| NDIS Provider? | We accept plan and self-managed NDIS participants |
| Medicare rebates? | Yes, we accept care plans |
| **Additional Info**  At Sprout Learning, we provide personalized, evidence-based speech therapy. Our flexible service options include in-clinic sessions, school-based support, and online consultations, ensuring accessible care for every family. With a focus on family-centred and play-based approaches, we empower children and their parents to confidently reach their goals.  We runs school readiness program, called Kindergarten Concepts, and run various special interest social groups in the school term as well as school holiday periods.  We are open Monday to Friday from 8am to 7pm | |

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| **CONNECTED KIDS SPEECH PATHOLOGY**  Shop 2, 139 Railway Place  Williamstown 3016  Tel – 9958 8722  Email – connectspeechpathology@hotmail.com  Web – connectedkidsspeechpathology.com.au | Services Provided | | Speech Pathology |
| Usual Waiting Time | | Varies depending on needs of child |
| Bulk billing? | | No |
| NDIS Provider? | | Third party plan managed or self-managed funds |
| Medicare rebates? | | Yes |
| **Additional Info**  Telehealth appointments available in Victoria  School holiday special interest groups – more info on Facebook pages  Term based groups (including kindergarten age group) | | |
| **HEALTHY KIDS AT PLAY**  19a Princes Hwy  Werribee VIC 3030  Tel: 9071 3076  Email: admin@healthykidsatplay.com.au | Services Provided | OT, Speech Pathology, Functional Assessments, Positive Behaviour Therapy, Counselling Services, | |
| Usual Waiting Time | Speech Pathology = 6 months  All other services = immediate sessions available | |
| Bulk billing? | No | |
| NDIS Provider? | Yes | |
| Medicare rebates? | Yes | |
| **Additional Info**  Monday to Saturday hours  Services include home/education center and in clinic visits.  Social skills group Sessions available fortnightly  School Holiday Sessions available  School Readiness Programs available towards the end of the year | | |
| **NATIONAL PEKE CENTRE WERRIBEE**  15 Manor Lakes Blvd  Manor Lakes VIC 3024  Tel: 8742 4874  Email: [Werribee.admin@pekecentre.com.au](mailto:Werribee.admin@pekecentre.com.au)  Web: [www.pekecentre.com.au](http://www.pekecentre.com.au) | Services Provided | Psychology, Occupational Therapy, Speech Therapy, Art Therapy, Music Therapy, Allied Health Assistants (AHA Program), Professional Development | |
| Usual Waiting Time | Contact clinic for more information about wait times.   * Psychology – No waitlist * OT – a few spot available, no waitlist * SP – no waitlist * Art Therapy – no waitlist * Music Therapy – no waitlist | |
| Bulk billing? | No | |
| NDIS Provider? | Yes | |
| Medicare rebates? | With a Mental Health Care Plan | |
| **Additional Info:**  Opening Hours:  Monday to Friday: 8am - 4pm  Saturday: 9am - 5pm | | |

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| **Domain Health**  **Address**: 602 High Street  Prahran VIC 3181  **Telephone**: 03 7023 7910  **Email**: [intake@domainhealth.com.au](mailto:intake@domainhealth.com.au)  **Web:**  <https://domainhealth.com.au/> | Service Provided | Occupational Therapy, Speech Therapy, Physiotherapy |
| Usual Waiting Time | No waitlist but can be vary |
| Bulk Billing? | No |
| NDIS Provider? | Yes, we provide NDIS services, but we are not a NDIS registered provider |
| Medicare Rebates? | Yes (with care plan from GP) |
| **Additional Info:**  Hours of operation, any specialties etc.  We are a community based service so we offer sessions in home or kinder settings. | |

**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.**

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**WHAT IS A CHILD PSYCHOLOGIST?**

Developmental Psychologists work with you and your child if you have questions or worries about your child in the areas of behaviour, emotions and social skills. This may include stress and anxiety issues and/or processing traumatic experiences. Therapy delivered by a Psychologist aims to improve children’s resilience, capacity to cope and thrive.

**WHEN TO SEEK SUPPORT**

If you have a child who has challenges with the following, a Psychologist may be able to assist:

* Learning about, recognising and responding to their feelings appropriately
* Challenging behaviours including tantrums, aggression & anger management
* Sharing, talking to and playing with other children
* Being independent – including going to the toilet, feeding and going to sleep by themselves
* Low self esteem
* Managing anxiety including separation anxiety & social anxiety
* School / Kindergarten refusal
* Coping with grief / loss or adjusting to family circumstances (eg Separation)
* Psychological Assessment such as educational assessments, cognitive assessments and ASD assessments

**HOW TO REFER**

Parents/Guardians can call a Private Psychologist of choice and make an appointment for their child; a referral is not required, unless you wish to access Medicare rebates (see below).

The following list contains a variety of Psychologists in the Wyndham area - this list is not exhaustive and the PSFO Service do not endorse any service listed. Please contact the service direct for more information and details of charges. 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.

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Families may be able to obtain Medicare rebates (up to 20 allied mental health services per calendar year) to patients who are referred by a GP under a Mental Health Treatment Plan - please refer to the section “**How to get Medicare rebates for seeing** **therapists**” on page 49 for more information.

\*Please Note\* Children may be eligible for Community Health Psychology through IPC Health.

There are criteria that must be met in order to be eligible.

For eligibility criteria please contact your local IPC Health Service <https://www.ipchealth.com.au/locations/> or speak to your child’s Educators / PSFO

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

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| **ASPIRE HEALTH & PSYCHOLOGY - Werribee**  7 Princes Highway  Werribee 3030  Tel: 9742 3500  Email: [adminwerribee@aspireonline.com](mailto:adminwerribee@aspireonline.com).au  **ASPIRE HEALTH & PSYCHOLOGY - Newport**  461 Melbourne Rd  Newport 3015  Tel: 9391 9866  Email: [admin@aspireonline.com.au](mailto:admin@aspireonline.com.au)  Web: [www.aspireonline.com.au](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.aspireonline.com.au%2F&data=05%7C01%7Cpsfo.Service%40wyndham.vic.gov.au%7Ce74265af89794953ea2708daf505bf05%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638091702282825250%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=gIz6m73t48zv07l%2B77uQdvmkb%2BCR6VWhWHWCr370cuo%3D&reserved=0) | Services Provided | Psychology counselling services for adults, children, adolescents, couples and families  Assessments | |
| Usual waiting times | Up to 3 weeks | |
| Bulk Billing? | No | |
| NDIS Provider? | Self-managed and Plan-managed clients only | |
| Medicare Rebates? | Yes, if a Mental Health Care Plan is provided by a doctor | |
| **Additional Info**  Healthcare card holders may be entitled to funding through the Care in Mind Program.  Evening and weekend appointments available  Werribee – open 7 days a week  Newport – open Monday - Saturday | | |
| **JOANNE GARFI**  3/141-143 Princes Hwy  Werribee 3030  Tel: 1 300 992 866  Email: admin@westernalliedhealthservices.com.au | Services Provided | | Psychology |
| Usual waiting times | | 3 months |
| Bulk Billing? | | No |
| NDIS Provider? | | Yes, self-funded and self-managed |
| Medicare Rebates? | | Yes |
| **Additional Info**  Special interest in ASD, school refusal, anxiety and depression.  **Days available:**  Tuesdays (9am – 5.15pm)  Wednesdays (9am – 5.15pm)  Thursdays (9am – 5.15pm) | | |
| **RAJES HARPER**  **Radiant Minds Psychology**  Mob: 0422 516 348  Email: rajesharper@gmail.com  Website: [www.radiantminds.com.au](http://www.radiantminds.com.au) | Services Provided | | Psychology |
| Usual waiting times | | 2 weeks |
| Bulk Billing? | | No |
| NDIS Provider? | | Self-managed only |
| Medicare Rebates? | | Yes |
| **Additional Info**  Providing Telehealth for counselling and consultations. Assessments and other face to face sessions are only provided in the Brighton clinic.  Days available: Tuesday, Wednesday, and alternate Saturdays | | |

