



Whitehorse Family Resource Guide

Raising Children 0-12 years



Important Numbers

Police, Fire, Ambulance	000
Aboriginal Family Violence Prevention and Legal Service	1800 10 53 03
Beyond Blue	1300 22 46 36
Centrelink Families Line	13 61 50
Child Protection After Hours Service	13 12 78
Directline – Alcohol and Drug Support	1800 88 82 36
Gambler’s Help	1800 85 88 58
Headspace	1800 65 08 90
Intouch Multicultural Centre against Family Violence	1800 75 59 88 or 13 14 50 (interpreter)
Kids Helpline	1800 55 18 00
Lifeline	13 11 14
Maternal and Child Health 24 Hour Line	13 22 29
Men’s Helpline	1300 78 99 78
Men’s Referral Service	1300 76 64 91
National Home Visiting Doctor	13 74 25 (13 SICK)
Nurse on Call	1300 60 60 24
Parentline	13 22 89
Perinatal Anxiety and Depression Australia	1300 72 63 06
Poisons Information Hotline	13 11 26
Safe Steps 24/7 Family Violence Response	1800 01 51 88
Suicide Call Back Service	1300 65 94 67
Women’s Legal Service	1800 13 33 02
1800RESPECT	1800 73 77 32
National Sexual Assault, Domestic Violence, Counselling Service	

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Supporting Families to Raise Children 0-12 years

Whitehorse City Council is committed to supporting children and their families to achieve the best start to life and to access opportunities to grow, learn, develop and thrive over the course of their childhood.

About this Guide

Inside this guide you will find information about the services that Council delivers to children aged up to 12 years and their families, as well as other relevant services available in Whitehorse. There is also a number of information pages throughout this resource for families. The information is correct at the time of printing but is subject to change.

Whitehorse Early Years Plan

The Whitehorse Early Years Plan (*Whitehorse: A City for all Children 2014 to 2018*) identifies a strong vision for children and their families and a set of core principles that underpin the vision. The plan focuses on four key areas:

- > Healthy, active and thriving children
- > Secure, supported and engaged families
- > Quality services for all children and families
- > Safe, welcoming and inclusive community for all children and families.

For further information about Council's *Municipal Early Years Plan 2014-2018* please visit www.whitehorse.vic.gov.au/Children-Families-Youth.html

Child Friendly Cities

Whitehorse City Council voted to endorse the Victorian Charter for Child Friendly Cities in 2014.

The charter recognises the need for increasing children's participation in decision-making and creating child-friendly environments. Council supports the following principles:

- > Freedom for children to experience environments that consider their needs
- > Respect and dignity for children to express their individual opinions, and participate in and contribute to decisions about their communities and their wellbeing
- > Equitable access to supportive environments and services for children regardless of gender, ethnicity, religion or ability.

The charter is consistent with state, national and international protocols and embraces rights that are embedded in the Convention of the Rights of the Child (1990), the Chiba Declaration for a Child Friendly Asia Pacific (2009), UNICEF's Building Blocks for Developing a Child Friendly City (2004) and the Victorian Human Rights and Responsibilities Charter 2006.

Protecting Children

Whitehorse Council is a Child Safe Organisation and committed to the safety and wellbeing of children who use its services.

Whitehorse Council Commitments

1. Our commitment to children

- > We are committed to the safety and wellbeing of all children and young people who access any of our services.
- > We are committed to providing children and young people with positive and nurturing experiences.
- > We will support families and communities to promote children's development.
- > We will take action to ensure that children and young people are not exploited, abused or harmed during the time that they are involved with any of our services.
- > We will listen to children and young people and actively encourage them to talk to us and address any concerns that they raise with us.

2. Our commitment to families

- > We are committed to helping parents and carers to care for their children and young people.
- > We recognise that parents and carers will require varying levels and types of support at different points in their children's development.
- > We will offer guidance and assistance that builds on families' strengths, is sensitive to their cultural and religious beliefs and empowers them to adapt to the changing needs of their children.
- > We will be open and transparent with parents and carers when engaging with our services.

3. Our commitment to staff, students and volunteers

- > We are committed to providing all staff members and volunteers with the necessary support to enable them to fulfil their roles.
- > We have a management structure that supports and develops staff in their roles.
- > We are committed to providing all staff members and volunteers with regular supervision and professional development.
- > We will ensure that staff have access to a senior person to help them make decisions in relation to any action required to protect children and young people.

4. Our commitment to ensuring a child-safe organisation

- > We are committed to using best practice standards in the recruitment, screening and employment of staff and volunteers. We will work to create an environment in which children and young people are safe and feel safe.
- > We will ensure that we do not harm, abuse or exploit children and young people who are involved with our services.

Child FIRST – 1300 762 125

Child FIRST is a family services community-based intake and referral service. Child FIRST ensures that vulnerable children, young people and their families are effectively linked to relevant services, including Child Protection.

Child Protection – 13 12 78

Child Protection is a statutory child protection service provided by the Department of Human Services, which is able to intervene to protect children and young people at risk of significant harm.

East Division Intake – 1300 360 391

East Division has a child protection intake located at DHHS Box Hill which covers Whitehorse.

Council Information and Resources

Parent Resource Officer

Whitehorse City Council has a dedicated Parent Resource Officer to support the parents, grandparents and carers of Whitehorse.

The Parent Resource Officer's role is to ensure information and support is easily accessible to parents, grandparents and carers, through a variety of ways including, this resource, print media, online apps, parenting information forums, and websites.

The Parent Resource Officer can also be contacted for more information on any topic in this resource or other parenting information.

Email: parentresource@whitehorse.vic.gov.au or call 9262 6175.

FlexiBuzz

Whitehorse Council uses the app FlexiBuzz to communicate with families living in the City of Whitehorse.

- > Relevant Whitehorse family events and programs
- > Parenting information forums
- > Maternal and Child Health information
- > Immunisation information
- > Parenting youth information
- > Plus much more.

As a parent, grandparent or carer you are able to opt into the categories that suit you. FlexiBuzz is free to download and easy to use. See instructions right:



1. Download FlexiBuzz for your phone and tablet

Search for **FlexiBuzz** in your app store.

For Apple: Select 'allow' notifications.

Computer and Windows mobile device users can visit www.flexibuzz.com to register/login



2. Find and tick

Log-in

Open FlexiBuzz and register/login

Search

Select the 'Search' icon and type in Whitehorse City Council and then select.

Add

Click on the categories that apply to you and click the 'Add' icon.

Return to search

Click the back arrow to return to search.

Home

Click the 'Home' icon to view notifications.



3. Stay informed





Parenting Information Forum Program

Council sponsors the successful Parenting Information Forum program for Whitehorse parents, grandparents and carers.

To deliver the Parenting Information Forum Program, Council engages a range of guest speakers to reflect the diverse range of parenting approaches that individuals, communities and cultures use. The program aims to achieve great outcomes for families, children and young people because effective parenting is essential for a child's lifelong development and overall wellbeing. By extension, Whitehorse Council believes that the community should support parents to develop key parenting skills and to relieve any isolation they might be experiencing.

