

Parenting support toolkit for AOD workers

Book 3: Service and resource guide



caring
rules
praise
time
support
positive
routine
affection
patience
love

Parenting support toolkit for AOD workers


Booklet 3: Service and resource guide


This booklet supplements Booklet 1 and the *Quick reference card*. Alcohol and other drug (AOD) workers can use it to enhance and extend their ability to address or respond to parenting and child wellbeing issues.


The *Service and resource guide* outlines available statewide parenting, child and family services and their purpose, including services for vulnerable children and families, specialist AOD family programs, Centrelink and Family Tax benefits and entitlements. The guide also provides other resources and information links about parenting and children.


A key to symbols in this resource


Throughout this resource you will find symbols that refer you to other parts of the toolkit for further information.

When you see the  icon, related information can be found in Booklet 1: *Exploring parenting*.

When you see the  icon, related information can be found in Booklet 2: *Information and tools*.

When you see the  icon, related information can be found in Booklet 3: *Service and resource guide* (this booklet).

The information  icon directs you to the information box, which contains issues for AOD workers to consider when working with clients who are parents.

The tip  icon provides practical tips and ideas. These may assist you when working with clients who are parents.

Acknowledgements

If you would like to receive this publication in an accessible format, please phone 03 9096 5534 using the National Relay Service 13 36 77 if required, or email: Catherine.Williams@health.vic.gov.au

This document is also available in PDF format on the internet at: <http://www.health.vic.gov.au/aod/pubs/index>.

Published by the Mental Health, Drugs and Regions division, Victorian Government, Department of Health, Melbourne, Victoria.

© Copyright, State of Victoria, Department of Health 2011

This publication is copyright, no part may be reproduced by any process except in accordance with the provisions of the *Copyright Act 1968*.

Authorised by the State Government of Victoria, 50 Lonsdale Street, Melbourne.

July 2011 (1107019)

Printed by: ON-DEMAND, 323 Williamstown Road, Port Melbourne 3207

Section 3: Service and Resource Guide of the Parenting Support Toolkit for AOD was updated in 2011 by the Department of Health. The following acknowledgements appeared in the original 2005 publication.

The Parenting Support Toolkit for AOD Workers was developed in partnership by the Victorian Parenting Centre (now known as the Parent Research Centre) and Odyssey House Victoria. The toolkit was developed by:

Kylie Burke
Dr Stefan Gruenert

In addition, the following people from the Victorian Parenting Centre and Odyssey House Victoria contributed their time, knowledge and ideas to the development of the toolkit:

Fiona Arney Dianne Ridley
Leah Brennan Susan Rogers
Rochelle Calia Helen Thomas
Warren Cann Richard Thurecht
Sasha Kerin Menka Tsantefski
Vincent Lagioia Neos Zavrou
Jan Matthews

The development of the toolkit would not have been possible without the assistance of workers and parents from across Victoria. We would like to thank all the parents and workers who helped shape the content of the toolkit by participating in key informant consultations, phone interviews, discussion groups and the piloting of the toolkit.

Thank you to the following workers from Barwon Health; Drug Treatment Services and Odyssey House Victoria who generously gave their time to trial the toolkit with their clients and gave valuable feedback to the project team:

Vanessa Allen Sarah Miller
Steven Ball Laura Petrie
Vicki Davies Robyn Schilders
Matt Gleeson

Many thanks to external consultants, Ros Burnett and Sharon Dawe for their invaluable assistance in shaping the content of the toolkit.

Finally, we would like to thank the members of the Steering Committee for their guidance in the development of the toolkit:

Rose McCrohan Zoe Hancock
Lee Cooney Louise Steffen
Ros Burnett Suzie Taylor
Sue Krzanich Tina Martin
Colleen Clare Ange Lajoie
Barbara Romeril Julie Petering
Tricia Szirom Laura Dearle
Katrina Currie

The Parent Research Centre

The Parent Research Centre is a not for profit, independent research and development organisation founded in 1997. Its mission is the pursuit of new knowledge of parenting that enhances the wellbeing and resilience of children and their families.

The Centre engages in a range of activities including:

- research and evaluation projects relating to parenting and family intervention
- developing programs and resources for parents and professionals
- trialling and evaluating programs for families
- delivering professional training programs
- providing expert advice and consultation to Government and non-government agencies on issues related to parenting education and support.

The Centre has as one of its key areas of activity the development of programs and strategies that address the particular needs of the most vulnerable families in our communities.

The Centre has developed a wide range of expertise in supporting parents of all age-groups of children and whose need vary from general parenting support through to highly specialised individual programs.



Odyssey House Victoria

For over 30 years, Odyssey House Victoria has operated effective alcohol and other drug programs, providing opportunities for change and growth by reducing drug use, improving mental health, and reconnecting people to their family and the community.

Odyssey House provides a number of residential and community based treatment services to some of the most vulnerable Victorians with a range of complex issues. Our residential rehabilitation facility in Lower Plenty provides medium to long-term accommodation and intensive treatment for up to 85 residents and their children. This therapeutic community provides a safe yet challenging drug-free environment in which to explore and address drug related problems, whilst addressing the needs of clients' children within the family program. Odyssey also operates a 15 bed, short term residential program in regional Victoria near Benalla.

Community Services programs include:

- specialist in-home child, parenting and family support
- individual, family and group counselling
- financial counselling
- employment and vocational training and support
- youth peer support, outreach, counselling, and intensive case management within community schools and the general community

- services catering for those with forensic issues and co-occurring mental health problems
- supported accommodation programs in over 25 houses around Victoria
- prevention and early intervention workshops and presentations to sporting clubs and other community groups across Victoria

As a Registered Training Organisation, Odyssey Institute offers nationally accredited training in alcohol and other drugs and community mental health work to professionals using a combination of online and face-to-face teaching. For those in treatment, qualifications in areas such as Hospitality & Food Handling, Business Administration, Horticulture and Construction are available. These programs are designed to give students the confidence and skills to take up employment as they begin a new life.

Odyssey House programs are based on a strong commitment to evidence based practice through research into innovations and improvements to program delivery. The Institute has been at the forefront in developing and evaluating programs for families, evaluating service needs and developing accredited training courses for professionals in the field.



Odyssey House

Booklet 3: Service and resource guide

This booklet provides information about services and resources to promote child safety and development, and build parenting skills.

As individual services can change rapidly, this guide describes the main types and provides a central contact to find out about services available in your local area. This booklet does not provide a comprehensive list of all local services or attempt to include copies of all available resources.

Culturally responsive services should be provided to families from an Aboriginal or culturally and linguistically diverse (CALD) background. This booklet lists Aboriginal community-controlled organisations that provide a range of family and parenting services. This booklet also provides links to parenting information in a range of community languages.


In your work with vulnerable parents, including families with an unborn child, you may have a significant concern about the wellbeing of a child. In these circumstances it is your responsibility to contact Child Protection or Child FIRST, depending on the type of concern. Information on appropriate reports/

referrals to these services and contact information on these services is provided in the section on services for vulnerable children and families.

Wherever possible we have attempted to provide links to resources that are free. This list is not exhaustive and there are many other resources that you and your clients may find helpful. A number of the websites listed provide information, advice, fact sheets and downloadable resources for parents and professionals.

The information listed has two main purposes. You can use it for background information about issues that are relevant to your clients, or you can provide it directly to clients as a resource. There will be times, however, when information is not enough to help meet your clients' goals. On these occasions, a referral to a service that can provide more intensive support will be the most appropriate action.

At a minimum, it is recommended that you explain any information that you give to a client. The following steps may help your clients to get the maximum benefit from the resources you use with them:

1. Provide a rationale for how the information or resource is relevant to your client's goals.
2. Personalise the information by highlighting the key parts that are relevant or by writing your client's name on the top.
3. Clarify any misunderstandings or more complex information. Ask your client if they have any questions.
4. Check with your client if they think the resource will be useful. Ask them if they will use it.
5. Encourage your client to set a goal for using the resource (see  p. 15 for more information on goal setting).
6. Next time you see them, ask your client how they went with the resource or any goals they have set themselves based on the information provided.
7. Praise any attempts to use resources, including reading them or trying out strategies.

It is expected that you will add your own service contact details and favourite resources into your toolkit over time. A few samples are included to begin your collection.

Information and contact details for a wide range of services for families can also be found through Infoxchange's interactive Service Seeker. See their Victorian website at www.vic.serviceseeker.com.au.

Contents

Acknowledgements	ii
Parenting services, support and education	1
Childcare and preschool	13
Supporting child health and development	19
Family violence	25
Mental health	31
Financial entitlements and assistance	37
Legal issues	41
Helplines	45
Parenting and diversity	49
Parenting issues, support and self-care	55
Resources for service providers	59

Parenting services, support and education



Parenting services, support and education

This section outlines the types of services that your clients can access directly to increase their skills, capacity and confidence in parenting.

Key parenting services funded by the Department of Education and Early Childhood Development and the Department of Planning and Community Development are described below. An overview of the types of parenting education and support available is also provided.

Use this section to identify appropriate services for clients who need support to build a strong relationship with their child and need to build their parenting skills. This might range from managing their children's behaviour, to establishing appropriate routines. Clients who are isolated parents or who are experiencing conflict with their partner about parenting issues will also benefit.

The services listed provide a range of group, individual and one-off seminar programs for parents. If you are unsure what type of program would best suit your client, many of the services will be able to advise you on this. Many of the listed services also provide a range of written, digital or downloadable resources related to parenting and children.

