

**Early Intervention Services and Resources
for CALD Families with Children 0 – 8 years old
in the SWAHS Catchment**



SWAHS Multicultural Health Network Western Cluster

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To the best of our knowledge the information contained is current as of the date of finalisation.

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1. Overview

1.1 About this Resource

This is not a definitive services list. It was initially developed in February 2009 for SWAHS staff as a guide to Early Intervention Services and Resources for Culturally and Linguistically Diverse (CALD) families in the area serviced by SWAHS. It has now been expanded to include information on additional external services. We have compiled information drawn from a number of sources about services and resources that may be of assistance to service providers in the SWAHS Catchment who work with CALD families with children from 0 – 8 years of age.

For more details please contact the respective services or authors / distributors of resources. You are strongly advised to check with relevant services before making referrals, as programs and personnel may change. This resource will be reviewed in January 2012.

1.2 Referral tips

When referring a client from a CALD background it is important to:

- make an initial call to establish a point of contact for them, where possible
- indicate interpreter need *and*
- assist the client in making an appointment.

A number of other directories listing services for parents with young children are available, and it is not our intention to reinvent the wheel. Rather, this document focuses on services that are CALD inclusive or run special programs for parents from CALD backgrounds. It also lists a range of translated resources. It includes relevant services available within SWAHS, some external services that are based locally and some services located outside SWAHS' boundaries (e.g. statewide services) that provide services that residents in the SWAHS catchment can access.

It is very important that service providers:

- **be actively involved in information sharing, interagencies and other networks**
- **familiarise themselves with the 'Strengthening Families Resourcing Parents' website <http://www.resourcingparents.com/> and actively use it by:**
 - **checking it regularly to keep up to date with the latest programs, services, training and issues, and**
 - **sharing information with others via this website e.g. when a service's details change or there are new programs, services or events to promote.**

2. The Families NSW Strategy

2.1 About the FNSW Strategy

'Families NSW (FNSW) is a prevention and early intervention strategy to help parents give their children a good start in life. This means supporting families during pregnancy and in the early years of a child's life, when development is rapid. Research shows that supporting families during this time will have a lasting influence on children in later life. Families NSW works on a strong evidence base, utilising service models that research indicates provide good outcomes for children.' (Families NSW).

The Families NSW Strategy sits across 5 NSW Government Departments, namely:

- NSW Department of Health
- NSW Community Services*
- Housing NSW
- NSW Department of Education and Training (DET)
- Ageing, Disability and Homecare (DADHC).

(*Community Services, formerly the NSW Department of Community Services (DoCS) is now an agency within the NSW Government's Human Services Department).

Some departments have primary responsibilities for funding certain FNSW initiatives.

- The Department of Health funds FNSW Universal Health Home Visiting for new babies
- Community Services funds FNSW programs in the NGO sector.
- DET funds the 'Schools as Community Centres' projects.
- DADHC has responsibility for coordinating the Early Childhood Intervention Co-ordination Program (ECICP), to provide a coordinated approach to supporting children with disabilities from birth to 6 years of age and their families.

There are FNSW Initiative Groups (FIGs) within each FNSW sector across NSW. All LGAs within the SWAHS catchment, with the exception of Greater Lithgow, are in the FNSW Metro West Sector. Greater Lithgow LGA is in the FNSW Western Region.

2.2 Key Contacts in the SWAHS Catchment

The SWAHS representatives for the Metro West Sector FIG are:

Louise Cowper: Network Director Primary Care and Community Health, SWAHS
02 8887 4474
louise_cowper@wsahs.nsw.gov.au

Barbara Kent: Group Manager, Group 4 (Penrith LGA), SWAHS
02 4730 5100
kentb@wahs.nsw.gov.au

Cheryl Morley (Nurse Manager): Nursing Program Coordinator - CONNECTFirst (Child & Family) and Families NSW Portfolio
Primary Care & Community Health Network, SWAHS
02 4730 5100
morleyc@wahs.nsw.gov.au

The representative from the Hawkesbury District Health Service is:

Karin Mayer: Nursing Unit Manager - Community Health
Hawkesbury District Health Service
02 4560 5714
kmayer@chcs.com.au

FNSW Western Region:

The Western Area Managers' Group makes decisions at the regional level. Planning is done in consultation with local Child and Family Network Groups - in the case of Lithgow, with the Child Protection Interagency. **The Child Protection Interagency contact person for the Lithgow area is:**

Meg Mendham
Galloping Gumnuts Mobile Children's Services Van Inc.
Tel: (02) 6352 3798
admin@gallgum.ngo.org.au

2.3 The 'NSW Health/Families NSW Supporting Families Early' Package

This recently approved package is now available online via the NSW Health website. It comprises two Policy Directives and one Guideline:

1. **Maternal and Child Health Primary Health Care Policy** (PD2010_17)
http://www.health.nsw.gov.au/policies/pd/2010/PD2010_017.html
2. **SAFE START Strategic Policy** (PD 2010_016)
http://www.health.nsw.gov.au/policies/pd/2010/PD2010_016.html
3. **SAFE START Guidelines: Improving Mental Health Outcomes for Parents and Infants** (GL2010_004)
http://www.health.nsw.gov.au/policies/gl/2010/GL2010_004.html

2.4 Brief overview of 'Keep Them Safe'

Many significant reforms to the child protection system in NSW will be introduced from 27th January 2010.

'Keep Them Safe: A shared approach to child wellbeing is the NSW Government's Five Year Action Plan that aims to re-shape the way family and community services are delivered in NSW, so that children, young people and their families receive the services they need, sooner.

In particular, Keep Them Safe includes actions to:

- enhance the universal service system and early intervention services,
- better protect children at risk,
- support aboriginal children and families, and
- strengthen partnerships with non government organisations (NGOs) in delivering community services.

The Keep Them Safe website <http://www.keepthemsafe.nsw.gov.au> provides information on the key changes in child protection and provides useful links for more specialised information. The latest news is also available in the *Keep Them Safe* e-newsletter which can be accessed from this site.'

(Source: NSW Department of Premier and Cabinet - Keep Them Safe website, November '09).

Look out for Broadcasts on how this strategy will be rolled out and for contact details for NSW Health's Children's Wellbeing Units.

3. Projects funded by Families NSW in the SWAHS Catchment

NSW Community Services purchases Families NSW funded services on behalf of the five government partner agencies: Ageing Disability and Home Care, NSW Department of Education and Training, Community Services, NSW Health and Housing NSW.

There is a range of FNSW projects funded across the SWAHS Catchment area.

While several Nepean Projects, and Cumberland / Blacktown and Baulkham Hills projects are CALD specific, ALL projects should be responsive to the CALD communities in their areas. CALD specific projects are highlighted in green (see Appendices 1, 2 and 3).

3.1 Families NSW Projects in the Nepean region

For a list of projects in the Blue Mountains, Hawkesbury and Penrith LGAs, see **Appendix 1**.

3.2 Families NSW Projects in the Cumberland/Blacktown/Baulkham Hills region

For a list of projects in the Auburn, Blacktown, Baulkham Hills, Holroyd and Parramatta LGAs, see **Appendix 2**.

The information contained in the tables at Appendices 1 and 2 will be updated on a quarterly basis, and available from:

Barbie Bates, NSW Community Services - Communities and Early Years Division.

Tel: 02 9354 1652 barbara.bates@community.nsw.gov.au

Facilitated Forums for each LGA in the FNSW Metro West region will be commencing in 2010 to foster collective responses to local issues (see details in the appendices).

3.3 Families NSW Projects in the Lithgow LGA

For a list of projects in the Greater Lithgow LGA, see **Appendix 3**.

For further information about projects in Lithgow LGA please contact:

Liz MacRaild

Regional Strategies Child Youth & Family

NSW Community Services, Orange

Tel: 6361 6925 Liz.MacRaild@community.nsw.gov.au

3.4 Programs in the NGO sector

The Families NSW tables attached at **Appendices 1 and 2** also list those programs in the non-Government sector in the Families NSW Metro West region that are funded by Community Services under the Families NSW Strategy. The list is compiled by Community Services and DET and will be updated quarterly. CALD specific projects are shaded in green, however all projects are expected to support their local CALD communities (with the exception of Aboriginal Specific Services).

For more information **contact:**

Barbie Bates at NSW Community Services - Communities and Early Years Division.

Tel: 02 9354 1652 barbara.bates@community.nsw.gov.au

3.5 Bilingual 'Triple P' (Positive Parenting Program) Facilitators.

There are numerous trained Bilingual Triple P Facilitators across the SWAHS Catchment, and a detailed list will be available in 2010.

Contact: Barbie Bates - barbara.bates@community.nsw.gov.au

4. Some other Services and Projects in the SWAHS Catchment

4.1 Migrant Settlement Support Services

Most of the settlement support services listed in Chapter 8 offer services/projects targeting Migrant and Refugee families – see their websites for more details.

4.2 Family Relationship Centres and Relationships Australia (NSW) Services

i. Family Relationship Centres and Resources:

A wide range of services is available to help families to build better relationships or to help deal with separation. These include Family Relationship Centres in Blacktown and Penrith, and outreach services to Lithgow from Bathurst. For more information about Family Relationship Centres visit the Family Relationships Online website:

www.familyrelationships.gov.au

ii. Relationships Australia (NSW)

A summary of the locations at which Relationships Australia operates in NSW and the services they offer is available at:

<http://www.relationships.com.au/where-we-are/nsw> Tel: 1300 364 277

4.3 Migrant and Refugee Children Support (MARCS) Group

MARCS is a collaboration of Child and Family related services that aims to improve outcomes for migrant and refugee children (0-12 yrs) in the Nepean Area (i.e. Penrith, Hawkesbury and Blue Mountains LGAs) with respect to the following:

- available/accessible services
- culturally appropriate services
- education of parents

Initiatives during 2009 have included:

- adding relevant resources to the www.resourcingparents.com website (including links to translated materials) to inform parents/services about parenting classes and developmental resources for their families/clients.
- a survey of Early Childhood and Family Service providers to determine their professional development and training needs, and to map recent service utilisation by CALD families in the Nepean area. Responses were being collated in December 09.