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| **HOPSCOTCH & HARMONY**  Shop 1/167-179 Shaws Road  Werribee 3030  Tel: 9741 5222  Email: [admin@hopscotchandharmony.com.au](mailto:admin@hopscotchandharmony.com.au)  Web: hopscotchandharmony.com.au | Services Provided | Psychology, Dietetics, Assessment, Parent Support, Educator PDs | |
| Usual waiting times | Variable dependent on service required | |
| Bulk Billing? | No | |
| NDIS Provider? | Yes | |
| Medicare Rebates? | Yes, with valid referral | |
| **Additional Info**  With a large team of dedicated psychologists and a paediatric dietitian we can help support families to:   * Guide challenging behaviours * Address toileting issues * Learn play skills * Manage anxiety * Deal with bullying * Improve self-esteem * Adjust to changed family circumstances * Address fussy eating and food intolerance | | |
| **CHANGE FOR LIFE**  136 Derrimut Road  Hoppers Crossing, Vic 3029  Tel: 8742 4302  Email: info@changeforlife.com.au  Web: changeforlife.com.au | Services Provided | | Speech Therapy, Psychology, Assessments, School Readiness Groups/Social Groups |
| Usual Waiting Time | |  |
| Bulk billing? | | No |
| NDIS Provider? | | Yes |
| Medicare rebates? | | Yes, with Medicare Plan |

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| **LANGUAGE FOR LIFE SPEECH PATHOLOGY**  118 Derrimut Road  Hoppers Crossing 3029  Tel: 8714 1751 / 1300 9898 07  Email: enquiries@languageforlife.com.au  Web: languageforlife.com.au  45 | Services Provided | OT, Speech Therapy, Psychology, Physiotherapy, Dietetic, Art Therapy & Music Therapy, Counselling, Social Worker, Plan management, Audiology, Support Coordination, Allied Health Assistance, NDIS Funding Application Assistance, and Household Tasks, Positive Behavioral Support |
| Usual waiting times | **In-Clinic Sessions:** Speech, OT and Psychology: In-clinic sessions – 12 months Art Therapy, Dietetics, Physiotherapy - Spots available   **Mobile therapy (areas covered):** OT – Southern Melbourne - Spots available / Western Melbourne - 12 months waitlist  Speech Therapy – Central Melbourne - Spots available / Western Melbourne - 12 months waitlist  Physiotherapy – Northern Melbourne, South East Melbourne - Spots available  Music Therapy - Western Melbourne, Preston - Spots available   **Telehealth Sessions Available:** Telehealth sessions for Speech therapy, OT, Psychology, Dietetics, Music Therapy, Art Therapy, Social Worker and Counselling and **NO WAITLIST** |
| Bulk Billing? | No |
| NDIS Provider? | Yes |
| Medicare Rebates? | Yes |
| **Additional Info:**   * We accept clients across Australia for Telehealth Therapy sessions (online video sessions done via Zoom). * Experienced therapists working with children, adolescents, adults and aged. * Apart from Therapy services we also provide Plan management Service, Support Coordination, NDIS Funding Application Assistance, and Household Tasks. * From 2025 onwards, we have included the new Therapy services, Audiology, Allied Health Assistance and Positive Behavioral Support   **Diverse range of expertise area services:**   * **Speech:** Autism, Articulation difficulties, Language, Fluency (stuttering) and Literacy, learning difficulties in the area of Social Skills, handwriting, activities of daily living, sensory skills and adults with swallowing and communication difficulties. * **Psychology:** Post traumatic stress disorder (PTSD), Anxiety, Depression, Autism, ADHD, Addiction, Interpersonal relationship issues, Eating disorders, Grief & Loss * **Occupational Therapy:** Developmental Disorders, Autism Spectrum Disorder, Intellectual Disability, Behavioral Issues, Mood disorders (eg depression), Anxiety disorders, Cerebral Palsy, DIR Floortime, Learn to Play (Karen Stagnitti), Parent Coaching, SPARK communication (Hanen strategies), Handwriting, Sensory Processing * **Physiotherapy:** Hands-on treatment, exercise prescription and management techniques to prevent and minimize the impact of injury, coordination issues, abnormal tone, acquired orthopedic injuries and movement disorders like cerebral palsy. * **Dietetics:** Eating disorders, food intolerances and allergies, physical and cognitive disabilities, fussy eating, nutritional deficiencies and chronic diseases such as diabetes and heart disease. * **Music Therapy:** Acquired Brain Injury (ABI), Autism Spectrum Disorder (ASD), Dementia, Alzheimer’s, Dissociative Identity Disorder (DID), Post-Traumatic Stress Disorder (PTSD), Bipolar Disorder (BP), Depression, Down Syndrome (DS), Intellectual Palsy (ID), Cerebral Palsy (CP) * **Art Therapy:** Autism, Spirituality wellbeing, Emotional regulation, Mental health challenges, Navigating trauma, Self-care, Relationship building, Mindfulness * **Counselling:** Substance abuse, mental health such as anxiety, BPD and complex trauma. Family violence * **Social Worker:** Parentingsupport, Prenatal and postnatal mental health, Anxiety, Neurodiversity, Social/emotional skills development, Emotional regulation, Behavior challenges. * Clinic Base/Telehealth/Home visit/School & kinder visit/Group and Centre Based Activities/Therapeutic Support * Online Appointment Bookings * Assessments available for all the services * Open on Saturdays as well   We offer group programs like Secret Agent Society (SAS) and Tuning Into Kids (TIK), but we do not currently provide school readiness programs. | |