Parent education

- A wide range of local parenting programs and services are offered universally across the state that give parents the opportunity to receive support and to develop new parenting skills and build parenting confidence.
- Programs might include topics such as promoting children's development, managing difficult behaviour, developing a positive relationship, teaching children new skills, or home management. They may also cover specific topics such as helping children to sleep, managing mealtimes or dealing with bullying.
- Programs are offered in a variety of formats. These include group programs, individual (one to one) or workshops.
- The length of programs also varies from one-session workshops to eight-week group programs and long-term individual parenting work (12 months or more).
- Education programs are usually accessible through family support agencies, local councils and neighbourhood houses.
- Signposts, Exploring Together and the ABCD Parenting Young Adolescents Program are just some examples of regular courses run widely by a number of service providers in rural and metropolitan localities in English and other languages.

- Find out about local programs by contacting support organisations or your local council directly.
- Contact your local regional parenting services (see *Quick reference card*) or Parentline (13 22 89) for current program details.

Parent support groups

- Parent support groups offer parents a chance to gather and share their concerns and experiences about parenting.
- Parent support groups offer parents the opportunity to be supported by others who may be in similar situations, and to be exposed to new social networks.
- Parent support groups are often facilitated by family support agencies, local councils or neighbourhood houses. They may also be run by special interest groups such as disability groups.
- Find out about groups running locally by contacting support agencies, your local council directly or Parentline (13 22 89) for a referral.
- A search of the Internet may also identify useful support groups.

General parenting services

Parentline

- Parentline is a telephone information, advice, education, counselling and referral service for parents of children of all ages.
- It is staffed by professional workers and is an excellent starting point for workers and parents wanting to identify local services that might support individual parenting needs.
- To contact Parentline, call ☎ **13 22 89** between 8 am and midnight weekdays, and 10 am and 10 pm weekends.

Regional parenting services

- Regional parenting services provide information, advice and education to parents and professionals on a wide range of parenting issues.
- They are located in each of the eight departmental regions (two in the North & West Metropolitan Region) and are staffed by experienced parent educators.
- Contact details for each region are included on the *Quick reference card*.

Parenting Research Centre

- A statewide service that undertakes research and training into parenting and evaluates parenting programs.
- Provides evidence-based training and consultancy to professionals in relation to parenting issues and how to apply the results of its research.
- Develops and disseminates a range of resource materials to increase the knowledge about parenting for parents and professionals.
- Runs limited group and individual parenting programs based on current research directions. Most programs are only available to parents living in the northern region of Melbourne.
- Can be contacted on ☎ **(03) 8660 3500** or via email at info@parentingrc.org.au.

Parenting skills

Parenting Research Centre

- Website provides details of the centre's current activities, including a training calendar and resource catalogue. It also contains a link to their Ausparenting site, which contains downloadable tip sheets for parents on a range of parenting topics. Resources that can be ordered include the positive parenting tip sheet and video series, and an audio tape and CD-ROM of translated positive parenting resources.
- www.parentingrc.org.au

Raising Children Network

- An Australian parenting website that provides comprehensive, practical, expert child health and parenting information and activities.
- www.raisingchildren.net.au

National Association for Prevention of Child Abuse and Neglect (NAPCAN)

- Provides free brochures on a range of topics including listening to babies, children and young people, alternatives to smacking, the importance of play and being a dad.
- www.napcan.org.au

KidsLife

- A parenting resource providing sound information, guidance and support from preconception through pregnancy, and also about: child health and wellbeing; development; early learning; schooling; and entertainment. A community initiative of the Australian Scholarships Group, dedicated to serving parents and families as they strive to raise healthy, happy and well-educated children.
- www.kidslife.com.au

ParentLink

- This website provides a good collection of parenting guides and tips that cover a wide range of topics such as being a young parent, parenting at children's different developmental stages, bedwetting and parent's rights.
- www.parentlink.act.gov.au

Parentzone

- The Anglicare Victoria Parentzone web portal provides links to Anglicare's Victorian Parentzone resources and websites. Parentzone is the title of three of the regional parenting services.
- www.anglicarevic.org.au

Triple P International

- Provides information relating to the Triple P: Positive Parenting Program and related resources, including tip sheets, books and videos and professional training options.
- www.triplep.net

Helping parents talk with children

The blue polar bear and The flying dream

- Developed as part of the *Dual diagnosis support kit* produced by the NSW Department of Community Services, these two books for children aim to assist workers, carers and parents to introduce the issues of parental dual diagnosis (mental illness and substance misuse), explore concerns and encourage positive coping and help-seeking behaviours.
- *The blue polar bear*: an illustrated story book for 5–7 year olds. http://www.community.nsw.gov.au/docswr/_assets/main/documents/dualdiagnosis_polar_bear.pdf
- *The flying dream*: an illustrated book for 8–12 year olds. http://www.community.nsw.gov.au/docswr/_assets/main/documents/dualdiagnosis_flying_dream.pdf

Dual diagnosis: a resource for caseworkers

- Chapter 4 *Talking with children and young people about parental dual diagnosis* discusses common concerns and strategies for talking with children and young people about their parent's substance misuse or mental health issue.
- <http://www.nscchealth.nsw.gov.au/carersupport/fami/ddkit/003744999.pdf>

Dual diagnosis: a resource for parents

- This booklet has useful tips on how dual diagnosis can affect parenting, the way it affects children and things that parents can do to help their children. It also includes information on foster care and support services.
- http://www.community.nsw.gov.au/docswr/_assets/main/documents/dualdiagnosis_parent.pdf

7 steps to safety

- A kit for families with children of all ages that has information, tips and activities for families to work together to help children feel, and be, safe at home. It includes a section on making a care plan for times of crisis when a parent may be unable to care for a child.
- http://www.childrenandfamilies.nt.gov.au/Families/7_Steps_to_Keeping_Children_Safe/index.aspx

Better ways to better days

- A booklet designed for young people whose parent or carer has a mental health and/or drug and alcohol problem.
- http://www.copmi.net.au/jsp/resources/files/bet_way_bet_day.pdf

Building social networks

- Many parents with drug and alcohol problems lead very isolated lives. Often, these parents do not readily engage in local community activities or in their child's school life due to fear of being stigmatised as drug users, being judged as bad parents, or having their children removed.
- Assisting parents to overcome their social isolation by helping them to develop new relationships and repair old ones is likely to enhance their drug treatment outcomes. Workers can help their clients build supportive social networks in several ways:
 - Encourage and support parents to speak with other parents. This may be on visits to maternal and child health or community centres, at the gates of their child's school or kindergarten, when attending parent-teacher interviews, or at a local community centre.
 - Encourage your clients to give their children a low-cost birthday party and invite other children to attend. They may even invite a couple of other parents to help out. Support parents with any anxiety they may have about this and offer alternatives to drugs for managing this anxiety.
 - Encourage parents to do things as a family where they can meet other families. For example, BBQs, picnics, or days at the beach.

- Encourage parents to foster good friendships among their children by inviting other children over to their house after school and on their child's birthdays.
- Recreational activities are good for children. What does your client's child like to do? Is he or she a child that likes to play sport, play music, or has a hobby? Lots of activities can be organised for less money than you may think through the school or local council. Some child and family welfare agencies also have programs for children. Councils and libraries often have school holiday programs.

Neighbourhood houses

- Neighbourhood houses (also known as community houses or community centres) are for the enjoyment of local communities. They offer people the opportunity to meet other people in their neighbourhood, participate in activities, and find out about services and resources available in the community.
- Activities vary from facility to facility, however, they will usually include:
 - the opportunity to learn new skills for pleasure, recreation, or preparation for employment
 - adult community education courses
 - support groups
 - occasional care services
 - recreational activities for children
 - opportunities to learn and improve English
 - house maintenance
 - voluntary work.

- Services are generally free or have a moderate fee, usually with reduced rates for concession card holders.
- To find a local neighbourhood house, visit the Association of Neighbourhood Houses and Learning Centres website at www.anhlc.asn.au or contact your local council.

Specialist services for parents with drug or alcohol problems and their children

This section summarises services across Victoria that provide parenting or child health services directly to parents who are experiencing problems with alcohol or drug misuse. Call **Directline** on ☎ **1800 888 236** or a local council for the contact details of these services.

Angliss Maternity Drug and Alcohol Service (AMDAS)

- Support for pregnant women.

Care program – City of Yarra

- A tailored foster care program that aims to support parents with drug or alcohol problems to look after their children.

Chemical Dependency Unit Maternity Services (Geelong)

- Specialist obstetric midwifery, childbirth education and support.

MacKillop Family Services – Western

- Substance Abuse Family Support (SAFS) program for substance-dependent parents and their children.

Mary of the Cross

- Parenting support and family counselling (including counselling for children).

Monash Medical Centre (Southern Health)

- ADAPT (Alcohol Drugs and Pregnancy Team) program for pregnant women.

Odyssey House Victoria

- Statewide residential treatment for parents and their children (aged 0–12 years) at their therapeutic community, including parenting support.

Royal Women’s Hospital Drug Information Centre

- Information on drugs and pregnancy.

Salvation Army – Bridgehaven

- Residential program for mothers and their young children.

The Mirabel Foundation

- Support for carers and children who have been orphaned or abandoned due to parental illicit drug use.

Uniting Care Moreland Hall Intensive Playgroup

- Supported playgroup for families affected by alcohol and other drug use.

Windana

- Safe at Home family support program and parenting support group for parents with drug or alcohol problems.

Women and Children’s Alcohol & Drug Service (DASWest)

- Family support and the Daisy Program for substance-dependent mothers and their children.

Women’s Alcohol and Drug Services (WADS)

- Antenatal and postnatal care for pregnant women and new mothers.

Vulnerable children and families

This section provides information on services available for vulnerable children and families. These services aim to build family resilience to promote the safety, stability and development of children. In working with vulnerable parents, including families with an unborn child, you may have a significant concern about the wellbeing of a child. In these circumstances it is your responsibility to contact Child Protection or Child FIRST, depending on the type of concern. Information on appropriate reports/referrals to these services and contact information on these services is provided in this section.

This section also includes information on services for families experiencing relationship difficulties with their partner or other members of their family, as well as support services for families experiencing family violence.

The following provides a list of specialist services available for vulnerable families to build their family resilience and promote the best interests of children.

