Why develop a child & family services guide?

Local community workers found that many of the families that they were working with were accessing their GPs and School Principals as the first point of contact for advice and support. Workers felt that local services had not been providing professionals with the information they needed to support these families with their needs. Local community workers decided to develop a guide through the Families NSW Facilitation Project and the Families NSW Interagencies to help professionals when working with local families.

How do I use this guide?

This guide has been developed to assist local services to refer families to local non-medical services. It was specifically designed with the needs of GPs and School Principals in mind. However, we hope that it will be useful for a range of services.

The guide is designed to be a quick reference when working with families. This is not an exhaustive list of all available services in the area, but rather, a few key contacts who can act as a starting point.

We suggest that this poster be displayed in a common area. However, it is designed for use by professionals and is not designed to be distributed to families. We suggest that, prior to visiting these services, either the families or you make contact with the service by phone.

What is Families NSW?

Families NSW is the State Government’s early intervention and prevention strategy to help parents give their children a good start in life. A number of services are funded under this strategy to provide support to families expecting a baby and those with young children aged up to 8 years.

For more information about Families NSW visit the website:

What is the Families NSW Facilitation Project?

One of the Families NSW funded projects is the Facilitation Project. The Facilitation Project in this area covers the local government areas of Fairfield, Liverpool and Bankstown. The Facilitation Project is responsible for convening the Child and Family Services Interagencies in each of these areas. Each interagency has a work plan and provides an opportunity for service providers to share information, develop partnerships and collaborative relationships, identify issues and gaps and work towards addressing these.

For more information contact:
Families NSW Facilitation Project staff in your area on
9725 0115
familiesnsw@fairfieldcity.nsw.gov.au
**Ante Natal & Newborn Assistance**

Support & advice for new & expectant parents

- **Fairfield Community Health**
  53-65 Mitchell St, Carramar
  Ph: 8788 4288 (central intake)

- **Immigrant Women’s Health**
  92 Smart St, Fairfield
  Ph: 9726 4044

- **Jade House**
  Ph: 9794 2324

- **Karitane**
  Cnr Horsley Dr & Mitchell St Carramar
  Ph: 9794 2300
  Karitane Careline: 1300 227 464

- **Miracle Babies Foundation**
  Ph: 1300 622 243

**Case Management**

One on one professional support for families with multiple or complex needs

- **Aging Disability & Home Care**
  Ph: 9334 3700

- **Brighter Futures**
  (The Benevolent Society)
  1 Corlette Way, Bonnyrigg
  Ph: 8786 0069

- **Timorese Australian Council**
  Cabramatta Community Centre
  Railway Pde, Cabramatta
  Ph: 9726 3618

- **Vietnamese Women’s Association**
  McBurney Rd & Railway Pde Cabramatta
  Ph: 9723 2022

**Children’s Services**

Services to assist families to locate early childhood education & care

- **Cabramatta Community Centre**
  Cnr McBurney Rd & Railway Pde
  Cabramatta
  Ph: 9727 8723

- **Community First Step**
  25 Barbara Street, Fairfield
  Ph: 9727 4333

- **Fairfield City Council**
  (Children and Family Services)
  86 Avoca Rd, Wakeley
  Ph: 9725 0393

- **South West Sydney Early Childhood Consultant**
  (Department of Education)
  Ph: 8848 4939

- **Woodville Community Services**
  1 Kamira Court, Villawood
  Ph: 9724 3807

**Counselling**

Professional support and advice services

- **CAFSA**
  (South West Child Adolescent & Family Service)
  179-183 Wilson Rd, Green Valley
  Ph: 9607 5649

- **CatholicCare Family Dispute Resolution Service**
  Chase Commercial Tower
  Level 2, 25 Smart St, Fairfield
  Ph: 9725 7077

- **Fairfield Community Health**
  53—65 Mitchell St, Carramar
  Ph: 9794 1700

- **Fairfield Community Counselling Service**
  Ph: 9794 1700

- **Fairfield Family Relationships Centre**
  28 Hamilton Rd, Fairfield
  Ph: 9794 2000

- **Fairfield Migrant Resource Centre**
  Cnr McBurney Rd & Railway Pde, Cabramatta
  Ph: 9727 0477

- **Jade House**
  Ph: 9794 2324

- **KARI Aboriginal Resources**
  Level 3, 131-135 George St, Liverpool
  Ph: 8782 0300

- **Kari**
  Cnr Horsley Dr & Mitchell St Carramar
  Ph: 9794 2300
  Karitane Careline: 1300 227 464