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| **NEUROJUNIOR ALLIED HEALTH NETWORK**  Suite 3, Ground Floor, 236 Hoppers Lane, Werribee, Vic 3030  Tel – 1300 13 16 19  Email – [hello@neurojunior.au](mailto:hello@neurojunior.au)  Web – nrah.com.au/neurojunior | Services Provided | Occupational Therapy, Speech Pathology, Physiotherapy, Exercise Physiology, Neuropsychology, Cognitive Assessments, Westmead Feelings Program, School Readiness Assessments, Learning and IQ Assessments, ADHD Diagnostic Assessments, Psychology, Behaviour Support, Music Therapy, Dietetics, Allied Health Assistants |
| Usual Waiting Time | 1-6 weeks |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | Yes |
| **Additional Info**  Open Monday to Friday, 9am to 6pm and can provide therapy in our clinic, the home, community, school or via telehealth. We provide family-centred, evidence-based therapy for children and young people under 18 years of age. Our experienced team love to support kids and teens with neurodevelopmental conditions and neurodisability. We keep therapy fun and motivating, so let’s work together to achieve your best. | |
| **NATIONAL PEKE CENTRE WERRIBEE**  15 Manor Lakes Blvd  Manor Lakes VIC 3024  Tel: 8742 4874  Email: [Werribee.admin@pekecentre.com.au](mailto:Werribee.admin@pekecentre.com.au)  Web: [www.pekecentre.com.au](http://www.pekecentre.com.au) | Services Provided | Psychology, Occupational therapy, Speech Therapy, Art Therapy, Music Therapy, Allied Health Assistants (AHA Program), Professional Development |
| Usual Waiting Time | Contact clinic for more information about wait times.   * Psychology – No waitlist * OT – no waitlist * SP – no waitlist * Art Therapy – no waitlist * Music Therapy – no waitlist |
| Bulk billing? | No |
| NDIS Provider? | Yes |
| Medicare rebates? | With a Mental Health Care Plan |
| **Additional Info:**  Opening Hours:  Monday to Friday: 8am - 4pm  Saturday: 9am - 5pm | |

**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.**

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| **HOW TO GET MEDICARE REBATES FOR SEEING THERAPISTS** **(such as Speech Therapists, Occupational Therapists & Psychologists)** |

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

* Rebates are available for Medicare card holders for children with chronic conditions (ongoing for six months or longer) that require ongoing care and support from a GP and allied health professional(s) (such as a Speech Therapist or Occupational Therapist).
* A maximum of five rebates per patient **each calendar year** can be obtained when receiving therapy through eligible allied health services.
* In order to obtain the rebates, the GP is responsible for creating a GP Management Plan (GPMP) for the child.
* Allied health services must be provided by eligible providers who are registered with Medicare Australia.

1. **MENTAL HEALTH TREATMENT PLAN**

* A mental health treatment plan lets you claim up to 10 individual and 10 group sessions with a mental health professional each calendar year.
* To start with, your doctor will refer you for up to 6 sessions at a time. If you need more, they can refer you for further sessions. Health professionals set their own fees, so Medicare may only cover some of the cost.
* When you make your appointment, remember to ask:
  + how much you’ll pay
  + how much of the cost Medicare will cover.

It can be a useful idea to consider Telehealth, if access to in person appointments are difficult to find.

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

* Book a (longer) appointment with your GP.
* Visit your GP and ask the Doctor to complete a Chronic Disease Management Plan or a Mental Health Treatment Plan. To support your request, ensure the GP is aware that your child has **ongoing**difficulties and has for *at least six months*. It can be helpful to ask your teacher for some notes/observations of your child.
* Your GP will complete the required paperwork.
* You can request a particular allied health professional if you have found one you want to use, and they have agreed to see you.
* 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.
* Ensure that you take the paperwork from the GP with you, for the first appointment with the therapist.
* 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.

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**MaCNI**

**What is MaCNI?**

MaCNI stands for Multiple and Complex Needs Intervention and is an approach to providing services to children with Multiple and Complex needs. It is a parent mediated and person-centred approach to engaging clients with multi-disciplinary and developmentally appropriate therapeutic supports.

Parents/Guardians participate in MaCNI sessions to build capacity to support their child’s regulation and engage in positive social encounters. MaCNI supports children to move through various developmental stages through positive interaction methods. MaCNI also coaches parents to be able to transfer these methods to the family context.

The MaCNI program operates from a developmental model and is personalized for each child depending on their strengths, interests and goals. MaCNI activities are created for children based on their individual developmental stage of emotional regulation, social connection and communication.

MaCNI provides opportunities for children to develop the Foundations of Communication, including; communicative intent, joint attention, showing interest in and relating to others and turn taking. Children also learn about facial expression, emotional states, social connection and build capacity for co-regulation.

Once these Foundations of Communication are established children can develop their skills in areas of social interaction, imaginative play, emotional awareness and self-regulation building their capacity for participation within their family and community.

Ultimately, MaCNI aims to scaffold childrens’ skills to the point where they can communicate effectively, relate to others socially and problem solve imaginatively.

For more information, contact –

Kirsten Geyer, B Ed, Grad Dip Special Ed (Severe and Multiple Disability)

Disability Consultant and MaCNI Practitioner

Tel – 0425 744 367

Email – [kgeyer9@gmail.com](mailto:kgeyer9@gmail.com)

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A black background with a black square

Description automatically generated with medium confidence **DRUMMOND STREET SERVICES**

117-129 Warringa Crescent, Hoppers Crossing, Vic 3029 (IPC Health Building)

Tel: (03) 9663 6733 Email: [enquiries@ds.org.au](mailto:enquiries@ds.org.au) Website: [www.ds.org.au](http://www.ds.org.au)

**FMHSS; Family Mental Health Support Service (free service)**

We work with families with at least one child between the ages of 0-18 years old to support social functioning and emotional connection of the family. At Drummond Street we use an intersectional and Whole of Family approach to support families managing; neurodivergence, gender, sexuality, disability, emerging mental health issues, immigration, school refusal, separation, life post family violence, grief and loss, boundaries; often multiple of these challenges at the same time. Often the work supports the parents’ capacity to connect with and parent the child. We do family, couple, sibling, and parent coaching sessions in response to community feedback and emerging themes.

**FaRS; Family and Relationship Services (means tested fee)**

This is similar to FMHSS but the focus is on specific family relationships (couple, sibling parent/child) with the view that improving the health of the relationship will result in increased wellbeing for the family.

**FLC; Family Law Court**

Different funding stream for clients going through court, child protection (we do not provide court reports; case notes cannot be subpoenaed)

**AVITH; Adolescent Violence in the home. (free service)**

When it is a young person using force in the home the dynamics are different to family violence and require a specialized intervention. Our team works with the whole family to support building connection, communication and capacity to engage with each other in healthy ways. This program has specific bi-cultural workers serving the African and Pasifika communities.

**TPS (**[**Targeted Psychological Services**](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnwmphn.org.au%2Fnews%2Fcareinmind-targeted-psychological-support-services%2F&data=05%7C02%7CJanet.Lakin%40wyndham.vic.gov.au%7Ca6fea235a0e94f1c681408dc13292b80%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638406314786418280%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ZGmlzXaSd0pA3wb%2B7NTKf9jkJu%2BQ%2FvN97DsKwtoxn8o%3D&reserved=0)**)**

With Mental Health Plan (GP) 12 free individual sessions for people with mild to moderate mental illness. The program is strict in terms of 12 session (2 rounds of 12 max) if clients have more than 1 cancellation they are automatically blocked from the system and their remaining session in that current round of 12 are forfeited. Sessions are provided by Psychologists, Mental Health Social Workers and Social Workers with relevant experience in mental health services for individual adults and children.

**IFS – Integrated Family Services (free service)**

Families are referred via The Orange Door for therapeutic counselling and case management. The program has access to brokerage to support the family to meet their goals. Often clients are stepping down from Child Protection intervention. We collaborate with Child Protection and Family Reunification and Preservation (FPR) but it is a lower level support than those two interventions.

