

# SUPPORTING CHILDREN WITH ADDITIONAL NEEDS

A Guide for Early Childhood Educators



**This information guide has been prepared by the  
Preschool Field Officer Service**

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# 1. PRESCHOOL FIELD OFFICER SERVICE

The Preschool Field Officer program is a locally responsive approach to providing preschool services with practical advice, support and professional services to enhance service capacity to provide for the access and participation of children with additional needs. The Preschool Field Officer role is to support early childhood teachers and educators to build their skills, knowledge and confidence to plan for and include all children.

All Victorian state funded preschool programs are eligible to receive PSFO services to support the access and participation of children with additional needs in a preschool program.

Funded preschool programs are provided in a variety of settings including children's centres, long day care centres, community preschools, independent schools and a small number of government schools.

The Preschool Field Officer service (PSFO) provides, up to 10 hours, to eligible children.

The Department of Education and Training funds community service organisations and local councils such as Hume City Council, to provide PSFO services across the state of Victoria. The PSFO program utilises an outreach model that enables the PSFO to provide services within a funded preschool environment. There is no cost to the preschool program or families for the PSFO service.

## **Who is the target group for the PSFO Service?**

Children must be attending or about to commence a funded three or four year old preschool program for the preschool to be eligible to receive PSFO support. The target group is also inclusive of children in receipt of Early Start & Access to Early Learning funding who are attending a preschool program delivered by a degree qualified early childhood educator.

# 1. PRESCHOOL FIELD OFFICER SERVICE

## **Who is the target group for the PSFO Service?**

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

- challenging behaviours
- speech, language or communication delays
- social and emotional challenges
- a diagnosed disability
- children who have or are experiencing trauma and/or vulnerability
- challenges associated with fine and/or gross motor development

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

Capacity building is provided through a range of strategies that assist the early childhood educators to plan and implement a program that is responsive to the learning and development needs of children with additional needs.

The PSFO program provides a collaborative partnership approach with early childhood teachers and educators. The partnership enables sharing and the exchange of ideas and knowledge to support a coordinated approach. The approach recognises that those who are with the child most will have a greater impact on the child's development. The PSFO program works in partnership to build educators capacity to provide young children with additional needs with the experiences and opportunities that promote their learning and development and to enable them to participate meaningfully in an inclusive learning environment.

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

Support may include:

- Provision of information and resources, and identification of adaptations, strategies and experiences to inform programming for a child with additional needs.

# 1. PRESCHOOL FIELD OFFICER SERVICE

- Supporting an early childhood educator's identification of a child with additional needs through contributing to the observation of a child's capabilities as well as their learning and developmental needs.
- Supporting an early childhood educator's confidence and capacity to respond to a parent's concern regarding their child's development.
- Provision of planning support that respects, acknowledges and complements the educator's expertise in supporting children's learning and development.
- Coaching of an early childhood educator to assist with planning and implementation of an inclusive early childhood program that supports a child with additional needs.
- Building professional partnerships and collaborative relationships with early childhood educators.
- Modelling of specific skills, suggestions and strategies with early childhood educators.
- Assistance to an early childhood educator to embed child specific teaching and learning approaches and opportunities into the everyday early childhood environment.
- Identification of referral pathways and facilitation of linkages for families to the range of child and family supports, including more specialised assessment and services as required.

## **Do PSFO's work with families?**

PSFO's recognise that families are their child's first educator, families know their child and can provide important information regarding their child's development. PSFO's can support early childhood educators to build trusting and respectful relationships with families that enable educators to plan and provide for the ongoing learning and development of children in the preschool program.

PSFO's use a range of capacity building strategies that may include acting as role models for strength-based conversations with parents regarding their child's development or acting as a support for the educator as they lead conversations with families. Part of the PSFO role focusses on building the skills and confidence of early childhood educators to respect the family as decision makers for their child and to support the early childhood educator to understand the range of services and supports available to enhance child and family functioning.

The PSFO does not directly deliver intervention to a child within an early childhood setting but acts as a consultant and coach to the early childhood educator. This approach may include contact with the child and family in the early childhood setting, recognising that this work is done with and through the early childhood educator in a manner that respects the educator's ongoing relationship with the child and family.

# 1. PRESCHOOL FIELD OFFICER SERVICE

## **Can parents contact the PSFO service?**

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

## **Who can request support?**

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

## **Support options**

There are now three support options available:

### **1. Individual Child – Funded Preschool Program**

PSFOs can assist children who are currently enrolled and attending a State-funded four and three year old preschool program with parental/guardian consent.

# 1. PRESCHOOL FIELD OFFICER SERVICE

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

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

### **1. Discuss your concerns with the family**

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

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

### **2. Complete the referral form with the family**

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

The referral forms will be emailed to each service in the Hume City Council catchment area at the beginning of each year. The forms can be accessed via dmail. Please contact us on 9205 2601 or email to [psfoteam@hume.vic.gov.au](mailto:psfoteam@hume.vic.gov.au) for this option.

The referral form is updated every year - please ensure you send the current form. Be specific about the child's needs and what you are requiring support with.

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

Email or post the form to our service at the address provided on the form.

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

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

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

- A child who has commenced the Early Childhood Early Intervention pathway (through the Brotherhood of St Laurence or NDIS) and is waiting for service to commence, is eligible for the PSFO program.
- When Early Childhood Early Intervention service commences, PSFO involvement will cease if the service provider includes preschool visits.

# 1. PRESCHOOL FIELD OFFICER SERVICE

## General advice without completing a request for service

You can call the PSFO program for guidance and information without completing a referral form. We can provide phone support to discuss your concerns, guide you with referral options, strategies for inclusion or how to approach parents, etc. Please don't hesitate to contact us on the numbers provided.

