



WHITEHORSE  
CITY COUNCIL

# Whitehorse Family Resource Guide

## Raising Children 0-12 years



# Important Phone Numbers

<b>Police, Fire, Ambulance</b>	<b>000</b>
Aboriginal Family Violence Prevention & Legal Service	1800 10 53 03
Beyond Blue	1300 22 46 36
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 wagainst 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
Orange Door – Family Violence Support	1800 354 322
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
Services Australia Families & Parents	136 150
Services Australia Indigenous Call Centre	1800 136 380
Services Australia Grandparent Adviser	1800 245 968
Suicide Call Back Service	1300 65 94 67
Women’s Legal Service	1800 13 33 02
1800RESPECT (National Sexual Assault, Domestic Violence, Counselling Service)	1800 73 77 32

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## Acknowledgement of country

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.



# 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.

## 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 ensure that we do not harm, abuse or exploit children and young people who are involved with our services.



# 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, 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.

**Parent Resource Officer Email:**  
parentresource@whitehorse.vic.gov.au  
or call 0477 329 540.

## Orange Door – 1800 354 322

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced in family violence and families who need extra support the care of children.

## 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.





## 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 [whitehorse.vic.gov.au/parenting-information-forums](https://whitehorse.vic.gov.au/parenting-information-forums)

## 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 [map.whitehorse.vic.gov.au](https://map.whitehorse.vic.gov.au)





# 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 information
- Relationships (including your relationship with your baby)
- Local support services and referral
- Sleep and settling programs
- New parent groups
- Supported playgroups

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 (MCH) service is a more targeted service for families who may need extra support.

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.

## Whitehorse Maternal and Child Health Service

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

For appointments or enquiries phone **9837 1116**

### **Burgess Family Centre**

15 Barwon Street, Box Hill North

### **Box Hill South Family Centre**

Cnr Riversdale Road and Station Street,  
Box Hill South

### **Whitehorse Primary School**

70-86 Junction Road,  
Blackburn North

### **Forest Hill Family Centre**

35 Bennett Street, Forest Hill

### **Mitcham Family Centre**

15 Brunswick Street, Mitcham

### **Vermont South Family Centre**

Karobran Drive, Vermont South



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.

For more information and resources search '**Maternal and Child Health Service**' on Council's website





## Supported Playgroup Program

**Whitehorse City Council receives State Government funding to operate free Supported Playgroup sessions for children aged 0-5 years.**

Supported Playgroup is available to families with either a Health Care Card or equivalent; Aboriginal and/or Torres Strait Islander children; or children in kinship care arrangements. Sessions are inclusive and friendly where all family's backgrounds, experiences, and cultural identities are valued. The playgroups run weekly throughout school terms, with a choice of times and locations.

Sessions are planned and delivered by a trained facilitator who utilises Smalltalk practices and principles

aimed to increase parents' confidence to do the things we know can have a positive impact on their child's learning i.e. the way they talk, listen, and play with their children, read together and how they engage them in fun and stimulating activities. Smalltalk also includes ideas on how parents can look after themselves and helps build links with their community and local services.

The Smalltalk program can also offer in-home sessions for eligible families.

To join a Supported Playgroup, contact our Supported Playgroup Facilitator directly on 0466 487 754 or email **[supportedplaygroup@whitehorse.vic.gov.au](mailto:supportedplaygroup@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 our Immunisation page on the Whitehorse City Council website.



## Overseas Vaccinations

If your child has been vaccinated overseas, Council can assist you in ensuring your child is up to date according to the National Immunisation Program. You are required to provide a copy of the overseas vaccination records formally translated into English.

Your records will be assessed against the National Immunisation Program Schedule and we will work out what vaccines you will require under a catch-up program. If we require further information from you, we will email you to provide further information.

Please note that this process can take up to 15 business days.

Once we complete assessing your child's records you will receive an email from us to contact us to book into one of our public immunisation sessions where the nurse will explain your required vaccinations.