Drummond Street has a centralised intake team and no wrong door policy. Professional referrals and family self- referrals can be made by calling (03) 9663 6733 or visiting [https://ds.org.au/intake/](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fds.org.au%2Fintake%2F&data=05%7C02%7CJanet.Lakin%40wyndham.vic.gov.au%7Ca6fea235a0e94f1c681408dc13292b80%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638406314786418280%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vat%2BiQx1glOAWFmeyQ7nRymJ7hFvQHz2VUcOHmHe654%3D&reserved=0)

Additionally, we run a range of free parenting groups and seminars throughout the year in response to community need. These can be found at [https://ds.org.au/events/](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fds.org.au%2Fevents%2F&data=05%7C02%7CJanet.Lakin%40wyndham.vic.gov.au%7Ca6fea235a0e94f1c681408dc13292b80%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638406314786574574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=SYr6AFFQ1IpMSI%2B869BzMy3kYqtlKsl4MaW3A5izHlE%3D&reserved=0) the page is updated regularly.

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| **BETTER PLACE AUSTRALIA** | A logo for a company  Description automatically generated |

510 Ballan Road (co-located with IPC Health), Wyndham Vale, Vic 3024

Tel: (03) 9355 4700 Monday – Friday or 1800 639 523

Website: [www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)

Better Place Australia is there to support Victorians during their times of struggle. It’s there when people are feeling alone, exposed, vulnerable, wondering how to navigate their way through their life’s problems.

**By working alongside people Better Place helps build resilience and resolve difficult personal situations, be it emotional or financial.** Their purpose is to assist people through some of the difficult times of their lives and help them to move on, with better skills to deal with any future challenges, strengthened by positive changes.

**They help people to:**

* Resolve and reconcile problems through mediation and dispute resolution services
* Strengthen relationships through counselling services
* Work through mental health stress issues, abuse, trauma and the risk of suicide with supporting psychologists
* Overcome financial difficulty through financial counselling services
* Learn how to understand relationships, people and themselves better through education programs.

The dedicated practitioners at Better Place Australia work with individuals, couples and families at every relationship transition stage: budding, building and waning.

Children are placed first. Better Place Australian know that when the unique needs, concerns and preferences of a child are considered outcomes are more sustainable, better respected and much more satisfying for all.

Better Place Australia services are **effective**, **confidential** and, as a not-for-profit organisation, **very affordable.**

**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. They will discuss this with you prior to counselling but they 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.

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| **BETTER PLACE AUSTRALIA**  **Children and Youth Counselling** | A logo for a company  Description automatically generated |

510 Ballan Road (co-located with IPC Health), Wyndham Vale, Vic 3024

Tel: (03) 9355 4700 Monday – Friday or 1800 639 523

Website: [www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)

Better Place Australia is there to support Victorians during their times of struggle. It’s there when people are feeling alone, exposed, vulnerable, wondering how to navigate their way through their life’s problems. For this reason, Better Place Australia offers child and youth counselling.

Many children and teenagers benefit from the opportunity that counselling offers to make sense of change of school, family conflict, loss and grief, peer pressure or puberty, children and teens can face a myriad of issues.

**Who is eligible?**

We see children and youth between the ages of 5 to 18.

To eligible for this low cost service, you need a General Practitioner referral with a Mental Health Plan.

**Why access counselling for children?**

Children and young people can be helped through counselling to be able to:

* Express their feelings in a safe place and manage strong emotions such as blame, guilt and anger
* Learn 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
* Develop resilience and improve emotional stability.

**How do the sessions work?**

Better Place Australia use a range of counselling styles depending on the age and issues of the young people concerned. After they spend time assessing the child’s needs, they will arrange the service best suited to the child. This could be in one of four areas provided here at Better Place Australia.

Individual Counselling sees children working one on one with one of their trained counsellors in a safe environment. Techniques used throughout this session could be in the form of drama, play, storytelling and drawing.

**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. Better Place Australia will discuss this with you prior to counselling but they 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.

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**AUTISM SPECTRUM DISORDER – USEFUL SUPPORTS**

**Amaze (Formerly Autism Victoria)**

Address: 678 Victoria Street, Richmond VIC 3121

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 is the peak body for autistic people and their supporters in Victoria.

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.

**PlayConnect Playgroups**

PlayConnect is a free, safe and supported playgroup run by a facilitator for children on the Autism Spectrum, or with developmental delays or behavioural concerns, and their families.

PlayConnect+ offer supported playgroups, facilitated music groups, holiday groups and online groups for children 0-8 years with disability or developmental concerns and their families.

Creating lasting peer support networks for parents, caregivers and siblings (up to 5 years).

The Werribee playgroup runs on Tuesday afternoons during school terms (12-2pm); the program is Government funded and free for families.

For more information, contact Anne Shute on 0434 769 341 or email [ashute@playgroup.org.au](mailto:ashute@playgroup.org.au)

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

**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)

**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/>

**Different Journeys Autism**

Funded by the state government and grants, Different Journeys Autism creates inclusive environments for autistic youth, adults and their families to provide services across Victoria. They provide a Carer Peer Support Program offering one-on-one support for unpaid carers.

For more information, check out the website or contact details below:

Tel: 0490 774 068 Email: [welcome@differentjourneysautism.com](mailto:welcome@differentjourneysautism.com) Web: [www.differentjourneysautism.com](http://www.differentjourneysautism.com)

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| **SOCIAL SKILLS & SCHOOL READINESS GROUPS FOR PRESCHOOLERS** |

**WHAT IS A SOCIAL SKILLS GROUP?**

Social Skills are essential to our life. Some children can have difficulty picking up on social cues or following social rules, and as a result this can impact on creating friendships or joining in play with their peers.

Social skills groups help children to learn and to practice these skills within small groups, with children of the same age.

They are often facilitated by Speech Therapists as language is an integral part of interactions.

Children are taught strategies to support them to:

* Negotiate and solve problems when things don’t go their way
* Understand social rules such as sharing, turn taking, not interrupting
* Enter and initiate play with other peers

**WHEN TO REFER?**

Several factors can affect how children interact with their peers, not all children are as confident as others.

This can be particularly beneficial to children who:

* Find it difficult to enter/ initiate conversation and/or play with their peers
* Are nonverbal or have communication difficulties and are subsequently being excluded as they are not understood
* Children who ‘play on the sidelines’ and lack skills/confidence to enter play
* May use socially inappropriate means to get their peers’ attention
* May be fixated on a topic of their interest
* Have difficulty understanding nonverbal communication eg facial expressions, body language, gestures
* Have difficulty working in groups
* Have difficulty seeing things from others point of view
* Struggle to control and regulate their emotions

**HOW TO REFER?**

Contact the services on the following pages directly for more information (no referrals required).

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.