MARCS meets in Penrith every two months and is jointly convened by:

Rosie Smith

Multicultural Access Officer, Penrith City Council

rsmith@penrithcity.nsw.gov.au Tel: 47328096 or Mob 0419 219 990

and

Julianne Abood

Project Worker, Family Worker Training and Development Project Inc

julianne@fwtdp.org.au Mob: 0439 048 449

4.4 Penrith Refugee Support Program

The Mamre Project at Mamre House, St Marys hosts a Refugee Women's Support Program, for women in and around the Penrith LGA. It runs 4 days a week (Mon – Thurs) at Mamre House and currently focuses on women from Southern Sudan, however this may change as different refugee groups arrive. There is a free crèche and transport.

Services provided: English language classes, a parenting course, health sessions and projects, a supported playgroup and pre-employment courses. Numbers are high, so acceptance will be for those women with the greatest priority. Therefore the service will need to know: reason for referral, name and address of the person and the number of children and their ages. It is also useful to know the level of English spoken by the person being referred, their first language and what other languages they speak. If women are already involved at TAFE a couple of days a week then acceptance is unlikely.

Referrals / inquiries can be made to Sister Janet at Mamre House, Tel: (02) 9670 5321

A craft group for Southern Sudanese Women is held at **Nepean Migrant Access** in St Marys on Fridays.

Contact: Laura Sardo, Tel: (02) 9833 2416

Activities and support programs for newly arrived refugees from other countries may be set up as the need arises.

4.5 Generalist Services in the Blue Mountains LGA

i. Blue Mountains Better Beginnings Alliance (formerly Stronger Families Planning Group)

The Blue Mountains Better Beginnings Alliance is an executive group overseeing the formation and implementation of the Blue Mountains Child and Family Strategic Plan, which has three key areas:

- Vulnerable Children and their Families
- School Centred Community Hubs
- Child Friendly Communities

Formed in 2006, this group represents all the interfaces Blue Mountains families have - either directly or indirectly - with government and community organisations supportive of the care and education of children from birth to twelve years old.

This group is convened through a partnership between Blue Mountains City Council, NSW Community Services and the Mountains Community Resource Network (MCRN). Members include those government, community and civic organisations and networks in the Blue Mountains whose work impacts on children and their families.

Contacts:

For information about SWAHS involvement in this planning group, contact:

Dawn Williamson at Springwood Community Health Centre.

Tel: 4751 0100 williad@wahs.nsw.gov.au

For information about linking into a hub, call Blue Mountains City Council's Child and Family Services Development Office. Tel: 4780 5542.

ii. Blue Mountains Consortium

Connect Child and Family Services is the lead organisation in this consortium, which comprises 9 organisations and focuses on working with vulnerable children and their

families in the Blue Mountains. Numerous services are available to these children and their families through member organisations (brackets indicate key service involved):

- Early Childhood services for children aged 0-5 with disabilities (Connect Child & Family Services)
- Transition to School programs for children with disabilities across the Nepean Region (Connect Child & Family Services)
- School Centred Community Hub activities for children and families at Blackheath, North Katoomba and Katoomba Public Schools and Penrith Public School (Connect Child & Family Services) and Winmalee Public School (Lower Mountains Family Support Service).
- Supported playgroups using the 'Play and Chat' model (Connect Child & Family Services, Mountains Outreach Community Services)
- Toy and parent resource libraries at Hazelbrook and various mobile locations
- Early childhood intervention services for children with disabilities - Faulconbridge to Mt Tomah (Connect Child & Family Services); Penrith to Faulconbridge (Lapstone Pre-school)
- NSW Community Services' Brighter Futures Early Intervention Program (delivered for the Blue Mountains LGA by Connect Child & Family Services, Blue Mountains Family Support, Lower Mountains Family Support and Mountains Outreach Community Services)

Contact: Connect Child & Family Services Tel: 4758 9966
Bungaribee Centre, 48 - 50 Oaklands Rd, Hazelbrook.

4.6 Lithgow Family Support Service

Provides a range of support to families with dependant children whose capacity to function is limited by internal or external stresses of life. Services for families are preventative, with the aim of promoting environments that nurture and protect children through referral, self-help and educative programs.

Contact: Tel: (02) 6351 4055

5. SWAHS Services

5.1 SWAHS Multicultural Health Network (MHN)

<http://mscu-web10/Multicultural-Health-Unit-Home/default.aspx>

The MHN supports SWAHS services in the management of diversity within the community it serves, and within the SWAHS workforce.

MHN comprises the SWAHS Health Care Interpreter Service, the Bilingual Community Education (BCE) program, three Multicultural Health Teams and a Multicultural Health Promotion Team. SWAHS also employs **Multicultural Health Workers who are based in hospital and community health settings**, and auspices a range of **statewide multicultural services**, including the Transcultural Mental Health Centre (TMHC), Multicultural Problem Gambling Service (MPGS), Education Program on Female Genital Mutilation (FGM), Co-Exist NSW and The Women's Health At Work Program.

The Multicultural Health Teams work with SWAHS services to support health care provision for CALD communities and patients. The teams provide information, training and input into strategic planning, as well as supporting project development and implementation, and assisting and liaising with SWAHS services in the fulfillment of Ethnic Affairs Priority Statement (EAPS) reporting and planning. The teams also develop and implement community-based health promotion and education projects and initiatives with local CALD communities.

Multicultural Health Western Cluster (located at Nepean Campus)	Tel: 4734 1600
Multicultural Health Central Cluster (located at Cumberland Campus)	Tel: 9840 3800
Multicultural Health Eastern Cluster (located at Auburn Hospital)	Tel: 8759 3828
Multicultural Health Promotion Team (located at Cumberland Campus)	Tel: 9840 3768

5.2 SWAHS Multicultural Maternity and Postnatal Services

i. Auburn Hospital employs three Bilingual Health Workers:

Joanne Leung (Chinese) Auburn Hospital	Full-time	Tel: 8759 3546 Joanne.Leung@swahs.health.nsw.gov.au
Manal Hanna (Arabic) Auburn Hospital	Full-time	Tel: 8759 3512 manal.hanna@swahs.health.nsw.gov.au
Tamam Kipel (Turkish) Auburn Hospital	Part-time (Wed – Fri)	Tel: 8759 3513 Tamam.Kipel@swahs.health.nsw.gov.au

Their main priorities are to:

- provide regular and ongoing antenatal and post-natal education and support for women and their families from their respective language/cultural backgrounds;
- provide education and support in the Birthing Unit during labour;
- conduct antenatal classes in relevant languages, as well as individual post-natal education, and post-natal support groups;
- provide supportive intervention and brief counselling to individuals;
- provide information on services available and give referral assistance;
- assist other health services to become more aware of the special needs of people from CALD backgrounds, and to assist them in meeting those needs;
- provide patient support throughout Auburn Hospital for patients who speak their respective languages;
- assist in the development of support networks within the community.

ii. Blacktown Hospital employs two Generalist Multicultural Maternity Liaison Officers - based in the Antenatal / Gynaecology ward:

Athena Kandris Blacktown Hospital	Tues, Weds and Thurs (7.30am – 4.00pm)	Tel: 9881 8191 Athena.Kandris@swahs.health.nsw.gov.au
Nawal Nadar Blacktown Hospital	Mon, Weds and Fri (7.30am – 4.00pm)	Tel: 9881 8191 Nawal.Nadar@swahs.health.nsw.gov.au

They provide:

- support and information to women from CALD backgrounds who are first time mothers in Australia;
- supportive intervention to women and their families;
- educational programs and resources for identified cultural communities;
- liaison with health professionals and services within the hospital and the community to meet the needs of women from CALD backgrounds and their families;
- assistance in raising awareness among maternity staff to assist them in meeting the special needs of CALD women and their families.

iii. Westmead Hospital employs two Generalist Multicultural Maternity Liaison Officers:

Nelma Galas University Clinic, Clinic H Westmead Hospital	Mon – Fri 7.30am – 4pm	Tel: 9845 8236 / 6153 Page: 01810 Nelma.Galas@swahs.health.nsw.gov.au
May Chung University Clinic, Clinic H Westmead Hospital	Mon – Fri 7.30am – 4pm	Tel: 9845 6153 Page: 27485 May.Chung@swahs.health.nsw.gov.au

They promote access to maternity health services by:

- providing supportive intervention and brief counselling to individuals;
- providing education and resources in relation to maternal care;
- providing information on services available and giving referral assistance;
- initiating projects / programs to meet the needs of women from CALD backgrounds in relation to maternity;
- liaising between clients from CALD backgrounds and staff;
- being a patient's advocate;
- assisting in developing culturally sensitive health care

At this stage no staff with similar roles are employed in any of the hospitals located in Western Cluster.

5.3 Additional programs run through SWAHS and Catholic Healthcare

i. SWAHS Health Care Interpreter Service (HCIS)

HCIS provides free, confidential face-to-face and telephone interpreting services 24 hours a day, seven days a week. Interpreters assist clients from CALD backgrounds to access health services and communicate with health service providers in a language they understand. Services are available in over 120 languages, including AUSLAN (Australian Sign Language) for the Deaf clients. HCIS employs 40 staff interpreters/translators and has a pool of over 300 contractors.

HCIS interpreters and translators are highly trained and accredited. They are bound by a professional Code of Ethics and understand medical terminology. If you are producing new brochures or other resources about your service you should consider producing translated versions in relevant languages. HCIS can assist you in this process.

Contact: Tel: 9840 3456

ii. SWAHS Bilingual Community Education (BCE) Program

The BCE program is coordinated via the SWAHS Multicultural Health Promotion Team. One of their programs is entitled '**Women and Children – Growing Together in a New Country**', which covers topics such as:

- What kind of a parent can you choose to be?
- Establishing good rules - communicating well; listening to each other
- Keeping up your energies – maintain your wellbeing; getting to know the system

Resources for the program have been developed in 10 languages.