Mother–baby units

- A specialist mother and baby inpatient service for women with a mental illness and their babies. Referral to one of these units can be made directly by any health professional.
- Austin Hospital – Banksia House: ☎ (03) 9496 6407 or www.austin.org.au
- Monash Medical Centre: ☎ (03) 9594 1414 or www.southernhealth.org.au/motherbabyunit
- Werribee Mercy Hospital – Mercy Mental Health Mother Baby Unit: ☎ (03) 9216 8465 or www.mercy.com.au

The Enhanced Maternal and Child Health Service

- The Enhanced Maternal and Child Health Service assertively responds to the needs of children and families at risk of poor outcomes, in particular where there are multiple risk factors.
- This service is provided **in addition to** the suite of services offered through the universal Maternal and Child Health Service.
- It provides a more intensive level of support, including short-term case management in some circumstances.
- Support may be provided in a variety of settings, such as the family’s home, the maternal and child health centre or other locations within the community.

- Families receiving the Enhanced Maternal and Child Health Service are eligible for an average of 15 hours of service per family in metropolitan regions and an average of 17 hours of service in rural regions.
- The primary focus of the Enhanced Maternal and Child Health Service is families with one or more of the following risk factors:
 - drug and alcohol issues
 - mental health issues
 - family violence issues
 - families known to Child Protection
 - homelessness
 - unsupported parent(s) under 24 years of age
- low-income, socially isolated, single-parent families
- significant parent–baby bonding and attachment issues
- a parent with an intellectual disability
- children with a physical or intellectual disability
- infants at increased medical risk due to prematurity, low birthweight, drug dependency or failure to thrive
- Aboriginal families who are not linked into, or who require additional support to access, maternal and child health services.

Family Services

- The aim of Family Services is to promote the safety, stability and development of vulnerable children, young people and their families, and to build capacity and resilience for children, families and communities.
- The target group for Family Services is vulnerable young people and their families who are:
 - likely to experience greater challenges because the child or young person’s development has been affected by the experience of risk factors or cumulative harm
 - at risk of concerns escalating and becoming involved with Child Protection if problems are not addressed.
- Family Services provide a comprehensive range of services and approaches. These include:
 - a strengths-based approach and comprehensive needs and risk assessment
 - identification of pathways and key transition points that focus on early intervention, prevention and diversion
 - capacity to provide intensive, multidisciplinary responses.

Child FIRST

- Twenty-four Child FIRST (Child and Family Information, Referral and Support Teams) have been established in designated subregional catchments across Victoria to provide a community-based referral point into Family Services.
- Contact details for your local Child FIRST site can be found at www.cyf.vic.gov.au/family-services.
- Child FIRST teams can also provide information and advice to AOD staff who are considering making a referral to Family Services or Child Protection.

Specialist early parenting centre services

- Victorian early parenting centres are health services staffed by qualified nurses and early childhood practitioners specialising in infant health and early childhood development.
- The centres offer a range of intensive parenting support programs to vulnerable families from pregnancy to when their children are four years of age. The centres work with families that require additional support to care for their infants and build a strong relationship with their child.
- The services provided include residential programs, group and home-based services. The length of stay ranges from a day stay to several weeks.

- Early parenting centre services seek to:
 - assess children’s health and development needs
 - build parenting skills and ability to care and nurture their child
 - enhance the bond between a parent and their infant to promote healthy child development
 - provide families with other support they require to meet their child’s needs, including referrals to services in their local community
 - provide training, education and consultancy for professionals.
- Referrals to an early parenting centre service can be made directly to your local early parenting centre:
- Mercy Health O’Connell Family Centre: ☎ (03) 8416 7600 or http://www.mercy.com.au/Hospital_Clinical_And_Mental_Health_Services/OConnell_Family_Centre/O_Connell_Family_Centre/
- Tweddle Child and Family Health Service: ☎ (03) 9689 1577 or www.tweddle.org.au
- Queen Elizabeth Centre: ☎ (03) 9549 2777 or www.qec.org.au
- Each of the early parenting centres’ websites also has a range of resources, vodcasts and podcasts available for all families to access.

Family intervention services

- There are three family intervention services which are provided in the North & West Metropolitan Region, Hume and Barwon-South Western region.
- The target group of family intervention services includes families of children aged under 10 years who are experiencing significant parenting difficulties or whose children exhibit disruptive, defiant or aggressive behaviour.
- This service provides a short-term intensive prevention and early intervention service, initially based on the Positive Parenting Program (Triple P), that assists parents to acquire skills and behaviours associated with strengthening the bond between a parent and child.
- The service is delivered through group work, individual support and telephone assisted self-directed interventions. The service also provides training and consultancy for other professionals.

Aboriginal child and family services

- The provision of services that are culturally responsive and meet the needs of Aboriginal families is critical. Aboriginal families may prefer to access services through their local Aboriginal community-controlled organisation, or choose to access a mainstream service.
- There are a number of Aboriginal community-controlled organisations in Victoria that provide a range of child, family and parenting services for Aboriginal families including:
 - Ballarat and District Aboriginal Co-operative ☎ (03) 5335 5344
 - Bendigo and District Aboriginal Co-operative ☎ (03) 5442 4947
 - Dandenong and District Aboriginal Co-operative ☎ (03) 9794 5933
 - GEGAC – Gippsland and East Gippsland Aboriginal Co-operative ☎ (03) 5150 0700
 - Goolam Goolam Aboriginal Co-operative ☎ (03) 5381 6333
 - Gunditjmara Aboriginal Co-operative ☎ (03) 5564 3333
 - Mildura Aboriginal Corporation ☎ (03) 5022 1852
 - Mungabareena Aboriginal Corporation ☎ (02) 6024 7599

- Murray Valley Aboriginal Co-operative ☎ (03) 5026 3353
- Njernda Aboriginal Co-operative ☎ (03) 5482 3075
- Ramahyuck and District Aboriginal Corporation ☎ (03) 5143 1644
- Rumbalara Aboriginal Co-operative ☎ (03) 5831 2010
- Swan Hill Aboriginal Health Service ☎ (03) 5032 5277
- Wathaurong Aboriginal Co-operative ☎ (03) 5272 2038
- Western Suburbs Indigenous Gathering Place ☎ (03) 9318 7855
- Winda Mara Aboriginal Corporation ☎ (03) 5527 2051
- VACCA – Victorian Aboriginal Child Care Agency ☎ (03) 8388 1855.

Resources

ParentLink

- Guides and information for Aboriginal parents.
- www.parentlink.act.gov.au/parenting_guides/indigenous

Victorian Aboriginal Child Care Agency Limited (VACCA)

- Provides information and support services to Aboriginal children and their families. Co-developer of Koori ABCD Parenting Program.
- www.vacca.org

Programs to assist families known to Child Protection

The following intensive support services are available to families known to Child Protection.

Family Coaching Victoria – integrated placement and reunification services

- Family Coaching Victoria is currently being piloted in selected locations across Victoria and these services are focused on children aged 0–2 years, 10–15 years and Aboriginal children.
- The aim of Family Coaching Victoria is to prevent first-time placement in out-of-home care or to reunify children to their families within a short timeframe, when they have entered care for the first time. Referrals for this service are received from Child Protection.
- The service provides a therapeutic child and family assessment and support for up to 12 months. Support is individually tailored to meet each family's needs from a range of services including intensive services, therapeutic treatment and support, residential and in-home parenting support, practical support, respite and childcare.

Aboriginal Family Restoration and Aboriginal Family Preservation programs

- Aboriginal Family Preservation and Aboriginal Family Restoration programs aim to prevent placement or enable the return home of Aboriginal children by enhancing safety and care provided within the family.
- The services work intensively with families, with the Aboriginal Family Restoration service also offering a residential component. Seven programs are funded across the state and are auspiced by regional Aboriginal community-controlled organisations.

Families First

- Families First services provide intensive, in-home family crisis counselling and life-skills education to prevent unnecessary dissolution of families in times of crisis where protective issues are present. Referrals for this service are received from Child Protection.
- These services seek to reunify children back to their parents' care from placement in out-of-home care for selected children involved with Child Protection by increasing life skills and coping ability.
- Caseworkers have a case load of two families at any one time, providing on average between 10 and 15 hours of service a week. Families also have access to support 24 hours a day with an on-call service.

Parenting assessment and skill development services

- Parenting assessment and skill development services provide intensive therapeutic support to vulnerable infants and their families referred by Child Protection high-risk infant teams. The program is delivered in a residential setting or in the home by community service organisations and early parenting centres.
- They provide a specialised independent assessment of a parent's capacity to care for their child and to inform about Child Protection and Children's Court decision making. The service also includes a skill development component to support parents to build their parenting skills and capacity to care for their child.

For further information on the above services refer to the Children, Youth and Families Division website at www.cyf.vic.gov.au/child-protection-family-services/family-and-early-parenting-support.

Responding to concerns about a child's safety and development

In working with vulnerable parents, including families with an unborn child, you may have a significant concern about the wellbeing of a child. In these circumstances it is your responsibility to contact Child Protection or Child FIRST, depending on the type of concern.

Child FIRST

- A referral to Child FIRST should be considered if, after a review of the available information, your concerns about a child's welfare are likely to have a low to moderate impact on the child, where the immediate safety of the child is not compromised. A Child FIRST referral is the best way of connecting children and the families to the services they need.
- On receiving a referral from a professional or community member the Child FIRST team will conduct further assessment of the family and may consult an experienced community-based child protection worker who is based in each Child FIRST team. This assessment may lead to the involvement of a local family services organisation.
- In most circumstances Child FIRST will inform you of the outcome of your referral. Where a Child FIRST team or a registered Family Services organisation forms a view that a child or young person is in need of protection they *must* report the matter to Child Protection.
- Contact information for Child FIRST teams is provided on page 48 of this booklet.