We will also add your overseas immunisations to the Australian Immunisation Register - Services Australia where you will be able to access the records.

## Translation Services

### **Australian Government Department of Home Affairs.**

This service allows holders of certain types of visas to get key personal documents translated for free - [translating.homeaffairs.gov.au/en](https://translating.homeaffairs.gov.au/en)

## Language Loop

This service is for residents who have been in Australia for more than two years – a fee applies.

[languageloop.com.au/services/translations](https://languageloop.com.au/services/translations) or phone 9280 1941.

For verbal translating and interpreting service call 131 450.

## No Jab No Play

No Jab, No Play legislation for early childhood education and care services requires parents/carers to provide evidence that their child has received all the vaccines they need and can confirm enrolment in a service.

For further information please visit [beterhealth.vic.gov.au](https://beterhealth.vic.gov.au)

## Immunisation History Statements

To view your child's Immunisation History Statement please visit [my.gov.au](https://my.gov.au) and sign in to your Medicare online account.

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](http://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. 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 usually available from April each year from Council and other vaccination providers.

As the flu can be serious for children, getting vaccinated against influenza is the best way to protect your child and others from flu. From 2020, the influenza vaccine is available free for children aged 6 months to under 5 years under the National Immunisation Program.

For more information about the seasonal influenza vaccine and who is eligible for the free vaccine, visit [health.gov.au](http://health.gov.au) or call 1300 882 008.

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

**Whitehorse Early Learning Services (WELS) are council Early Childhood Education and Care Centres offering Long Day Care and Funded Kindergarten.**

WELS offer full time and part time care for children aged 6 weeks until they start school. Our facilities range in size and capacity, with indoor spaces that transition seamlessly into natural outdoor play spaces.

The funded three and four-year-old kindergarten programs are delivered by qualified and passionate Early Childhood Teachers. The educational programs support children to develop and foster skills that enable them to become confident lifelong learners.

WELS has a long standing reputation within the community for providing high quality education and care. The play based educational programs are guided by recognised early childhood frameworks.



## Key Features of WELS Services:

- Accepting of children's cultures and our diverse community
- Inclusive of all abilities and developmental stages
- Skilled and experienced leadership teams who manage the services
- Dedicated and passionate qualified educators and teachers providing high quality service delivery
- Bilingual support for children and families with English as a second language
- Qualified cooks on site providing nutritiously balanced meals that encourage healthy eating habits
- Specialised meals to cater for identified food allergies and cultural food preferences
- Collaborative partnerships with families
- Connections with the local communities
- Established partnerships with other early childhood organisations
- Commitment to work within government regulations, guidelines, quality standards programs and frameworks.
- Advocate for child safety and parenting support for families
- Indoor and outdoor learning environments for children to explore, problem solve, communicate, think and create in.

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. For more information go to the Child Care and Kindergarten page on the council website.

If you would like to enquire about vacancies email **ecs@whitehorse.vic.gov.au** or call 9262 6476.

To go on the wait list, complete the Child Care and Kindergarten form on our council website.

## Whitehorse Early Learning Service (WELS) Centres

Whitehorse Early Learning Services (WELS) has three Early Childhood Education and Care Centres offering Long Day Care and Funded Kindergarten across the municipality:

### **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



# 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 operating times and other information, please contact your preferred centre directly.

To find child care options in your preferred area, visit **startingblocks.gov.au**. This website also has informative information about Australia's early learning and care system, Child Care Subsidy and childhood development.