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| **IPC Health** | 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 |
| **LANGUAGE FOR LIFE**  Email: enquiries@[languageforlife.com](mailto:langforlife@bigpond.com).au | 1`8 Derrimut Road  Hoppers Crossing  Tel: 8714 1751 / 1300 9898 07 | | For children ages 3-6 years  Offer group programs like Secret Agent Society (SAS) and Tuning Into Kids (TIK) |
| **THE HELIPAD – SPEECH PATHOLOGY** | 95 Morris Road, Hoppers Crossing  Tel: 0431 905 288  Email: [info@thehelipad.com.au](mailto:info@thehelipad.com.au)  Web: [www.thehelipad.com.au](http://www.thehelipad.com.au) | | Run a “Cooking & Craft Book Club” which is our school readiness program. We work on the following skills in these sessions:   * Mat time skills (listening, raising hands, taking turns, answering questions) * Fine motor skills (cutting, colouring, opening/closing glue sticks, pincer grip, using plastic knives to practice spreading) * Social skills (taking turns, waiting, interacting with peers, helping peers, working together) * Completing simple tasks independently * Trying new foods * Looking after group and personal belongings * Increasing independence * Writing name and name recognition |
| **INSPIRING POSSIBILITIES** | | Tel: 0400 825 344  Email: [charlievella@bigpond.com](mailto:charlievella@bigpond.com) |  | |
| **HOPSCOTCH & HARMONY** | | Shop 1, 167-179 Shaws Road, Werribee, 3030  Tel: 9741 5222  Email: [admin@hopscotchandharmoney.com.au](mailto:admin@hopscotchandharmoney.com.au)  Web: [www.hopscotchandharmony.com.au](http://www.hopscotchandharmony.com.au) | Social skills groups available throughout the year | |

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| **SPEECHEASE** | Suite 316, 101 Overton Road,  Williams Landing, 3027  Tel: 8645 3747  Email: [info@speechease.com.au](mailto:info@speechease.com.au)  Web: [www.speechease.com.au](http://www.speechease.com.au) | Groups run throughout the terms as well as school holiday groups |
| **WESTERN SPEECH PATHOLOGY SERVICES** | Building 2, 1-11 Dunnings Rd, Point Cook  Tel: 0417 571 791 or 0411 139 523  Email: [info@westernspeech.com.au](mailto:info@westernspeech.com.au)  Web: [www.westernspeech.com.au](http://www.westernspeech.com.au) |  |
| **CONNECTED KIDS SPEECH PATHOLOGY** | Shop 2, 139 Railway Place, Williamstown  Tel: 9958 8722  Email: [connectspeechpathology@hotmail.com](mailto:connectspeechpathology@hotmail.com)  Web: [www.connectedkidsspeechpathology.com.au](http://www.connectedkidsspeechpathology.com.au) | School hokliday special interest groups – more info on Facebook page |
| **CREATIVE STEPS** | 1-3 Thames Blvd  Werribee 3030  Tel: 9731 0069  Email: info@creativesteps.com.au |  |
| **EARLY START AUSTRALIA** | 215 Princes Highway  Werribee 3030  Tel: 9731 7583  Email: werribee@earlystartaustralia.com.au  Web: earlystartaustralia.com.au |  |
| **PLAYCONNECT** | Werribee Baptist Church, 225 Heaths Rd, Werribee (opposite Werribee Plaza)  Tel: 0434 769 341 (Anne Shute)  Email [ashute@playgroup.org.au](mailto:ashute@playgroup.org.au)  Website - <https://www.playgroup.org.au/playconnect/> | Tuesday afternoons during school terms (12-2pm)  The program is Government funded and free for families  Supporting families with children with a disability or developmental concerns |
| **CHANGE FOR LIFE** | 136 Derrimut Road  Hoppers Crossing, Vic 3029  113-115 Princes Highway,  Werribee, Vic 3030  Tel: 8742 4302  Email: info@changeforlife.com.au  Web: changeforlife.com.au | Social Groups and School Readiness Groups |
| **SPROUT LEARNING SPEECH PATHOLOGY** | Unit 1, 15 Linmax Court  Point Cook, VIC 3030  Tel: 0493 062 126  Email: hello@sproutlearning.com.au  Web: sproutlearninggroup.com.au | Social groups run on a needs basis |

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| **FIRST NATIONS SUPPORT SERVICES**: |

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| **For appointments, please contact:**  **IPC HEALTH**  **Wyndham Vale Campus**  **510 Ballan Road**  **Wyndham Vale**  **Tel: 1300 472 432**  <https://www.ipchealth.com.au/services/aboriginal-torres-strait-islander/>  **GP Superclinic**  Monday: 9am-8pm  Tuesday to Friday: 9am-5pm  Types of support:   * In person on campus * Group sessions * Drop in to The Lounge * Group activities   The **Aboriginal Health Team** 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.  **Open Mon-Fri 9am-5pm** | ***Aboriginal and Torres Strait Islander clients have priority access to all of our services at IPC Health.***  ***General Practitioner:***  Closing the Gap and Aboriginal Health Care plan available via our General Practitioners at Wyndham Vale.  **To make an appointment:** Call 1300 472 432 or [book online](https://www.hotdoc.com.au/medical-centres/wyndham-vale-VIC-3024/ipc-health-wyndham-vale/doctors) |
| **VAHS - Victorian Aboriginal Health Service**  186 Nicholson Street, FITZROY  Tel: 9419 3000 [www.vahs.org.au](http://www.vahs.org.au) | VAHS provide a range of medical, dental and social services.  VAHS is committed to supporting community wellbeing. |
| **Deadly Western Connections**  [https://deadlywesternconnections.com.au/](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdeadlywesternconnections.com.au%2F&data=05%7C02%7CJanet.Lakin%40wyndham.vic.gov.au%7C2f5b29aa680c4057707c08dc1adcfb9f%7Cccedce2eab9f4e51bb3d3c6e2171f03e%7C0%7C0%7C638414783630905547%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3LQWpGv6hBo5qYsUpmCm53vB2sLOU0Qol6UicwqhGhs%3D&reserved=0) | An online meeting place for Aboriginal and Torres Strait islander peoples living in the western suburbs of Melbourne. A place to share stories, pay respect to Country and build community. There is also a lot of useful information about services, programs, jobs and events. Connect with community groups, organisations and businesses |