Child Protection

- A report to Child Protection should be considered if after consideration of the available information, your concerns about a child's welfare are likely to have a serious impact on the child's immediate safety, stability or development, or the concerns are persistent and entrenched and likely to have a serious impact on the child's development.
- Upon receipt of a report containing such factors, Child Protection will seek further information, usually from professionals who may also be involved with the child or family, to determine whether further action is required. In determining what action to take, Child Protection will also consider any previous concerns that may have been reported about the child or young person. In most circumstances Child Protection will inform you of the outcome of your report.
- Information fact sheets are available to AOD workers on when to make a referral to Child Protection. See <http://www.cyf.vic.gov.au/child-protection-family-services/library/abuse>.

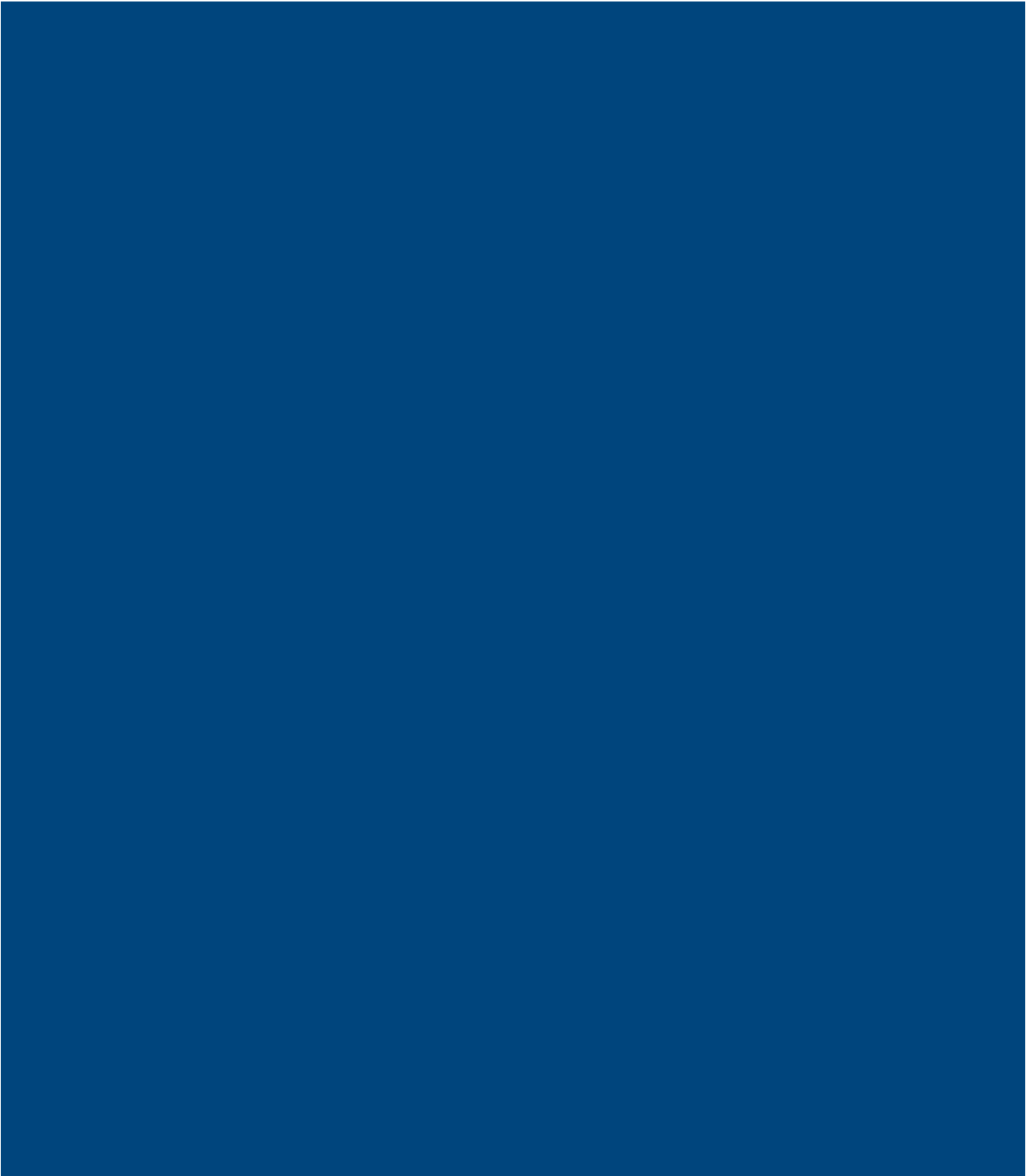
Victorian Child Protection services

- This is the 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.
- For concerns about the immediate safety of a child phone the **After Hours Child Protection Crisis Line** on ☎ **131 278**.
- For all other notifications of child abuse see below or www.cyf.vic.gov.au/child-protection-family-services/library/contacts.

Child Protection notifications (metropolitan)

- Eastern ☎ **1300 360 391**
- North & West ☎ **1300 664 977**
- Southern ☎ **1300 655 795**

Childcare and preschool



Childcare and preschool

This section contains information about preschool and childcare services. It describes the options that clients have for alternative care of their children. It provides details for obtaining advice relating to the type, location and cost of services in your client's local area. It also details the types of benefits clients can receive to help them with the financial costs of raising children. Childcare and preschool is useful for clients who need to have their children cared for by others. This may include parents who are returning to work, who need respite, or whose children would benefit from out-of-home care. This might particularly benefit children who receive little stimulation or attention at home or who need more social experiences with other children and adults.

Links to a number of fact sheets to assist parents in choosing good childcare services or informal babysitters are also provided.

Childcare

Family day care

- Home-based care provided for children aged 0–12.
- Delivered by registered care givers in their own homes.
- Care is flexible, and may include overnight care if required.
- Usually coordinated by a local council or non-profit community groups.

Informal registered care

- Grandparents, relatives, friends or nannies may provide childcare for a fee and, by becoming registered as informal caregivers with the Family Assistance Office, they enable parents to claim a rebate towards the cost of care.

In-home care

- Flexible care provided in the child's own home by an approved carer.
- In order to be eligible for this service, families must not have access to a standard childcare service, or have childcare needs that cannot be met by an existing service. This may include:
 - families where the parent(s) or child has an illness/disability
 - families in rural or remote areas
 - parent(s) working shift work or non-standard hours
 - parents who have had a multiple birth (more than two) or have more than two children under school age
 - breastfeeding mothers working from home.

Long day care

- Long day care provides developmentally appropriate care to children, primarily aged birth to school age.
- Care is delivered at a suitable centre designed for the purpose.
- Usually operates during ordinary working hours.
- Run by private operators, local government, community organisations and employers.

Occasional care

- Regular or irregular, short-term, developmentally appropriate care for children aged birth to school age.
- Specifically of use for parents who require respite from full-time parenting, are undertaking part-time or casual employment or study, or need to attend appointments or take care of personal matters.

Outside school hours care programs

- Provides supervised activities for children aged 5–12 years before and after school hours, during school vacations, and sometimes on 'pupil free' days.
- Usually provided by local government, school councils or community groups.

Voluntary placement

- Parents may choose to voluntarily place their child in foster care.
- Parents retain full guardianship and custodial rights.
- Voluntary placements are usually used at times of crisis, such as a parent needing to spend a period of time in hospital, and always aim to support the child and parents and ultimately assist the parents to resume care.
- Placements are time-limited, and should aim to be for as short a time as reasonably possible. Voluntary placements cannot be made for any period longer than six months at a time, and may in fact only last a couple of days or a week as required by the family.
- The placement ends on the planned date, or when the parent gives written notice that the agreement is to end prematurely.
- Foster care is usually provided by community organisations, who often offer a range of other family support services that may be helpful to parents experiencing difficulty.

Preschool (kindergarten)


- Preschool provides children with the opportunity to further their social, emotional, cognitive, physical and language development through activities that stimulate their creativity and interests, enhance their understanding of themselves, others and their environment, and develop their sense of independence and positive self-image.
- Preschool attendance prepares children for school, and improves the quality of their future educational experiences, establishing foundations that will assist them for life.
- Preschool also offers parents an opportunity to be involved in a community of parents with children of similar age.
- Children who turn four years old on or before 30 April of the year of attendance are eligible to attend funded preschool programs.
- Some programs are specifically designed to meet the needs of Aboriginal children, and children from culturally and linguistically diverse backgrounds.
- Specialist support is available for children with special needs.
- Families with a health care card or pensioner concession card are eligible for a preschool fee subsidy.
- For information about preschool programs available locally, contact your local council or the children's services adviser at the nearest Department of Human Services regional office.

Childcare

Child Care Access Hotline

- Freecall 1800 670 305. Hotline hours are Monday to Friday, 8 am to 9 pm EST. For advice and information regarding the:
 - types of childcare services available
 - location of childcare services in your area
 - cost of services and eligibility for childcare benefits from the government.
- A translator information service is also available.

Childcare benefits

- The government provides all parents with financial assistance towards the cost of childcare. The amount of assistance is means tested according to income, and parents receiving income support benefits are eligible for the maximum rate.
- Call the Family Assistance Office between 8 am and 8 pm (local time), Monday to Friday on  **13 6150** to find out what parents are entitled to, and how to apply.