Contact: Eva Adamkiewicz Tel: 8838 2173

iii. The Primary Care and Community Health Network in SWAHS:

This network provides community based Child & Family Health (C&FH) Services primarily across Auburn, Blacktown, Baulkham Hills, Blue Mountains, Holroyd, Lithgow, Parramatta and Penrith Local Government Areas (LGAs).

The network is divided into 5 groups

Group 1: Auburn, Holroyd and Parramatta LGAs

Group 2: The Hills and Blacktown LGAs (minus Mt Drutt)

Group 3: Mt Drutt

Group 4: Penrith LGA

Group 5: Blue Mountains and Lithgow LGAs

- **CONNECTFirst** is the care model for the SWAHS Primary Care and Community Health Service and includes services provided by Child and Family Health Nurses and allied health for individual and group counselling, physiotherapy, occupational therapy and speech pathology for the child and family population with children 0-8 years. Youth Health and Women's Health services, hearing and immunisation services are also available in some areas.
- **Child and Family Health Nursing services** - in line with Families NSW Policy - offer a home visit to all families following the birth of their baby. Developmental checks as per the PHR (Personal Health Record or "Blue Book" now known as My First Health Record (MFHR)) are conducted in Early Childhood Health Clinics.

Requests for child and family health services can be made via the **central referral service**, or through the nearest community health centre.

SWAHS Central Referral Service for Child and Family Health Services

For Cranebrook, Katoomba, Lithgow, Penrith, Springwood, St Clair and St Marys

Contact: **Tel: 1800 222 608**
Fax: 4732 9485

For Auburn, Blacktown, Doonside, Merrylands, Mt Druitt, Parramatta and The Hills

Contact: **Tel: 1800 600 681**
Fax: 1800 559 058

Intake hours: 9.00am - 4.00 pm - Monday to Friday

An interpreter will be arranged as needed for CALD families for all C&FH Services.

Note: From early 2010 there will be a single number for the SWAHS Child and Family Central Referral Service (CONNECTFirst) - 1800 222 608

The Nursing Program Coordinator for CONNECTFirst (Cheryle Morley) may be contacted by email morleyc@wahs.nsw.gov.au for further information relating to Community Child and Family Health services.

iv. Catholic Healthcare - Hawkesbury District Health Service Ltd (HDHS)

This service manages intake for Child and Family Health Services in the Hawkesbury LGA and Londonderry.

Contact: **Tel: 02 4560 5714**
Fax: 02 4560 5713

Hours: Mon-Fri 9am - 12.30pm and 1.30pm – 4.00pm

The intake worker takes referrals for two nursing teams, namely the Child and Family Health and Primary Health Care team, and the Counselling Team. Allied Health teams manage their own intake for referrals,

More information about CHCS is included at xiii. below.

- v. Multicultural Health Workers**, most of whom are bilingual, are based in several Community Health Centres in Eastern and Central Clusters. They offer a range of services including casework, group work and community development work.

Contact: Tel: 9840 3768 for more information.

vi. Auburn Community Health Centre

For more information about the following programs, contact Joann Mannion or Sevgi Cakir at Auburn Community Health Centre - Tel: 9646 2233

- **An Early Childhood Clinic for Dari-speaking mothers** is held at Auburn Early Childhood Centre (ECC). There is a block booking for a Dari Health Care Interpreter to provide face-to-face interpreting for 1:1 appointments with staff at this clinic from 10.30am – 12.30pm on Mondays once a month.
Contact: Tel: 9649 8621 for inquiries /appointments
- **Support group for Arabic-speaking parents of children (0 - 12 years old) with disabilities**, which meets on the last Monday of most months from 10.30am - 1.00 pm at Auburn Community Health Centre. This is coordinated by Nahid Khalil from Anglicare. Parents can hear from guest speakers about a range of services, and occasional outings are organised. The group is open to Arabic speaking parents from across SWAHS. People need to arrange their own transport. Enquiries, contact Nahid on 8805 0912 or nkhalil@anglicare.org.au
- **Early childhood clinic for Arabic-speaking mothers, at Auburn Early Childhood Centre** An Arabic Health Care Interpreter can be arranged to provide face-to-face interpreting for 1:1 appointments with staff.
Contact: Tel: 9649 8621 for inquiries /appointments
- There is also a **block booking for Cantonese and Mandarin speaking interpreters** at Auburn ECC on Monday mornings 10.30am – 12.30pm.
- Programs for young mothers from **Turkish background** are available in Auburn:
 - **Occasional information sessions for young Turkish women** are provided on a range of health topics including nutrition, depression, and stress management.
Contact: Sevgi Cakir at Auburn Community Health Centre Tel: 9646 2233.
Sevgi_cakir@wsahs.nsw.gov.au
 - **A support group for women attending antenatal classes at the Auburn Hospital antenatal clinic** meets monthly. This is promoted via flyers and Turkish language newspapers.
Contact: Tamam Kipel, Auburn Hospital Tel: 8759 3513
Tamam.Kipel@swahs.health.nsw.gov.au

vii. The Hills Community Health Centre

- **The Hills Korean Women's Group**
A social support group to break isolation for Korean speaking women. Programs including a range of health/community education, and Positive Parenting Program (in Korean) have been organised for 2009; there are also creative craft workshops, yoga and recreational/ social activities. Glenhaven Mobile Childcare provides a low-cost childminding service during the Group's program time. Cost: \$3.00 for morning tea and \$6.00 per child if child-minding is required. Venue: Tribute Room, Castle Hill Community Centre, at Castle Grand, Mondays 10:30am - 1:00pm during school term.
Contact: Helen Li, Multicultural Health Access Worker (P/T)
Tel: 8853 4525 or 8853 4500 (switch). helen_li@wsahs.nsw.gov.au

viii. Parramatta Community Health Centre

- **Early Childhood Clinics for Chinese-speaking parents** are held fortnightly at Parramatta Early Childhood Centre. There is a block booking for a Chinese Health Care Interpreter.
Contact: Leanne Ivill or Christine Haines Tel: 9635 9496

- **Bilingual (Cantonese/Mandarin) counsellors** at Parramatta CHC provide counselling for children, adolescents, families and adults living/working/studying in the Parramatta LGA.
Contact: Intake Tel: (02) 9843 3222, Mon - Fri 10am - 1pm.

ix. Mt Druitt Community Health Centre

- **'TIPS'** (Tips and Ideas in Parenting Skills) **Parenting Program for parents from Pacific Islander** background with children 0 - 12 is expected to run in Mt Druitt as needed - this is an 8-week program.

Contact: Alisa Peacock at Mt Druitt CHC - 9881 1200

alisa_peacock@wsahs.nsw.gov.au

NB. Alisa is a full-time Multicultural Health Worker who works specifically with Pacific Islander communities. She is part of the HealthOne team at Mt Druitt CHC and works with GP Liaison Officers to look at strategies to improve the health of Pacific Islander families.

- **Kids Gym** is a free play gym for children aged 2-5 years at Mt Druitt Community Health Centre, which runs on Thursdays and Fridays during school terms, with structured activities to engage parents in therapeutic activities with their children. There are 3 sessions each day at 9.30am, 10.45am and 1.15pm - each lasting around 75 minutes. An **Afghan group** is held on Fridays at 9.30am with physiotherapists working alongside a bilingual facilitator. **Many children from CALD backgrounds attend the other 5 groups** run by Kids Gym.

The Kids Gym aims to increase access to affordable, developmentally appropriate recreational activities. SWAHS Occupational Therapists and Physiotherapists staff it. The program is free and offers free childcare for children less than 2 years of age.

Participants must live in Mt Druitt or the immediate area (including Minchinbury, Rooty Hill and Whalan).

Contact: Kids Gym. Tel: 9881 1220

x. Merrylands Community Health Centre

In the **Holroyd area**, all Early Childhood Centres - Greystanes, Guildford, Wentworthville and Merrylands utilise Health Care Interpreters as required, in relevant languages. Appointments are essential for interpreters at all clinics and on Home Visits. HCIS or TIS telephone interpreters are accessed when required. All new clients are contacted and advised of access to interpreters.

Merrylands Early Childhood Centre

Block bookings for Cantonese and Mandarin speaking families approximately every 6 weeks on Tuesdays 9am - 12 noon.

Contact: Merrylands Community Health Centre - Tel: 9682 3133

xi. The PaTCH (Parenting and the Community's Health) Clinic at St Marys

Midwifery Care is now available at the PatCH Clinic **every Tuesday from 9am - 11am** at the **North St Marys Neighbourhood Centre**. This service is for women living in the North St Marys area who may have difficulty accessing midwifery services at their local hospital due to transport or childcare issues. The midwife is able to offer free pregnancy advice, checkups and care for pregnant women. Health Care Interpreters are available if needed.

Contact: Tel: 4734 2616 for an appointment. Women are welcome to drop in during clinic times.

xii. SWAHS Child and Adolescent Development Unit (CADU)

CADU is a specialist area-wide paediatric outpatient service offering a family-based service as part of Women and Children's Health. It is situated at the Blue Mountains Hospital Campus and can provide outreach and, where appropriate, referral to services closer to the family's home.

A variety of allied health services are available for infants, children and adolescents aged from birth to 18 years as follows:

- a diagnostic and assessment service for children and adolescents suspected of having developmental delays and disorders. A paediatrician's referral is essential. Following assessment and diagnosis, staff work with families to set goals to help them manage their child's delay or disorder. Some consultative early intervention can be provided, along with consultation with preschools, schools or other agencies already working with the child. Generally, referrals to Early Intervention Services in local areas will be made for families outside the Blue Mountains LGA.
- Individual physiotherapy services are available with or without the need for other developmental assessment. Referrals are via medical or community services. Where other services are more appropriate, the child may be referred to services closer to where they reside.
- Individual Nutrition and Dietetic services are also available by referral from medical or community services.

