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

- **Anglicare Family Services**
  South West Community Care Centre
  9 Northumberland St, Liverpool
  Ph: 9821 1014

- **Inspire Community Service**
  Unit 18, 46-48 Jedda Rd, Prestons
  Ph: 9826 0300

- **Hoxton Park Community Health Centre**
  596 Hoxton Park Rd, Hoxton Park
  Ph: 8788 4288 (central intake)

**Case Management**

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

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

- **Anglicare Family Services**
  South West Community Care Centre
  9 Northumberland St, Liverpool
  Ph: 9821 1014

**Children’s Services**

Services to assist families to locate early childhood education & care

- **Liverpool City Council**
  Level 2, 33 Moore Street, Liverpool
  Ph: 1300 362 170

- **Liverpool District Neighbourhood Centre Association**
  Ph: 9600 0600

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

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

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

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

- **Liverpool Community Health**
  Ph: 9828 4844

- **Mens Helpline**
  Ph: 1300 78 99 78

**Counselling**

Professional support and advice services

- **Anglicare Family Services**
  South West Community Care Centre
  9 Northumberland St, Liverpool
  Ph: 9821 1014

- **Child Adolescent & Family Services (CAFS)**
  179-183 Wilson Rd, Green Valley
  Ph: 9607 5649

- **Green Valley Liverpool Domestic Violence Service**
  Ph: 1800 111 146

- **Inspire Community Services**
  Unit 18, 46-48 Jedda Rd, Prestons
  Ph: 9826 0300

- **Jade House**
  Ph: 9794 2324

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

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

- **Liverpool Migrant Resource Centre**
  108 Moore St, Liverpool
  Ph: 9601 3788

- **Mission Australia**
  Miller Pathways, 88 Shropshire Street
  Ph: 9608 9078

- **Parentline**
  Ph: 1300 1300 52

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

- **STARTTS**
  Ph: 9794 1900

**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

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

- **Learning Links**
  Ph: 9426 4300

- **Liverpool Community Health**
  Ph: 9828 4844

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

- **Miller Community Preschool and Early Intervention Service**
  88 Shropshire St, Miller
  Ph: 9607 6854

- **Rainbow Cottage**
  Ph: 9616 4405

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

- **Speech Pathology (Communities for Children)**
  16 Woodward Cres, Miller
  Ph: 0418 469 407

- **The Annette Shepherd Centre**
  Ph: 9822 2299

- **The Junction Works**
  (Sibling Support Program)
  Ph: 9606 9628

**Support & advice for new & expectant parents**
**Government Services**

*Includes financial, legal, health & other services offered by Government Departments*

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

**Home Visiting**

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

**Anglicare Family Services**
South West Community Care Centre
9 Northumberland St, Liverpool
Ph: 9821 1014

**Hoxton Park Community Health Centre**
596 Hoxton Park Rd, Hoxton Park
Ph: 8788 4288 (central intake)

**Inspire Community Services**
Unit 18, 46-48 Jedda Rd, Prestons
Ph: 9826 0300

**Karitane**
Cnr Horsley Dr & Mitchell St, Carramar
Ph: 9724 2300
Karitane Careline: 1300 227 464

**Liverpool Family Care Centre**
Ph: 9821 4555

**Parenting**

*Groups & training specifically for parents with children aged 0-8 years*

**Anglicare Family Services Centre**
South West Community Care Centre
9 Northumberland St, Liverpool
Ph: 9821 1014

**Cartwright Family Resource Centre**
1/7 Willan Dr, Cartwright
Ph: 8005 3889

**CatholicCare Family Dispute Resolution Service**
Level 1, 45-47 Scott St, Liverpool
Ph: 9612 3444

**Families Together**
(Fairfield City Council)
Ph: 9725 0115

**Green Valley Family Resource Centre**
Green Valley Public School
176 Green Valley Rd, Green Valley
Ph: 9607 8884

**Playgroups**

*Playgroup is an opportunity for parents, carers, babies and young children to come together, socialise, play & learn*

**Fairfield/Liverpool Supported Playgroups**
(Fairfield City Council)
Ph: 9725 0116

**Inspire Community Services**
Unit 18, 46-48 Jedda Rd, Prestons
Ph: 9826 0300

**Karitane**
Cnr Horsley Dr & Mitchell St, Carramar
Ph: 9724 2300
Karitane Careline: 1300 227 464

**Liverpool District Neighbourhood Centre Association**
Ph: 9600 0600

**Liverpool Migrant Resource Centre**
108 Moore Street, Liverpool
Ph: 9601 3788

**Miller Community Preschool and Early Intervention Service**
88 Shropshire St, Miller
Ph: 9607 6854

**Settlement / new arrival support**

*Various support for newly arrived migrants and refugees*

**Inspire Community Services**
Unit 18, 46-48 Jedda Rd, Prestons
Ph: 9826 0300

**Liverpool Migrant Resource Centre**
108 Moore Street, Liverpool
Ph: 9601 3788

**Liverpool Paediatric Service**
Ph: 9828 4803

**Housing NSW**
Ph: 8753 8280

**Liverpool Community Health**
Ph: 9828 4844

**NSW Health**
9391 9000

**NSW Refugee Health Service**
Ph: 8788 0770

**Sisters of Charity**
(Parent Support Program)
60 Cabramatta Ave, Miller
Ph: 8118 1462

**Uniting Care Burnside**
Multicultural Family Centre
232 Railway Pde, Cabramatta
Ph: 9781 3333

**Schools as Community Centre**
Ashcroft Public School
Sheriff St, Ashcroft "The Beehive"
Ph: 8783 0951

**Sisters of Charity Outreach**
(Parent Support Program)
60 Cabramatta Ave, Miller
Ph: 8118 1462

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

**Uniting Care Burnside**
(Father’s Support)
232 Railway Pde, Cabramatta
Ph: 9781 3333

**Warwick Farm Neighbourhood Centre**
Cnr Lawrence Hargrave Rd & Gallop St
Warwick Farm
Ph: 9602 0298

**Miracle Babies Foundation**
Ph: 9755 7111

**Playgroup NSW**
Ph: 1800 171 882

**The Cubby House**
(Green Valley Family Resource Centre)
Green Valley Public School
Green Valley Rd, Green Valley
Ph: 9607 8884

**Uniting Care Burnside**
232 Railway Pde, Cabramatta
Ph: 9781 3333

**Melkite Welfare Association**
Ph: 9750 5514

**NSW Refugee Health Service**
Ph: 8788 0770

**Timorese Australian Council**
Cabraretta Community Centre
Railway Pde, Cabramatta
Ph: 9726 3618
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 preschools, occasional care, long day care, family day care, before and after school care and vacation care.

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

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

### 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.

### 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.

### 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.

### 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