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

## 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 (no 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](http://bambini.com.au)

### **Mother's Love Family Day Care**

Phone: 1300 543 722  
[mlchildcare.com.au](http://mlchildcare.com.au)

### **Little Chestnut Family Day Care – Blackburn**

[melinda.fuery@gmail.com](mailto:melinda.fuery@gmail.com)



## 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.

### **Holbury Children's Centre**

29 Raleigh Street, Blackburn South  
Phone: 9878 3656

[holbury.org.au](http://holbury.org.au)

### **Koonung Cottage**

109 Koonung Road, Blackburn North  
Phone: 9878 6632

[koonungcottage.org.au](http://koonungcottage.org.au)

### **Mitcham Community House**

19 Brunswick Road, Mitcham  
Phone: 9873 4587

[mitchamcommunityhouse.org](http://mitchamcommunityhouse.org)

### **Avenue Neighbourhood House @ Eley**

87 Eley Road, Blackburn South  
Phone: 9808 2000

[info@theavenue.org.au](mailto:info@theavenue.org.au)





## National Child Restraint Laws

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

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).

For up to date laws and requirements, visit Transport Accident Commission **[tac.vic.gov.au](http://tac.vic.gov.au)** or Vic Roads **[vic.gov.au/safety-and-road-rules/vehicle-safety](http://vic.gov.au/safety-and-road-rules/vehicle-safety)**

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 ensure your child restraints are correctly installed and your children are travelling as safely as possible.

To find a fitter near you, visit **[kidsafe.com.au/find-a-fitter](http://kidsafe.com.au/find-a-fitter)**

Safe Seats Safe Kids offer free child car restraint fittings and inspections for local parents and carers in partnership with Kidsafe Victoria and local Neighbourhood Houses.

To find a site near you, visit: **[safeseatssafekids.com.au](http://safeseatssafekids.com.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.

Young children are more sensitive to heat than adults. 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 can include a fine (currently \$4,030), up to six months jail time, or both.

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: [kidsafevic.com.au](http://kidsafevic.com.au)

## 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.
- Never leave a bag, phone or wallet in the back seat of the car.

# Services and Things to Do in Whitehorse



## 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 [wml.vic.gov.au](http://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 our website, contact Council's Parent Resource Officer 0477 329 540 or visit the Playgroup Victoria website.

## 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](mailto:connect@boxhillareatoylibrary.org.au)

### Nunawading Toy Library

19 Norma Road, Forest Hill  
Phone: 0449 123 889  
[info@nunawadingtoylibrary.org.au](mailto:info@nunawadingtoylibrary.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.

### **Avenue Neighbourhood House @ Eley**

87 Eley Road, Blackburn South  
Phone: 9808 2000  
[theavenue.org.au](http://theavenue.org.au)

### **Bennettswood Neighbourhood House**

7 Greenwood Street, Burwood  
Phone: 9888 0234  
[bennettswoodnh.org.au](http://bennettswoodnh.org.au)

### **Box Hill South Neighbourhood House**

47 Kitchener Street,  
Box Hill South  
Phone: 9898 8270  
[bhsnh.org.au](http://bhsnh.org.au)

### **Burwood Neighbourhood House**

1 Church Street, Burwood  
Phone: 9808 6292  
[burwoodneighbourhoodhouse.org.au](http://burwoodneighbourhoodhouse.org.au)

### **Clota Cottage Neighbourhood House**

31 Clota Ave, Box Hill  
Phone: 9899 0062  
[clotacottage.org.au](http://clotacottage.org.au)

### **Kerrimuir Neighbourhood House**

57 Linda Avenue, Box Hill North  
Phone: 9899 7660  
[kerrimuirhouse.org.au](http://kerrimuirhouse.org.au)

### **Blackburn North Neighbourhood House**

109 Koonung Road,  
Blackburn North  
Phone: 9878 6632  
[blackburnnorthnh.org.au](http://blackburnnorthnh.org.au)

### **Louise Multicultural Community Centre**

Suite 8, Town Hall Hub,  
27 Bank Street, Box Hill  
Phone: 9285 4850  
[louise.org.au](http://louise.org.au)