Arrangements are made for HCIS Interpreters to attend appointments as needed.

Contact: CADU - Tel:(02) 4784 6671

xiii. Catholic Healthcare (CHCS) - Hawkesbury District Health Service (HDHS) Ltd.

Services available to assist parents with children 0-8 include:

- **Antenatal / Delivery & Postnatal Support** via the Margaret Catchpole (Maternity) Ward
Hawkesbury District Hospital
Cnr Day & Macquarie Sts, Windsor NSW 2756
Tel: (02) 4560 5555
Fax: (02) 4560 5662
- **Hawkesbury Community Health Centre, which coordinates home visits, early childhood assessments and support including:**
 - Child and Family Health Nursing services - in line with Families NSW Policy offer a home visit to all families following the birth of their baby and conduct developmental checks at Early Childhood Health Clinics, as per the PHR (Personal Health Record or "Blue Book" now known as My First Health Record (MFHR). Child and Family Health Nursing also provide hearing and immunisation services.
 - Services such as individual and group counselling, physiotherapy, occupational therapy and speech pathology for the child and family population with children 0-8 years.
 - A Men's Health coordinator is available to provide one-to-one counselling for all males with issues such as: separation, behaviour management, postnatal support, and other general issues. Health promotion also forms a large part of the role. Referrals are to be directed to intake. The 'Dad's 2 Bee' program is available through antenatal classes at HDHS.

Requests for child and family health services can be made via **intake for Child and Family Health Services** - Tel: 02 4560 5714

In the **Hawkesbury area**, all Early Childhood Centres utilise SWAHS Health Care Interpreters as required, in relevant languages. Appointments are essential for interpreters at all clinics and on home visits. HCIS or TIS telephone interpreters are accessed when required. All new clients are contacted and advised of access to interpreters.

Hawkesbury Community Health Centre
2 Day St,
Windsor NSW 2756 (next door to the hospital)
Tel: 02 4560 5714
Email: hdhsenquiries@chcs.com.au

6. Clinics for Refugees

6.1 The HARK (Health Assessments for Refugee Kids) Clinic

Free health assessments for recently arrived refugee children are available via the HARK Clinic at the Westmead Children's Hospital Outpatients Department. Health assessments include:

- advice about refugee children's health
- simple tests (e.g. blood test, x-rays, immunisation) as required
- prompt referral to appropriate health care services, including family doctors (GPs)

Attendance is encouraged, although voluntary. These health visits have no effect on a person's residency status in Australia, and all results are confidential. An interpreter can be booked. Those attending should bring any medical records they may have from overseas.

Initial appointments are arranged for Tuesdays - when simple tests can be carried out - with a follow-up appointment the following Friday when any treatments or referrals can be arranged. Several children from the one family can be assessed in one week. They provide a children's play space, but no childcare as such. The HARK Clinic bulk bills, so please ensure that anyone referred has a Medicare card.

To make a referral:

- Call Westmead Children's Hospital Outpatients Department on 9845 2525 / 9845 2524 on Tuesdays or Fridays and ask for Dr Mohammed Sheikh, *or*
- Fax a referral to 9845 0566.

6.2 NSW Refugee Health Service Clinics

The NSW Refugee Health Service (RHS) runs three General Practice clinics, which primarily aim to provide recently arrived refugees with an initial contact with the health system, through a medical practitioner with a special interest in refugee health, and with the benefits of professional health care interpreters. Many of those referred do not yet have their own GP. A proportion of people seen (i.e. some asylum seekers) do not have Medicare access.

RHS provides referrals to outpatient clinics and other services (e.g. dental clinics, women's health centres), and advocates for timely access where possible. Refugees who attend are encouraged to seek the services of an appropriate GP for ongoing care.

A General Practitioner and a Registered Nurse from the Refugee Health Service staff each of the clinics. Initial investigations can be done, with copies of results provided to the patient. Routine tests performed overseas are not repeated, unless indicated.

Medicare cards are not essential but referral options for individuals who are Medicare ineligible are limited. Attendance at the clinic is by appointment, as this enables booking of Health Care Interpreters. Within the SWAHS catchment, clinics are held one day per week in Auburn and Blacktown. Those attending should bring any medical records they may have.

If you would like to refer a patient, please call 8778 0770, Mon-Fri 9.00am - 5.00pm.

The Blacktown Clinic is held on **Tuesday mornings from 9.30 - 1.30** at Building 1, Blacktown Community Health Centre Marcel Crescent (Cnr Blacktown Rd) in the grounds of Blacktown Hospital Blacktown NSW 2148

The Auburn Clinic is held on **Friday afternoons until July 2010, then Monday mornings from 9.30 - 1.30** at Auburn Community Health Centre 9 Northumberland Ave Auburn NSW 2144

7. Statewide Health and Other Services

Co-Exist NSW

Co-Exist NSW provides a specialist, holistic, integrated and culturally informed approach to issues of mental illness and substance use affecting CALD communities across NSW. It provides a complementary and cost effective service and aims to improve patient outcomes, working in partnership with other services to:

- reduce the incidence of misdiagnosis across multiple health issues
- increase compliance with coordinated treatment
- decrease the need for readmission
- increase coordinated access to culturally relevant care

Bilingual clinicians have the language, cultural and professional skills to effectively assist clients. The role of the bilingual clinician includes culturally appropriate:

- psychosocial, psychological and psychiatric assessment
- family assessments
- short-term therapy

Co-Exist NSW is Funded by NSW Health – Centre for Mental Health, Drug and Alcohol Office, and is a member of the Diversity Health Institute

Contact: Intake Service Tel: Intake Officer **02 9840 3767** Toll Free: **1800 648 911**

Cross Cultural Clinical Consultant - Children's Hospital at Westmead / TMHC

The Children's Hospital Westmead (CHW) and the NSW Transcultural Mental Health Centre (TMHC) are piloting an innovative project for cultural consultation and liaison. The Cross Cultural Consultation and Liaison Model of care was initiated as a partnership project in recognition of the issues impacting on the mental health and wellbeing of children (0-16 years), and families from CALD background who are at risk of developing mental health problems, with the aim of improving their mental health status. The project takes a population-based approach to mental health initiatives, early intervention and the prevention of mental health problems for this population group.

This project supports mainstream clinicians at this statewide paediatric hospital to work with patients and families from CALD backgrounds, to improve the quality and effectiveness of treatment delivered. The scope of this project extends to rural and remote areas of NSW, to supplement existing services and make the CHW's services more accessible and equitable.

Contact: Hadia Baassiri, Cross Cultural Clinical Consultant, The Children's Hospital at Westmead

Tel: 02 9845 2005

Fax: 02 9845 2009

email: HadiaB@chw.edu.au

Website: www.dhi.gov.au/tmhc

Diversity Health Institute (DHI)

Provides a hub for knowledge and activity in Multicultural Health, both nationally and internationally, and brings together a number of existing and newly created national and statewide diversity health services. The DHI also hosts a Clearinghouse with a vast range of links to Multicultural Health related websites and resources.

www.dhi.gov.au Tel: (02) 9840 3800

Education Centre Against Violence (ECAV)

(NSW Health, administered by Sydney West Area Health Service).

ECAV is committed to enhancing the quality and accessibility of services to people whose lives have been affected by interpersonal violence. ECAV provides specialised training, consultancy and resource development for NSW Health and interagency workers who provide services to children and adults who have experienced sexual assault, domestic or Aboriginal family violence and/or physical and emotional abuse and neglect.

ECAV promotes an understanding of cultural and community diversity through its courses, resources and advisory groups. Information about translated resources on Domestic Violence is also available.

Contact: Jeanette Walsh: 9840 3850 jeannette.walsh@swahs.health.nsw.gov.au

Website: <http://www.ecav.health.nsw.gov.au/> Translated resources?

Multicultural Disability Advocacy Association of NSW (MDAA)

MDAA is the peak body for people from NESB with disability, their families and carers, and is the only advocacy service in NSW specifically for this sector of the community.

MDAA works to:

- promote the rights of people from NESB with disability, their families and carers in NSW and make sure their rights are safe and protected.
- get fair access to, and good results from, government and non-government services for people from NESB with disability and their families and carers in NSW.
- improve the quality of life for people from NESB with disability and their families and carers.
- increase the participation of people from NESB with disability and their families and carers in community activities.

MDAA's website <http://www.mdaa.org.au/index.html> contains a wide range of resources in English and other languages, and the organisation also hosts a Clearinghouse

<http://www.mdaa.org.au/clearing/index.html> Tel: (02) 9891 6400

Telephone Typewriter (TTY): (02) 9687 6325 Toll Free Phone: 1800 629 072

Multicultural Problem Gambling Service NSW (MPGS)

The MPGS for NSW is a statewide service that assists problem gamblers from CALD backgrounds living in NSW and their families through the provision of quality and accessible counselling, treatment and support services. Confidential assistance is available to gamblers and their families in more than 40 languages at locations across NSW. Assistance includes free telephone counselling, information, advice and referral, one-to-one counselling in a preferred language, support groups and outreach clinics.

www.dhi.gov.au/mpgs/index.htm Tel: (02) 9840 3329

Intake: (02) 9840 3767 Toll free: 1800 648 911

NSW Multicultural Health Communication Service (MHCS)

MHCS offers Australia's most comprehensive multilingual health website with over 450 publications on a wide range of health subjects, in up to 35 languages. It also has links to other useful websites providing further translations and cultural information. You can search by topic or language. www.mhcs.health.nsw.gov.au Tel: (02) 9816 0347

NSW Refugee Health Service (RHS)

In addition to providing free clinical health assessment advice and referral for refugees, (see p 15), RHS provides consultation and training for health service providers on refugee health and related issues, and promotes health equity for refugees. Refugee health fact sheets are available.