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| **Koorie Engagement Support Officers (KESO) –** Department of Education  Western Melbourne Office, Footscray  Tel: 1300 333 232  **Email:** [**swvr@education.vic.gov.au**](mailto:swvr@education.vic.gov.au)  **Koorie Engagement Co-Ordinator for Western Region – Ben Moodie** | Each departmental regional office has Koorie Education Coordinators (KECs) and Koorie Engagement Support Officers (KESOs) who can provide advice in supporting Aboriginal and Torres Strait Islander students.  ***Seek parent permission to contact first***  KESOs are currently; Judy Dalton-Walsh, Julianne Fraser,  Isabella Atkinson, Shannan Wright and Tamara Purcell |
| **VACCA – Victorian Aboriginal Child Care Agency Co Op PTY LTD**  75-79 Watton St, Werribee Tel: 9742 8300  [www.vacca.org](http://www.vacca.org)  <https://www.vacca.org/page/services/children-and-families/early-years-support>  ***Western VACCA Office***  43 Bakery Square  Melton  Tel – 03 8746 2776  ***Northern VACCA Office***  340 Bell St, Preston  Tel – 9480 7300 | *The lead Aboriginal Child & Family Welfare organisation in Victoria.*  *Families are assigned a Caseworker to support families*  ***The Early Years Strategy***  [*https://www.vacca.org/content/Document/VACCA\_Submission\_DSS%20Early%20Years%20Strategy\_Apr30\_23.pdf*](https://www.vacca.org/content/Document/VACCA_Submission_DSS%20Early%20Years%20Strategy_Apr30_23.pdf)  ***Seek parent permission first***  *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*  ***Koorie Kids Playgroup***  *Koorie Kids Playgroup is a great place for children and their Mums, Dads and Carers to: Gather with other Koorie families • Make new friends • Hear stories Participate in cultural arts, crafts and dance • Express creativity • Learn about culture Get to know other Koorie Kids in the area*  *Contact Playgroup Worker on 03 9742 8300*  *Email: vaccawestkooriekidsplaygroup@vacca.org*  ***Tuesdays*** *12:00pm- 2:00pm Point Cook Koorie Kids Playgroup, Point Cook Community Learning Centre, 1-21 Cheetham St, Point Cook*  ***Thursdays*** *12:00pm- 2:00pm Wyndham Vale Koorie Kids Playgroup, Wunggurrwil Dhurrung Community Centre 19 Communal Road, Wyndham Vale*  ***Free healthy lunch and afternoon tea provided!***  ***Cradle to Kinder*** *– Tel: 9742 8300*   * *Provide intensive support to young women from pregnancy (or within the first six weeks after birth) up until their child reaches five years of age* * *Getting ready for birth and parenting, routines, play and knowing about child development* * *Caring for babies and young children so they are safe, happy and well* * *Dealing with stress, budgeting, being more independent* * *Connecting with family, community and culture* * *Education and employment pathways for parents*   63 |
| **Wadja Aboriginal Family Place Health Clinic – Royal Children’s Hospital**  Weekly on a Wednesday Time 11:00AM - 5:00PM Location Specialist Clinic A2, ground floor outpatients department, off main street Telephone 8341 6894 | A general medical outpatient clinic for Aboriginal and Torres Strait Islander children  Wadja health clinic is a weekly general medical clinic for Aboriginal children which provides medical, social, cultural and emotional assessment.  The focus of the clinic is on the management of Aboriginal patients with complex health and social issues by a team. A paediatrician will see the child and family together with an Aboriginal Case Manager with the aim of enabling a family to feel supported and culturally empowered.  An Aboriginal family health worker will also be available during clinic hours for further support if required by the family.  Referrals to the clinic can be made by GPs who have assessed that a child requires specialist medical care. |
| **Wunggurrwil Dhurrung Centre**  19 Communal Road  Wyndham Vale  (access via Cortland Street) | A dedicated space for the Aboriginal community that is culturally safe and that provides a space to host community services and events.  Centre Facilities:   * Community Rooms allowing seating for up to 120 people * Car park provided ▪ Disability access * Trestle tables and chairs available * Kitchen facilities * Consulting Room * Men’s and Women’s space |
| **The Orange Door –** full info available on page 22 of this support guide  If you are in danger right now, call Triple Zero (000). If you are not in immediate danger, but feel unsafe, contact details are:  The Orange Door is open from 9am to 5pm Monday to Friday (closed public holidays).  Address - 15-17 Watton Street, Werribee, 3030  Out-of-hours support is available –  <https://www.orangedoor.vic.gov.au/after-hours-support>  Email - [wma@orangedoor.vic.gov.au](mailto:wma@orangedoor.vic.gov.au)  64 | If you would prefer to use a specialist Aboriginal service, you can contact The Orange Door and ask for the details of your local service.  For support 24 hours a day, 7 days a week you can also call:  **Yarning SafeNStrong** - telephone crisis line for Aboriginal people and families who need to have a yarn with someone about their wellbeing.  Call: 1800 959 563  Email: [ysns@vahs.org.au](mailto:ysns@vahs.org.au)  Facebook: @YarningSafenStrong  **Dardi Munwurro’s Brother to Brother** - telephone crisis support for Aboriginal men with family violence issues.  Phone: 1800 435 799  **Safe Steps** - family violence response centre.  Phone: 1800 015 188  Website:  <https://www.orangedoor.vic.gov.au/aboriginal-torres-strait-islander> |

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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 regardless of Medicare or visa status.

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
* Breastfeeding support

**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.

### A new online tool for parents!

To ensure each family across Wyndham have access to the information from our MCH services, Council are excited to announce the launch of a new online tool for parents. You can now access information about your child’s growth and development between the ages of 0 – 4 years via an interactive video on the webpage below.

**Contact Info**

Phone: 1300 370 567

Website: <https://www.wyndham.vic.gov.au/services/childrens-services/maternal-child-health/maternal-child-health-services>

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

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| **SUPPORTED PLAYGROUPS PROVIDED**  **BY WYNDHAM CITY COUNCIL** |

Our supported playgroups are a free program for families with children from birth to school age. A qualified Child and Family Resource Officer leads these sessions where parents develop their skills and confidence to support their child’s wellbeing and development.

The programs aim to provide a safe space for parents to meet other parents and to build parent capacity and understanding of the value of play in their child’s development. The team use low cost and recycled play equipment, including household items, so that parents can create their own play experience.

**Smalltalk**

*Smalltalk* is an evidence-based program that aims to introduce parents to a number of parenting strategies that lead to optimal child outcomes, in their everyday interactions.

Assists parents to 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
* Following child’s lead
* listening and talking to their child more frequently
* using teachable moments when they arise
* shared reading.

**Who can attend a Supported Playgroup?**

Families must meet at least one of the following eligibility criteria:

* A family member in the household holds a Health Care Card or equivalent
* 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 referred from or participating in Enhanced Maternal and Child Health Services

**For further information contact the Children and Family Resource Team on**

**1300 370 567 or Email**:  [playgroup@wyndham.vic.gov.au](mailto:playgroup@wyndham.vic.gov.au)

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| A logo for children services  Description automatically generated | ***fka* Children’s Services (*fkaCS*)** |

**WHO IS *fkaCS?***

*fkaCS*’ vision is for all children to actively participate in quality education and care services that recognise, value, and embed difference and diversity.

*fkaCS* support is directly aligned with the Victorian Early Years Learning and Development Framework (VEYLDF) and the National Quality Standards and is underpinned by the United Nations Convention on the Rights of the Child.

*fkaCS* programs of support cover:

* WHY it is important to think about cultural inclusion (including the relationship to the VEYLDF).
* WHAT needs to happen to provide and demonstrate culturally inclusive practice; and
* HOW to implement changes in practice, reduce barriers to participation and celebrate our diverse community.

***fkaCS* Supports**

1. **Cultural Inclusion Support**

*fkaCS* Cultural Inclusion Support deepens educators' capacity in the provision of culturally respectful and responsive pedagogy and the ability to engage meaningfully with children and families for whom there is no shared language. *fkaCS* supports services as they develop their practice and an admiration of difference to ensure their pedagogy and practice respects multiple ways of being and understanding, and that children are supported in learning English as an additional language.

*fkaCS* work with early childhood services to apply critical reflection and thinking to practice at:

* Service level: (e.g., policies) to ensure inclusion and equity.
* Curriculum level: to ensure each child is supported to actively participate in the program, exercise agency and develop confidence as learners, strong in their identity, wellbeing, and connectedness to community, and is supported to learn English as an additional language.
* Relationship level: with families and children to ensure respectful, responsive, and trusting relationships to support a sense of belonging.
* Personal level: to explore their own world view and enhance positive attitudes to differences.