Guides for parents selecting children's activities and childcare

Wise choices: Safe children (Office of the Child Safety Commissioner)

- A DVD and fact sheet to help parents choose services or carers for their children. This resource has been translated into a range of community languages (see 'Parenting and diversity' section for more details). The DVD can be ordered free of charge and the fact sheets are available to download.
- http://www.ocsc.vic.gov.au/order/index_wise_choices.htm

Things to look at when selecting child-safe activities or services for your child (Office of the Child Safety Commissioner)

- This booklet raises some of the key child safety issues to assist parents to decide how child safe an activity, service or organisation is.
- <http://www.ocsc.vic.gov.au/downloads/childsafeparentguide.pdf>

Proper care when you're not there (Office of the Child Safety Commissioner)

- A booklet and two-page tip sheet to guide parents in selecting a safe carer or babysitter for their child.
- Tip sheet: http://www.ocsc.vic.gov.au/downloads/proper_care_poster.pdf
- Booklet: http://www.ocsc.vic.gov.au/downloads/proper_care_booklet.pdf

Tips for parents (Rainbow Families Council)

- A one-page tip sheet for parents to assist in choosing a rainbow-family (parents, partners and prospective parents who identify as being lesbian, gay, bisexual, transgender or intersex, and their children) friendly childcare or kindergarten.
- http://www.rainbowfamilies.org.au/media/download_gallery/Tips%20for%20parents%20A4.pdf

Supporting child health and development



Supporting child health and development

Supporting child health and development contains information and services that support parents to provide care for their children in ways that promote their physical, emotional and social development.

Child development

- Children grow and mature along a certain sequence of child development stages. These child development stages are sometimes referred to as developmental milestones.
- Developmental milestones progress in a sequential fashion. Each milestone that children acquire builds on the last child development milestone.
- Parents who are aware of their child's development stages have realistic expectations as to what their child can and cannot do.
- Knowledge of children's developmental stages can also take some of the guesswork and frustration out of parenting.
- If you are working with parents with drug and alcohol issues, a general understanding of the stages and milestones for child development can identify opportunities for early intervention with children.

Resources

Your child's health and development. Birth to 6 years (DEECD)

- This handy reference chart covers development and socialisation milestones as well as providing health promotion tips according to age and stage.
- www.eduweb.vic.gov.au/edulibrary/public/earlychildhood/parentinfo/chartbirthto6years.pdf

Child development and trauma

(Department of Human Services)

- This guide offers advice and provides indicators for recognising trauma at specific ages and stages.
- http://www.cyf.vic.gov.au/__data/assets/pdf_file/0009/479745/child-development-and-trauma-guide-2010.pdf

Raising Children Network

- The Raising Children website provides practical tools and up-to-date information on child health, safety, nutrition, learning, parental wellbeing, family management and kids' activities.
- raisingchildren.net.au

HealthInsite

- This page provides a gateway to a broad range of useful information about the various stages of child development as well as parenting tips and advice.
- www.healthinsite.gov.au/topics/Child_Development

Better Health Channel

- Provides a range of parenting tips and articles.
- http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/relationships_and_family?open

Pregnancy

Women's Alcohol and Drug Service

- The Women's Alcohol and Drug Service is a statewide, voluntary, specialist clinic for pregnant women with drug and alcohol issues. Services include:
 - clinical services for women requiring intensive pregnancy care due to drug or alcohol complexities
 - an inpatient methadone stabilisation program for women attending either The Royal Women's Hospital or another pregnancy service
 - drug and alcohol counselling and support
 - a specialist paediatric clinic for newborn babies.
- A range of online fact sheets and brochures about drugs, alcohol and pregnancy are available at www.thewomens.org.au/AlcoholDrugsDuringPregnancy.
- www.thewomens.org.au/AlcoholDrugService

Having a baby in Victoria

- A Victorian Government website that provides information and fact sheets on the range of services and the types of care offered by Victoria's maternity services through the public hospital system. The Your pregnancy section of the website provides information for women throughout their pregnancy.
- www.health.vic.gov.au/maternity/index.htm

Koori Maternity Services Program

- Culturally appropriate maternity care is provided to Aboriginal and Torres Strait Islander women throughout pregnancy, working with hospitals regarding birth and during the postnatal period through Aboriginal community-controlled cooperatives in 10 sites throughout Victoria.
- Service locations that provide this type of care can be found on the *Having a baby in Victoria* website (see above).

Healthy pregnancies, healthy babies for Koori communities

- The *Healthy pregnancies, healthy babies* kit, comprising a flip chart, poster and pamphlet, explains the relationship between the intake of food, alcohol and other drugs during pregnancy and the health of the fetus.
- The kit takes a holistic approach and stresses that it is an all-of-community responsibility to support a pregnant woman to be healthy.
- The kit can be downloaded from www.health.vic.gov.au/vdapc/pdpc_archive.htm#healthy.
- Contact VACCHO on (03) 9419 3350 for a hard copy of the resource.

Healthy Mothers, Healthy Babies Program

- The Healthy Mothers, Healthy Babies Program targets pregnant women who are unable to access antenatal care services or require additional support because of their socioeconomic status, culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander descent, age or residential distance to services.
- To make a referral to the program contact participating agencies via www.health.vic.gov.au/communityhealth/healthy_mothers_healthy_babies/location.htm#contact.

Maternal and child health

Maternal and child health services

- Maternal and child health services are available for all families with children aged 0–6 years.
- The services support parents and offers information and advice regarding:
 - parenting
 - child health and development
 - child behaviour
 - maternal health and wellbeing
 - child safety
 - immunisation
 - breastfeeding
 - nutrition
 - family planning.
- The services also facilitate groups for first-time parents, which provide health information and an opportunity to meet other parents in the local area.
- In conjunction with the service, a 24-hour Maternal and Child Health Line provides support and advice for the cost of a local call. The contact number is ☎ **13 22 29**. Interpreters and TTY access for deaf callers are available.

Specialist Children’s Services Program – Early Childhood Intervention

- Support services for families with children with a disability or developmental delay from birth to school entry.
- Early childhood intervention services include services coordination, special education and therapy programs, counselling, respite, parent support, transition to school to access generalist services such as preschools and childcare.
- www.eduweb.vic.gov.au/edulibrary/public/earlychildhood/intervention/ecis_brochure.pdf

NURSE-ON-CALL

- This telephone service provides immediate, expert health advice from a registered nurse, 24 hours a day, seven days a week.
- ☎ **1300 60 60 24**

Sudden infant death syndrome (SIDS)

- Babies and young children spend a lot of their time sleeping. Some sleeping arrangements are not safe. They can increase the risk of SIDS or cause serious sleeping accidents.
- The risk of SIDS increases if drugs are used during or after pregnancy. Risks can be reduced by providing a smoke-free environment for children and by ensuring that babies sleep in a separate bed to prevent smothering, especially as mothers using sedatives and other drugs are likely to sleep heavily.

The four important messages to reduce the risk of SIDS are:

1. Put baby on its back to sleep from birth, never on its tummy or side.
2. Be careful that baby’s head and face stay uncovered during sleep.
3. Keep baby smoke free, before and after birth.
4. Provide a safe cot, safe mattress, safe bedding and safe sleeping place.

The SIDS and Kids website has brochures titled *Safe sleeping* and *Making up a baby’s cot* that have been translated into a range of community languages.

- ☎ **1300 308 307** or www.sidsandkids.org

Breastfeeding

Australian Breastfeeding Association

- A 24-hour helpline for breastfeeding advice, difficulties and support.
- ☎ **1800 686 2 686** (1800 mum 2 mum) or www.breastfeeding.asn.au

Immunisation

Australian Childhood Immunisation Register

- Record of all immunisations given to children under seven years of age.
- www.hic.gov.au

Immunise Australia Program

- Information on childhood immunisations.
- www.immunise.health.gov.au

Play and recreation

- Play and recreational activities have an important role in children's physical, cognitive and social development. Many parents with drug or alcohol problems find it difficult to provide their children with regular social or recreational opportunities. When these activities are shared with parents, they also play an important role in creating a positive family life.
- It is good to encourage parents to balance recreational activities that involve exercise with those that develop language and reasoning skills. These may include games, sports or hobbies.
- Contact local councils for a list of sporting and recreational clubs, scout or guiding groups, school holiday programs and camps that operate in your area.

Playgroup

- A playgroup is a group of parents or carers who meet weekly with their babies, toddlers or preschoolers. Playgroups are informal, low cost and run by the parents and caregivers in them, generally in community venues such as maternal and child health centres.
- Adults stay with their children at playgroup, providing parents with the opportunity to meet other people going through similar experiences and ease the isolation that can come with caring for young children.
- Playgroup-aged children are going through a stage of rapid brain and skill development and playgroup activities offer children the opportunity to practice developing skills and socialise – an important preparation for kindergarten and school.
- Playgroup Victoria has the 'Find a playgroup' directory available at www.playgroup.org.au.

Moreland Hall Intensive Playgroup

- Intensive playgroup is an opportunity for parents and or carers of preschool aged children (0–5 years) to participate in a playgroup. This is a program for families who are affected by alcohol or other drug use.
- It is facilitated by staff who have training in alcohol and other drug treatment and/or childcare.
- In addition to a playgroup program, parents can access intensive support services including a family support service to enable supervised access to take place, opportunistic