<http://www.refugeehealth.org.au> Tel: (02) 8778 0770

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

Provides a holistic range of professional services to facilitate the healing process for refugees who have been exposed to torture and trauma. Also provides early health assessment and intervention services to newly arrived people from refugee or refugee-like backgrounds.

www.startts.org Tel: (02) 9794 1900

Transcultural Mental Health Centre NSW (TMHC)

This is a statewide service promoting access to mental health services for people from CALD backgrounds. TMHC works with consumers, carers, health professionals and the community to encourage positive attitudes to mental health, and provides referral to bilingual counsellors. Online multilingual information resources and a catalogue of publications (e.g. research) are available.

Intranet: <http://dhinet/tmhc/index.htm> Internet <http://www.dhi.gov.au/tmhc>

Tel: (02) 9840 3800

- **TMHC CALD Children and Families Mental Health Program**

This Transcultural Mental Health Centre program aims to provide culturally appropriate interventions to children, adolescents and/or their parents/families from CALD backgrounds who may be experiencing mental health difficulties or are at risk of experiencing a mental health problem. Bilingual mental health clinicians can provide cross-cultural assessment, treatment and recommendations for future care. Psycho education sessions are available on request. Parents can self refer or services can refer them on. This is a free service. For more information, see:

http://dhinet/tmhc/projects/Children_Families_Young/childrenandfamilies_mh_program.htm

or

Contact: Dr. Subhadra Putta – Acting Coordinator Child, Adolescent and Family Clinical Program. Subhadra_Putta@wsahs.nsw.gov.au Tel: 9840 3328

- **Mt Druitt Clinic: TMHC Child, Adolescent and Family Clinical Outreach Service**

An outreach program based at Mt Druitt is available for people from Filipino, Sudanese, Hindi, Arabic, Pacific Islander and Mandarin speaking backgrounds, and can be extended to those from other CALD backgrounds.

Referrals for this service are made to TMHC Intake staff via 1800 648 911 or 9840 3767.

New clients will be allocated to a relevant bilingual/bicultural clinician.

8. Migrant Settlement Support Services in the SWAHS Catchment

Auburn Diversity Services Inc. (formerly Auburn Migrant Resource Centre)

Provides information, assistance and settlement support to migrants, refugees and humanitarian entrants living in Auburn Local Government Area. The AMRC employs a team of staff from a diverse range of cultural and linguistic backgrounds, reflecting the communities it serves.

www.auburndiversity.org.au/ Tel: (02) 9649 6955

Bathurst Migrant Support Service - Bathurst Information & Neighbourhood Centre Inc.

Provides regional outreach including to Greater Lithgow LGA; resources and workshops for service providers on cultural competence/multiculturalism; information and referral for individual clients; links to other migrant services, and brochures in a variety of languages on a range of health and social issues.

Contact: Migrant Support Worker - email: migrantsupport@binc.org.au Tel: (02) 6332 4866

Baulkham Hills, Holroyd, Parramatta Migrant Resource Centre (BHHPMRC)

This community based organisation promotes the well being of migrants, refugees and humanitarian entrants living in these four LGAs. Specially trained workers conduct casework and group work, and present language-specific information sessions to assist migrants and refugees to connect with relevant services. MRC staff also liaise with community groups to provide services to specific ethnic communities.

www.bhhpmrc.org.au Tel: (02) 9687 9901

Mt Druitt Ethnic Communities Agency (MECA)

MECA works in collaboration with other local services to identify the needs of and provide settlement services to migrants, refugee and emerging communities in Mt Druitt and surrounding suburbs, providing professional community development and referral services.

www.meca.asn.au/ Tel: (02) 9625 9300

Nepean Migrant Access Inc. (NMA)

NMA's services are regional, covering the Penrith, Blue Mountains and Hawkesbury LGAs. NMA provides support, information sessions on settlement issues, classes, social events, casework and a Multicultural Aged Day Care Program for migrants and refugees in the Penrith and Hawkesbury LGA's. Casework and Community Capacity Building are also provided for migrants in the Blue Mountains LGA. Several bilingual workers coordinate programs in community languages, and some community development work is undertaken by funded project workers and in partnership with other local services.

NMA convenes the Penrith Multicultural Interagency (PMI), which meets regularly in St Marys and the Hawkesbury Multicultural Interagency, which meets in Windsor.

www.nma.org.au Tel: (02) 9833 2416

SydWest Multicultural Services Inc. (SydWest MSI) - formerly Blacktown Migrant Resource Centre

This independent, community based organisation directly assists migrants, refugees and humanitarian entrants in their settlement or at other critical times of need, to relieve poverty, suffering and distress, and empower people irrespective of their ethnic, cultural or religious backgrounds to equally participate in Australian society. This service has expanded to include community liaison and advocacy, multicultural consultancy advice, and targeting of groups Sydney-wide, including emerging communities, young people and older people.

www.sydwestmsi.org.au Tel: (02) 9621 6633

NB: Many Government Departments have Multicultural or Ethnic Liaison Officers, for example Centrelink, NSW Police, TAFE, NSW Department of Education and Training, and local Councils. Contact your local service for more information.

9. Translated and Other Resources

9.1 The Blue Book (My First Health Record)

The Blue Book is now known as My First Health Record (MFHR).

The National Health and Medical Research Council (NH&MRC) recommends that children be checked by a Doctor or Child and Family Health Nurse at regular intervals during their first 5 years, or at any time if the parents are concerned. MFHR assists this process. Parents are encouraged to bring MFHR / the Blue Book when attending any health service/ doctor/ hospital MFHR records all important health and developmental events/milestones for the child. This is an early intervention strategy for improving health outcomes for children

Translations available

Translated information about baby and early childhood health checks can be downloaded via the NSW Multicultural Health Communications (MHCS) Website - http://www.mhcs.health.nsw.gov.au/topics/Early_Childhood.html and scroll through the list of topics and languages available.

9.2 Audio Visual Resources:

- **‘Having a Baby in Australia. We Speak your Language’**
Multilingual audio CD in eight languages: [Arabic, Cantonese, English, Hindi, Korean, Mandarin, Persian and Tamil](#).
This CD provides information on birthing procedures, care options and services and is available through the Westmead Hospital Women’s Health Clinic. Tel: 9845 6508
Information and enquiries: May.Chung@swahs.health.nsw.gov.au or Jacqueline_Gillan@swahs.nsw.gov.au

- **‘Your Pregnancy Your Health’**
(DVD Produced by Auburn MRC, NSW Refugee Health Service, MHCS, Blacktown MRC and SWAHS) and is [available in Somali, Dinka and Arabic](#).
This short film is a guide for women and their families who have recently arrived in Australia and are seeking information about pregnancy. It includes information about:
 - staying healthy during pregnancy
 - the importance of seeking antenatal care early in pregnancy
 - when and where to find pregnancy information
 - the care available to all pregnant women through the NSW Public Health systemFor more information contact: The Diversity Health Institute Clearinghouse
www.dhi.gov.au/clearinghouse Tel: 9840 3318

- **‘Maternity Unit’**
2005, 52 Minutes - Iris Pictures
Filmed at Canterbury hospital with a focus on cultural diversity
A good resource for working with Women and Children's network and for training, and would be of particular interest to nursing and midwifery students
http://www.filmaust.com.au/programs/default.asp?content=program_displayandsn=9005

- **‘Journey towards Family Harmony’ DVD**
This Cultural Communication and Education Tool, which focuses on domestic violence has been produced for the Tamil, Arabic Sudanese and Dari speaking communities. It addresses the impact of DV on children, and explores the power imbalance in relationships through the expression and experience of women and children. Available

free of charge from Sydney West Multicultural Services Inc. Email: Margarita Videla margarita@sydwestmsi.org.au

▪ **‘Health and Well Being of Children.’**

Audio CD and pdf resources you can download from: www.chw.edu.au/healthykids.

Produced by the NSW Transcultural Mental Health Centre and the Children’s Hospital at Westmead, and available in: [Arabic](#), [Cantonese](#), [Dinka](#), [English](#), [Farsi](#), [Filipino](#), [Greek](#), [Hindi](#), [Khmer](#), [Korean](#), [Mandarin](#), [Samoan](#), [Spanish](#), [Turkish](#), and [Vietnamese](#)

They cover the following topics:

- Anxiety in Children
- Disruptive Disorders in Children
- Depression in Children
- Anorexia Nervosa in Children

▪ **‘Raising Kids Together’ DVD**

This kit is designed to help families from Afghanistan, Iraq and Sudan seek support for children with a disability. It has been translated into Arabic, Assyrian, Dinka, Dari and Juba-Arabic and is available in English. It describes common disabilities such as Autism Spectrum Disorder, sensory disability, brain injury and various forms of physical disability including paraplegia, polio and arthritis. It also stresses the importance of people with a disability being able to fully participate in the community, provides valuable advice on working with health professionals, and lists several agencies, explaining the support they provide. The Multicultural Disability Advocacy Association (MDAA) produced the kit for DADHC with support from representatives of the Afghan, Iraqi and Sudanese communities in NSW. Hard copies of the kit are available from MDAA.