### **Mitcham Community House**

19 Brunswick Road, Mitcham  
Phone: 9873 4587  
[mitchamcommunityhouse.org](http://mitchamcommunityhouse.org)

### **Vermont South Neighbourhood House**

1 Karobran Drive, Vermont South  
Phone: 9803 2335  
[vsnh.org.au](http://vsnh.org.au)

## Recreation and Leisure Centres

### Aqualink Box Hill

Surrey Drive, Box Hill

Phone: 9843 2900

[aqualink.com.au](http://aqualink.com.au)

Kids' activities include:

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

### Aqualink Nunawading

Fraser Place, Forest Hill

Phone: 9878 4576

[aqualink.com.au](http://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](http://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. Council also maintains 170 playgrounds throughout the City of Whitehorse for the enjoyment of all children and their families. To search for a park or playground near you go to Whitehorse Maps at [maps.whitehorse.vic.gov.au](http://maps.whitehorse.vic.gov.au)

## Skate Parks

There are two skate parks in Whitehorse: Vermont South Skateboard Ramp and the Box Hill South Skate Park.

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



## **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

[creativewhitehorse.vic.gov.au](http://creativewhitehorse.vic.gov.au)

## **Whitehorse Festivals Program**

The Whitehorse Festival Season is an eagerly anticipated annual series of free artistic, cultural and social events for the local community, with a focus on quality entertainment and access for all. The program provides an opportunity for the entire community to come together and celebrate.

[creativewhitehorse.vic.gov.au](http://creativewhitehorse.vic.gov.au)

## **School Holiday Programs**

Get ready for fun and affordable school holiday activities across Whitehorse.

[creativewhitehorse.vic.gov.au](http://creativewhitehorse.vic.gov.au)

or [Whitehorse.vic.gov.au](http://Whitehorse.vic.gov.au)

Subscribe to Creative Whitehorse

eNews: [whitehorse.vic.gov.au/subscribe-creative-whitehorse](http://whitehorse.vic.gov.au/subscribe-creative-whitehorse)

[whitehorse.vic.gov.au/subscribe-creative-whitehorse](http://whitehorse.vic.gov.au/subscribe-creative-whitehorse)

## **The Round**

The Round is the municipality's arts and cultural centre and is owned and run by Whitehorse City Council.

The Round program presents a professional theatre and music season, showcasing the best professional theatre from around the country.

397 Whitehorse Rd, Nunawading

Phone: 9262 6555

[theround.com.au](http://theround.com.au)



# Water Safety

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

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 [aqualink.com.au](http://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

- The State Government has introduced a mandatory pool and spa registration process for all pools and spa owners in Victoria. All pools and spas containing water greater than 30cm must now be registered.
- 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.

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.

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.

***'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.***



## 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.

### **Able Australia Services**

Phone: 1300 225 369  
[ableaustralia.org.au](http://ableaustralia.org.au)

### **Amaze – Autism Victoria**

Phone: 1300 308 699  
[amaze.org.au](http://amaze.org.au)

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

Phone: 9880 7000  
[acd.org.au](http://acd.org.au)

### **Biala – Access Health**

Phone: 9810 3000  
[accesshc.org.au](http://accesshc.org.au)

### **Carers Victoria**

Phone: 1800 514 845  
[carersvictoria.org.au](http://carersvictoria.org.au)

### **Cerebral Palsy Support Network**

Phone: 9478 1001  
[cpsn.org.au](http://cpsn.org.au)

### **Deaf Victoria**

Phone: 0431 476 721  
[deafvictoria.org.au](http://deafvictoria.org.au)

### **Down Syndrome Victoria**

Phone: 1300 658 873  
[downsyndromevictoria.org.au](http://downsyndromevictoria.org.au)

### **EACH**

Phone: 9871 1850  
or 1300 303 346  
[each.com.au](http://each.com.au)

### **Inclusive Education**

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

### **Living on the Spectrum**

Phone: 1300 736 150  
[livingonthespectrum.com](http://livingonthespectrum.com)