*fkaCS* works with services to develop a program of support that may include:

* Development of a cultural inclusion strategy and cultural inclusion action planning to identify the unintended barriers for CALD children and family’s active participation in education and care services.
* Cultural inclusion action planning based on the Plan, Do, Study, Act cycle
* Facilitated learning
* Facilitated reflective practice
* On-site pedagogy and practice support and coaching
* Review of policies and procedures
* Community Language Support on-site visits (previously known as Bilingual Support)

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* Facilitating connections to local solutions and community
* Access to the *fkaCS* Multicultural Resource Centre

**Support Packages**

***fkaCS* Cultural Inclusion Support Packages:**

* designed to support kindergartens to develop and embed a cultural inclusion strategy
* ensures pedagogy and practice respects multiple ways of being and understanding
* ensure children learning English as an additional language are supported.

**Supporting Multilingual Literacy in ECEC**

* engage in facilitated learning about supporting multilingual literacy in the learning environment
* become *fkaCS* members and access our Multicultural Resource Centre to a range of resources and books on a rotational basis.

***fkaCS* Cultural Inclusion Reflective Practice Toolkit**

* provides kindergarten services with resources that support reflection on culturally inclusive and responsive practices
* instigates changes in practice that builds on capacity to deliver programs that are culturally inclusive and responsive to the learning community.

***fkaCS* Orientation and Engagement Kit**

* a resource that aims to build the capacity of early childhood services, to support all children and families, and develop a genuine connection to the early childhood service
* designed to equip educators with practice and resources to encourage families and children to share their identity and culture as well as build an understanding of the kindergarten service context.

1. **Professional Learning**

*fkaCS*' Customised Professional Learning opportunities are designed in collaboration with services, to ensure individualised learning needs are met. Our skilled facilitators can assist services to critically reflect on culturally respectful and responsive practice, identify actions and strengthen practice.

An *fkaCS* facilitator will deliver the session either at the service, online, or in a venue organised by the learning recipients - no matter where you are in Victoria!

*fkaCS* Professional Learning is based on contemporary practice and pedagogy and underpinned by the National Quality Framework, Child Safe Standards and UN convention on the Rights of the Child.

1. **Consultancy**

*fkaCS* Consultant’s support educators to think critically about these elements, to translate them into everyday practice and build capacity to:

* Respect and support each child’s cultural identity
* Ensure that the children’s cultural background and identity is visible and an active part of the program
* Understand current knowledge of language development to create an environment which supports natural language learning and interaction
* Establish a supportive environment which affirms children’s right to use languages other than English

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1. **Community Language Support Workers (formerly Bilingual Workers)**

*fkaCS* Community Language Support Workers support Early Childhood Education and Care (ECEC) service staff and educators to settle and engage the child and family in the service by facilitating communication through a shared language.

The *fkaCS* Bilingual Worker works under the direction of *fkaCS* Consultants and the ECEC service staff to provide the child’s home language to:

* Create an environment in which the child’s home language is spoken, thereby fostering a sense of identity, belonging and wellbeing
* Facilitate communication and support relationship development between key educators and the child
* Encourage communication between the child and their peers to support the child in building relationships with others, fostering their sense of wellbeing and belonging
* Facilitate communication between the service and family by providing a shared language
* Facilitate cultural awareness by enabling the exchange and sharing of information between educators and parents about the child, family life and participation within the learning environment

1. **Membership and the Multicultural Resource Centre (MRC)**
2. **Membership**

Members enjoy a range of benefits and play a vital role in supporting *fkaCS* to achieve our vision and purpose. Membership funds enable *fkaCS* to:

* Advocate for children’s cultural and linguistic rights
* Maintain the Multicultural Resource (MRC) collection – ensuring hard-to-find multicultural/bilingual resources are accessible to Victorian education and care services
* Design and implement new programs and resources to support all children’s active participation, learning and belonging in their service.

As an *fkaCS* member, services, individuals, and organisations are provided access to:

* our MRC (borrowing Library) and a host of other benefits. See our website for more detail: <https://fka.org.au/membership/information>
* access to *fkaCS*’ knowledge hub which includes pedagogy and practice resources and translated information for families
* *fkaCS*’ quarterly e-newsletter

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1. **Multicultural Resource Centre (MRC)**

The primary goal of the *fkaCS* MRC is to provide resources to support members in the provision of culturally respectful service delivery and curriculum design, in line with the Education and Care National Quality Framework.

The *fkaCS* Multicultural Resource Centre provides a diverse array of resources to support early childhood education and care services and professionals in their provision of culturally rich environments, including:

* Children’s fiction and non-fiction books in over 75 languages
* English books (topics include emotional health and wellbeing, diversity, equity and advocacy, science and technology, environment, religious and cultural celebrations and more)
* Story bags
* Language learning resources, including flashcards and games
* Dramatic play resources, including food, animals, fabrics, and puppets
* Dolls representing a range of ethnicities, abilities, and occupations
* Audio story CDs and music CDs
* Educational games for small-group or one-on-one experiences
* Percussion musical instruments

If you are considering membership and accessing *fkaCS* MRC, you can browse the online catalogue to view the resource that can be available to you with an *fkaCS* membership <https://library.fka.com.au/>

***To access fkaCS* Support Contact**:

Phone 03 9428 4471 Email [culturalinclusion@fka.org.au](mailto:culturalinclusion@fka.org.au)

Address: Wurundjeri Woiwurrung Country, 18 Harper Street Abbotsford, VIC 3067

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|  | **UTOPIA REFUGEE & ASYLUM SEEKER HEALTH** |

Utopia is a refugee and asylum seeker health service providing primary care (GP services) at no cost to refugees and asylum seekers regardless of their Medicare status.

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Utopia is a non-government organisation, established by people who believe in health as a human right, and that refugees and asylum seeker like peoples require services tailored to their needs.

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Utopia has experience in refugee health, and services are specialised for the needs of refugees and asylum seekers. Onsite treatment is offered, for various conditions that mainstream GPs would be unable to provide. Patients can access treatment close to their homes and avoid the costs and inconvenience of specialist visits for many conditions.

***Located in Hoppers Crossing and services offered are:***

* Refugee Health assessments
* Assistance with Centrelink forms
* Women’s Health
* Paediatric Clinic (Werribee Mercy Hospital Outreach Service) – open to all refugee & asylum seeker children. No Medicare card is required.
* Psychology
* General Practice
* Maternal Child Health Nurse (from Wyndham City Council)- attends every Monday.
* Immunisations/Catch up.

**5 Alexandra Ave, Hoppers Crossing**

**Tel – 8001 3049 or 0406 704 662 Web:** [www.utopiarefugeehealth.com](http://www.utopiarefugeehealth.com)

**Email:** [info@utopiarefugeehealth.com](mailto:info@utopiarefugeehealth.com)

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| **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.