Topics for forums are developed from feedback received during the evaluation process and through consultations undertaken for Council's Municipal Early Years and Municipal Youth Plans.

For further information, including the calendar, please visit www.whitehorse.vic.gov.au/Parenting-Information-Forum-Program.html

Whitehorse Maps

Through Whitehorse City Council's website, you can search, view and explore maps of the City of Whitehorse.

By simply typing in your address or current location, you can search for nearby parks, playgrounds, arts and culture activities, playgroups, schools and much more.

To use Whitehorse Maps please visit www.whitehorse.vic.gov.au/Whitehorse-Maps.html

Council's Support Services for Families

Maternal and Child Health Service

The arrival of a new baby brings joy as well as new challenges and significant changes to a family.

To assist during this time of change, Council provides a free comprehensive Maternal and Child Health Service for families with a new baby. The service provides guidance and information to support the healthy development of children from birth up to five years, including:

- > Breastfeeding
- > Child health and development
- > Infant and child nutrition
- > Maternal health and wellbeing
- > Parenting skills
- > Home safety for children
- > Immunisation
- > Relationships (including your relationship with your baby)
- > Local support services.

The centre-based service is staffed by specialist nurses with general nursing, midwifery and maternal and child health qualifications. The nurses form an integral part of the community and are often the first point of contact for new families once discharged from hospital.

Once your baby is born, the hospital will contact Council and a Maternal and Child Health nurse will then call you to arrange your first home visit. The service also facilitates new parent groups so you are able to meet other local families with new babies.

Whitehorse City Council also offers a free lactation service if you are having difficulties feeding your baby.

The Enhanced Maternal and Child Health Service provides extra support for families who present with risk factors such as unemployment, homelessness, disability, drug and alcohol and/or mental health issues.

The Maternal and Child Health Service offers a very important 3 ½ year visit for children in preparation for starting kindergarten and prep. At this visit you can discuss any concerns you have, including physical and emotional health, growth and development, speech, nutrition, safety, care of teeth, kindergarten information and immunisation. The Maternal and Child Health Nurse will also perform a vision test on your child. Children four years and over are not eligible for this check at a Maternal and Child Health Service, however, you can still have this check through your GP.



Whitehorse City Council has six Maternal and Child Health Family Centres across the municipality:

Burgess Family Centre

15 Barwon Street, Box Hill North

Phone: 9898 3611

Box Hill South Family Centre

Cnr Riversdale Road and Station Street, Box Hill South

Phone: 9889 8900

Whitehorse Primary School

70-86 Junction Road, Blackburn North

Phone: 9262 6145 or 9262 6137

Forest Hill Family Centre

35 Bennett Street, Forest Hill

Phone: 9262 6135 or 9262 6138

Mitcham Family Centre

15 Brunswick Street, Mitcham

Phone: 9262 6195 or 9262 6198 or 9262 6170

Vermont South Family Centre

Karobran Drive, Vermont South

Phone: 9262 6151 or 9262 6152

The 24-hour Maternal and Child Health telephone line is available if you are unable to contact your nurse: **13 22 29**. If your child is unwell please contact your GP or nearest medical centre.

Supported Playgroup Program

There is a growing body of evidence that participation in a Supported Playgroup run by a skilled and qualified worker and with evidence based practice embedded, has a positive impact on children's learning, social, and emotional development.

Supported Playgroup facilitators are responsible for the delivery of *smalldtalk* in Supported Playgroups and through In-Home support for eligible families. *Smalldtalk* aims to increase parents' confidence to do the things we know can have a positive impact on their child's learning. It is about using everyday opportunities and the activities that many parents already do in the home. Tips and relevant information is shared regarding the way parents and carer's talk, listen and play with their children, read together and how they engage them in interesting and stimulating activities. *Smalldtalk* also encourages parents and carer's to better look after themselves and where needed it also helps build relevant links within our community and local services.

For further information about this new and exciting program please contact us on 9262 6406 or at supportedplaygroup@whitehorse.vic.gov.au

National child restraint laws

There are laws for the type of restraints children of a certain age need to travel in.

- > **birth to six months** rearward-facing restraint
- > **six months to four years** rearward or forward-facing restraint
- > **four to seven years** forward facing restraint or booster seat
- > **older than seven years** booster seat or adult seatbelt

The restraint types overlap the age ranges. For example, the rearward-facing restraint must be used from birth to six months, and it may be used from six months to four years (or you can use a forward-facing restraint).

While the law specifies the minimum, **it's safest to only move your child to the next type of restraint once they outgrow their current restraint**. For example, at six months you can move your child from a rearward-facing restraint to a forward-facing restraint. However, most children will not outgrow the rearward-facing restraint until around 12 months. It is safer to keep them in the rearward-facing restraint until they have outgrown it.

- > **For a child in a booster seat or an adult seatbelt, use a seating position with a lap-sash (lap and shoulder) belt** in preference to one with a lap-only belt.
- > **All child restraints and booster seats must be installed correctly** and the child strapped in correctly according to the manufacturer's instructions:
 - Always use a top tether strap for all rearward-facing child restraints, forward-facing child restraints and booster seats that have them.
 - Always thread the seatbelt through the correct path (follow colour coding available for newer restraints).
 - Ensure there is no slack or looseness in any part of the system. Check the harness straps around the child, the top tether, the seatbelt anchoring the restraint to the vehicle, and the seatbelt used by a child in a booster seat.
 - Ensure that the seatbelt is buckled before each trip.
- > **Children 12 years of age and under are safest in the rear seat.**
- > **Seatbelts should never be used with the sash belt under the child's arm or behind the child's back**, whether they are being used alone or with a booster seat.
- > **Regularly check that child restraints are correctly installed and that the restraint is adjusted properly for the child's size according to the restraint user's manual**. Using a restraint-fitting service will help ensure that everything is used correctly and that your child is as safe as possible.

Kidsafe Victoria's 'Find a Fitter' listing provides you with easy access to details of credible, experienced child-restraint fitters across Victoria. These fitters can guide you through the process of fitting and adjusting child restraints to assist you to ensure your child restraints are correctly installed and your children are travelling as safely as possible.

To find a fitter near you please visit Kidsafe kidsafevic.com.au/find-a-fitter

Whitehorse City Council runs one or two free child restraint fitting sessions per year. For further information on when the next session is scheduled please contact Chris Hui on 9262 6134 or roadsafety@whitehorse.vic.gov.au

Immunisation

Whitehorse City Council provides free public immunisation sessions every month across four venues for infants, toddlers, pre-school children and school-aged students.

Vaccine-preventable diseases such as poliomyelitis, measles, mumps, rubella, tetanus, diphtheria, whooping cough, chicken pox, haemophilus influenza B (Hib), hepatitis B, meningococcal groups ACWY, pneumococcal and rotavirus are, unfortunately, still common in our community. These diseases can lead to debilitating illnesses and, in extreme cases, death. Immunisation against these diseases is the safest and most effective means of providing protection to a child.