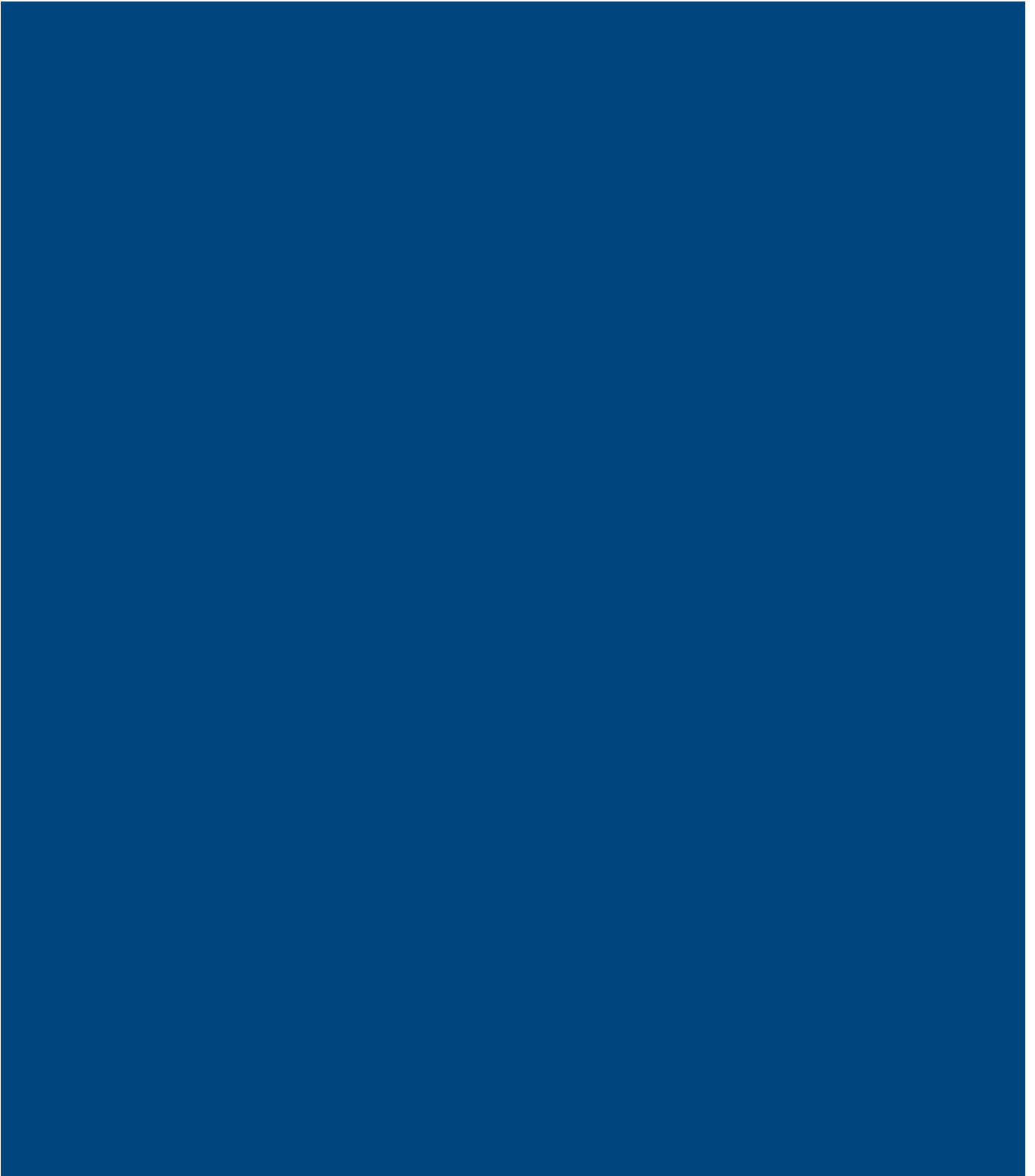
alcohol and other drug treatment and support services for parents.

- For more information contact UnitingCare Moreland Hall on ☎ **(03) 9386 2876** or visit www.morelandhall.org.

Toy libraries

- Toy libraries have toys and games available for borrowing, and provide parents and carers of children with access to a wide variety of educational and developmentally appropriate toys to stimulate children's growth.
- Usually charging a small annual subscription, toy libraries provide an inexpensive way to ensure that children have a constant supply of play materials.
- Toy libraries also offer parents the opportunity to learn about the play needs of children at various stages of development, and to meet and interact with other parents.
- To find a local toy library, contact Toy Libraries Victoria on ☎ **(03) 9555 4055** or visit www.toylibraries.org.au.

Family violence



Family violence

- Family violence is when someone intentionally uses violence, threats, force or intimidation to control and manipulate a family member, partner or former partner.
- Family violence is characterised by one partner or family member using abusive behaviours/tactics to obtain power and control over their victim. The abuse is intentional and systematic, and often increases in frequency and severity the longer the relationship goes on.
- Many parents who experience family violence, either as an adult or a child, have multiple and complex needs including alcohol and other drug concerns, mental health issues, child protection challenges and histories of abuse and trauma.
- Information on family violence and contact information for services is provided below.

Women's and children's counselling and support services

- A range of direct services is provided to women and children/young people who may be affected by family violence.
- Service provision includes individual counselling, specialised support groups and referral services.
- These services aim to promote early intervention strategies to prevent the occurrence or escalation of family violence, and prevent future occurrences of family violence by offering post-crisis support.
- Further assistance is available for women seeking intervention orders through the provision of court support advocacy and referral.
- These services also provide support to children to improve their coping skills, self-esteem, and foster the development of non-violent problem-solving strategies.

Men's family violence services

- Men's family violence services assist men with a history of violent and abusive behaviour towards family members to develop non-abusive behaviours and new relationship and parenting skills. Services provided to men include intake and assessment, individual and group counselling, telephone counselling and referral.
- These services include the Men's Referral Service and men's behaviour change programs (including enhanced intake provided on a regional or subregional basis).
- The Men's Referral Service provides telephone counselling, information and referral to men's behaviour change programs.
- Men's behaviour change programs play a key role in promoting the safety of women and children, with a primary focus on making men accountable and responsible for their use of violence towards family members. The purpose of these programs is to encourage the change process in men's behaviour and provide a forum for exploring and challenging beliefs.

Indigenous family violence

- Indigenous family violence services provide prevention and support services to Indigenous women, children, men, Elders and same-sex couples throughout Victoria. Indigenous family violence services include holistic healing services, Time-out services and men's family violence group programs.
- Services aim to provide a holistic approach in a cultural and spiritual environment, underpinned by the integration of Aboriginal teachings into individual services and interventions.
- Holistic healing services provide services to people who have experienced family violence, respond to the needs of those who use violence towards family members and support the recovery and healing of the local community.
- Time-out services provide support for those who are violent towards family members to assist them to deal with their issues in culturally appropriate manner. Services include counselling, behaviour change programs, mentoring and education programs.

Contact points for family violence services

Women's Domestic Violence Crisis Service of Victoria (24 hours, seven days)

- ☎ 1800 015 188 or www.wdvcs.org.au

Domestic Violence Resource Centre

- ☎ (03) 9486 9866 or www.dvirc.org.au

Men's Referral Service (9 am–9 pm, Monday–Friday)

- ☎ (03) 9428 2899 or 1800 065 973 or www.mrs.org.au

WIRE Women's Information

- ☎ 1300 134 130 or www.wire.org.au

Immigrant Women's Domestic Violence Service

- Support to immigrant women in their primary language.
- ☎ (03) 8413 6800 or www.iwdvs.org.au

Resources

Is someone you know being abused in a relationship?

(Domestic Violence Resource Centre)

- This pamphlet comes in 14 different languages.
- www.dvrcv.org.au/publications/downloads/

Domestic violence and children (Better Health Channel)

- Information page that addresses the issue of domestic violence and children.
- www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Domestic_violence_and_children?open

Domestic violence – tips for children (Better Health Channel)

- These tips may help children learn more about how to stay safe, types of violence, what to do, where and how to get help if they or someone they love is being abused.
- www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Domestic_violence_tips_for_children?open

The relationship between substance use and domestic and family violence

(Women's Council for Domestic & Family Violence Services – WA)

- The *Supporting women with complex needs* resource aims to provide frontline workers with an introduction to supporting women who have experienced domestic and family violence who are also misusing alcohol or other drugs.
- www.womenscouncil.com.au/default.aspx?MenuID=6

Family counselling and mediation

The section below provides contact information for family counselling and mediation services.

Family Mediation Centre

- Family Mediation Centre provides counselling, mediation, family therapy, financial education and a program to support children after separation. It also provides practical assistance with care arrangements to families undergoing dissolution.
☎ (03) 9556 5333 or www.mediation.com.au

Relationships Australia Victoria (RAV)