PSFO SERVICE CONTACT DETAILS	
<b>Robyne Oakley:</b>	0419 573 781
<b>Robyn Gorfine:</b>	0417 874 109
<b>Tracey Treadwell:</b>	0408 066 225
<b>Sarah Stevens</b>	0477 377 018
<b>Julie Smith</b>	0457 775 177
<b>Address:</b>	Hume City Council 1079 Pascoe Vale Road, Broadmeadows VIC 3047
<b>Email:</b>	PSFOteam@hume.vic.gov.au



## 2. COMMUNICATING YOUR CONCERNS TO FAMILIES

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

### **Approaching Parents**

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

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

### **Organising the parent meeting**

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

### **During the parent meeting**

- Have your notes put away in a folder/diary or similar so that you can listen well to the parents without focusing first on what you want to say. The family should talk first about their child. Listening well to the family 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 family says e.g. Yes, we've noticed that Ashaz can have trouble talking with his peers at preschool too. I know what you mean... and so on.

## 2. COMMUNICATING YOUR CONCERNS TO FAMILIES

- Remember to let families know at every opportunity that they know their child best. You are after their input to understand the situation better.
- Remind families that the purpose of the meeting is to share information with each other, and to work out how to support their child.
- State the factual information you have observed at preschool.
- Ask questions as to how this information compares to the child when at home / in other social settings.
- Relate this to child development information.

**Further information:**

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

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

### 3. THE EARLY CHILDHOOD APPROACH AND THE NDIS



Hume commenced transition to the National Disability Insurance Scheme (NDIS) March 2018, which means there are changes in the way Early Childhood Intervention Services (ECIS) are accessed and how service providers are funded. Children can no longer apply for state-funded ECIS and can now be referred to the early childhood approach (formerly Early Childhood Early Intervention/ECEI).

The Brotherhood of St. Laurence (BSL) is the early childhood partner (EC Partner) of the NDIS in our municipality. This means that you may see BSL with NDIS on paperwork.

The early childhood approach supports children younger than 7 years of age with developmental concerns or disability in Hume/Moreland. This includes those who may be eligible to become participants of the NDIS.

Children do not need a diagnosis to be referred to the early childhood approach. Children younger than 6 without a diagnosis may be eligible to access the NDIS. Children who are 6 years and over and do not have a diagnosis may be supported by our early childhood team to link in with local mainstream and community services.

#### **What is the early childhood approach?**

Our early childhood approach recognises, as parents and carers, you are central in supporting your child's development. The early childhood approach aims to:

- provide timely support to ensure that you are able to access the supports you need
- give you information about best-practice early childhood intervention supports and how you can help your child
- increase your confidence and capacity to manage and respond to your child's support needs
- increase your child's ability to do activities they need or want to do
- increase your child's inclusion and participation in mainstream and community settings like playgroup, childcare, kindergarten or preschool
- give you information about, and referrals to, other support services, like parent support groups – to meet other people with similar experiences or situations, if you want to.

The early childhood approach can be delivered by a range of professionals with specialist qualifications who apply their knowledge and expertise to support children to learn and develop.

# 3. THE EARLY CHILDHOOD APPROACH AND THE NDIS

The professionals supporting a child may include:

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

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

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

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

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

## Who provides the early childhood approach in the Hume/Moreland region?

The NDIS has engaged early childhood partners (EC partners) around Australia to deliver the early childhood approach. EC partners are teams of allied health professionals and early childhood educators. The Brotherhood of St. Laurence is the EC partner for Hume and their contact details are:

### The Brotherhood of St. Laurence

Tel – 1300 275 323

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

### How does it work? Information for families

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

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

# 3. THE EARLY CHILDHOOD APPROACH AND THE NDIS

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

The early childhood team will:

- Connect you and your child with the most appropriate supports in your area, such as the community health centre (IPC Health), educational setting or playgroup.
- Assign an early childhood coordinator (EC coordinator) to meet with you to gather some general information about you and your child. This meeting can happen in your home, in the community or in our office. As part of this initial conversation, you can discuss your concerns about your child's development. Your early childhood partner will help you get the right level of support for your child's needs.
- Provide a short period of early supports where it has been identified as the most appropriate support. Early supports are designed to build capacity in you and your child to promote everyday learning.
- Help you to request NDIS access if your child requires longer-term early childhood intervention supports. If your child becomes an NDIS participant, the EC partner will work with you to develop an NDIS plan.
- Develop your plan: help you to work out your goals and identify the supports you need to help reach those goals.
- Get your plan going: once your plan has been approved, the EC team will work with you to help you get your supports set up and working. They might help you to set up your MyGov and My NDIS Participant Portal account and show you how to manage and monitor your NDIS funds.
- Keep in touch with you, if you need help with your plan: the EC team will keep in touch with you and check in to see how you are going with using your plan, and if you have been able to access the supports, such as therapy or equipment, that your child needs.

# 3. THE EARLY CHILDHOOD APPROACH AND THE NDIS

## Who can refer to ECEI?

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

EARLY CHILDHOOD APPROACH CONTACT DETAILS
<p><b>The Brotherhood of St Laurence</b> 1H Homemaker Centre 1185-1197 Pascoe Vale Road Broadmeadows VIC 3047 <b>Tel:</b> 1300 275323 <b>Email:</b> ECEI.access@bsl.org.au</p>
<p><b>USEFUL LINKS:</b></p> <ul style="list-style-type: none"><li>• BSL early childhood page: <a href="https://ndis.bsl.org.au/early-childhood/about-us/">https://ndis.bsl.org.au/early-childhood/about-us/</a></li><li>• BSL referral form: <a href="https://ndis.bsl.org.au/early-childhood/referral-form/">https://ndis.bsl.org.au/early-childhood/referral-form/</a></li><li>• NDIS early childhood approach: <a href="https://ourguidelines.ndis.gov.au/early-childhood/early-childhood-approach">https://ourguidelines.ndis.gov.au/early-childhood/early-childhood-approach</a></li><li>• NDIS access checklist: <a href="https://www.ndis.gov.au/applying-access-ndis/am-i-eligible">https://www.ndis.gov.au/applying-access-ndis/am-i-eligible</a></li></ul>

## 4. DPV - 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.

DPV Health provides the following services for children and families:

- Psychology (for children)
- Family Services
- Podiatry
- Counselling Services (for parent)
- Dental Services
- Speech Therapy
- Occupational Therapy
- Paediatricians

### **Occupational Therapy:**

Paediatric Occupational Therapists look at the activity's children take part in their everyday life. They help children to take care of themselves (self-care) participate in preschool 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 Preschool.