For the current immunisation schedule, venues, dates and times please visit this webpage: www.whitehorse.vic.gov.au/Immunisation.html

Overseas Vaccinations

If your child has been vaccinated overseas you are required to provide a copy of the vaccination records to Council prior to attending a public immunisation session. You will need to obtain a formal translation if the records are not in English.

Translation Services

VITS – Language Loop

Phone: 1300 00 3224

Department of Social Services

Phone: 1800 962 100



No Jab No Play

From 1 January 2016 all parents/guardians seeking to enroll their child at an early childhood service in Victoria must provide evidence that their child:

- > is fully vaccinated for their age, or
- > is on a recognised catch-up schedule if their child has fallen behind with their vaccinations, or
- > has a medical reason not to be vaccinated.

Children who were vaccinated overseas must have their vaccine records assessed and will be offered vaccination as required.

The 'No Jab No Play' policy applies to all early childhood education and care services in Victoria that provide long day care, kindergarten, occasional care and/or family day care. For further information please visit www.health.vic.gov.au

No Jab No Pay

From 1 January 2016 parents who do not fully immunise their children (up to 19 years of age) will cease to be eligible for the Family Tax Benefit A, Child Care Subsidy or Additional Child Care Subsidy.

Children with medical exemptions or natural immunity for certain diseases will continue to be exempt from the requirements. Please note that conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from immunisation requirements.

For further information please visit campaigns.health.gov.au/immunisationfacts

Immunisation History Statements

To view your child's Immunisation History Statement go to myGov and sign in to your Medicare online account. If you do not have a myGov account, you can create one and then link it to your Medicare account or use the Express Plus Medicare mobile app. If you don't have the app, you can download it to your smart phone or tablet.

If you are unable to access the immunisation history statement online, you can obtain a copy by calling the Immunisation Register on 1800 653 809.



Cold and Flu

Melbourne's wintery weather brings with it an increase in cold and flu symptoms for families.

Colds are very common. According to the Federal Government's Healthdirect website (healthdirect.gov.au) children can get five to ten colds a year, while adults can get two to four colds each year. Colds affect the nose, throat and upper airways and common symptoms include coughing, fever, sore throat, sneezing, blocked or runny nose and general congestion. Colds are caused by about 200 different viruses and there is no vaccine to prevent it.

The flu is a viral infection affecting your nose, throat and sometimes your lungs. Typical symptoms of flu include fever, sore throat and muscle aches. Yearly vaccination is the single most effective way of preventing the spread of flu in the community. It is available from April each year from doctors and other vaccination providers. The flu vaccine is available free under the National Immunisation Program for those people who have the greatest risk of becoming severely ill from flu. Flu vaccines are age-specific, so parents should tell their doctor the age of their child before vaccinating.

For more information about the seasonal influenza vaccine and who is eligible for the free vaccine, visit immunise.health.gov.au or call the Immunise Australia Information line on 1800 671 811.



Some important steps to prevent the spread of cold and flu:

- > If you or your child has a cold or flu the best thing to do is to stay at home.
- > If your child has symptoms of a cold or flu do not take them places where they will come into contact with other children or babies such as school, child care centres, playgroups, kindergarten, immunisation sessions or maternal and child health services.
- > If you have to be around people make sure tissues are disposed of properly and hands are washed with soap regularly, particularly after touching your nose or mouth or preparing food.
- > Avoid sharing cups, plates and cutlery.
- > Regularly clean surfaces if someone is sick in the family to get rid of as many germs as possible.

Whitehorse Early Learning Service (WELS) Childcare and Kindergarten

Choosing the right early learning service is an important decision for families.

Your decision will depend on your family's needs and the environment with which you and your child will feel most comfortable. Whitehorse Early Learning Service (WELS) provides education and care environments that are stimulating, engaging and enhance children's learning and development.

WELS offers long day care to children aged from six weeks to five years. WELS follows a play based and emergent curriculum. Staff design a nutritional seasonal menu which is freshly prepared each day.

The dedicated funded four-year-old kindergarten program involves children and teacher initiated experiences within a flexible program using both the indoor and outdoor spaces and resources. Qualified and experienced educators and early childhood teachers develop thoughtful relationships with children and families. This enables educators to extend on all children's interests and identify learning opportunities.

You are encouraged to contact the centres directly to organise a time to meet with the director and to have a look around. If you would then like to go on the waitlist you can email ecs@whitehorse.vic.gov.au or call 9262 6476 and request a waitlist form.

Whitehorse Early Learning Service (WELS) Centres

Blackburn Children's Services Centre

15 Central Road, Blackburn

Phone: 9878 8510

Lucknow Street Children's Services Centre

37 Lucknow Street, Mitcham

Phone: 9873 1655

Vermont South Children's Services Centre

Corner Karobran Drive and Livingstone Road,
Vermont South

Phone: 9887 9489

Wattle Park Children's Services Centre

25 Livingstone Close, Burwood

Phone: 9808 0361





Other Care Options for Children

Private Childcare Providers

As well as Council childcare centres there are a number of private childcare options in Whitehorse.

Centres usually operate between 7am and 6pm but this can vary. For individual opening times and other information please contact the centres directly.

The Australian Government provides families with financial assistance to help with the cost of approved childcare. For more information please visit: mychild.gov.au