- ☎ 1300 364 277 or <http://relationships victoria.com.au>

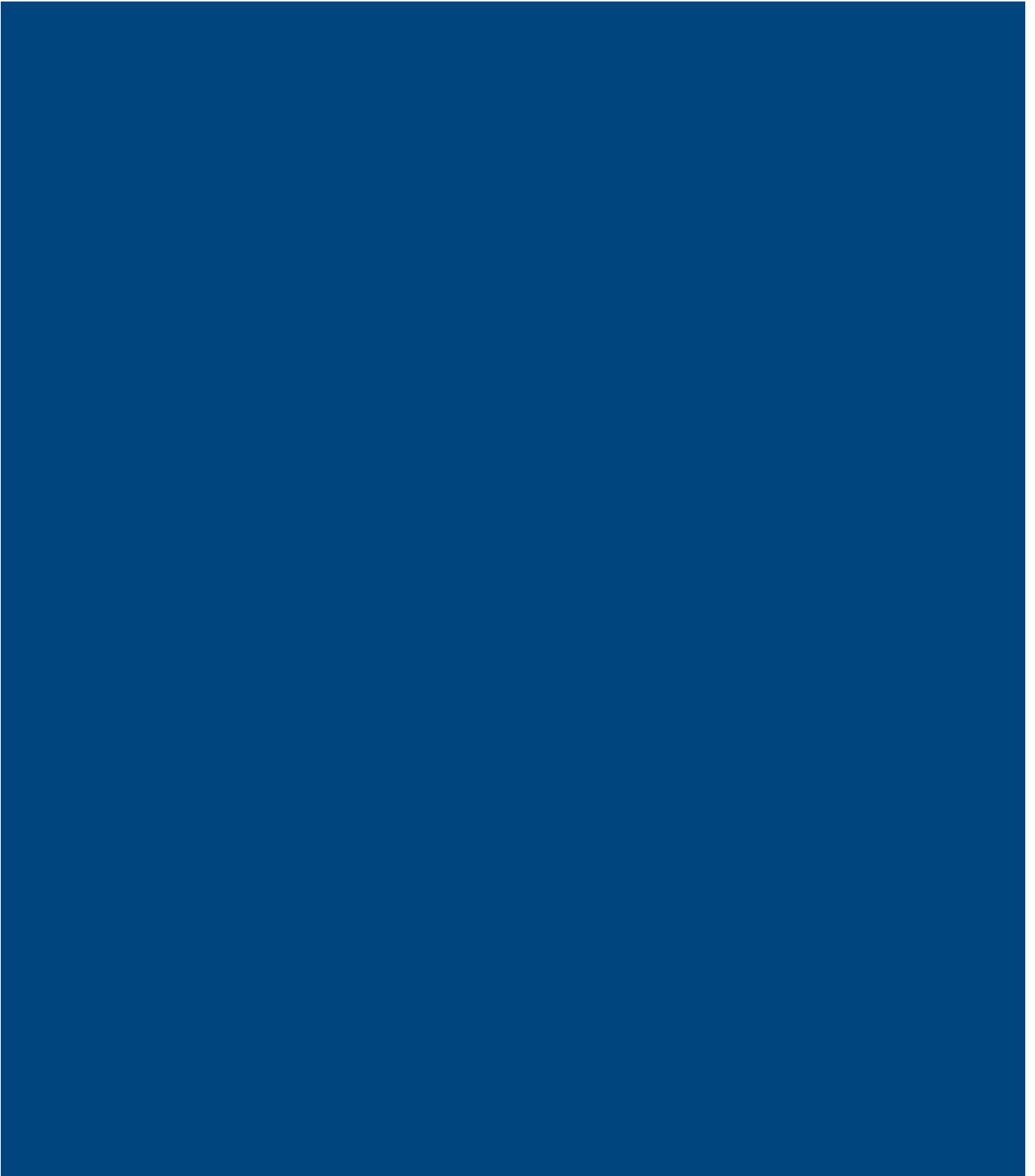
Centacare Catholic Family Services

- ☎ (03) 9287 5555 or www.centacaremelbourne.org

Local community health centres

Contact your local council for details.

Mental health



Mental health

When compared with the general population, people with a mental illness have a higher rate of drug use; people who have problems with drug use have an increased risk of experiencing a mental illness. If a parent is experiencing mental illness and using drugs, the issues and impact on their life and their children's lives can be more challenging than either on their own.

Within Victoria there is a large network of services that support people with their mental health. These include community agencies, private practitioners (psychiatrists, psychologists, counsellors) and the publicly funded specialist mental health system.

The specialist public mental health system consists of clinical services and psychiatric disability rehabilitation and support services (PDRSS). Clinical mental health services are managed by public hospitals and provide assessment, diagnosis, treatment and clinical case management to people with a serious mental illness. Psychiatric disability rehabilitation and support services are provided by non-government community organisations.

An overview of the component of the Victorian mental health system can be found at www.health.vic.gov.au/mentalhealth/services/service-components.pdf.

Clinical mental health services

- These services are managed by public hospitals and provide assessment, diagnosis, treatment and clinical case management to people with a serious mental illness.
- These services are provided on an area basis and are often referred to as area mental health services.
- Contact details for Victorian mental health services can be found at www.health.vic.gov.au/mentalhealth.
- The services are made up of the programs listed below.

Child and adolescent mental health service (CAMHS) ~ 0–18 years

- CAMHS provide assessment, treatment and case management to children and their families where the child is experiencing mental health problems that are affecting his or her growth and development.
- CAMHS are in transition under the *Mental health reform strategy*, gradually developing a 0–25 year model of service. This is in recognition of youth mental health needing a greater developmental focus and particular youth-friendly services to enhance help seeking in this population.

Adult mental health services (AMHS) ~ 16–64 years

- AMHS provide assessment, treatment, consultancy and case management to people needing treatment and care in the community or in hospital.

Primary mental health teams (PMHT)

- These services provide consultation, liaison, education and training to primary health services such as general practitioners and community health centres. They may also provide short-term treatment and assessment.

Crisis assessment treatment teams (CATT) ~ 16 years and over

- These services provide urgent assessment and short-term intensive treatment throughout the community to people in crisis due to a mental illness.
- This includes assessing the most effective and least restrictive client service options and screening all inpatient bed admissions.
- CATT provides treatment and support for people whose acute mental illness can be managed in the community with intensive outreach support as an alternative to hospitalisation. CATT operates 24 hours, seven days a week.

Inpatient units

- Throughout Victoria there are several public psychiatric inpatient units that are available to people who need more intensive treatment and support. CAMHS, AMHS and CATT coordinate any admissions that may be required.

Psychiatric disability rehabilitation and support services (PDRSS)

- These services are managed by non-government organisations and focus on addressing the impact of mental illness on a person's daily activities and the social disadvantage resulting from illness. They include:
 - outreach, day program and social support
 - home-based outreach
 - PDRSS residential disability support services
 - young persons residential rehabilitation
 - planned respite
 - mutual support and self-help.
- PDRSS are located across Victoria. See www.health.vic.gov.au/mentalhealth/services/disability/index.htm for further information and a list of services.

Other mental health programs

Victorian Dual Diagnosis Initiative (VDDI)

- Dual diagnosis teams support the development of better treatment practices and collaborative relationships between drug treatment and mental health services.
- The key activities of the initiative are workforce development and capacity building through the development of local networks, training, secondary consultation, mentoring and the development of integrated treatment options.
- Mental health and alcohol and drug clinicians are supported by the dual diagnosis teams in their area to address the needs of clients with a dual diagnosis.
- The VDDI has also developed Dual Diagnosis Support Victoria, an online community of people interested in contributing to better outcomes for people with cooccurring substance use and mental health disorders. The website (www.dualdiagnosis.ning.com) includes as a range of dual diagnosis resources and professional development opportunities.
- For further information contact NEXUS on ☎ (03) 9288 3824 or see www.dualdiagnosis.org.au/home/documents/NEXUS_profile.pdf.

Families where a Parent has a Mental Illness (FaPMI)

- The service development strategy for FaPMI has established a number of positions to improve the way support is provided to families and children where a parent has a mental illness.
- The aim is to develop family-focused services working together to support these families including children aged 0–18.
- FaPMI regional coordinators work with mental health, AOD treatment services, and integrated family services (IFS), which incorporates Child FIRST and Family Services.
- In addition, limited brokerage funding is available to FaPMI coordinators to support direct service delivery to FaPMI families.
- The FaPMI website contains links to resources and professional development opportunities.
- See www.bouverie.org.au/programs/mental-health-team/fapmi to contact your FaPMI regional coordinator.

The Perinatal Emotional Health Program (PEHP)

- The PEHP aims to provide early interventions for women at risk of or experiencing mental health problems during the perinatal period (during pregnancy to 12 months after birth). The main responsibilities for PEHP clinicians are to:
 - undertake clinical assessments of women identified as being at risk of or experiencing a perinatal mental health problem by services already providing support to the women during the perinatal period (such as maternity services, maternal child health services, general practitioners, obstetricians)
 - either provide direct treatment to those women who require support, or proactively refer women to an existing support service.
- PEHP is designed to provide short-term interventions to women experiencing mild to moderate mental health issues (such as anxiety and depression). Women with severe mental health issues should be managed through an appropriate team within an area mental health service.
- The program is available through the following area mental health services:
 - Barwon Area Mental Health Service
 - Gippsland Area Mental Health Service
 - Loddon Area Mental Health Service
 - Glenelg Area Mental Health Service
 - North East Hume Area Mental Health Service
 - Goulburn Area Mental Health Service
 - Northern Mallee Area Mental Health Service
 - Grampians Area Mental Health Service.
- The appropriate area mental health service should be contacted for advice about referring women to the program.

Resources

Beyond Blue

- Provides information about depression, anxiety, bipolar disorder and postnatal depression to consumers, carers and health professionals.
- www.beyondblue.org.au

Post and Antenatal Depression Association (PANDA)

- The PANDA website contains information, personal stories, fact sheets and links to services. PANDA also operates a telephone information, support and referral service for women experiencing post- and antenatal disorders and their families.
- PANDA's helpline is available in Australia from 9 am to 7 pm (AEST) Monday to Friday.
- ☎ [1300 726 306](tel:1300726306) or www.panda.org.au

Parenting with a mental illness

(Raising Children Network)

- A parent's personal story, information and links to services to support parents with a mental illness.
- http://raisingchildren.net.au/articles/parenting_with_a_mental_illness.html/context/1000