### **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:**

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.

### **Podiatry:**

If your child is suffering from any lower leg symptoms, exhibits an awkward gait or walk, has flat feet, uneven shoe wear, poor posture and stability a pediatric podiatrist may be able to help you. No age is too young to visit a podiatrist.

## 4. DPV - CHILD HEALTH SERVICES

### **Audiology:**

An audiologist deals with ear-related problems, specifically balance disorders and hearing loss that affect infants and children. Audiologists are often considered as “hearing doctors” since their main specialty is the assessment, diagnosis, treatment, and management of different kinds of hearing losses, which may develop for several reasons. Further, since the ears also help in achieving balance, audiologists are also trained to handle balance disorders.

### **When should I refer to DPV Health for Child Health Team?**

Eligibility is determined by the standards outlined by the Department of Health for Community Health Services.

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

If there are concerns about moderate to significant delays in one or more developmental areas, a discussion about service options (other than DPV 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.

### **Referrals for DPV**

Both Parents, MCHN and Educators are able to put in a referral via email to the Child Health Team. If educators put in the referral on behalf of the child please;

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

Please send referrals, including child's name, DOB, parent's name, mobile and brief notes on needs for OT, psychology audiology and podiatry to [intake.hume@dpv.org.au](mailto:intake.hume@dpv.org.au)

For Speech Pathology referrals please send the [referral form](#) to the DPV intake email above.



## 4. DPV - CHILD HEALTH SERVICES

### **Paediatricians**

DPV Health also has three paediatricians (there is a waitlist). The services of the paediatricians will be bulk billed, however GP referral is required. The GP referrals can be sent, faxed or emailed.

### **Paediatric Fellow**

DPV Health has a number of Paediatric Fellows who are in their final year of training with the Royal Children's Hospital and WILL see children without Medicare cards. The Paediatric Fellows are only at DPV for one year. They can consult and give recommendations ONLY; they do not diagnose. A GP referral is not required but there is a Referral Form available through RCH.

Educators and other professionals such as MCH and Speech Pathologists can refer to the Paediatric Fellows program with parent/carer consent.

### [Referral to Fellow in Community Child Health](#)

If unsure, please contact Intake at DPV on 1300 234263 to discuss issues around which service may best suit the child's needs.

To refer for any allied health service at DPV

- First gain the families consent
- Then email the request with the child's name, DOB and family address and phone number to [intake.hume@dpvhealth.org.au](mailto:intake.hume@dpvhealth.org.au)

# 5. SUNBURY 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 non-for-profit organisation.

Sunbury Community Health provides the following services for children and families:

- Family Services
- Audiology
- Dental Service
- Speech Therapy
- Physiotherapy
- Podiatry
- The Enables program

The Child Health Team offers individual and group services. Please see the tip sheet tab for further information on what Sunbury Community Health offers.

## **Physiotherapy:**

The Sunbury Physiotherapist mostly works with babies under 2.

## **Paediatric Speech Pathologists**

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. This is not an ongoing service. This service offers group work.

**Dental:** Phone 9744 4455 for service. Health Care Card holders free.

**Audiology:** Phone 9744 4455 for service. Health Care Card holders free.

**Podiatry:** Phone 9744 4455 for service. Health Care Card holders free.

# 5. SUNBURY COMMUNITY HEALTH - CHILD HEALTH SERVICES

## When should I refer to Sunbury Community Health?

Eligibility is determined by the standards outlined by the Department of Health for Community Health Services.

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

If there are concerns about moderate to significant delays in one or more developmental areas, a discussion about service options (other than Sunbury Health) 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 Sunbury Community Health on 9744 4455 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 Sunbury Community Health. It can sometimes be difficult to initiate conversations around consent with parents/carers. The following tips may facilitate these conversations:

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

## How do I make a referral to Sunbury Community Health for a Child Health Service (Physiotherapy, Speech, Pathology and Psychology, Audiology, Dental)?

Support around community health services and/or support in accessing and applying for the NDIS, contact 9744 4455 to find out about eligibility for our Child Development services for referring purposes.

## NDIS in Sunbury

Sunbury Community Health Service also has support services to assist families to apply for the NDIS (also see pages 10 and 11 of this book) for Sunbury.

Contact for young children: 9744 9243

Email: [ndis@sunburychc.org.au](mailto:ndis@sunburychc.org.au)

## 6. NDIS EARLY INTERVENTION AGENCIES

Families can self-refer once they have their NDIS plan. Early Intervention Agencies typically have Speech Pathologists, Occupational Therapists, Special Education Teachers and Physiotherapists as part of their team. These services are operated using the Key Worker model, that includes working with children's services and in the family home or elsewhere in the community, including Kindergarten as decided upon by the family.