Tel: 02 9891 6400 Toll free: 1800 629 072 TTY: 02 9687 6325

9.3 Resources produced by the Transcultural Mental Health Centre (TMHC)

The following resources are available from <http://dhinet/tmhc/resources/translations.htm>

▪ **‘Healthy Kids: A Parent's Guide’ - the following topics are available in:**

[Arabic](#), [Chinese](#), [English](#), [Farsi](#), [Filipino](#), [Hindi](#), [Spanish](#), [Turkish](#), and [Vietnamese](#)

- Anxiety in Children
- Disruptive Disorders in Children
- Depression in Children
- Anorexia Nervosa in Children

▪ **‘Family Help Kit’ - the following topics are available in:**

[Arabic](#), [Chinese](#), [Croatian](#), [Farsi](#), [Filipino](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Serbian](#), [Spanish](#), [Tongan](#), [Turkish](#), [Vietnamese](#)

(N.B. English versions are available from: <http://www.health.nsw.gov.au/health-public-affairs/familyhelpkit/>)

- Child and Adolescent Mental Health Problems
- Challenging Behaviours
- Grief and Loss
- Fears and Anxiety
- Post Traumatic Stress
- Depression
- Suicide Prevention
- Psychosis
- Body Image and Eating Disorders

9.4 Some other resources for downloading and printing:

- **NSW Multicultural Health Communication Service (MHCS) - translated health resources** – www.mhcs.health.nsw.gov.au then on the left hand menu click on:

Resources by Topic or Resources by Language

A wide range of publications is available for download and printing in English and many other languages on topics including:

- Early Childhood
- Infant and Child Feeding
- Infant Health
- Maternity
- Parenting

- **‘Love Talk Sing Read Play: Ideas to make the most of my child’s early development’**
Families NSW, together with the Multicultural Health Communications Service, is developing a communication strategy targeting parents and carers from the [Arabic, Chinese and Vietnamese Communities](#) for the **‘Love Talk Sing Read Play’** Campaign. Resources are available in [English, Arabic, Chinese and Vietnamese](#). This communication plan aims to raise awareness about how children best grow and develop, to increase parents’ confidence in their parenting skills and to resource services to provide consistent and up to date information about parenting.

Visit the MHCS website:

<http://www.mhcs.health.nsw.gov.au/mhcs/subpages/FamiliesNSW.html> to download flipcharts and other relevant resources; and follow links to other useful sites

- **Translated Maternity /Postnatal Booklets**

These booklets were compiled by the Maternity Liaison Officers, Antenatal Services at Westmead Hospital and are aimed at women using maternity/postnatal services across the area. Copies have been distributed widely to Maternity Units and Community Health Centres across SWAHS.

They are currently available in:

Arabic	Chinese	Indonesian	Japanese
Khmer (Cambodia)	Korean	Laotian (Laos)	Persian (Iran)
Polish	Portuguese	Punjabi	Russian
Serbian	Spanish	Tamil	Thai
Turkish	Vietnamese		

Additional copies are available from SWAHS Multicultural Health Network – Western Cluster. **Tel: 4734 1600.**

- **‘Dads 2 Bee’ brochure**

This brochure (available in English only) was developed by Hawkesbury District Health Service, Hawkesbury Private Hospital and Sydney West Area Health Service - November 2009. It includes tips for men about what to expect at the birth, how to be supportive to their partners during this time, lifestyle changes with a new baby, formal and informal support, resuming sexual activity, getting to know your baby, being a positive role model, grief and loss, postnatal depression, and circumcision. It also provides useful contact numbers, web sites and resources.

Available from: menshealth@chcs.com.au

▪ **Families NSW Website: 'Having a Baby'**

http://www.families.nsw.gov.au/DOCS/FAMARTICLE/PC_101452.html

(English, Chinese, Vietnamese, Arabic, Korean and Khmer).

A comprehensive reference book for women who are pregnant or planning to have a baby (and their families), published by NSW Health, to provide information about:

- what happens in pregnancy, how your baby grows and things you need to know about having a baby
- things you may wonder about during your pregnancy, and suggested places you can turn to for more information
- staying healthy during your pregnancy

▪ **Breastfeeding Your Baby**

NSW Health booklet covering topics of

- Why breastfeed
- Continuing to breastfeed
- Learning to breastfeed
- How to breastfeed
- What to expect
- Expressing breastmilk
- Common problems
- Returning to work
- Frequently asked questions
- Resources

<http://www.mhcs.health.nsw.gov.au/topics/Nutrition.html>

'**Breastfeeding: best for babies and mothers**' available through MHCS website

<http://www.mhcs.health.nsw.gov.au/topics/Nutrition.html>

[Arabic](#), [Chinese](#), [English](#), [Farsi](#), [Indonesian](#), [Khmer](#), [Korean](#), [Serbian](#), [Spanish](#), [Tamil](#), [Turkish](#), [Vietnamese](#)

▪ **SIDS and Kids website**

Visual aid on how to make up a baby's cot, with captions in English and translated into Arabic, Assyrian, Bosnian, Chinese, Khmer, Lao, Spanish and Vietnamese

<http://www.sidsandkids.org/resources.html>

See also '**Guidelines for lowering the risk of Sudden Infant Death Syndrome**' (NSW Health) – reviewed September 2009

Available for download in Arabic, Chinese Traditional, Croatian, English, Italian, Khmer, Korean, Lao, Macedonian, Portuguese, Russian, Spanish, Tamil, Thai, Turkish and Vietnamese.

See under http://www.mhcs.health.nsw.gov.au/topics/Infant_Health.html and scroll to Sudden Infant Death Syndrome

- '**Early Words**' aims to help families build the basic skills that children need for reading and writing, right from birth. Resources are available for parents, carers, childcare workers, and for children themselves. Some resources may be downloaded from the website and printed

out for personal use. 'Early Words' has developed from a partnership between FNSW and Children First – for Cumberland, The Hills and Blacktown area.

'Early Words' resources are designed to give parents understanding and practical advice to help their children on the road to literacy. Parents will receive the resources progressively, from pregnancy until their children start school at 5 years of age. Western Sydney families will receive these resources free. Professionals working with local families can also access the resources at no cost.

In addition to English, resources are available in a number of languages spoken in Western Sydney including: Aboriginal English, Arabic, Chinese, Dari, Hindi, Korean, Tamil, Turkish, Urdu and Vietnamese.

Download these resources from the Early Words website: <http://www.earlywords.info>

Contact: Sue Pearce Tel: 9831 1099

- **'Parenting in a New Culture - the Preschool Years'**

Available in Arabic, Chinese and English:

http://www.health.nsw.gov.au/mhcs/publication_pdfs/7820/AHS-7820-ENG.pdf

(Arabic and English)

http://www.health.nsw.gov.au/mhcs/publication_pdfs/7825/AHS-7825-ENG.pdf

(Chinese and English)

- **Good Food for New Arrivals** – <http://goodfood.asetts.org.au/>

This is a nutrition awareness program that aims to improve access to food and nutrition information available to newly-arrived humanitarian and refugee families with young children.

In addition to resources aimed at these communities, a **training website** has been developed for use by *service providers* to improve staff knowledge of food and nutrition issues for refugees, to better utilise available resources, and to promote the development of cultural competency skills. www.asetts.org.au/nutritiontraining

- **Culturally and Linguistically Diverse Resources via 'Strengthening Families Resourcing Parents'**

<http://www.resourcingparents.com/cald.html> (links to a helpful list of translated resources).

- **The Australian Association for the Wellbeing of Children in Healthcare (AWCH)**

AWCH is a national, non-profit organisation of parents, professionals and community members who work together to ensure the emotional and social needs of children, adolescents and their families are recognised and met within hospitals and the health care system in Australia. Their website contains useful information including publications, a library, interactive pages for kids, etc. <http://www.awch.org.au/about.html>

Tel: (02) 9817 2439

Toll Free (Parent Line): 1800 244 396

Fax: (02) 9879 4346

E-mail: awch@awch.com.au

- **Family Relationships Online**

This website www.familyrelationships.gov.au provides all families (whether together or separated) with information on family relationship issues, and about services that can assist them to manage relationship issues, such as agreeing on appropriate arrangements for children after parents separate.

Information sheets are available in 15 languages, namely:

Arabic, Chinese, Croatian, Tagalog, Greek, Indonesian, Italian, Korean, Macedonian, Persian, Russian, Serbian, Spanish, Turkish and Vietnamese.

The topics covered are:

- Children's Contact Services – Supervised Changeovers and Visits
- Family Counselling
- Family Parenting Orders Program – Help for Parents after Separation
- Family Relationship Advice Line
- Family Relationship Centres
- Family Relationships Online

▪ **DADHC Family Assistance Fund fact sheets - supporting families to care for their child or young person with a disability.**

The Department for Ageing, Disability and Home Care (DADHC) provides and funds a range of services, programs and resources as a support for children and young people with a disability and their families. The Family Assistance Fund aims to increase family wellbeing and strengthen the capacity of families to provide ongoing care for a child or young person with a disability in their home. Small amounts of discretionary funding can be provided directly to families to help them address needs that cannot be met through the standard range of services or other funding.

Fact sheets about the Family Assistance Fund are available via the DADHC website in the following languages: English, Dari, Farsi, Filipino, Hindi, Khmer, Korean, Simplified Chinese, Spanish, Traditional Chinese, Turkish and Vietnamese.

<http://www.dadhc.nsw.gov.au/dadhc/People+with+a+disability/Services+for+families.htm>

9.5 Other Reading and Resources:

- **'Culture, Health and Parenting in Everyday Life'** - report by Dr Sharon Chalmers, Centre for Cultural Research, University of Western Sydney. A UWS partnership project with: Sydney Children's Hospital (Randwick) and Multicultural Health Service, South Eastern Sydney and Illawarra Area Health Service (UWS). (The quickest way to access this publication online is via Google - type in the report's name and name of the author).

▪ **'communityNet'**

This community resource is under the auspice of TRI Community Exchange Inc.

communityNet e-news is a free weekly email alert for the community sector - with a focus on Greater Western Sydney - to share news, information about upcoming events, conferences, seminars, workshops, training, funding, employment vacancies and web links. Items are listed under headings including Families and Children, CALD and Health. Interagencies and other community groups can store documents such as minutes and agendas in communityNet's download section.

www.cnet.ngo.net.au/ Tel: (02) 4721 1866

▪ **www.mychild.gov.au**

This website provides information to families about Australian Government early learning and care initiatives and other issues that affect children. There is information on different types of child care and how to access assistance with the cost of child care, as well as a searchable database of local child care services. There are also links to other useful websites about children's health, development and wellbeing, and parenting and family support services.