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| Examples of some of the Playgroups which may be available in the community: | Korean  Spanish  Italian  VACCA | Chinese/Mandarin  South Sudanese  Muslim  Pacifika |

For more information about the groups, please email – [communityplaygroup@wyndham.vic.gov.au](mailto:communityplaygroup@wyndham.vic.gov.au), or phone/email the contacts below:

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| **VICSEG** | **Karen Diacono** | Tel – 8754 0512  Email – [kdiacono@vicsegnewfutures.org.au](mailto:kdiacono@vicsegnewfutures.org.au)  Web - <http://www.vicsegnewfutures.org.au/vicseg-programs/playgroups-in-diverse-communities> |

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| **Wyndham City - Child & Family Liaison Officer** | **District / area** | **Contact Details** |
| Rebecca Fosdick  *Works - Tues, Wed and Fri* | **West**  Wyndham Vale / Manor Lakes  Werribee | [Rebecca.Fosdick@wyndham.vic.gov.au](mailto:Rebecca.Fosdick@wyndham.vic.gov.au)   8734 0245 |
| Leesa Goricanec  *Works – Mon - Wed* | **Central**  Hoppers Crossing  Tarneit | [leesa.goricanec@wyndham.vic.gov.au](mailto:leesa.goricanec@wyndham.vic.gov.au)  8734 0246 |
| Betty Luong  *Works - Mon - Fri* | **East**  Point Cook / Saltwater  Truganina / Williams Landing  **Rural**  Werribee South  Little River | [Betty-Tuyen.Luong@wyndham.vic.gov.au](mailto:Betty-Tuyen.Luong@wyndham.vic.gov.au)  9742 8131 |

**Additional information:**

* Online Playgroup register:

<https://www.wyndham.vic.gov.au/services/childrens-services/playgroups/community-playgroups>

* Wyndham Child and Family Directory [www.wcfd.com.au](http://www.wcfd.com.au)
* Families in Wyndham eNews – register here:

<https://www.wyndham.vic.gov.au/services/childrens-services/subscribe-families-wyndham-enews>

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**ENGAGING WYNDHAM FAMILIES**

**Western Melbourne Child & Family Services Alliance**

* This is an 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. They are all 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 referral to The Orange Door 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 0417 779 465 to discuss any potential referrals for families of children aged 0-5 years.

Where families have children above the age of 5, please phone Catholic Care on 0407 966 151 or IPC Health on 9216 7847 to discuss any potential referrals.

**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 behavior 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, etc.

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 – Wednesdays 10:00am-12:00pm

Tarneit – Mondays 10:00am-12:00pm

For more information – please contact Madison King on (03) 9486 9600

<https://www.mytime.net.au/>

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| **OTHER USEFUL CONTACTS, RESOURCES & WEBSITES** |

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| **DEPARTMENT OF EDUCATION**  900/1 McNab Avenue  Footscray 3011  Tel: 8397 0300  Web: <https://www.education.vic.gov.au/Pages/default.aspx> | **DEPARTMENT OF FAMILIES, FAIRNESS & HOUSING**  71 Moreland Street  Footscray 3011  Tel: 1300 360 462  Web: <https://services.dffh.vic.gov.au/> |
| **ROYAL CHILDREN’S HOSPITAL**  Tel: 9345 5522  *Psychology Unit*  Tel: 9345 5881  Website links:   * <https://www.rch.org.au/mental-health/> * <https://www.rch.org.au/psychology/> * <https://www.rch.org.au/mental-health/contact_us/>   *Psychiatry Unit*  Tel: 9345 6180 | **FIND A GP**  Better Health website:  <https://www.betterhealth.vic.gov.au/>  <https://www.betterhealth.vic.gov.au/servicesandsupport> |
| **FINANCIAL PLANNING**  **Anglicare** – Phone: 9731 2500  Market Road, Werribee, Vic 3030  <https://www.anglicarevic.org.au/our-services/financial-counselling/financial-counselling/>  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. | **CARER ALLOWANCE**  Follow this link for more information:  <https://www.humanservices.gov.au/individuals/services/centrelink/carer-allowance> |
| **WYNDHAM CHILD & FAMILY DIRECTORY**  <http://wyndhamchildandfamilydirectory.com.au/> | **CARERS VICTORIA**  1/37 Albert Street, Footscray, Vic 3011  Tel: 1 800 242 636 (freephone)  Website: [www.carersvictoria.org.au](http://www.carersvictoria.org.au) |
| **PLAYGROUPS**  **Wyndham City**  Contact – Children & Family Resource Team  Tel – 8734 5478  Email – [playgroup@wyndham.vic.gov.au](mailto:playgroup@wyndham.vic.gov.au)  Web: <https://www.wyndham.vic.gov.au/services/childrens-services/playgroups> | |
| **VICSEG NEW FUTURES**  **REFUGEE FAMILY RESOURCE AND MENTORING SERVICE**  9 Bridge Street  Werribee 3030  Tel: 8754 0512  Email: [Kdiacono@vicsegnewfutures.org.au](mailto:Kdiacono@vicsegnewfutures.org.au)  Web: <https://www.vicsegnewfutures.org.au/>  Information and referral, Cultural inclusion and support, Parenting groups and playgroups | **CONTINENCE VICTORIA**  Tel: 1300 220 871  Website: [www.continencevictoria.org.au](http://www.continencevictoria.org.au)  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 |
| **ASSOCIATION FOR CHILDREN WITH A DISABILITY**  Suite 1, 587 Canterbury Road, Surrey Hills, Vic 3127  Phone: 9880 7000  Email: mail@acd.org.au  Website: [www.acd.org.au](http://www.acd.org.au) | **RAINBOW CLUB –** Swim service for children with additional needs  Shawn’s Swim School, 35 Richards Rd, Hoppers Crossing  Saturday – 12.15-3.45pm  Email: [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)  Website: <https://www.myrainbowclub.org.au/> |
| **RESPITE**  **FOR FAMILIES OF CHILDREN *WITHOUT* DISABILITIES**  **Anglicare Respite Team**  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 | **FOR FAMILIES OF CHILDREN *WITH* DISABILITIES** **HOME & COMMUNITY CARE PROGRAM FOR YOUNG PERSONS - WYNDHAM CITY** Contact: Intake office - 8734 4514  Email: [intake@wyndham.vic.gov.au](mailto:intake@wyndham.vic.gov.au)  Website link: [**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)  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. |
| **GENDER INCLUSION**  **Service Directories**   * Victorian Pride Centre - <https://pridecentre.org.au/directory/> * Aus Path - <https://auspath.org.au/providers/>   75  **Support Services**   * 1800RESPECT - 1800 737 732 – free confidential counselling available 24/7 www.respect.gov.au/ * WIRE - 1300 134 130 - free support, referral and information to women, non-binary, and gender diverse people. * QHub - 03 9663 6733 – Counselling and support services * 13Yarn - 13 92 76 - Culturally safe crisis support for Aboriginal and Torres Strait Islander people available 24/7. * Mensline -1300 78 99 78 - free confidential counselling and support for men. * Lifeline - 13 11 14 - 24 - hour crisis support. * Blue Knot Foundation - 1300 657 380 Trauma Helpline   **Crisis Numbers and Services**   * Lifeline - 131114 * 1800RESPECT – Family Violence and sexual assault line 24hr * Qlife - 1800 184 527 - Anonymous and free LGBTI peer support for people wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships. * Rainbow Door – 1800 729 367 * Parents of Gender Diverse Children (03) 96636733 * AusPath Directory <https://auspath.org.au/providers/> * Pride Pride Centre Directory <https://pridecentre.org.au/directory/> | |

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