NDIS Early Intervention Agencies		
<b>DPV</b> (Roxburgh Park, Broadmeadows and Craigieburn)	1300 234263	<a href="https://www.dpvhelath.org.au">https://www.dpvhelath.org.au</a>
<b>Yooralla</b> (Broadmeadows)	9666 4500	<a href="https://www.yooralla.com.au">https://www.yooralla.com.au</a>
<b>Noahs Ark</b> (Craigieburn)	1800 819140	<a href="https://www.noahsarkinc.org.au">https://www.noahsarkinc.org.au</a>
<b>Sunbury EI</b>	9744 4455	<a href="https://www.suburychc.org.au">https://www.suburychc.org.au</a>
<b>Merri Health</b> (Coburg)	1300 637744	<a href="https://www.merrihealth.org.au">https://www.merrihealth.org.au</a>
<b>Scope</b> (Glenroy)	1300 472 673	<a href="https://www.scopeaust.org.au">https://www.scopeaust.org.au</a>
<b>Everyday Independence</b> (South Morang and Keilor)	1300 179 131	<a href="https://www.everydayind.com.au">https://www.everydayind.com.au</a>

# 7. PAEDIATRICIANS

## **Who is a Paediatrician?**

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

## **When do you refer to a Paediatrician?**

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

## **Who can refer to a Paediatrician?**

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

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

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

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

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

## **Paediatric Fellow Service at DPV**

You can also make a referral to the Paediatric Fellow Service who is based at DPV. Please see details on Page 16.

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

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

## 7. PAEDIATRICIANS

**\* Please note, these are not recommendations, nor is it an exhaustive list. The child's GP may have a paediatrician that they usually refer to. Please note that a referral from your GP is required for you to gain an appointment with any paediatrician.**

<p><b>Northern Hospital</b> Paediatrician Outpatient Clinical Services Ph: 9495 3443 Email: ACETs.Helpdesk@nh.org.au</p> <p>For developmental delay, including initial autism concerns and behavioural concerns, refer to the Developmental and Behavioural Clinic.</p> <p>Located at the Northern Hospital Epping or Northern Hospital Craigieburn Ph: 8338 3000</p>	<p>A few of the paediatricians at the Northern:</p> <p>Dr Jim Goutzamanis</p> <p>Dr We Qui Fan</p> <p>Dr Simon Hauser</p>
<p><b>Paediatric Fellows at DPV</b> Ph: 1300 234 263</p>	<p>There is a waiting list, however it has a shorter wait time than accessing the permanent Paediatricians at DPV. Please see information on the DPV page. The Paediatrician is at DPV for one year, so it isn't ongoing. Please see the hyperlink attached on the DPV page</p>
<p><b>DPV Paediatricians</b> Ph: 1300 234 263</p>	<p>Dr Teresa Lazzaro</p> <p>Dr Lyndal Peake</p> <p>Dr Sue Kermond</p>
<p><b>RCH Developmental Paediatricians</b> Developmental-Behavioural Specialist Clinics Ph: 8345 6180</p>	<p>There are many. Some we know are:</p> <p>Dr Sian Hughes</p> <p>Dr Rick Jarman</p> <p>Dr Chitra Chandon</p> <p>Associate Professor Dr Gehan Roberts</p> <p>Professor Dr Sharon Goldfield</p>

## 7. PAEDIATRICIANS

<p><b>Complete Children's Health Care</b>          Address: 82 Holmes Road,          Moonee Ponds VIC 3039 or          769 Calder Highway          Keilor VIC 3036          Ph: 9375 7833          Email: info@completechildrenshealth.com.au          Web: www.completechildrenshealth.com.au</p>	<p>Dr Yolanda Arduca           Dr Natasha Dilla           Dr Jo Martin           Referral can be faxed by GP or emailed.</p>
<p><b>Dr Sian Hughes</b>          Address: 512 Barry Road          Coolaroo VIC 3048</p>	<p>Dr Sian Hughes</p>
<p><b>Dr Raj Khillan</b>          Address: Neal St Medical Centre - Gisborne          on Saturdays          Ph: 8001 7170</p>	<p>Dr Raj Khillan</p>
<p><b>Western Specialist Centre</b>          Address: 131 Main Road West          St Albans VIC 3021          Ph: 9486 0490</p>	<p>Team of Paediatricians and Children's Allied          Health Services</p>
<p><b>Northpark Private Consulting Suites</b>          Address: Cnr Plenty Rd &amp; Greenhills Drive          Bundoora VIC          Ph: 9468 0490</p>	<p>Team of Paediatricians</p>

## 8. OCCUPATIONAL THERAPISTS (OT)

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

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

### **Who can refer to an Occupational Therapist?**

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

DPV have an Occupational Therapist. They mainly see children with fine motor challenges prior to starting school.

This is not usually an ongoing service. Fees may apply, depending upon your family's income level. Services is free for low income families or Health Care Card holders.

### **How do you refer to private Occupational Therapist?**

Contact the therapist directly.

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

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

Families may be able to obtain Medicare rebates - please refer to the section "How to get Medicare rebates for seeing therapists" on page 39 for more information. Children may also access Occupational Therapy using the NDIS see page 11 and 13 for more information