BLACKBURN

Blackburn Early Learning Childcare Centre

118 Surrey Road, Blackburn
Phone: 9877 4542

Casa Bambini

502-504 Middleborough Road,
Blackburn
Phone: 9898 0244

Good Start Early Learning Blackburn South

286 Middleborough Road,
Blackburn
Phone: 9898 8955

Maple Street Early Learning Centre

Corner 195 Whitehorse Road and
Maple Street, Blackburn
Phone: 9894 1996

Nino Early Learning Adventures

103-107 Koonung Road, Blackburn
Phone: 8878 0800

Guardian Early Learning Centre – Blackburn

440 Middleborough Road,
Blackburn
Phone: 9899 4545

BLACKBURN SOUTH

Starfish Early Learning Centre Blackburn South

168 Canterbury Road,
Blackburn South
Phone: 9877 3930

True Maple Bilingual Early Learning Centre

20 Richmond Street,
Blackburn South
Phone: 9808 6076

BOX HILL

Good Start Early Learning Box Hill

974 Canterbury Road, Box Hill
Phone: 9899 9522

Good Start Early Learning Box Hill – Whitehorse Road

1056 Whitehorse Road, Box Hill
Phone: 9898 5533

Paisley Park Early Learning Centre

Corner Thurston Street and Carrington Road, Box Hill
Phone: 1800 724 753

Sweetland Road Early Learning Centre

24 Sweetland Road, Box Hill
Phone: 9890 4257

Watts Street Children's Centre

10-12 Watts Street, Box Hill
Phone: 9899 7411

BOX HILL NORTH

Box Hill Early Learning Childcare Centre and Kindergarten

152 Dorking Road, Box Hill North
Phone: 9898 1566

Mary's Little Lambs Early Learning Centre

27 Medway Street, Box Hill North
Phone: 9898 6974

BURWOOD

Being 3

354 Burwood Highway, Burwood
Phone: 9808 2332

Deakin and Community Childcare

221 Burwood Highway, Burwood
Phone: 9888 0202

Presbyterian Ladies College Early Learning Centre

141 Burwood Highway, Burwood
Phone: 9808 0077

FOREST HILL

Good Start Early Learning Forest Hill

2 Fraser Place, Forest Hill
Phone: 9878 6544

Petit Early Learning Journey

347 Burwood Highway, Forest Hill
Phone: 8609 2340

Story House Early Learning

269-271 Canterbury Road Forest Hill
Phone: 9894 0747

MITCHAM

Emmikins Early Learning Centre

694 Whitehorse Road, Mitcham
Phone: 9873 5555

Tinkabell Early Learning Centre

456 Springfield Road, Mitcham
Phone: 9874 6401

MONT ALBERT

Good Start Early Learning Mont Albert

15 Wellesley Street, Mont Albert
Phone: 9890 8846

NUNAWADING

Children's Corner Learning Centre

2 Hedge End Road, Nunawading
Phone: 9872 3799

Our Kids Childcare Centre

203 Springvale Road, Nunawading
Phone: 9894 4123

Little Raskals Kindergarten and Childcare Centre

94 Springvale Road, Nunawading
Phone: 9878 3200

NCCP -Early Learning Centre

Laughlan Ave, Nunawading
Phone: 9877 3555

Starfish Early Learning Centre Nunawading

24 Mountain View Road, Nunawading
Phone: 9894 1688

SURREY HILLS

Surrey Hills Baptist Children's Centre

281 Elgar Road, Surrey Hills
Phone: 9898 8589

Surrey Hills Child Care Centre

1a Beatrice Avenue, Surrey Hills
Phone: 9898 1368

VERMONT

Good Start Early Learning Vermont – North

425 Canterbury Road, Vermont
Phone: 9873 8400

Good Start Early Learning Vermont – South

522 Canterbury Road, Vermont
Phone: 9873 8300

Red Apple Early Learning Centre

487-489 Canterbury Road, Vermont
Phone: 9873 7300

VERMONT SOUTH

Beacon Street Children's Centre

463 Burwood Highway, Vermont South
Phone: 9803 6555



Family Day Care Providers

Family Day Care provides families with flexible home-based education and care for their children. An educator provides care in their home for a small number of children (not more than the maximum allowed, which includes their own children), in accordance with the National Law and National Regulations.

The majority of Family Day Care services are approved child care services. This means that families using the service may be eligible for government assistance.

Bambini Family Day Care and In-Home Care

Phone: 9813 5680

bambini.com.au

Bestchance Family Day Care

583 Ferntree Gully Road, Glen Waverley (head office)
Phone: 8562 5100 or 9132 6073

bestchance.org.au

ECMS

192 High Street, Northcote (head office)
Phone: 8481 1100

ecms.org.au

Foundations Family Day Care

4 Kylie Close, Mooroolbark (head office)
Phone: 0421 599 416

ffdc.com.au

Mother's Love Family Day Care

205A Middleborough Road, Box Hill
Phone: 8566 6736 or 0402 748 712

mlchildcare.com.au

Shining Stars Family Day Care

23/28 Rutland Road, Box Hill
Phone: 8892 3723 or 0411 447 733



Occasional Care

Occasional Care offers professional care for children on a casual basis. You might not need child care on a regular basis but would like someone to care for your children occasionally, for example, when you have a medical appointment or just need some time out.

AQUALINK Box Hill (Occasional Care)

Surrey Drive, Box Hill
Phone: 9843 2900

aqualink.com.au

AQUALINK Nunawading (Occasional Care)

Fraser Place, Forest Hill
Phone: 9878 4576

aqualink.com.au

Box Hill South Neighbourhood House

47-49 Kitchener Street,
Box Hill South
Phone: 9898 8270

bhsnh.org.au

Clota Cottage

31 Clota Ave, Box Hill
Phone: 9899 8940

clotacottage.org.au

Holbury Children's Centre

29 Raleigh Street,
Blackburn South
Phone: 9878 3656

holbury.org.au

Koonung Cottage

109 Koonung Road,
Blackburn North
Phone: 9878 6632

koonungcottage.org.au

Mitcham Community House

19 Brunswick Road, Mitcham
Phone: 9873 4587

mitchamcommunityhouse.org

The Avenue Neighbourhood House

87 Eley Road, Blackburn South
Phone: 9808 2000
info@theavenue.org.au

Libraries

Reading books to babies and children can help encourage curiosity, spark their imagination and assist them in becoming familiar with sounds and words. Your local library has a lot to offer families. Taking your child to the library and letting them choose their books can be a fun adventure for both of you.

Whitehorse Manningham Libraries offer a range of story times and activities for children of all ages at local branches in Blackburn, Box Hill, Nunawading and Vermont South. For more information and story time sessions, visit www.wml.vic.gov.au

1000 books before School

1000 Books Before School is a free program from Whitehorse Manningham Libraries to encourage parents to read and share books with their children from a young age. Early literacy skills are essential building blocks for lifelong learning beyond primary and high school.

Families must be a Whitehorse Manningham library member to join the 1000 Books Before School program. Every time you share a book with your child, mark or colour a space on their jungle journal. When they reach a milestone, bring the journal into a Whitehorse Manningham Library branch and they will give you a special sticker! The program finishes when they reach 1000 books, or your child starts school.

Playgroups

Playgroups connect families to their local community and provide an opportunity for children to play in an environment that stimulates their imagination, develops their language and promotes social interactions with other children. Parents, grandparents and carers also get to enjoy a social and supportive environment.

Most playgroups meet regularly for a couple of hours at a time, in venues such as family centres, halls, neighbourhood and community houses, schools and kindergartens.

Whitehorse has a diverse range of playgroups catering for everyone's needs. For an up-to-date list of Whitehorse playgroups please visit whitehorse.vic.gov.au/Parent-Resources.html or contact Council's Parent Resource Officer on 9262 6175 for a playgroup flyer.

Toy Libraries

For a small membership fee, toy libraries allow families to borrow from a vast array of toys, books and puzzles that have been specifically designed to support skill development and imagination in children. Toy libraries aim to support families and encourage togetherness and quality time spent engaging in play. Whitehorse is very fortunate to have three toy libraries offering an array of choice for families.

Box Hill Area Toy Library

Box Hill South Family Centre
Rotary Court, Corner Riversdale Road
and Station Street
Phone: 0479 152 419

connect@boxhillareatoylibrary.org.au

Nunawading Toy Library

19 Norma Road, Forest Hill
Phone: 0449 123 889

info@nunawadingtoylibrary.org.au

Vermont South Community House Toy Library

1 Karobran Drive, Vermont South
Phone: 9803 2335

toylibrary@vsch.org.au

Neighbourhood and Community Houses

Whitehorse has 10 neighbourhood and community houses that provide a range of accessible and affordable programs for adults and children. They are also great places to meet people in your community. Each centre offers different programs, which may include child care, playgroups and kindergarten, arts and crafts, language and music.

