

CHILD & FAMILY SERVICES GUIDE: BANKSTOWN

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:

<http://www.families.nsw.gov.au/>

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



Family &
Community Services
Community Services

familiesnsw
supporting families to raise children

Ante Natal & Newborn Assistance

Support & advice for new & expectant parents

Bankstown Child & Family Health Nursing Service
Ph: 8788 4288 (central intake)

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

Ageing, Disability & Home Care
Ph: 9334 3700

Arab Council Australia
Ph: 9709 4333

Bankstown Family Relationship Centre
(assisting families through separation)
8 Jacobs Street, Bankstown
Ph: 9707 8555

Brighter Futures
(The Benevolent Society)
Ph: 8700 2200

Creating Links
7/372 Chapel Rd, Bankstown
Ph: 8713 7700

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

Vietnamese Women's Association
Cnr McBurney Rd & Railway Pde,
Cabramatta
Ph: 9723 2022

Children's Services

Services to assist families to locate early childhood education & care

Bankstown Community Resource Group
Level 2, 23 Marion St, Bankstown
Ph: 9796 1561

Bankstown City Council
66-72 Rickard Rd, Bankstown
Ph: 9707 9999

Chester Hill Neighbourhood Centre
Ph: 9645 3700

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

Bankstown Community Health Centre
36-38 Raymond Street, Bankstown
Ph: 9780 2777

Bankstown Family Relationship Centre
(assisting families through separation)
8 Jacobs Street, Bankstown
Ph: 9707 8555

BCS LifeCare Relationship Services
Level 2, 402-410 Chapel Rd, Bankstown
Ph: 9708 2088 / 1300 130 225

CatholicCare Family Mediation Service / Relationship and Family Counselling
Level 3, 41-45 Rickard Rd, Bankstown
Ph: 8709 9333

Coolaburoo Neighbourhood Centre
11 Ryan Rd, Padstow
Ph: 9774 2426

Creating Links
7/372 Chapel Rd, Bankstown
Ph: 8713 7700

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

Kids Helpline
Ph: 1800 55 1800

Mens Helpline
Ph: 1300 78 99 78

Miracle Babies Foundation
Ph: 1300 622 243

Parentline
Ph: 1300 1300 52

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

Bankstown Community Health Centre
36-38 Raymond Street, Bankstown
Ph: 9780 2777

Bankstown Community Resource Group
Ph: 9796 7315

CatholicCare Early Intervention
Ph: 9822 9855

Chester Hill Neighbourhood Centre
Ph: 9645 3700

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

Early Learning Program (DEC)
Ph: 9582 6330

Koorana Child & Family Services
Ph: 9750 4100

Learning Links
Ph: 9426 4300

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

Recreation Sports & Aquatics Club
11 Greenfield Pde, Bankstown
Ph: 9790 5001

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

Bankstown Community Health Centre

36-38 Raymond Street, Bankstown
Ph: 9780 2777

Housing NSW

Ph: 8713 4600

NSW Health

Ph: 9391 9000

NSW Refugee Health Service

Ph: 8788 0770

Home Visiting

In-home support for parents with children of various ages

Arab Council Australia

Ph: 9709 4333

CatholicCare

Ph: 9822 9855

Creating Links

7/372 Chapel Rd, Bankstown
Ph: 8713 7700

Karitane

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

Tresillian Family Care Centres

Ph: 9787 0833

Uniting Care Burnside

232 Railway Pde, Cabramatta
Ph: 9781 3333

Woodville Community Services

Ph: 9724 3807

Parenting

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

Arab Council Australia

Ph: 9709 4333

Bankstown Area Multicultural Network Inc.

Ph: 9796 2235

Bankstown Community Health Centre

36-38 Raymond Street, Bankstown
Ph: 9780 2777

Bankstown Community Resource Group

Ph: 9796 1561

BCS LifeCare Relationship Services

Level 2, 402-410 Chapel Rd, Bankstown
Ph: 9708 2088 / 1300 130 225

CatholicCare Family Dispute Resolution Service

Level 1, 45-47 Scott St, Liverpool
Ph: 9612 3444

Coolaburoo Neighbourhood Centre

11 Ryan Rd, Padstow
Ph: 9774 2426

Creating Links

7/372 Chapel Rd, Bankstown
Ph: 8713 7700

Families Together

Ph: 9725 0115

Greenacre Neighbourhood Centre

171A Waterloo Rd, Greenacre
Ph: 9750 7982

Koorana Child & Family Services

Ph: 9758 2666

Karitane

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

Learning Links

Ph: 9426 4300

Tresillian Family Care Centre

Ph: 4734 44 00

Uniting Care Burnside

(Father's Support)
232 Railway Pde, Cabramatta
Ph: 9781 3333

Vietnamese Women's Association

McBurney & Railway Pde, Cabramatta
Ph: 9723 2022

Woodville Community Services

Ph: 9724 3807

Playgroups

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

Bankstown City Council

(Playgroup details available on the website)
<http://www.bankstown.nsw.gov.au/children/default.aspx>

Bankstown Community Resource Group

Guring Gang Aboriginal Playgroup
Ph: 9796 2931

CatholicCare

Ph: 9822 9855

Creating Links

7/372 Chapel Rd, Bankstown
Ph: 8713 7700

Greenacre Neighbourhood Centre

171A Waterloo Rd, Greenacre
Ph: 9750 7982

Karitane

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

Koorana Child & Family Services

Ph: 9758 2666

Miracle Babies Foundation

Ph: 1300 622 243

Playgroup NSW

Ph: 1800 171 882

Save the Children

(Inner West Mobile Play Bus)
Ph: 0431 378 101

Uniting Care Burnside

232 Railway Pde, Cabramatta
Ph: 9781 3333

Settlement / new arrival support

Various support for newly arrived migrants and refugees

Metro Migrant Resource Centre

Evaline St, Campsie
Ph: 9789 3744

Liverpool Paediatric Service

Ph: 9828 4803

Melkite Welfare Association

Ph: 9750 5514

NSW Refugee Health Service

Ph: 8788 0770

Timorese Australian Council

Cabramatta 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.

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.

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.

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.

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