- **Kids Helpline**
  Ph: 1800 55 1800

- **Men’s Helpline**
  Ph: 1300 78 99 78

- **Miracle Babies Foundation**
  Ph: 1300 622 243

- **Parentline**
  Ph: 1300 1300 52

- **Park House**
  1/13 Elizabeth St, Liverpool
  Ph: 9827 8011

- **Rosebank Child Sexual Abuse Service**
  Ph: 9601 3790

- **STARTTS**
  Ph: 9794 1900

- **Woodville Community Services**
  Ph: 9724 3807

**Early Childhood Intervention**

Support for families with children with additional needs

- **Ageing, Disability & Home Care**
  Ph: 9334 3700

- **CatholicCare Early Intervention**
  Ph: 9822 9855

- **Cerebral Palsy Alliance**
  224-244 Restwell Rd, Prairiewood
  Ph: 8777 1777

- **Early Learning Program (DEC)**
  Ph: 9582 6330

- **Fairfield Community Health**
  53—65 Mitchell St, Carramar
  Ph: 9794 1700

- **Fairstart Early Intervention**
  (Fairfield City Council)
  Ph: 9724 7948

- **Learning Links**
  Ph: 9426 4300

- **Macarthur Disability Services**
  Level 8, 138 Queen St, Campbelltown
  Ph: 4621 8400

- **South West Early Childhood Support Service (SWECS)**
  88 Shropshire Street, Miller
  Ph: 9607 0355

- **The Junction Works**
  (Sibling Support Program)
  Ph: 9606 9628
## Government Services
Includes financial, legal, health & other services offered by Government Departments

**Ageing, Disability & Home Care**  
Ph: 9334 3700

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Centrelink</td>
<td>Various locations</td>
<td>9727 0477</td>
</tr>
<tr>
<td>Ph: 136 150 (families)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ph: 131 202 (multilingual)</td>
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<td>Ph: 136 380 (Indigenous)</td>
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<td>Ph: 136 240 (self-service)</td>
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<tr>
<td><strong>Fairfield Community Health</strong></td>
<td>53—65 Mitchell St, Carramar</td>
<td>9794 1700</td>
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<tr>
<td><strong>NSW Refugee Health Service</strong></td>
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<td>8788 0770</td>
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</table>

## Home Visiting
*In-home support for parents with children of various ages*

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>Anglicare Family Services</td>
<td>South West Community Care Centre</td>
<td>8784 1300</td>
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<tr>
<td>CatholicCare</td>
<td>625 Cabramatta Rd, Cabramatta West</td>
<td>9822 9855</td>
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<tr>
<td><strong>Fairfield Community Health</strong></td>
<td>53-65 Mitchell St, Carramar</td>
<td>8788 4288 (central intake)</td>
</tr>
<tr>
<td><strong>Fairfield Parent Support Centre</strong></td>
<td>Wetherill Park Community Centre</td>
<td>9756 1384</td>
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<tr>
<td>Stockland Shopping Centre</td>
<td></td>
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<tr>
<td>Polding St, Wetherill Park</td>
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</tr>
<tr>
<td><strong>Karitane</strong></td>
<td>Cnr Horsley Dr &amp; Mitchell St, Carramar</td>
<td>9794 2300</td>
</tr>
<tr>
<td><strong>Uniting Care Burnside</strong></td>
<td>Multicultural Family Centre</td>
<td>9781 3333</td>
</tr>
<tr>
<td>222 Railway Pde, Cabramatta</td>
<td></td>
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</tr>
<tr>
<td><strong>Woodville Community Services</strong></td>
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<td>9727 3807</td>
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## Parenting
*Groups & training specifically for parents with children aged 0-8 years*

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>CatholicCare</td>
<td>625 Cabramatta Rd, Cabramatta West</td>
<td>9822 9855</td>
</tr>
<tr>
<td>CatholicCare Parent Education &amp; Family Skills Programs</td>
<td>Chase Commercial Tower</td>
<td>9727 0477</td>
</tr>
<tr>
<td>Ph: 8723 2222</td>
<td></td>
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</tr>
<tr>
<td><strong>Fairfield Community Health</strong></td>
<td>53-65 Mitchell St, Carramar</td>
<td>9794 1700</td>
</tr>
<tr>
<td><strong>Fairfield Migrant Resource Centre</strong></td>
<td>Cnr McBurney Rd &amp; Railway Pde Cabramatta</td>
<td>9727 0477</td>
</tr>
<tr>
<td><strong>Families Together</strong></td>
<td>(Fairfield City Council)</td>
<td>9725 0115</td>
</tr>
<tr>
<td><strong>Karitane</strong></td>
<td>Cnr Horsley Dr &amp; Mitchell St, Carramar</td>
<td>9794 2300</td>
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<tr>
<td>Karitane Careline: 1300 227 464</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Learning Links</strong></td>
<td></td>
<td>9426 4300</td>
</tr>
<tr>
<td><strong>Schools as Community Centre Bonnyrigg Public School</strong></td>
<td>Tarlington Parade, Bonnyrigg</td>
<td>0457 542 267</td>
</tr>
<tr>
<td><strong>Families Together</strong></td>
<td>(Fairfield City Council)</td>
<td>9725 0115</td>
</tr>
<tr>
<td><strong>Karitane</strong></td>
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<td>Tarlington Parade, Bonnyrigg</td>
<td>0457 542 267</td>
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## Playgroups
*Playgroup is an opportunity for parents, carers, babies and young children to come together, socialise, play & learn*