Bennettswood Neighbourhood House

7 Greenwood Street, Burwood
Phone: 9888 0234

bennettswoodnh.org.au

Box Hill South Neighbourhood House

47 Kitchener Street,
Box Hill South
Phone: 9898 8270

bhsnh.org.au

Burwood Neighbourhood House

1 Church Street, Burwood
Phone: 9808 6292

burwoodneighbourhoodhouse.org.au

Clota Cottage Neighbourhood House

31 Clota Ave, Box Hill
Phone: 9899 0062

clotacottage.org.au

Kerrimuir Neighbourhood House

57 Linda Avenue, Box Hill North
Phone: 9899 7660

kerrimuirhouse.org.au

Koonung Cottage Community House

109 Koonung Road,
Blackburn North
Phone: 9878 6632

koonungcottage.org.au

Louise Multicultural Community Centre

Suite 8, Town Hall Hub, 27
Bank Street, Box Hill
Phone: 9285 4850

louise.org.au

Mitcham Community House

19 Brunswick Road, Mitcham
Phone: 9873 4587

mitchamcommunityhouse.org

The Avenue Neighbourhood House

87 Eley Road, Blackburn South
Phone: 9808 2000

theavenue.org.au

Vermont South Community House

Karobran Drive, Vermont South
Phone: 9803 2335

vsch.org.au

Children Left Unattended in Cars

The thought of going into the shop or petrol station and leaving the children in the car for a few minutes might be tempting for a parent or carer.

However leaving children unattended in a car is dangerous, particularly on a hot day. It could result in serious injury or even death as the temperature inside a car can reach dangerous levels very quickly. Seventy-five per cent of the temperature rise occurs within the first five minutes of closing the doors and leaving the car.



SAFETY TIPS FROM KIDSAFE

- > If you have to leave the car, even for a minute – take the children with you.
- > Never use the car as a substitute 'babysitter'.
- > Never leave children in a car without adult supervision for any length of time, not even a minute!
- > Lock cars and secure keys when at home to prevent children playing inside the car.
- > Make 'look before you lock' a routine whenever you get out of the car.
- > When a child is missing, in addition to checking backyard pools and any other bodies of water, be sure to check inside the car and the boot of any nearby vehicles.
- > Never leave valuables in the car, including your kids!
- > Leave a bag, phone or wallet in the back seat of the car.

Young children are more sensitive to heat than adults as their body temperature can rise three to five times faster, putting them at greater risk of heatstroke and other health risks.

In Victoria, it is illegal to leave a child unattended in a vehicle under the *Children, Youth and Families Act (2005)*.

The penalties for leaving a child unattended in a car in Victoria include:

- > A fine (currently \$3,690), or
- > A maximum of six months jail

If you notice a child has been left unattended in a vehicle call 000 and ask for the fire brigade. Give the location, the vehicle registration number and the approximate age and condition of the child.

For further information please visit Kidsafe Victoria at: www.kidsafevic.com.au

#SURVIVETHEHEAT



**Our valuables
should never be
left in the car**

On a warm day, the temperature inside a parked car can be 20°C to 30°C hotter than outside. The impact of heat on a child's body is almost immediate and can be fatal. So keep your children with you and safely out of the heat.

Services and Things to Do in Whitehorse

Recreation and Leisure Centres

Aqualink Box Hill

Surrey Drive, Box Hill
Phone: 9898 2099

aqualink.com.au

Kids' activities include:

- > Swimming lessons
- > School holiday chill zone
- > School holiday activities at the crèche
- > Crèche and occasional care

Aqualink Nunawading

Fraser Place, Forest Hill
Phone: 9878 4576

aqualink.com.au

Kids' activities include:

- > Swimming lessons
- > School holiday chill zone
- > Crèche and occasional care

Sportlink Vermont South

2 Hanover Road, Vermont South
Phone: 9847 7111

sportlink.org.au

Kids' activities include:

- > Junior sports/activities (badminton, basketball, dance, futsal, preschool sports, netball, table tennis)
- > School holiday programs in conjunction with Kelly Sports

Box Hill South Skate Park

Corner Canterbury and Middleborough Roads

Vermont South Skateboard Ramp

Lookout Trail Park, corner Morack Road and Burwood Highway

Aqualink

Whitehorse City Council owns and runs three recreation and leisure centres: Aqualink Box Hill, Aqualink Nunawading and Sportslink (a multipurpose sports facility). The centres provide great facilities and a wide range of health and fitness programs for the whole family.

Parks and Playgrounds

Whitehorse residents are very fortunate to have access to over 350 parks. Families can enjoy BBQ facilities, picnic areas, playground equipment, walking and cycling tracks, dog off-lead areas, wetlands and lakes, sites of historical significance, sculptures, indigenous plants and animals, and a mix of formal gardens and bushland. To search for a park near you go to Whitehorse Maps at www.whitehorse.vic.gov.au/Whitehorse-Maps.html

Council also maintains 170 playgrounds throughout the City of Whitehorse for the enjoyment of all children and their families. Council recognises that play is an important part of childhood and strives to provide quality, safe and accessible play opportunities. To search for a playground near you go to Whitehorse Maps at www.whitehorse.vic.gov.au/Whitehorse-Maps.html

Skate Parks

There are two skate parks in Whitehorse: Vermont South Skateboard Ramp and the Box Hill South Skate Park, which was recently upgraded to include a separate beginners' area, a half-sized basketball court and new shade shelters.

Skaters are advised to use the correct safety equipment when using these facilities.



Whitehorse Centre

The Whitehorse Centre presents a range of diverse programs each year including plays, musicals, opera, ballet, shows for children, works by renowned Australian playwrights as well as new productions by emerging writers and performing arts companies. Each school holidays there are specific shows just for children and their families.

397 Whitehorse Rd, Nunawading
Phone: 9262 6555

whitehorsecentre.com.au

Parks and Playgrounds that Cater For Children with Disabilities

There are a number of parks and playgrounds that cater for the specific needs of children with disabilities. Facilities may include rubberised surfacing, sensory experiences, ramps to play equipment and all-abilities swings.

Furness Park

Close to Heath Street, Blackburn

Victoria Rose Play Space

Between Victoria Street and Rose Street, Box Hill

Hanover Reserve Playground

Hanover Road, Vermont South

Surrey Dive Park

Off Elgar Road, Box Hill at Standard Avenue

Tunstall Park

Luckie Street, Nunawading

Box Hill Community Arts Centre

Box Hill Community Arts Centre is home to a wide variety of local arts and community groups. Art classes and workshops are on offer throughout the year for people of all ages including children's classes and school holiday programs.

470 Station St, Box Hill
Phone: 9895 8888

bhcac.com.au

Whitehorse Festivals Program

Every year more than 50,000 residents and 150 community groups enjoy Whitehorse Council's free festivals program from Spring to Autumn. Events include Spring Festival, Whitehorse Carols, Australia Day Concert and Whitehorse Global Fiesta. To keep up to date with all Whitehorse Festival Season's news visit

www.whitehorse.vic.gov.au/festivals.html

Water Safety

Drowning is the most common cause of preventable death for children under five years of age in Victoria.

When the weather starts to warm up each year, Australian families and children are naturally drawn to the water for summer fun and relief from the heat. Whether it's the beach, the local swimming pool or a backyard pool, it's essential that parents, grandparents and carers remain vigilant while supervising children around water.