### **Link Health & Community (NDIS)**

Phone: 1800 546 532  
[linkhc.org.au](http://linkhc.org.au)

### **MyTime**

Phone: 1300 658 873  
[mytime.net.au](http://mytime.net.au)

### **Siblings Australia**

[siblingsaustralia.org.au](http://siblingsaustralia.org.au)

### **Yooralla**

Phone: 9666 4500  
[yooralla.com.au](http://yooralla.com.au)

### **National Disability Insurance Scheme (NDIS)**

Phone: 1800 800 110  
[ndis.gov.au](http://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.**

Whitehorse has a number of playgroups that welcome grandparents and their grandchildren:

### **Blackburn North Neighbourhood House**

109 Koonung Road, Blackburn North

Phone: 9878 6632

[blackburnnorthnh.org.au](http://blackburnnorthnh.org.au)

### **One Church Grandparents Playgroup**

184 Surrey Road, Blackburn

Phone: 9878 2500

[one.org.au](http://one.org.au)

### **Vermont South Neighbourhood House**

1 Karobran Drive, Vermont South

Phone: 9803 2335

[vsnh.org.au](http://vsnh.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.**

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 9896 6322.

For further information please visit [whitehorse.vic.gov.au/grandparent-support-resources](http://whitehorse.vic.gov.au/grandparent-support-resources)

### **Support Services**

#### **Seniors Rights Victoria**

Phone: 1300 368 821

[seniorsrights.org.au](http://seniorsrights.org.au)

#### **Grandparents Victoria**

Phone: 9372 2422

[grandparents.com.au](http://grandparents.com.au)

#### **The Grandparent Subsidy**

Assistance is available if you're a grandparent caring for your grandchild

[servicesaustralia.gov.au](http://servicesaustralia.gov.au) or

Phone: 1800 25 965

#### **National Elder Abuse Hotline**

Phone: 1800 353 374



## Education Options in Whitehorse

### Kindergartens/Pre-schools

All children in Victoria who are 3 and 4 years old can access Free Kinder. This is available at both standalone (sessional) kindergartens and long day care (childcare) centres.

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](http://wpsa.com.au)

If you wish to enrol your child in Council's Whitehorse Early Learning Service (WELS) Kindergarten Program, please call 9262 6576 or download a waiting list application form directly from our website.

### WELS Kindergartens

#### **Blackburn Children's Services Centre**

15 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

## Primary Schools

Starting primary school is a big step for you and your child, and can be both challenging and exciting. 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?

To locate your local school, visit [findmyschool.vic.gov.au](http://findmyschool.vic.gov.au)

### Whitehorse Primary Schools

(Catholic and Government)

#### BLACKBURN

##### **Blackburn Lake Primary School**

14 Florence Street,  
Blackburn

Phone: 9894 2855

[blps.vic.edu.au](http://blps.vic.edu.au)

##### **Blackburn Primary School**

185 Whitehorse Road,  
Blackburn

Phone: 9878 1483

[blackburnps.vic.edu.au](http://blackburnps.vic.edu.au)

##### **Laburnum Primary School**

Janet Street, Blackburn

Phone: 9898 5811

[laburnumps.vic.edu.au](http://laburnumps.vic.edu.au)

##### **St. Thomas the Apostle School**

67 Central Road,  
Blackburn

Phone: 9878 8268

[stblackburn.catholic.edu.au](http://stblackburn.catholic.edu.au)

#### BLACKBURN NORTH

##### **Old Orchard Primary School**

Koonung Road,  
Blackburn North

Phone: 9877 7899

[oldorchardps.vic.edu.au](http://oldorchardps.vic.edu.au)

##### **St. Philip's School**

60 Junction Road,  
Blackburn North

Phone: 9878 6501

[stphilipbbn.catholic.edu.au](http://stphilipbbn.catholic.edu.au)

##### **Whitehorse Primary School**

70 – 86 Junction Road,  
Blackburn North

Phone: 9878 9339

[whitehorseps.vic.edu.au](http://whitehorseps.vic.edu.au)