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
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<tbody>
<tr>
<td>Anglicare Family Services</td>
<td>South West Community Care Centre</td>
<td>9728 0200</td>
</tr>
<tr>
<td><strong>Community First Step</strong></td>
<td>Supported &amp; Multicultural Playgroups</td>
<td>9726 5194 or 9724 5773</td>
</tr>
<tr>
<td>82 Tangerine St, East Fairfield</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fairfield / Liverpool Supported Playgroups</strong></td>
<td>(Fairfield City Council)</td>
<td>9725 0116</td>
</tr>
<tr>
<td><strong>Fairfield Migrant Resource Centre</strong></td>
<td>Cnr McBurney Rd &amp; Railway Pde, Cabramatta</td>
<td>9727 0477</td>
</tr>
<tr>
<td><strong>Karitane</strong></td>
<td>Cnr Horsley Dr &amp; Mitchell St, Carramar</td>
<td>9794 2300</td>
</tr>
<tr>
<td>Karitane Careline: 1300 227 464</td>
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</tr>
<tr>
<td><strong>Miracle Babies Foundation</strong></td>
<td></td>
<td>9755 7111</td>
</tr>
<tr>
<td><strong>Playgroup NSW</strong></td>
<td></td>
<td>1800 171 882</td>
</tr>
<tr>
<td><strong>Schools as Community Centre Bonnyrigg Public School</strong></td>
<td>Tarlington Parade, Bonnyrigg</td>
<td>0457 542 267</td>
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<tr>
<td><strong>Fairfield Migrant Resource Centre</strong></td>
<td>Cnr McBurney Rd &amp; Railway Pde, Cabramatta</td>
<td>9727 0477</td>
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<td><strong>Karitane</strong></td>
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## Settlement / new arrival support
Various support for newly arrived migrants and refugees

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CatholicCare</td>
<td>Ph: 9612 3444</td>
<td></td>
</tr>
<tr>
<td>Liverpool Paediatric Service</td>
<td>Ph: 9828 4803</td>
<td></td>
</tr>
<tr>
<td>Melkite Welfare Association</td>
<td>Ph: 9750 5514</td>
<td></td>
</tr>
<tr>
<td><strong>Fairfield Migrant Resource Centre</strong></td>
<td>Cnr McBurney Rd &amp; Railway Pde, Cabramatta</td>
<td>9727 0477</td>
</tr>
<tr>
<td><strong>NSW Refugee Health Service</strong></td>
<td></td>
<td>8788 0770</td>
</tr>
<tr>
<td><strong>Timorese Australian Council</strong></td>
<td>Cabramatta Community Centre Railway Pde, Cabramatta</td>
<td>9726 3618</td>
</tr>
</tbody>
</table>
Research is continually showing that early childhood is the crucial period for development and learning that affects long term well being. There are many services in our local community to assist families and children through this critical stage of development. Services available in our area include:

**Ante Natal & Newborn Assistance**

These services offer support and advice for new and expectant mothers. This support can include both medical and social support for parents. Services listed include face to face contact and telephone support.

**Early Childhood Intervention**

Early childhood intervention services for children with disabilities or developmental delays from birth to school age as well as their families. Early childhood intervention services provide specialised support and information for families as well as specialised education and therapy for children with disabilities and developmental delays.

**Case Management**

The services listed offer professional support to clients. Case management is normally offered in a one to one situation. Assistance can range from helping families to meet day to day needs to assisting families to cope with more complex needs. Please note that some services listed have specific criteria for their clientele.

**Children’s Services**

Please note that individual early childhood services are not listed here. Those listed are designed to assist families in finding a range of children’s services to meet their needs, such as preschool, occasional care, long day care, family day care, before and after school care and vacation care.

**Government Services**

A variety of services provided by various levels of Government that offer assistance in the area.

**Counselling**

All services included offer some form of therapy/support. However, services will differ in their areas of expertise. Services included in their range from intensive / ongoing face to face support through to telephone support lines.

**Home Visiting**

Much home visiting is designed for new parents and offers post natal support for families. This can include Professional Home Visiting by either trained nursing staff for clinical advice or trained volunteers for peer support. However, other home visiting services offer more case management style support for families. This type of support is available for families with children up to 18 years.

**Parenting**

These services offer a range of assistance for parents with children aged 0-8 years. This assistance can include ongoing parenting groups and one-off parent information / training sessions.

**Playgroups**

Playgroup is an opportunity for parents, babies and young children to come together on a regular basis to socialise, play and learn. Options can include parent groups which are run by volunteer parents as well as supported playgroups which are run by paid trained workers.

**Settlement / new arrival support**

These services offer a range of assistance for newly arrived migrants and refugees.

**Disclaimer**

- Some services may have a waiting list.
- Some services may have cost associated with their provision.
- Services in the area often cater for families who speak languages other than English and can provide assistance for these families such as interpreters or language specific workers. Please check details with services directly.
- Some services are restricted by funding requirements to work only with particular clients / families. These limitations may include, but are not limited to where the family lives, the family’s cultural background or specific family circumstances.
- Some services may require families to follow an application or referral process specific to their organisation. Please check with specific services for more information.
- Services may offer more than what is listed.
- Information is designed to be a contact point for information. Please note that this is not an exhaustive list of services.
- It is suggested that, prior to visiting these service providers that families make contact by phone.
- Details were correct as at October 2011.