Tips for keeping kids safe around water

- > Never take your eyes off children around water.
- > Do not expect older children to look after younger siblings. Children can be easily distracted.
- > For children aged five and under, remain within arm's reach so that you can quickly get to your child if something goes wrong.
- > Take your children with you if you leave the water area.

Know what to do

- > As well as teaching children how to swim, water familiarisation lessons can help children to understand water safety. Both Aqualink Box Hill and Aqualink Nunawading offer Learn to Swim programs. For further information www.aqualink.com.au
- > Enrol in a resuscitation course and update your skills annually so you are able to respond in case of an emergency.

Home swimming pools

- > All swimming pools and spas capable of holding more than 300mm (30cm) of water are legally required to have suitable child-resistant safety barriers.
- > Remove hazards such as pot plants and chairs well away from pool fences so that children can't climb on to them and over the fence.
- > Do not prop any doors or gates open that allow children access to a body of water.
- > Resuscitation posters are a good reminder to keep around pools and spas.

Your child, your focus

Aqualink Nunawading and Aqualink Box Hill are accredited Watch Around Water facilities. That means that:

Children under five must be constantly supervised and remain within arm's reach. If your child is in the water, you must be in the water with them.

Children five to 10 years must be accompanied into Aqualink and constantly supervised by a parent/carer. You must have a clear view of your child at all times.



Whitehorse Active Kids

Kids love being active! They enjoy movement and being physical however, with an increase in modern technology, there is the risk that TV and other screen time is becoming a barrier to children being as active as they should be.

The best way to get children engaged in more physical activity is increasing activity as a family. There are many opportunities in Whitehorse for families to be more active. Being active as a family has enormous health and wellbeing benefits, particularly for children. Parents are a child's first role model so showing children that physical activity is a valuable part of life is important.

The federal government's guidelines recommend that children aged:

- > birth-one years should have some physical activity, like floor play, each day
- > one-five years should be physically active for at least three hours each day, with activity spread across the day
- > five-18 years should do at least one hour of **moderate to vigorous** physical activity each day.

'Moderate physical activity' includes activities that get your child gently huffing and puffing. They're about as intense as a quick walk.

'Vigorous physical activity' includes activities that get your child huffing and puffing a lot, and sweating. This could be running games or riding a bike fast.

Physical activity doesn't have to be done all at once, or even in big blocks. A child can do it in small blocks of time throughout the day. (Department of Health)

Physical activity doesn't need to be sports based or competitive and doesn't have to cost families a lot of money. Examples are walking, running, climbing, dancing, obstacle courses, active games, heading to the many Whitehorse parks or playgrounds, throwing a ball, bouncing, riding, swimming and many more.

Of course, if money and time permit, there are many activities and team sports that are non-competitive for preschoolers and school-aged children. These include swimming lessons, gymnastics, junior sports, dancing, after school and school holiday programs.



Services for Families with Special Needs

There are many specialist services available for families with special needs. Children who have developmental delays or who have a disability may require specialised support, particularly in the early years, to assist them to play and engage in the many learning and development opportunities surrounding them. If you have any concerns about your child please speak with your Maternal and Child Health nurse or GP who will suggest specialist support services and resources such as those listed below.

Association for Children with a Disability

Phone: 1800 654 013

acd.org.au

Biala – Access Health

Phone: 9810 3000

accesshc.org.au

Intergrated Education and Communication

Phone: 9893 5547

abaservicesaustralia.com.au

RIDE – Respite in the East

Phone: 9831 5600

respitoeast.org.au

Siblings Australia

siblingsaustralia.org.au

Carers Victoria

Phone: 1800 242 636

carersvictoria.org.au

Early Intervention Services

education.vic.gov.au/childhood

Parent Support Network

Phone: 9874 6205

psn-emr.com.au

Amaze – Autism Victoria

Phone: 9657 1600

autismvictoria.org.au

Mytime

Phone: 1300 658 873

National Disability Insurance Scheme (NDIS)

Phone: 1800 800 110

ndis.gov.au

The National Disability Insurance Scheme (NDIS) is now funding a range of therapies, supports and services for people with disabilities. Early years 0-6 years are part of the Early Intervention Early Childhood Program, whilst people with disabilities aged 7-65 years are part of the main scheme.

There is a lot of information about eligibility requirements, planning and funding options on the NDIS website.



Grandparents

Whitehorse City Council recognises the important role grandparents play in families and in the wider community.

They hold family traditions and stories and are essential teachers of our next generation. Grandparents increasingly help out with school pick-ups and care of school-aged children, as well as being providers of childcare for babies and toddlers when parents return to the workforce.

Whitehorse has a number of playgroups that welcome grandparents and their grandchildren, as well as two grandparent specific playgroups:

Koonung Cottage Grandparents Playgroup

Where: Koonung Cottage Community House, 109 Koonung Road, Blackburn North

Further information: 9878 6632 or info@koonungcottage.org.au

koonungcottage.org.au

Chinese Grandparents Playgroup

Where: 19 Brunswick Rd, Mitcham

Further information: 0435 316 118 or ahuang@miceastmelb.com.au

Senior Rights Victoria

Further information: 1300 368 821

seniorsrights.org.au

Kinship Care

Kinship care is the care provided by relatives or a member of a child's social network when a child cannot live with their parents.

The Victorian Government funds 29 metropolitan and regionally-based kinship care services to improve the support available for children growing up in kinship care. These community-based kinship care services provide a range of cultural and support services for children in kinship care and their families close to where they live.

These include:

- > information and advice
- > family support services (available to all kinship carers)
- > intensive support services for the most vulnerable children placed in kinship care as a result of child protection involvement.

Whitehorse's local kinship care provider is located at Anglicare Victoria's Box Hill office. You can contact the Kinship Family Services Case Manager on (03) 9896 6322.

For further information on this forum and other support available for grandparents in Whitehorse please visit www.whitehorse.vic.gov.au/Grandparent-Support-and-Resources.html



Education Options in Whitehorse

Kindergartens/Pre-schools

Children go to kindergarten in the year before school, usually when they are four years old. However, some services and centres also offer kindergarten programs for three-year-old children.

You can enrol your child in a funded kindergarten program in a variety of settings, including long day care centres and community kindergartens.

The Whitehorse Pre-School Association maintains a central application scheme for the majority of three and four-year-old sessional kindergarten/pre-schools in the City of Whitehorse.

For more information and how to enrol your child for a kindergarten/Pre-School place please visit the Whitehorse Pre-School Association website at wpsa.com.au



WELS Kindergartens

15 Blackburn Children's Services Centre

Central Road, Blackburn

Lucknow Street Children's Services Centre

37 Lucknow Street, Mitcham

Vermont South Children's Services Centre

Corner Karobran Drive and Livingstone Road, Vermont

Wattle Park Children's Services Centre

25 Livingstone Close, Burwood

If you wish to enrol your child in Council's Whitehorse Early Learning Service (WELS) Kindergarten Program please call 9262 6476.