## 8. OCCUPATIONAL THERAPISTS (OT)

Name & Details of Occupational Therapist	Additional Information
<p><b>LOTS4KIDSOT Services</b> Lincy George - Craigieburn &amp; Roxburgh Park Ph: 0406 907741</p>	Medicare
<p><b>DOTS Paediatric OT</b> Moonee Ponds &amp; Keilor Ph: 0452 573687</p>	NDIS and Medicare
<p><b>Building Blocks OT</b> Mernda &amp; South Morang Ph: 9404 0338 Email: info@buildingblockstherapy.com.au</p>	NDIS and Medicare. Social Skills and school readiness groups. Clinic and visits to kinders. Part of the Northern Kids Hub with Speech and Psychology
<p><b>Crisalida</b> 678 High Street Thornbury and 630 Bell Street Preston. Ph: 9484 6299 Email: admin@crisalida.com.au</p>	NDIS and Medicare rebates. Also has speech and Psychology. Run ready for school and social skills programs.
<p><b>Sensational Kids</b> Kensington Phone: 8560 4050 Email: mpadmin@sensationalkids.com.au</p>	NDIS and the Medicare Rebates. Also has speech.
<p><b>Splash Therapy</b> 206 Buckley Street Essendon Phone: 87316555 Email: essendon@splashtherapy.com.au</p>	NDIS and the Medicare Rebates. Also has speech. Runs groups as well as clinic and kinder visits
<p><b>Village Therapy</b> 36 Gap Road Sunbury Phone: 9811 7026 Email: info@villagetherapy.com.au</p>	NDIS and the Medicare Rebates. Also has speech.
<p><b>Playhouse Therapy</b> 106 Riddell Road Sunbury Email: info@playhousetherapy.com.au Facebook: @Playhouse Therapy</p>	Childs Play Occupational Therapy-Autism Therapy Jenny Knight Ph: 0423 939 233 Email: childisplayot@optusnet.com.au

## 8. OCCUPATIONAL THERAPISTS (OT)

Name & Details of Occupational Therapist	Additional Information
<b>OT Ability Beyond Therapy</b> Suite 3, 314 Child's Road, Mill Park Deb Mondal Ph: 0468 769171 info@abilitybeyondtherapy.com.au	
<b>INTEGRATED OT</b> Suite 7, 2 Enterprise Drive, Bundoora Ph: 0432 866576 admin@integratedot.com.au	

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.

## 9. 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 regard to encouraging language development at home. Speech Pathologists also work with children who have problems eating, drinking or other oral motor issues.

### **When do you refer to a Speech Pathologist?**

Speech therapy support would be necessary for a child who has speech and language delays. These may be in expressive language (i.e. the child's ability to express themselves and be understood by others) or receptive language (i.e. the child's ability to take in and process language to understand instructions etc.).

**It is important to check if the child is having difficulty hearing if there are concerns about the child's speech and language development.**

### **Who can refer to a Speech Pathologist?**

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

### **How do you refer to a Speech Pathologist?**

Contact the Pathologist directly.

Both DPV and Sunbury Community Health have paediatric Speech Pathologists. It is important to know that these services are not usually ongoing and may be group based. Fees may apply, depending upon your family's income level.

Services are free for low income families or Health Care Card holders. See the list following for some of the private Speech Pathologists in the Hume area who the family may contact.

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

Families may be able to obtain Medicare rebates - please refer to the section **"How to get Medicare rebates for seeing Pathologists"** on page 39 for more information. **Usually a speech Pathologist will request the child to have a hearing test completed before a speech**

**Free hearing tests are available through DPV and Sunbury Community health. These are bulk billed and require a referral from a doctor.**

## 9. SPEECH PATHOLOGIST

Name & Details of Speech Pathologist	Additional Information
<p><b>Designed2Shine Speech</b>  Rebekah Gobhurdan 19 Champion Pde  Craigieburn  Phone: 0415 181 278  Email: info@designed2shine.com.au</p>	<p>Clinic sessions, home visits and kinder visits  Medicare and NDIS</p>
<p><b>A to Z Speech</b>  Jacqui Armstrong- 59 Hamilton St  Craigieburn  Phone: 0410 176732</p>	<p>Medicare and NDIS (self-managed)</p>
<p><b>Confidence Speech</b>  4/6 Clara St Fawkner  Phone: 0648 786 210  admin@confidencespeechpathology.com.au</p>	<p>Medicare and NDIS</p>
<p><b>Little Talkers</b>  Melissa Roussou  Hillside  Phone: 0403 222 582</p>	<p>Medicare and NDIS (self managed). Has a waitlist</p>
<p><b>Lady Bug House</b>  Phone: 9331 0720</p>	<p>Clinic  Run groups  Medicare and NDIS ( self managed)  also have OT and Psychology</p>
<p><b>Sensational Kids Kensington</b>  Phone: 8560 4050  Email: mpadmin@sensationalkids.com.au</p>	<p>Clinic  Medicare and NDIS  Also have OT</p>
<p><b>Crisalida</b>  678 High St Thornbury  Phone: 9484 6299.  Email: intake@crisalida.com.au</p>	<p>Clinic  Groups  Medicare and NDIS  Also have OT and Psychology</p>
<p><b>Tanya Boyd Speech Therapy</b>  82 Holmes Road Moonee Ponds  Phone : 0407554 070</p>	<p>Clinic and kinder visits can be arranged  Medicare</p>

## 9. SPEECH PATHOLOGIST

Name & Details of Speech Pathologist	Additional Information
<b>Village Therapy</b> 36 Gap Rd Sunbury Phone : 9811 7026 Email: info@villagetherapy.com.au	Clinic Medicare and NDIS
<b>Thrive Therapy</b> 22 Mitchells Gap Sunbury Phone: 9746 2057 Email: admin@thrivechildrenstherapy.com.au	Clinic Medicare and NDIS
<b>Sound it out Speech</b> Unit 27b 267 Plenty Rd South Morang Phone : 97178194 Email : info@sounditout.com.au	Clinic Have social skills groups and school readiness groups Part of the Northern Kids Hub – OT and Psych Medicare and NDIS

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.

Another option for short term speech therapy (mainly for screening purposes) could be one of the University Clinics:

Name & Details of Speech Pathologist	Additional Information
<b>LaTrobe Communication Clinic</b> LaTrobe University Phone : 9479 1921	Fees - Initial screen \$60 Therapy - \$30/\$15 with concession
<b>Melbourne Uni Therapy Clinic</b> General clinics now but do have auditory processing and audiology clinics. Ph: 9035 5333- Melbourne University Teaching Clinics.	Using the 5 plan sessions \$128 rebate of \$56.50 or via NDIS

## 10. PSYCHOLOGISTS

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

### **When do you refer to a Psychologist?**

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

### **Who can refer to a Psychologist?**

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

### **How do you refer to a Psychologist?**

Parents are able to contact the therapist directly or through the family doctor. See the list following for some of the Psychologists in the Hume area who the family may contact.