<http://www.mychild.gov.au/>

▪ **International Children's Digital Library Foundation**

The mission of the International Children's Digital Library Foundation is to excite and inspire the world's children to become members of the global community - children who understand the value of tolerance and respect for diverse cultures, languages and ideas - by making the best in children's literature available online.

<http://www.childrenslibrary.org/>

- **Shel Design Parents' Directories** provide parents of children 0-4 with information on general parenting (such as breastfeeding, nutrition, language, reading), websites for parents, important contacts, 'just for dads', self care, playgroups, local activities, local businesses relevant to parents, special needs and 'local heroes'. Available free to parents, community groups, retail outlets, health/medical centres and anyone interested in distributing the directory. These booklets are produced annually as a handy resource for parents with children 0 – 4 in the following areas:

- Penrith Parents' Directory:
<http://www.sheldesign.com.au/ppd.html>
- Blue Mountains Parents' Directory:
<http://www.sheldesign.com.au/bmpd.html>
- The Hills Parents' Directory:
<http://www.sheldesign.com.au/hpd.html>

Contact: Managing Director - Michelle Grice Tel: 0412 701 147

email: info@sheldesign.com.au

10. Appendices

Appendix 10.1 Families NSW Projects - Nepean region



Families NSW is a prevention and early intervention strategy to help parents give their children a good start in life. This means supporting families during pregnancy and in the early years of a child's life, when development is rapid. Research shows that supporting families during this time will have a lasting influence on children in later life. Families NSW works on a strong evidence base, utilising service models that research indicates provide good outcomes for children.

CALD specific projects are highlighted in green. However please note that all projects, bar Aboriginal specific projects, work with their local CALD communities.

NEPEAN 2009/2010

Project	Area	Contact
RESOURCING PARENTS NETWORK www.resourcingparents.com		This website is Metro Wide and gives great up to date information for parents and professionals on what is currently available, but depends on YOU for adding your information to keep it updated.
Early Intervention Family Support - Upper Mountains	Upper Blue Mountains	Angelique Sasagi Blue Mountains Family Support Service Ph: 4782 1555 bmfss@pnc.com.au
Multicultural Playgroup Blue Mountains (meets in Katoomba)	Blue Mountains every 2nd Friday 10am-12noon in term time	Yola Walicka Blue Mountains Family Support Service Ph: 4782 1555 bmfss-yola@pnc.com.au
Early Intervention Family Worker Hawkesbury	Hawkesbury	Kaylene Kelland Hawkesbury City Council Ph: 4560 4597 Kaylene.KELLAND@hawkesbury.nsw.gov.au
Community Hub Project Hawkesbury	Hawkesbury	As Above
Early Intervention Family Support -Lower Mountains	Blue Mountains	Kerry Thomas Lower Mountains Family Support Service Ph: 4739 5963 lmfss.groups@idx.com.au

Lower Mountains Mobile Hub	Blue Mountains	As Above
Nepean Parenting Networks	Penrith and Hawkesbury LGA	Julie Jasprizza-Laus Mission Australia Ph: 96239199 jasprizzalausj@missionaustralia.com.au
St Marys Community Hub	Penrith	Robyne Harrison Mission Australia Ph: 9623 9199 harrisonr@missionaustralia.com.au
Multicultural Playgroup - Penrith (meets in St Marys)	Penrith Children 0-5 & their parents, grandparents & carers. Fridays 10am - 12 noon in term time	Nelia Sumcad or Julie Jasprizza-Laus Mission Australia Ph: 9623 9199 jasprizzalausj@missionaustralia.com.au
Parenting Young	Blue Mountains	Gillian Trimmingham Mountains Outreach Community Service (MOCS) Ph: 4758 6811 Gillian.Trimingham@mocs.org.au
Community Hub Project - Mid Blue Mountains	Blue Mountains	As Above
Nepean Families NSW Facilitated Forums Project	Nepean/BBH/Cumberland	Family Worker Training and Development program Jackie Wilgress Ph: 9620 6172 jackiew@fwt dp.org.au
Nepean Families NSW Learning & Development	Nepean/BBH/Cumberland	Family Worker Training and Development program Jackie Wilgress Ph: 9620 6172 jackiew@fwt dp.org.au
Nepean Area Transition to School	Nepean Area	Di Jackson Connect Ph: 47589966 Dianne.Jackson@connect.asn.au
Community Hub Project North Katoomba	Blue Mountains	As Above
Torres Strait Islander Early Intervention Family Worker Service	Penrith	SPYNS (South Penrith Youth and Neighbourhood Services) Joy Impiombato 4721 8520 joy@spyns.org.au
Community Hub Project Penrith	Penrith	As Above



Families NSW is a prevention and early intervention strategy to help parents give their children a good start in life. This means supporting families during pregnancy and in the early years of a child's life, when development is rapid. Research shows that supporting families during this time will have a lasting influence on children in later life. Families NSW works on a strong evidence base, utilising service models that research indicates provide good outcomes for children.

CALD Specific projects are highlighted in green. However please note that all projects, bar Aboriginal specific projects, work with their local CALD communities.

PROJECTS WHICH OPERATE ACROSS THE WHOLE OF THE CUMBERLAND/ BLACKTOWN / BAULKHAM HILLS AREA		
RESOURCING PARENTS NETWORK www.resourcingparents.com	This website is Metro Wide and gives great up to date information for parents and professionals on what is currently available, but depends on YOU for adding your information to keep it updated.	
EARLY LITERACY (Early Words) PROJECT www.earlywords.info	Distribute the free Early Words resources through community agencies across C/BBH to families of children 0-5 years to better prepare those children for reading and writing at school. Materials are translated into 9 community languages	Children's First Inc Contact: Sue Pearce Project Coordinator sue.pearce@childrenfirst.asn.au Phone (02) 9831 1099 Fax (02) 9831 1600 217 Blacktown Road, Blacktown
TRANSITION TO SCHOOL	To coordinate strategies with Early Childhood services and relevant agencies to implement evidenced based transition to school program across FNSW C/BBH, especially for children who do not attend an early childhood service.	Department of Education Contact: Jenny Kneipp Jenny.Kneipp@det.nsw.edu.au or Wendy Eves Wendy.Eves@det.nsw.edu.au Phone: (02) 9208 7622 Fax: (02) 9208 7629 Building T3C Nirimba Education

		Precinct Eastern Road Quakers Hill 2763
LEARNING & DEVELOPMENT PROJECT www.fwtdp.org.au	Link with FNSW Nepean to create a regional learning and development project. L & D opportunities to promote organisational change and overall outcomes of FNSW C/BBH.	Family Worker Training and Development Program Inc Contact: Jackie Wilgress (Manager) jackiew@fwtdp.org.au Mon-Thurs Phone: (02) 9620 6172 Fax (02) 9620 6173 Unit F / 33, Powers Rd, Seven Hills
ABORIGINAL COMMUNITY CAPACITY BUILDING – MT DRUITT PROJECT	Assist Aboriginal organisations to coordinate, communicate and act as a link/advocate between Aboriginal and mainstream agencies. Ensure indigenous input into FNSW planning processes.	Mimali Aboriginal Community Association Contact: Shirley Blacklaws Phone: (02) 9673 4144 Fax: (02) 9673 4199 42 Gidley Street St Mary's s.blacklaws@bigpond.com
FACILITATED FORUMS PROJECT www.fwtdp.org.au	Link with FNSW Nepean to create an area wide network of facilitated forums: one set geographically based for all services working with families with children 0-8 years. The other set will be for all FNSW funded services.	Family Worker Training and Development Program Inc Contact: Jackie Wilgress (Manager) jackiew@fwtdp.org.au Mon - Thurs Phone: (02) 9620 6172 Fax (02) 9620 6173 Unit F / 33, Powers Rd, Seven Hills
PROJECTS WHICH OPERATE ACROSS AUBURN, HOLROYD AND PARRAMATTA		
CALD PERINATAL FAMILY SUPPORT SERVICE PARRAMATTA/HOLROYD	Provide perinatal family support and community development for newly arrived & small and emerging CALD families, including refugees, with children from antenatal to 2yrs.	THHP MRC Contact: Zulekha Nazir (Families NSW Project Coordinator) Phone: (02) 9687 9901 Fax: (02) 9687 9990 Level 4, Unit 1 Horwood Place Parramatta eipcoordinator@bhpmrc.org.au

MOBILE CHILDCARE	Mobile childcare for FNSW services.	Mobile Minders Inc Contact: Sharon Barnitt mobileminders@hotmail.net.au Phone : (02) 9892 1635 Fax: (02) 9892 1635 Mobile: 0403 987 226 486 Guildford Rd West, Guildford 2161
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PROJECTS WHICH OPERATE IN THE AUBURN LGA

