What is the Families NSW Facilitation Project?

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

What is Families NSW?

Families NSW is the State Government’s early intervention and prevention strategy to help parents give their children a good start in life. A number of services are funded under this strategy to provide support to families expecting a baby and those with young children aged up to 8 years. For more information about Families NSW visit the website: http://www.families.nsw.gov.au/

Why develop a child & family services guide?

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

How do I use this guide?

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

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

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

For more information contact:

Families NSW Facilitation Project staff in your area on 9725 0115 familiesnsw@fairfieldcity.nsw.gov.au
CHILD & FAMILY SERVICES GUIDE: BANKSTOWN

**Ante Natal & Newborn Assistance**
Support & advice for new & expectant parents

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

- **Jade House**
  Ph: 9794 2324

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

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

- **Arab Council Australia**
  Ph: 9709 4333

- **Brighter Futures**
  (The Benevolent Society)
  Ph: 8700 2200

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

**Children’s Services**
Services to assist families to locate early childhood education & care

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

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

- **Chester Hill Neighbourhood Centre**
  Ph: 9645 3700

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

**Counselling**
Professional support and advice services

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

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

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

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

- **Coolaburroo Neighbourhood Centre**
  11 Ryan Rd, Padstow
  Ph: 9774 2426

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

- **Jade House**
  Ph: 9794 2324

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

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

**Early Childhood Intervention**
Support for families with children with additional needs

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

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

- **Bankstown Community Resource Group**
  Ph: 9796 7315

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

- **Chester Hill Neighbourhood Centre**
  Ph: 9645 3700

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

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

- **Koorana Child & Family Services**
  Ph: 9750 4100

**Learning Links**
Ph: 9426 4300

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

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

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

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

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

**Centrelink**
Various locations
Ph: 136 150 (families)
Ph: 131 202 (multilingual)
Ph: 136 380 (Indigenous)
Ph: 136 240 (self-service)
www.centrelink.gov.au

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

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

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

**Coolaburroo Neighbourhood Centre**
11 Ryan Rd, Padstow
Ph: 9774 2426

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

**Families Together**
Ph: 9725 0115

**Greenacre Neighbourhood Centre**
171A Waterloo Rd, Greenacre
Ph: 9750 7982

**Koorana Child & Family Services**
Ph: 9758 2666

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

**Learning Links**
Ph: 9426 4300

**Tresillian Family Care Centres**
Ph: 9787 0833

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

**Woodville Community Services**
Ph: 9724 3807

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

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

**Koorana Child & Family Services**
Ph: 9758 2666

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

**Playgroup NSW**
Ph: 1800 171 882

**Save the Children**
(Inner West Mobile Play Bus)
Ph: 0431 378 101

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

**Metro Migrant Resource Centre**
Evaline St, Campsie
Ph: 9789 3744

**Liverpool Paediatric Service**
Ph: 9828 4803

**Melkite Welfare Association**
Ph: 9750 5514

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

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

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

**Arab Council Australia**
Ph: 9709 4333

**CatholicCare**
Ph: 9822 9855

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

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

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

**Learning Links**
Ph: 9426 4300

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

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

**Aboriginal Family Support Service**
Ph: 9787 0833

**Bankstown Area Multicultural Network Inc.**
Ph: 9796 2235

**Bankstown Area Neighbourhood Centre**
Ph: 9780 2777

**Bankstown Community Resource Group**
Ph: 9796 1561

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

**CatholicCare**
Ph: 9822 9855

**Coolaburroo Neighbourhood Centre**
11 Ryan Rd, Padstow
Ph: 9774 2426

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

**Families Together**
Ph: 9725 0115

**Greenacre Neighbourhood Centre**
171A Waterloo Rd, Greenacre
Ph: 9750 7982

**Koorana Child & Family Services**
Ph: 9758 2666

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

**Learning Links**
Ph: 9426 4300

**Tresillian Family Care Centres**
Ph: 4734 44 00

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

**Woodville Community Services**
Ph: 9724 3807

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

**Bankstown City Council**
(Playgroup details available on the website)

**Bankstown Community Resource Group**
Guring Gang Aboriginal Playgroup
Ph: 9796 2931

**Bankstown Community Resource Group**
Ph: 9796 2931

**CatholicCare**
Ph: 9822 9855

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

**Greenacre Neighbourhood Centre**
171A Waterloo Rd, Greenacre
Ph: 9750 7982

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

**Koorana Child & Family Services**
Ph: 9758 2666

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

**Playgroup NSW**
Ph: 1800 171 882

**Save the Children**
(Inner West Mobile Play Bus)
Ph: 0431 378 101

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

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**Settlement / new arrival support**
Various support for newly arrived migrants and refugees

**Metro Migrant Resource Centre**
Evaline St, Campsie
Ph: 9789 3744

**Liverpool Paediatric Service**
Ph: 9828 4803

**Melkite Welfare Association**
Ph: 9750 5514

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

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Research is continually showing that early childhood is the crucial period for development and learning that affects long term well being. There are many services in our local community to assist families and children through this critical stage of development. Services available in our area include:

**Ante Natal & Newborn Assistance**

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

**Early Childhood Intervention**

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

**Case Management**

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

**Children’s Services**

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

**Counselling**

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

**Government Services**

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

**Home Visiting**

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

**Playgroups**

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

**Settlement / new arrival support**

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

**Parenting**

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

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**Disclaimer**

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