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

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

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

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

Please refer to the section "How to get Medicare rebates for seeing therapists" on page 31 for more information.

## 10. PSYCHOLOGISTS

Name & Details of Psychologist working with children	Additional Information
<b>Crisalida</b> 678 High St Thornbury Phone: 9811 7026	Also has Occupational Therapy and Speech
<b>Bright Futures Children's Specialist Support Service</b> 22 Lakeside Dve Broadmeadows 3047 Phone : 9359 5493	Therapeutic group work with children
<b>Time to Shine</b> Unit 27b 797 Plenty Rd South Morang Phone: 9717 8194 Email: timetoshine@outlook.com.au	Clinic based  Part of Northern Kids Hub – has Occupational Therapy and Speech at same site
<b>Bloom Child Psychology</b> 55c Dinah Road Keilor East. Also at Complete Children's Health Moonee Ponds Phone : 9448 8712 Email info@bloomchildpsychology.com.au	Clinic based Moonee Ponds and Keilor East Run social skills and school readiness groups Medicare
<b>Rainbow Care Psychology</b> 5 Hanson Rd Craigieburn Phone: 0439815244 contact@rainbowcarepsychology.com.au	Children and families counselling Medicare NDIS if self managed
<b>New View Psychology</b> Moonee Ponds, Craigieburn Tullamarine Roxburgh Park ( Family mental health) Phone: 1300 830 687	Children at Moonee Ponds clinic only Medicare and NDIS
<b>Central Psychology</b> 9 Macedon St Sunbury Phone : 9740 5399 Email : info@centralpsychology.com.au	Medicare
<b>Family Minded Psychology Sunbury</b> Phone: 9811 7052	
<b>Serene Psychological Services</b> Level 1 38-40 Gap Road Sunbury Phone: 97002 6979 admin@serenepsychologicalservices.com.au	Medicare Work with both children and families

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.

# 11. HOW TO GET MEDICARE REBATES FOR SEEING THERAPISTS

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

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

## **MENTAL HEALTH TREATMENT PLAN**

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

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

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

## **WHAT HAPPENS NEXT?**

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



## 12. AUTISM SPECTRUM DISORDER - USEFUL SUPPORTS

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

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

Address: PO Box 374, Carlton South, Vic 3053

Tel - Infoline: 1300 308 699 Email: [info@amaze.org.au](mailto:info@amaze.org.au) Website: [www.amaze.org.au](http://www.amaze.org.au)

Amaze helps individuals on the autism spectrum, their parents/carers and families, support groups, autism professionals, schools and all others who need information and assistance on the subject of autism. They also have helpful tip sheets for educators and families

### **Raising Children Network**

Useful information/tip sheets 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)

Or Search: "Autism Spectrum Disorder" for further information

### **ASD Transition Statements**

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

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

### **Yellow LadyBugs**

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

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

### **Resources:**

Sensory Tools

Sensory Tools offers leading-edge treatment courses and products that specifically address issues associated with Sensory Processing, Autism, Asperger's, ADHD.

<https://sensorytools.net/>

### **Sensory Oasis for Kids**

Sensory Products for Special Kids with Special Needs Proudly Australian owned & operated, Sensory Oasis for Kids is a Melbourne-based online & retail store run by a mum of three amazing Autistic boys. <https://www.sensoryoasisforkids.com.au/>

# 13. ACCESS TO EARLY LEARNING (AEL) & EARLY START KINDERGARTEN (ESK)

## **Access to Early Learning:**

The Access to Early Learning (AEL) program is designed to support vulnerable families to sustain engagement in preschool and to improve the learning outcomes in the home.

## **Procedure:**

Children identified for participation in AEL must have at least two or more of the following family characteristics in order to be eligible:

- Known to Child Protection/Child First
- Intellectual or physical disability – of the child or parent
- Family Violence
- Mental Health Issues
- Sexual Assault
- Alcohol and Drug Abuse

There may be other factors, such as homelessness, young parenthood and social isolation, which are considered in combination with the above characteristics.

Eligible children must turn three by 30 April of the year of attendance. If the child is not eligible for AEL, the facilitator will work with the family and referrer to identify other services to support the family, such as Early Start Kindergarten (ESK)

AEL facilitators can be contacted to discuss further on 9205 2200 or [AEL@hume.vic.gov.au](mailto:AEL@hume.vic.gov.au)

## **Early Start Kindergarten Funding (ESK)**

The Early Start Kindergarten program is designed to maximise access to two years of quality early childhood education and care prior to school for vulnerable children and children identified as Aboriginal and/or Torres Strait Islander.

Early Start Kindergarten Program eligibility criteria are:

- Children are aged three by 30 April in the year they will be attending a preschool program.
- Children are Aboriginal and/or Torres Strait Islander, or
- The family has had contact with Child Protection (or has been referred by them to Child First)

More information is available at:

<http://www.education.vic.gov.au/childhood/parents/kindergarten/Pages/earlystart.aspx>

# 14. ABORIGINAL & TORRES STRAIT ISLANDER SUPPORT SERVICES

## Koori Education Worker KESO

The role of the KESOs is to help build the capacity of Victorian schools and early learning services to provide culturally welcoming and safe learning environments where koori students can participate fully, achieve their best, and graduate to post-secondary education and training pathways.

KESOs support by the facilitation and engagement between school, families, students, key stakeholders and organisations, building and strengthening the relationships between them. KESOs work closely with Senior Education Improvement Leaders (SEILs) to implement and deliver the Regional Marrung Implementation Plan.