Primary Schools

Starting primary school is a big step for you and your child, and can be both challenging and exciting. To make your child's transition from kindergarten to primary school a happy and positive experience, it is important to consider which school will best benefit your child's learning and development.

Some things you might want to consider when choosing a primary school for your child:

- > How far do you want to travel and is the school reasonably close to home and/or work?
- > Will the school be able to cater for your child's needs and interests?
- > What facilities do they offer and are you comfortable with the 'feel' of the school?
- > Will the teachers and the school curriculum support all aspects of your child's development, including social, emotional, physical and cognitive needs?
- > Does the school's policy on homework and discipline reflect your own values and expectations?
- > Does the school work in partnership with families?

Council runs a preparing for school parenting information forum in March of each year. Details can be found either in *Whitehorse News* or on Council's website close to that time. For more information on other support in the area please contact Council's Parent Resource Officer.

Whitehorse Primary Schools

(Catholic and Government)



BLACKBURN

Blackburn Lake Primary School

14 Florence Street, Blackburn
Phone: 9894 2855

blps.vic.edu.au

Blackburn Primary School

185 Whitehorse Road, Blackburn
Phone: 9878 1483

blackburnps.vic.edu.au

Laburnum Primary School

Janet Street, Blackburn
Phone: 9898 5811

laburnumps.vic.edu.au

St. Thomas the Apostle School

67 Central Road, Blackburn
Phone: 9878 8268

stblackburn.catholic.edu.au

BLACKBURN NORTH

Old Orchard Primary School

Koonung Road, Blackburn North
Phone: 9877 7899

oldorchardps.vic.edu.au

St. Philip's School

60 Junction Road,
Blackburn North
Phone: 9878 6501

stphilipbbn.catholic.edu.au

Whitehorse Primary School

70 – 86 Junction Road,
Blackburn North
Phone: 9878 9339

whitehorseps.vic.edu.au

BLACKBURN SOUTH

Orchard Grove Primary School

101 Orchard Grove,
Blackburn South
Phone: 9894 3400

orchgveps.vic.edu.au

St. Luke the Evangelist School

46 Orchard Grove,
Blackburn South
Phone: 9877 4023

slblackburnsth.catholic.edu.au

BOX HILL

St. Francis Xaviers School

1087 Whitehorse Road, Box Hill
Phone: 9890 1108

sfxboxhill.catholic.edu.au

BOX HILL NORTH

Kerrimuir Primary School

Molbray Street, Box Hill North
Phone: 9898 1494

kerrimuirps.vic.edu.au

Box Hill North Primary School

Elizabeth Street, Box Hill North
Phone: 9890 5023

bhnp.vic.edu.au

BOX HILL SOUTH

Roberts McCubbin Primary School

57 Birdwood Street, Box Hill South
Phone: 9890 2372

robmacps.vic.edu.au

BURWOOD

Wattle Park Primary School

225 Warrigal Road, Burwood
Phone: 9808 2165

wattleparkps.vic.edu.au

St. Benedict's School

3-9 Central Avenue, Burwood
Phone: 9808 8555

sbburwood.catholic.edu.au

St. Scholastica's Primary School

4 Starling Street, Burwood
Phone: 9808 7279

ssbennettswood.catholic.edu.au

BURWOOD EAST

Burwood East Primary School

Corner Blackburn and Highbury
Roads, Burwood East
Phone: 9802 8618

burwoodeastps.vic.edu.au

Burwood Heights Primary School

Corner Hawthorn and Mahoneys
Roads, Burwood East
Phone: 9803 8311

burwoodhps.vic.edu.au

FOREST HILL

Parkmore Primary School

Jolimont Road, Forest Hill
Phone: 9878 5556

parkmore.vic.edu.au

MITCHAM

Antonio Park Primary School

631-639 Whitehorse Road,
Mitcham
Phone: 9874 4371

antonioips.vic.edu.au

Livingstone Primary School

Livingstone Road, Vermont South
Phone: 9803 7673

livingstoneps.vic.edu.au

Mitcham Primary School

294 Mitcham Road, Mitcham
Phone: 9873 1551

mitcham.ps.vic.edu.au

Rangeview Primary School

27 Churinga Avenue, Mitcham
Phone: 9874 6381

rangeview.vic.edu.au

St. John's Primary School

494 Whitehorse Road, Mitcham
Phone: 9874 1575

sjmitcham.catholic.edu.au

MONT ALBERT

Mont Albert Primary School

Barloa Road, Mont Albert
Phone: 9890 1331

maps.vic.edu.au

NUNAWADING

Mount Pleasant Road Primary School

Mount Pleasant Road,
Nunawading
Phone: 9878 1730

mtpleasantroadps.vic.edu.au

SURREY HILLS

Surrey Hills Primary School

Beatrice Avenue, Surrey Hills
Phone: 9890 1560

surreyhillsp.vic.edu.au

Our Lady's Primary School

31 Erasmus Street, Surrey Hills
Phone: 9898 7655

olsurreyhills.catholic.edu.au

VERMONT

St. James School

51 Centre Road, Vermont
Phone: 9874 1830

sjvermont.catholic.edu.au

St. Timothy's School

21 Stevens Road, Vermont
Phone: 9878 4188

sttims.catholic.edu.au

Vermont Primary School

Nurlendi Road, Vermont
Phone: 9874 2511

vermontps.vic.edu.au

VERMONT SOUTH

Holy Saviour Parish School

765 Highbury Road, Vermont
South

Phone: 9803 6828

hsvs.catholic.edu.au

Weeden Heights Primary School

Weeden Drive, Vermont South
Phone: 9802 0663

weedenheightsp.vic.edu.au

P-12 INDEPENDENT SCHOOLS

Kingswood College (P-12)

PO Box 166, Box Hill
Phone: 9890 0677

kingswoodcollege.vic.edu.au

Mount Scopus Memorial College (P-12)

245 Burwood Highway, Burwood
Phone: 9808 5722

scopus.vic.edu.au

Nunawading Christian College

Central Road, Nunawading
Phone: 9877 3555

nunawading.vic.edu.au

Presbyterian Ladies College (K-12)

141 Burwood Highway, Burwood
Phone: 9808 5811

plc.vic.edu.au

Special Schools

Aurora School

PO Box 249, Blackburn South
Phone: 8878 9878

auroraschool.vic.edu.au

Burwood East Special Development School

18 Manooka Street, Burwood East
Phone: 9803 4590

besds.vic.edu.au

Vermont South Special School

PO Box 6069, Vermont South
Phone: 9802 8199

vermont-south-ss.vic.edu.au



Outside School Hours Care (OSHC)

Outside School Hours Care centres provide care for primary-school-aged children before and after school (7.30am-9am and 3pm-6pm), during school holidays and on pupil-free days.

Centres are usually located on primary school sites or a facility close by. Speak to your child's primary school about their outside-school-hours care program.

The majority of Outside School Hours Care centres are approved child care services. This means that families using the service may be eligible for government assistance. Visit mychild.gov.au for further information.

Family Violence

One in four women in Australia has experienced violence from an intimate partner. Of those women who experience violence, more than half have children in their care.