## BLACKBURN SOUTH

### **Orchard Grove Primary School**

101 Orchard Grove,  
Blackburn South  
Phone: 9894 3400  
[orchgveps.vic.edu.au](http://orchgveps.vic.edu.au)

### **St. Luke the Evangelist School**

46 Orchard Grove,  
Blackburn South  
Phone: 9877 4023  
[slblackburnsth.catholic.edu.au](http://slblackburnsth.catholic.edu.au)

## BOX HILL

### **St. Francis Xaviers School**

1087 Whitehorse Road,  
Box Hill  
Phone: 9890 1108  
[sfxboxhill.catholic.edu.au](http://sfxboxhill.catholic.edu.au)

## BOX HILL NORTH

### **Kerrimuir Primary School**

Molbray Street,  
Box Hill North  
Phone: 9898 1494  
[kerrimuirps.vic.edu.au](http://kerrimuirps.vic.edu.au)

### **Box Hill North Primary School**

Elizabeth Street,  
Box Hill North  
Phone: 9890 5023  
[bhnpss.vic.edu.au](http://bhnpss.vic.edu.au)

## BOX HILL SOUTH

### **Roberts McCubbin Primary School**

57 Birdwood Street,  
Box Hill South  
Phone: 9890 2372  
[robmacps.vic.edu.au](http://robmacps.vic.edu.au)

## BURWOOD

### **Wattle Park Primary School**

225 Warrigal Road,  
Burwood  
Phone: 9808 2165  
[wattleparkps.vic.edu.au](http://wattleparkps.vic.edu.au)

### **St. Benedict's School**

3-9 Central Avenue,  
Burwood  
Phone: 9808 8555  
[sbburwood.catholic.edu.au](http://sbburwood.catholic.edu.au)

### **St. Scholastica's Primary School**

4 Starling Street,  
Burwood  
Phone: 9808 7279  
[ssbennettswood.catholic.edu.au](http://ssbennettswood.catholic.edu.au)

## BURWOOD EAST

### **Burwood East Primary School**

Corner Blackburn and  
Highbury Roads,  
Burwood East  
Phone: 9802 8618  
[burwoodeastps.vic.edu.au](http://burwoodeastps.vic.edu.au)

### **Burwood Heights Primary School**

Corner Hawthorn and  
Mahoneys Roads,  
Burwood East  
Phone: 9803 8311  
[burwoodhps.vic.edu.au](http://burwoodhps.vic.edu.au)

## FOREST HILL

### **Parkmore Primary School**

Jolimont Road, Forest Hill  
Phone: 9878 5556  
[parkmore.vic.edu.au](http://parkmore.vic.edu.au)

## MITCHAM

### **Antonio Park Primary School**

631-639 Whitehorse  
Road, Mitcham  
Phone: 9874 4371  
[antoniops.vic.edu.au](http://antoniops.vic.edu.au)

### **Mitcham Primary School**

294 Mitcham Road,  
Mitcham  
Phone: 9873 1551  
[mitcham.ps.vic.edu.au](http://mitcham.ps.vic.edu.au)

### **Rangeview Primary School**

27 Churinga Avenue,  
Mitcham  
Phone: 9874 6381  
[rangeview.vic.edu.au](http://rangeview.vic.edu.au)

**St. John's  
Primary School**

494 Whitehorse Road,  
Mitcham  
Phone: 9874 1575  
[sjmitcham.catholic.edu.au](http://sjmitcham.catholic.edu.au)

**MONT ALBERT**

**Mont Albert  
Primary School**

Barloa Road, Mont  
Albert  
Phone: 9890 1331  
[maps.vic.edu.au](http://maps.vic.edu.au)

**NUNAWADING**

**Mount Pleasant Road  
Primary School**

Mount Pleasant Road,  
Nunawading  
Phone: 9878 1730  
[mtpleasantroadps.vic.edu.au](http://mtpleasantroadps.vic.edu.au)