This includes delivery of Cultural Understanding and Safety Training to education providers across North Eastern Melbourne and Hume Moreland areas. The KESOs is also available to guide and support schools to develop Individual Education Plans (IEP) for all koori Students. Other priority areas for the KESOs include:

- Offering cultural audits to all schools and early learning centres within their networks
- Supporting services and families to access 3 and 4-year-old preschool programs while promoting all DET Early years initiatives
- Support supported playgroups
- Engage with Maternal Child Health coordinators
- Attend student support group meetings for koori Out of Home Care students as per LOOKOUT Centres processes
- Promote opportunities for families to engage in relevant committees, councils and groups.

## VACCA Victorian Aboriginal Child Care Agency

Address: 340 Bell Street Preston

Phone: 9287 8806

Website: <https://www.vacca.org>

## NIFVS

Address: 680 High Street Thornbury

Phone: 9484 1666

Website : <https://www.nifvs.org.au>

# 14. ABORIGINAL & TORRES STRAIT ISLANDER SUPPORT SERVICES

## Other helpful supports that are available to Aboriginal Families living in Hume:

- Victorian Aboriginal Health Service (VAHS), Fitzroy
- Victorian Aboriginal Community Services Ltd - Collingwood
- Victorian Aboriginal Education Association Inc (VAEAI), Northcote
- Wandarra Aboriginal Corporation, Dallas
- Koorie Heritage Trust, Melbourne
- Relationships Australia (Provides Support to Aboriginal & Torres strait Islander families)
- Djirra – Womens Legal Services, Abbotsford
- Aboriginal Literacy Foundation, Melbourne
- Aboriginal Housing Victoria, Fitzroy North

Hume City Council Aboriginal Support Staff

[https://www.hume.vic.gov.au/Services\\_For\\_You/Other\\_Services/Aboriginal\\_and\\_Torres\\_Strait\\_Islander\\_peoples](https://www.hume.vic.gov.au/Services_For_You/Other_Services/Aboriginal_and_Torres_Strait_Islander_peoples)

### **Janine Brown**

ATSI Parent as Teacher Support Worker

Email: [janineb@hume.vic.gov.au](mailto:janineb@hume.vic.gov.au)

Phone: 9205 2646

### **Corey Williams**

Community Development Officer - Community Strengthening

Email: [coreyw@hume.vic.gov.au](mailto:coreyw@hume.vic.gov.au)

# 15. 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.

## Services include:

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

## Key Age and Stage Visits:

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

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

## Enhanced Maternal & Child Health Service

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

## Babies in Hume

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. Email: [babiesinhume@hume.vic.gov.au](mailto:babiesinhume@hume.vic.gov.au)

How to make a booking:

- Phone: 9205 2844
- Online registration forms to book your child's Key Age and Stage check or register for the First Time Parents Group, can be found on the Wyndham City website) by searching for Maternal & Child Health Services [mchbookings@hume.vic.gov.au](mailto:mchbookings@hume.vic.gov.au)

For further information contact to your local Maternal & Child Health Nurse, contact Bookings: [mchbookings@hume.vic.gov.au](mailto:mchbookings@hume.vic.gov.au). You can contact the 24hr Maternal & Child Health Nurse on 13 22 29.

# 16. FKA CHILDREN'S SERVICES

## What is FKA?

FKA Children's Services has a long history of achievement in the provision of Early Childhood Services. FKA Children's Services is a state-wide service that advocates for children's cultural and linguistic rights and provides support to education and care services in the provisions of culturally rich environments. Ph: 9428 4417

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

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

### 1. Professional Learning

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

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

### 2. Multicultural Resource Centre

- Members of FKA are able to borrow:
- Multilingual children's fiction and non-fiction books
- Story bags
- Games and puzzles
- Musical instruments
- Dramatic play resources
- Dolls
- Professional resources

### 3. Website Information

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

### 4. Cultural Inclusion Support

- Cultural Inclusion Support is offered in a number of ways to various services across Victoria:
- Fee-for-service Inclusion Support
- Australian Government Funded Children's Services
- Victorian Government Funded Children's Services
- Cultural Inclusion Support for Supported Playgroups

# 17. PLAYGROUPS PROVIDED BY HUME CITY COUNCIL

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

Supported Playgroups are funded by the Department of Health and Human Services.

## Eligibility

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

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

## Referral Process

If unsure of a family's eligibility or for information on how to refer, please contact the Children and Family Resource Team on 9205 2541 or email [playgroup@hume.vic.gov.au](mailto:playgroup@hume.vic.gov.au)

## Community Playgroups at Hume

Please see list of community playgroups on the Hume City Council [website](#)

## 18. MULTICULTURAL PLAYGROUPS IN HUME SUPPORTED BY VICSEG NEW FUTURES

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 preschool 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.

### **Some playgroups available in the community:**

Karen-Burmese, Chinese- Burmese/Horn of Africa/Indian/Iranian/Japanese/Russian/Chinese-Mandarin/Spanish/South Sudanese/Pacific Island/Sri Lankan

For more information about the groups, contact **VICSEG**

Contact – Sayanti Hatta

T: (03) 9353 5821 | F: (03) 9354 2313

E: [Sbhatta@vicsegnewfutures.org.au](mailto:Sbhatta@vicsegnewfutures.org.au)



# 19. KINDERGARTEN INCLUSION SUPPORT (KIS) PACKAGES

An inclusive preschool 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 preschools 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 preschool educators and may not provide full coverage of all costs.

## **The 'KIS' program:**

- provides assistance to complement early childhood teacher knowledge and skills, while acknowledging their expertise in supporting children's learning and development
- supports early childhood teachers to build their capacity to develop and implement an inclusive program
- supports early childhood teachers to contribute to positive outcomes for children, as defined in the Victorian Early Years Learning and Development Framework
- responds to the child's abilities and strengths, as well as their needs by supporting the preschool to enhance their learning and development
- inclusive programs encourage and allow all children genuine opportunities to access and participate in preschool programs

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

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

The Preschool Teacher needs to complete the application. Parents are required to sign the application and support the educator to gather information about the child when completing an application.