CALD PERINATAL and EARLY INTERVENTION FAMILY SUPPORT SERVICE- AUBURN	Provide perinatal and early intervention family support and community development for newly arrived and small and emerging CALD families including refugees.	Auburn Diversity Services Inc Contact: Himali Wettasinghe (Families NSW Project Coordinator) Phone (02) 9649 6955 Fax (02) 9649 4688 17 Macquarie Street, Auburn himali@auburndiversity.org.au
SCHOOL AS COMMUNITY CENTRE - NORTH AUBURN	SaCC at Nth Auburn Public School to provide service to families and link key child and family service providers to families through outreach programs. To assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to school.	Department of Education Auburn North Public School Also some programs at Berala Public School Contact: Christine Daujotis Christine.Daujotis@det.nsw.edu.au Phone (02) 9748 1036 Harmony House 100 Adderley St, Auburn Includes a number of CALD specific playgroups
EARLY CHILDHOOD INTERVENTION MOBILE PLAYVAN: AUBURN/HOLROYD	Provides supported playgroups to assist CALD families with a child with a suspected or diagnosed disabilities or developmental	Early Education (EarlyEd) Inc Contact: Simone Gerber sgerber@earlyed.com.au Phone (02) 9923 2727

	delays (or learning difficulties), who is on a waiting list for assessment and/or intervention services.	17 Virginia Street, Rosehill
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PROJECTS WHICH OPERATE IN PARRAMATTA/HOLROYD		
CALD EARLY INTERVENTION FAMILY SUPPORT SERVICE PARRAMATTA/HOLROYD	Provide early intervention / family support and community development for newly arrived and small and emerging CALD families including refugees which children from 2 to 8 years.	BHHP MRC Contact: Zulekha Nazir Phone: (02) 9687 9901 Fax: (02) 9687 9990 Level 4, Unit 1 Horwood Place Parramatta eipcoordinator@bhpmrc.org.au
SCHOOLS AS COMMUNITY CENTRES - TELOPEA GRANVILLE STH PUBLIC SCHOOLS	SaCC provide services to families and link key child and family service providers through outreach programs. They assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to school.	Dept of Education and Training Suzanne Allen-Facilitator Teloepa Public School Suzanne.M.Allen@det.nsw.edu.au Chestnut Ave Teloepa NSW 2117 Ph: (02) 9898 3448 Fax: (02) 9684 2653 Julie May - Facilitator Granville South Public School also offers programs for Granville East Public School Julie.May@det.nsw.edu.au Woodville Rd GUILDFORD NSW 2161 ph: 9892 2328
EARLY CHILDHOOD INTERVENTION MOBILE PLAYVAN PARRAMATTA	Provide a supported playgroup to assist CALD families with suspected or diagnosed disabilities or developmental delays (or learning difficulties). Playgroup targets families who are awaiting assessment, therapy or educational services and are	SDN Children's Services Inc Contact: Nicky Williams Playlinks Coordinator N.Williams@sdn.org.au Phone: (02) 9897 3635 Fax: (02) 9897 2861 28 Cowper Street, Granville, NSW 2142

	currently not accessing early childhood intervention.	
HOLROYD PARRAMATTA ABORIGINAL PROJECT	To facilitate community development strategies to assist Aboriginal families in the Holroyd / Parramatta LGAs.	<p>Parramatta City Council</p> <p>Contact: Bettina King BKing@parracity.nsw.gov.au</p> <p>Phone: (02) 9806 5050 Fax: (02) 9806 5917</p> <p>30 Darcy Street, Parramatta</p>

PROJECTS WHICH OPERATE ACROSS BLACKTOWN / BAULKHAM HILLS

CALD FAMILY SUPPORT PERINATAL SERVICE	Provides perinatal family support and community development for newly arrived and small and emerging CALD families including refugees which children from antenatal to 2 years.	<p>SydWest Multicultural Services Inc</p> <p>Contact: Margarita Videla – (Team Leader) Margarita@sydwestmsi.org.au</p> <p>Perinatal Project Coordinator- Geodhini Sivaraj geodhini@sydwestmsi.org.au</p> <p>Phone: (02) 9621 6633</p> <p>Level 2, 125 Main Street, Blacktown</p>
MOBILE CHILDCARE	Mobile childcare for FNSW services	<p>Marayong House Roving Childcare</p> <p>Contact: Lorraine Bishop – Coordinator lorrainebishoprcc@yahoo.com.au</p> <p>Phone (02) 9626 5312 / 9626 3681 Fax: (02) 9626 6270</p> <p>64 Falmouth Rd, Marayong</p>

PROJECTS WHICH OPERATE IN THE BLACKTOWN AREA

ABORIGINAL FAMILY SUPPORT	Family Support service. Joint project with	Aboriginal Medical Service Child and Family Health
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	SWAHS including universal & home visiting service.	Contact: Carol Dorn Carol@amsws.org.au Phone: (02) 9832 1356 Fax: (02) 9625 4152 2 Palmerston Rd, Mt DrUITt
SCHOOLS AS COMMUNITY CENTRES - THE MEADOWS PUBLIC SCHOOLS	SaCC provide services to families and link key child and family service providers through outreach programs. They assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to School.	Department of Education The Meadows Public School Contact: Meiha Chung Meiha.Cheung@det.nsw.edu.au Phone (02) 9896 7514 Fuller Street Seven Hills
CALD FAMILY SUPPORT EARLY INTERVENTION SERVICE	Provides early intervention family support and community development for newly arrived and small and emerging CALD families including refugees which children from 0 to 8 years.	SydWest Multicultural Services Inc Contact: Margarita Videla – (Team Leader) Margarita@sydwestmsi.org.au Early Intervention Project Coordinator – Mushtari Wakili mushtari@sydwestmsi.org.au Phone : (02) 9621 6633 Level 2, 125 Main Street, Blacktown
EARLY CHILDHOOD INTERVENTION MOBILE PLAYVAN SEVEN HILLS	Provide a supported playgroup to assist CALD families with suspected or diagnosed developmental delays or disabilities (or learning difficulties). Playgroup targets families awaiting assessment, therapy or educational services and currently not accessing early childhood intervention.	SDN Children's Services Inc Contact: Nicky Williams Playlinks Coordinator Phone: (02) 9897 3635 Fax: (02) 9897 2861 28 Cowper Street, Granville, New South Wales 2142 N.Williams@sdn.org.au
MT. DRUITT HUBS PROJECT	Provide services to both families and link key child and family service providers through outreach programs. To assist	Mission Australia Contact: Julie Jasprizza-Laus Phone: (02) 9623 9199 Mobile: 0458 204 600

	parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to School	50 Gidley St, St Marys JasprizzaLaus@missionaustralia.com.au
DOONSIDE MARAYONG HUB	Provide services to both families and link key child and family service providers through outreach programs. To assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects, particularly Early Literacy and Transition to School	Wesley Mission in partnership with Marayong House Wesley Mission Hub is based at Marayong Public School Contact: Megan Turner Megan.Turner@wesleymission.org.au Ph: 9621 3255 Mob: 0409 229 251 Marayong House Hub is operating from Doonside Cottage Contact: Megan Kezik Doonside Cottage Phone: 9621 2937 doonside1@marayonghouse.org.au Megan is currently available 2 days per week.

PROJECTS WHICH OPERATE IN THE RIVERSTONE AREA

COMMUNITY HUB - RIVERSTONE	To assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to School.	Wesley Mission Contact: Trish Young Phone: (02) 9626 6620 Fax: (02) 9837 2288 Casuarina School Riverstone Castlereagh St, Riverstone Tricia.Young@wesleymission.org.au
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PROJECTS WHICH OPERATE IN THE BAULKHAM HILLS AREA

COMMUNITY HUB - ROUSE HILL	Provide services to both families and link key child and family	Wesley Mission Contact: Rene Acker-Sessions
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	<p>service providers through outreach programs. To assist parents with social networks, parenting skills, info and referrals to local services. Assist other key FNSW projects particularly Early Literacy and Transition to School</p>	<p>Team leader Rene.AckerSessions@wesleymission.org.au Phone: 9627 3511 Mile End Community Church Mile End Rd, Rouse Hill</p>
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Appendix 10.3 Families NSW Projects - Greater Lithgow LGA

Project	Description	Contact, Venue and Time
<p>Parenting Young, Lithgow</p>	<p>Assists parents with social networks, parenting skills, information and referral to local services. Professional support and advice to young people (14-24) who are pregnant and/or have children up to 6 yrs. The group allows families to meet others and establish new friendships. Children, mums and dads can socialise, explore and learn in a safe, nurturing environment that encourages their abilities and meets their individual needs.</p> <p>Mondays 11am – 1pm during school terms. Partnership with a SWAHS Child & Family Health Nurse, and the Benevolent Society, brighter futures program.</p> <p>Other services involved in the program include a Child and Adolescent Family Counsellor, Tenants Advisory Service, TAFE, Elizabeth Evatt Legal Centre, Youthworx, local early childhood services, and Centrelink.</p> <p>Morning tea and light lunch provided free.</p>	<p>Central West Families NSW Supported Playgroups</p> <p>Venue: Red Cross Hall Main Street Lithgow</p> <p>Contact: Kellie Willcox Playgroup Facilitator/ Acting Service Manager Tel: 02 6352 2077 mob: 0407 908 800 kellie@linc.org.au (Mon–Thurs 9am – 3pm)</p>
<p>Bowenfels Playgroup</p>	<p>This group caters for families from low socio economic backgrounds, and families who are socially isolated and aims to assist parents with social networks, parenting skills, information and referrals to local services. It runs on Tuesdays 10.30 am – 12.30 pm during school terms.</p> <p>Morning tea and a light lunch provided free. A number of families from CALD and ATSI communities attend.</p>	<p>Bowenfels Cottage 152 Landa Street Bowenfels</p> <p>Contact: Kellie Willcox Playgroup Facilitator/ Acting Service Manager Tel: 6352 2077 mob: 0407 908 800 kellie@linc.org.au (Mon–Thurs 9am – 3pm)</p>
<p>Portland Family Resource Centre</p>	<p>Family strengthening service - supports links between families and schools. Also runs supported playgroups.</p> <p>Available for all parents with children 0-8.</p>	<p>Portland Central School Mon-Fri Contact: Lauren Thompson Centacare, Bathurst</p> <p>Tel: 6355 4268 mob: 0427 074 066</p>

<p>Wallerawang</p>	<p>This group is for families in a geographically and socially isolated area, to assist parents with social networks, parenting skills, information and referral to local services. There are no other playgroups within this area and transport to Lithgow for many is a challenge.</p> <p>Group meets Weds 10.30am – 12.30 pm. Families bring a piece of fruit to share for morning tea. This service has a number of families from CALD and ATSI communities attending.</p>	<p>Venue: Wallerawang Memorial Hall Cnr Simpkins & Commins St, Wallerawang</p> <p>Contact: Kellie Willcox Playgroup Facilitator/ Acting Service Manager Tel: 02 6352 2077 mob: 0407 908 800 kellie@linc.org.au (Mon–Thurs 9am-3pm)</p> <p>Jackie Vogel Tel: 02 6352 2077 mob: 0437 397 556 jackie@linc.org.au</p>
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