**SURREY HILLS**

**Surrey Hills  
Primary School**

Beatrice Avenue,  
Surrey Hills  
Phone: 9890 1560  
[surreyhillsps.vic.edu.au](http://surreyhillsps.vic.edu.au)

**Our Lady's  
Primary School**

31 Erasmus Street,  
Surrey Hills  
Phone: 9898 7655  
[olsurreyhills.catholic.edu.au](http://olsurreyhills.catholic.edu.au)

**VERMONT**

**St. James School**

51 Centre Road, Vermont  
Phone: 9874 1830  
[sjvermont.catholic.edu.au](http://sjvermont.catholic.edu.au)

**St. Timothy's School**

21 Stevens Road,  
Vermont  
Phone: 9878 4188  
[sttims.catholic.edu.au](http://sttims.catholic.edu.au)

**Vermont  
Primary School**

Nurlendi Road, Vermont  
Phone: 9874 2511  
[vermontps.vic.edu.au](http://vermontps.vic.edu.au)

**VERMONT SOUTH**

**Holy Saviour  
Parish School**

765 Highbury Road,  
Vermont South  
Phone: 9803 6828  
[hsvs.catholic.edu.au](http://hsvs.catholic.edu.au)

**Livingstone  
Primary School**

Livingstone Road,  
Vermont South  
Phone: 9803 7673  
[livingstoneps.vic.edu.au](http://livingstoneps.vic.edu.au)

**Weeden Heights  
Primary School**

Weeden Drive, Vermont  
South  
Phone: 9802 0663  
[weedenheightsps.vic.edu.au](http://weedenheightsps.vic.edu.au)

**Independent  
Schools (P-12)**

**Kingswood College**

PO Box 166, Box Hill  
Phone: 9890 0677  
[kingswoodcollege.vic.edu.au](http://kingswoodcollege.vic.edu.au)

**Mount Scopus  
Memorial College  
(P-12)**

245 Burwood Highway,  
Burwood  
Phone: 9808 5722  
[scopus.vic.edu.au](http://scopus.vic.edu.au)

**Nunawading  
Christian College**

Central Road,  
Nunawading  
Phone: 9877 3555  
[nunawading.vic.edu.au](http://nunawading.vic.edu.au)

**Presbyterian Ladies  
College (K-12)**

141 Burwood Highway,  
Burwood  
Phone: 9808 5811  
[plc.vic.edu.au](http://plc.vic.edu.au)





## Specialist Schools

### **Aurora School**

PO Box 249,  
Blackburn South  
Phone: 8878 9878  
[auroraschool.vic.edu.au](http://auroraschool.vic.edu.au)

### **Burwood East Special Development School**

18 Manooka Street,  
Burwood East  
Phone: 9803 4590  
[besds.vic.edu.au](http://besds.vic.edu.au)

### **Vermont South Special School**

PO Box 6069,  
Vermont South  
Phone: 9802 8199  
[vermont-south-ss.vic.edu.au](http://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 [startingblocks.gov.au](http://startingblocks.gov.au) for further information.

## School Focused Youth Services (SFYS)

Council's School Focused Youth Service (SFYS) helps build partnerships between local schools and community organisations to support students between year 5 and 12 who are vulnerable or showing signs of disengagement from school.

The objective of SFYS is to ensure young people remain connected to education. SFYS works with young people across government, Catholic and independent schools in the City of Whitehorse. School disengagement has significant impact on young people's health, wellbeing and future employment opportunities. SFYS plays a critical role in addressing school disengagement and helping young people to reach their potential.