Everyone has the right to feel safe and free of fear in their own home. Children's 'witnessing' of being exposed to domestic violence has been increasingly recognised as a form of child abuse, both in Australia and internationally. Preventing violence against women and their children by promoting gender equality and respectful and non-violent relationships benefits the whole community, including men. When a partner (or ex-partner) or family member abuses, threatens to abuse or tries to control someone — it's family violence. Family violence includes:

- > Pushing, shoving, slapping, pinching, punching or any other physical violence
- > Stopping their partner from seeing family or friends
- > Threatening to hurt their (ex) partner, their children, family members or a pet
- > Making their partner feel scared to say no
- > Smashing things or locking family members in the house
- > Constantly checking the whereabouts and activities of their (ex) partner
- > Name calling or put downs
- > Trying to damage the relationship between their (ex) partner and their children
- > Controlling all the spending in the household.

Children growing up in a 'climate of fear' may feel frightened, helpless or even blame themselves. Children and babies experiencing family violence might:

- > Feel unwell with stomach cramps or headaches
- > Have trouble concentrating
- > Have difficulty with friendships
- > Avoid eye contact
- > 'Act out' or withdraw
- > Start to use violence to give them control over others.

Help is available. You may also want to contact a family violence service to discuss your options:

- > Safe Steps Family Violence Response (24hrs) 1800 015 188
- > Eastern Domestic Violence Service 9259 4200

However, if you or your children are in immediate danger call the police on **000**

The Men's Referral Service (MRS) offers anonymous and confidential telephone counselling, information and referrals to support men experiencing violence themselves or to help men stop using violent and controlling behaviour. If you are concerned about your behaviour, or your behaviour has brought you into contact with the police or courts and you're facing issues such as an intervention order or access or custody restrictions you can get help by calling 1300 766 491 or visiting www.ntv.org.au

This information was sourced from Domestic Violence Resource Centre Victoria www.dvrcv.org.au, Safe Steps www.safesteps.org.au and Men's Referral Service.

Health and Medical Services



Community Health Services

Community health services provide universal access to services as well as targeted services for vulnerable population groups. They sit alongside general practice and privately-funded services to make up the primary health sector in Victoria. Services include children's allied health services such as psychology, occupational therapy, speech pathology, counselling services, dental services and other groups and programs.

Carrington Health

2/43 Carrington Road, Box Hill
General services: 9890 2220
Public dental: 9897 1792

carringtonhealth.org.au

EACH Social and Community Health

Phone: 1300 00 3224

each.com.au

Local Hospitals

Box Hill Public Hospital

The Emergency Department provides services 24 hours a day seven days a week. This emergency service accepts adult, obstetric and paediatric emergencies.

8 Arnold Street, Box Hill
Hospital enquiries: 1300 342 255

easternhealth.org.au

Mitcham Private Hospital

Hospital with medical, surgical, maternity and mental health teams. No emergency service available.

27 Doncaster East Road, Mitcham
Hospital enquiries: 9210 3222

mitchamprivate.com.au

Vermont Private Hospital

For patients requiring day surgery or procedures involving a short hospital stay.

Level 2, 645-647 Burwood Highway, Vermont South
Hospital enquiries: 8547 1111

vermontprivate.com.au

Finding a Health Professional

Finding a health professional that you trust and connect with has a positive long-term impact on health. The National Health Services Directory is a joint initiative of all Australian governments, delivered by Healthdirect Australia, to enable access to reliable and consistent information about health services. To find a health service including general practice (including bulk billing), pharmacy, physiotherapy, travel vaccinations and more please visit www.healthdirect.gov.au

Dental Health

Establishing good oral health routines at an early age is important for children's dental health and overall wellbeing.

Good oral health habits such as regular brushing and healthy eating can prevent tooth decay and its many related complications. Poor oral health in children is a strong predictor of poor oral health in adulthood. And, poor oral health in adulthood has a strong relationship with poor general health.

Some tips for good oral health:

Babies' gums can be cleaned and cared for before their first tooth even appears. A damp face washer may be used to gently wipe their gums, cheeks and tongue after each feeding.

As soon as teeth arrive, you can clean them twice a day (in the morning after eating and before bed). Again, with a clean, damp face washer wrapped around your finger, wipe the front and back of each of your baby's teeth, as well as their gums, cheeks and tongue.

Once a child is 18 months old, you can use a pea-sized amount of low-fluoride, age appropriate toothpaste on a toothbrush. Your child might want to start helping to clean their own teeth but they will need your help and supervision until they are about 10 years old.

Regular tooth brushing alone isn't a guarantee against tooth decay, diet is also very important. Foods that include whole grains, dairy and fruits and vegetables are best for teeth. Try to avoid "sometimes foods" that contain high levels of sugar or acid. "Sometimes foods" should not be consumed more than once per week as they hold no nutritional value for your child. Water or milk are the best drinks for healthy teeth.

To further ensure your child's teeth and gums are healthy, it's a good idea to visit the dentist by the time they are two or three years old.

All children up to 12 years of age can use the Public Dental Service. It is free for health care card holders and low cost for children without concession cards. Carrington Health provides the Public Dental Service in Whitehorse:

Carrington Health

2/43 Carrington Road, Box Hill
Phone: 9897 1792
between 8.30am-5pm, Monday to Friday

carringtonhealth.org.au

To find a private dental service in your area for your children you can also use the National Health Services Directory: www.nhsd.com.au

Helpful Websites

Australian Breastfeeding Association

breastfeeding.asn.au

Better Health Channel

betterhealth.vic.gov.au

Beyondblue

beyondblue.org.au

Dental Health Services Victoria

dhs.vic.gov.au

Department of Human Services

humanservices.gov.au

Dept Health and Human Services – Immunisation

health.vic.gov.au/immunisation

Directline

directline.org.au

Gamblers Help

gamblinghelponline.org.au

Head to Health

headtohealth.gov.au

Kidsafe

kidsafe.com.au

Mensline Australia

Mensline.org.au

Mychild.gov.au

mychild.gov.au

National Disability Insurance Scheme

ndis.gov.au

National Health Services Directory

nhsd.org.au

Parentzone Eastern

anglicarevic.org.au

Playgroups Victoria

playgroup.org.au

Raising Children Network

raisingchildren.net.au

Relationships Australia

relationships.org.au

Safe Steps

safesteps.org.au

CITY OF



WHITEHORSE

Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.

Contacting Council

Postal Address:

Phone: (03) 9262 6333

TTY: 9262 6325

(for people with a hearing impairment)

Telephone Interpreter Service: 131 450

Email: customer.service@whitehorse.vic.gov.au

Website: www.whitehorse.vic.gov.au

Whitehorse City Council

Locked Bag 2,

Nunawading Delivery Centre 3131

Service Centres:

Whitehorse Civic Centre
379-397 Whitehorse Road,
Nunawading 3131

Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road,
Box Hill 3128

Forest Hill Service Centre,
Shop 130,
Forest Hill Chase Shopping Centre
Canterbury Road,
Forest Hill 3131

Every effort has been made to ensure that information contained in this booklet is up to date and correct at the time of printing.

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