The application and guidelines to the program and the application can be found on the Department of Education website.

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

## **Contact Details:**

KIS Program – Lentara Uniting Care

Jeanette Twite – Early Learning Coordinator Kindergarten Inclusion Support – Norther Region Vic/Tas

PO Box 3217

Broadmeadows 3047

[Jeanette.Twite@vt.uniting.org](mailto:Jeanette.Twite@vt.uniting.org) P: 9351 3624

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## 20. OTHER USEFUL CONTACTS, RESOURCES & WEBSITES

### **Association for Children with a Disability**

(03) 9880700  
[www.acd.org.au](http://www.acd.org.au)

### **Carer Allowance**

Follow this link for more information  
[www.humanservices.gov.au/individuals/services/centrelink/carer-allowance](http://www.humanservices.gov.au/individuals/services/centrelink/carer-allowance)

### **Carers Victoria**

[www.carersvictoria.org.au](http://www.carersvictoria.org.au)

### **Child First Intake**

These services are available to parents to be and vulnerable families who live in the Hume and Moreland area with children 0-18 years. Referrals for Hume are usually made by professionals from the welfare, education and health sectors and also by Child Protection. The agency who hold child first intake are Kildonan (will change name to Uniting in July 2020)  
1300 786 433

### **Child Protection**

Please refer to your organisational policies in relation to Child Protection  
Tel: 1300 664 977  
AH: 13 12 78  
<https://services.dhhs.vic.gov.au/child-protection>

### **Continence Victoria**

Tel: 1300 220 871  
[www.continencevictoria.org.au](http://www.continencevictoria.org.au)

### **Websites with helpful resources, handouts and tip sheets for families and educators**

Raising Children: <https://raisingchildren.net.au>  
Better Health Channel: <https://www.betterhealth.vic.gov.au>  
Amaze: <https://www.amaze.org.au>

## 20. OTHER USEFUL CONTACTS, RESOURCES & WEBSITES

### Counselling and Family services

#### **Anglicare**

Financial planning (Lalor) (03) 8641 8900

Multicultural support/Family Violence/Parent Ed (Broadmeadows) (03) 9301 5200

Emergency Relief (Craigieburn) 0418 129 590

#### **Act for kids Broadmeadows**

Therapy for children who have suffered trauma. Under fee pay or NDIS

Tel: 83839380

Email : <mailto:melbourne@actforkids.com.au>

Website: [melbourne@actforkids.com.au](mailto:melbourne@actforkids.com.au)

#### **Alannah and Madeline Foundation**

Early Years Trauma Consultancy Service traCs ( SRF)

Tel : 9697 0666

Website: <https://www.amf.org.au>

#### **Parentzone**

Parenting programs and parent support programs (online and in face to face groups) ( Preston)

Tel: 8641 8900 E-mail: [parentzone.preston@anglicare.vic.org.au](mailto:parentzone.preston@anglicare.vic.org.au)

#### **Bright Futures**

Children's specialist Support Services (therapeutic group work) including homelessness and Family Violence Services Broadmeadows

Tel: (03) 9359 5493

#### **Berry Street Hume**

Early Years Violence Program

Tel: 9450 4700

#### **Drummond Street**

Kidz Talk counselling

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

#### **Better Place**

Counselling service at various sites in Hume

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

Tel: 1800 639 523

## 20. OTHER USEFUL CONTACTS, RESOURCES & WEBSITES

### **Family Mediation Service (Catholic Care)**

Tel: (03) 468 1305

### **Foundation House**

A specialist refugee trauma agency supporting survivors of torture and other traumatic events

Tel: ( 03) 389 8900

### **Kids First (formerly Children's Protection Society)**

Programs including group programs for mothers and children who have experienced family violence, sexual abuse or child abuse

Tel: (03) 9450 0900

### **Kildonan Uniting**

General family support services

Tel: 1800 002 992

### **Mackillop Family Services**

Family Relationship Centre (Broadmeadows)

Tel: (03) 9351 3700

### **Northern Integrated Family Violence Services**

Tel: (03) 9484 1666

### **Relationships Australia**

[www.relationships.org.au](http://www.relationships.org.au)

Tel: 1300 364 277

### **Dept Education and Training**

North/West Region

Tel: 1300 338 691

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

### **Dept Human Services**

Centrelink and Medicare offices

16-18 Pearcedale Road

Broadmeadows

### **Find a GP**

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

## 20. OTHER USEFUL CONTACTS, RESOURCES & WEBSITES

### Hospitals

RCH

Tel: (03) 9345 5522

Northern Hospital

Tel: (03) 8405 8000

### Hume Child and Family Directory

Find a list of our LDC and Pre Schools in our [directory](#) under children.

### Playgroups

To contact a playgroup support officer email: [playgroups@hume.vic.gov.au](mailto:playgroups@hume.vic.gov.au)

Tel: (03) 205 2605

### Inclusion Support (LDC)

The Inclusion support IS program is operated by the Victorian Inclusion Agency. Providers are KU and Community Child Care.

Tel: 0472 608 165

### VICSEG New Futures

Refugee family resource and mentoring service includes parenting classes and social groups in for women.

Tel: (03) 953 58 21

# 21. EMERGENCY HELP LINES

**Lifeline:** 13 11 14

**Suicide Prevention line:** 1300 651 251

**North-western Mental Health:** 1300 874 243

**Family Violence Health:** 1800 015 188

**Homeless Crisis Line:** 1800 825 955

**Parentline:** 132289

**Child Protection:** 1300 664 677 (after hours 131278)