For more information please contact:

### **Whitehorse SFYS Coordinator**

0407 157 909 or [sfys@whitehorse.vic.gov.au](mailto:sfys@whitehorse.vic.gov.au)

# Family Violence

**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.**

## **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 partner partner or 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 partner or ex-partner
- Name calling or put downs
- Trying to damage the relationship between their partner or 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:**

- Orange Door  
30 Prospect Street, Box Hill  
Phone: 1800 354 322
- Safe Steps  
Phone: 1800 015 188
- Sexual Assault Crisis Line  
Phone: 1800 806 292
- Child Protection  
Phone: 13 12 78
- The Men's Referral Service (MRS)  
Phone: 1300 766 491  
ntv.org.au

**In an emergency call**

**000**

# Health and Medical Services

## 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](http://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](http://mitchamprivate.com.au)

### Vermont Private Hospital

For patients requiring day surgery or procedures involving a short hospital stay. No emergency.

Level 2, 645-647 Burwood Highway,  
Vermont South  
Hospital enquiries: 8547 1111  
[vermontprivate.com.au](http://vermontprivate.com.au)

### Urgent Care Clinics

You can walk into any Medicare Urgent Care Clinic in Australia for bulk billed urgent care. To find your nearest centre, visit: [health.gov.au/find-a-medicare-ucc/when-to-visit](http://health.gov.au/find-a-medicare-ucc/when-to-visit)

## 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.

### healthAbility

2/43 Carrington Road, Box Hill  
General services: 9890 2220  
Public dental: 9897 1792  
[carringtonhealth.org.au](http://carringtonhealth.org.au)

### EACH Social and Community Health

Phone: 1300 00 3224  
[each.com.au](http://each.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 (with bulk billing), pharmacy, physiotherapy, travel vaccinations and more please visit [healthdirect.gov.au](http://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. Health Ability provides the Public Dental Service in Whitehorse:

## **healthAbility**

2/43 Carrington Road, Box Hill

Phone: 9430 9100

Open 8.30am-5pm,

Monday to Friday

**healthability.org.au**

To find a private dental service in your area, you can visit the National Health Services Directory **healthdirect.**

**gov.au** or Dental Health Victoria **dhsv.org.au**



# Mental Health Support

## Helplines

### **Lifeline – 24 hours**

13 11 14

### **Beyond Blue – 24 hours**

1300 224 636

### **Suicide Call Back Service – 24 hours**

1300 659 467

### **Parentline**

13 22 89

### **Mensline Australia**

1300 789 978

### **Kids Helpline**

1800 551 800

### **healthAbility**

9890 2220

### **PANDA – Perinatal Anxiety & Depression**

1300 726 306

### **Eastern Health**

1300 721 927

### **EACH**

1300 003 224

### **QLife – LGBTIQ+ Community**

1800 184 527

### **Butterfly Foundation – Eating disorders and body image issues**

1800 334 673

### **Headspace Box Hill (12-25 years)**

Suite 1.04, Level 1

19-23 Prospect Street, Box Hill

9810 9310

boxhill.headspace@mindaustralia.  
org.au

### **After Hours Mental Health Nurse Support Service**

36 Wellington Road, Box Hill

1300 003 509

### **Head to Health (connects you to mental health support)**

1800 595 212

headtohealth.gov.au

### **Victorian Mental Health Services Guide**

health.vic.gov.au/mental-health-  
services/area-based-services

You can visit your local GP  
for a Mental Health Plan at any  
time Local GP for a Mental  
Health Plan.

**In an emergency call**

**000**



**WHITEHORSE  
CITY COUNCIL**

## **Contacting Council**

**Postal Address:** Whitehorse City Council  
Locked Bag 2  
Nunawading 3131

**ABN:** 39 549 568 822

**Telephone:** 9262 6333 (including language support)

**NRS:** 133 677 then quote 9262 6333  
(Service for deaf or hearing impaired people)

**Service Centre:** Whitehorse Civic Centre  
379-399 Whitehorse Road  
Nunawading 3131

**Website:** [whitehorse.vic.gov.au/contact-us](http://whitehorse.vic.gov.au/contact-us)

**Email:** [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

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