Children of parents with a mental illness

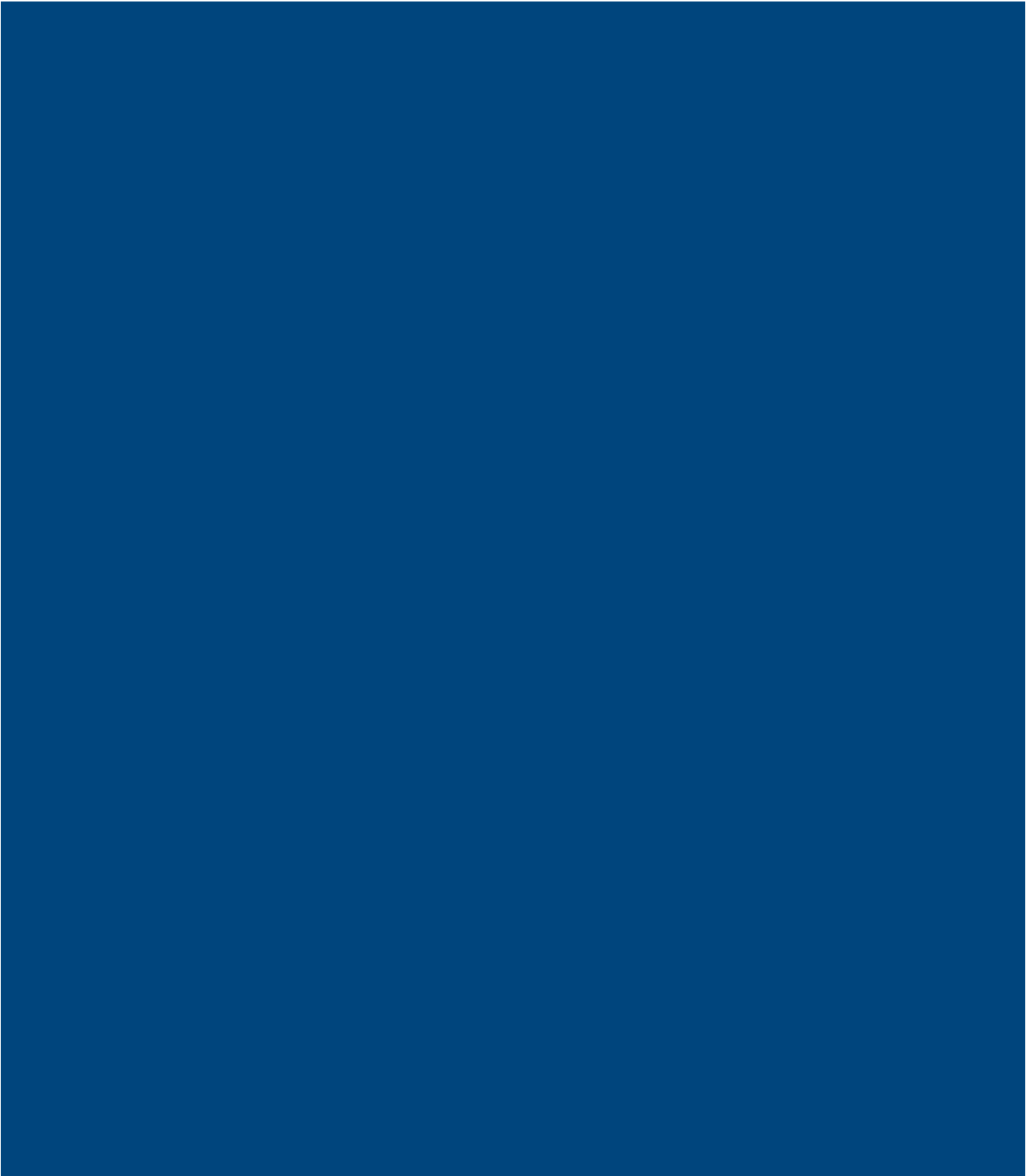
- A comprehensive website with resources, web links and contact details for programs and services for family members across Australia where a parent has a mental illness and for people who care for and work with them.
- www.copmi.net.au

Dual diagnosis support kit (NSW

Department of Community Services (DoCS) in collaboration with the Mental Health Coordinating Council (MHCC))

- The *Dual diagnosis support kit* includes information for workers, foster carers, and parents with dual diagnosis, as well as two storybooks for children aged 5–7 years and 8–12 years.
- The kit is downloadable from the DoCS website and available through the website free of charge.
- ☎ [\(02\) 9716 2356](tel:0297162356) or www.nscchealth.nsw.gov.au/carersupport/fami/ddkit/default.shtml

Financial entitlements and assistance



Financial entitlements and assistance

Employment and financial difficulties place strain on the ability of many families to care for their children. This section details the types of benefits that families may be eligible for. The contact details for Centrelink are included to assist you and your clients to obtain accurate and up-to-date information.

Centrelink

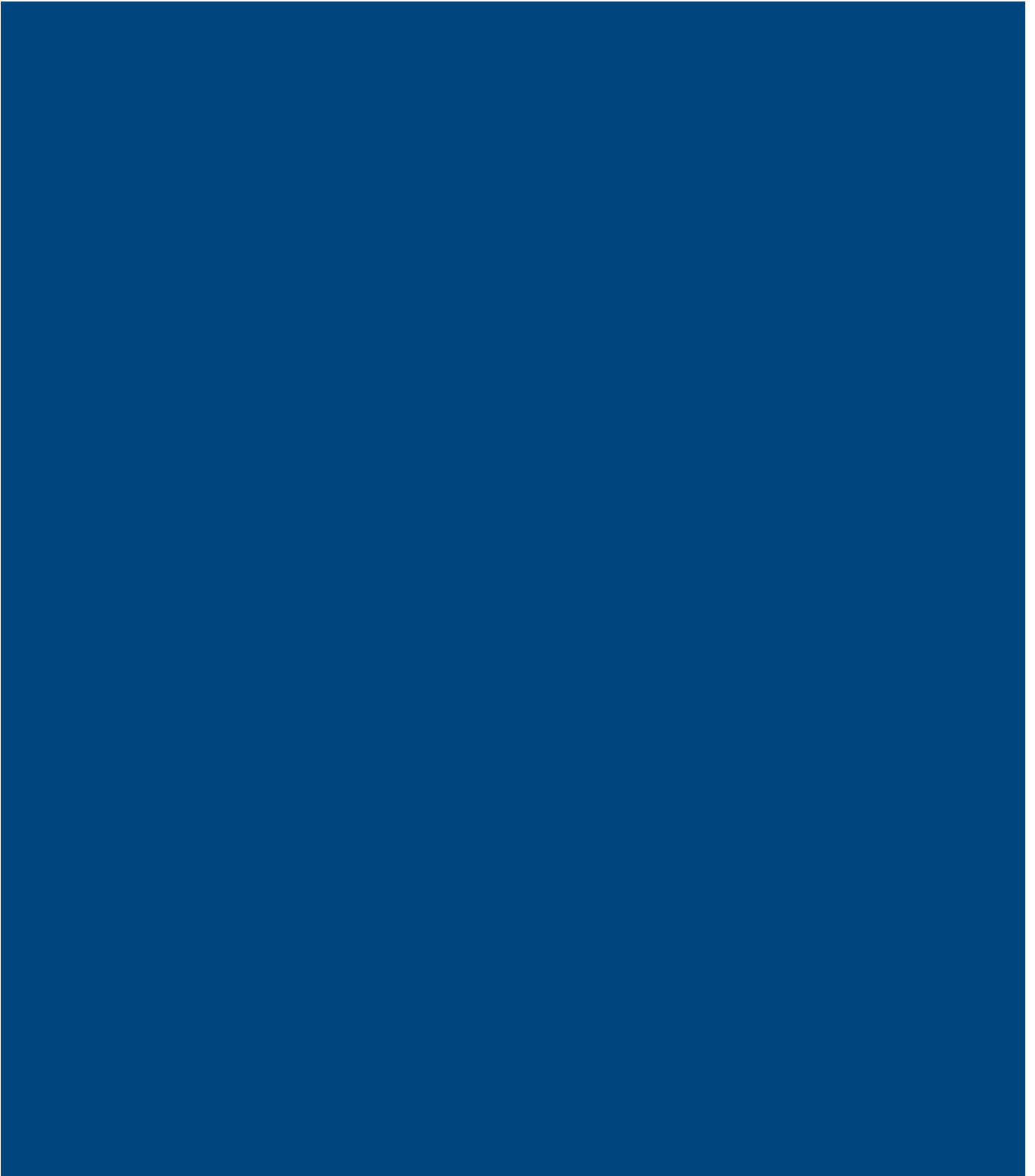
- Centrelink provides a range of government services and payments to support parents and other carers to raise their children.
- Community officers and social workers are available at Centrelink to assist with paperwork and to support parents to access their full entitlements. Centrelink can also help improve language, literacy and numeracy skills.
- For general enquiries call the Centrelink Families Assistance Office on ☎ **13 61 50**.
- Help in languages other than English is available on ☎ **13 12 02**.
- Payments include the following.
 - Family tax benefit
 - Childcare benefits
 - Parenting payment – low-income families may be eligible for this additional benefit, which may be claimed by a parenting couple, or a single mother or father caring for children
 - Jobs Education Training (JET) advisors provide help for parents with children 12 years or older and other complex cases to re-enter the workforce or become more involved in their community
 - Personal advisors provide help for parents with children aged 0–12 years to find paid work or become more involved in their community
 - Personal Support Program (PSP)
 - Maternity allowance and immunisation allowance
 - Baby Bonus
 - Double orphan pension (when both parents have died or been incarcerated)

- Rent assistance or automatic rent deduction
- Telephone allowance
- Utilities allowance
- Pharmaceutical allowance
- Centrepay: help with paying your bills
- Crisis payment – for those experiencing a personal crisis, and those needing special bereavement payments or grief counselling


Also:

- Carer payments and allowances ☎ **13 27 17**
- Shared Care and Child Support Scheme (for separated parents) ☎ **13 12 72**
- Each Centrelink office can also provide workers with a confidential list of their staff with direct contact numbers. Call the Centrelink Families Assistance Office on ☎ **13 61 50**.

Legal issues



Legal issues

Many AOD clients who are parents are also involved in the court system, and may need support in obtaining information about legal issues such as child custody. This section provides contact numbers for the Children's Court of Victoria and The Family Court of Australia. This section is for clients who are facing or dealing with child custody or child protection orders. A discussion of the roles of the two courts and the types of orders each is contained in .

The Children's Court usually deals with custody and residential care arrangements for children when the Department of Human Services is involved. In cases where the child is deemed in need of protection, the court is also responsible for the issuing of protective orders.

The Family Court usually deals with other custody matters. Some family and child support matters may also be heard in the Federal Magistrates Court.

Legal advice

Victoria Legal Aid

- Legal advice and assistance
- ☎ (03) 9269 0234 or 1800 677 402 or www.legalaid.vic.gov.au

Suburban offices

- Broadmeadows ☎ (03) 9302 8777
- Dandenong ☎ (03) 9767 7111
- Frankston ☎ (03) 9784 5222
- Preston ☎ (03) 9416 6444
- Ringwood ☎ (03) 9259 5444
- Sunshine ☎ (03) 9300 5333

Regional offices

- Bairnsdale ☎ (03) 5153 1975
- Ballarat ☎ (03) 5329 6222 or ☎ 1800 081 719
- Bendigo ☎ (03) 5448 2333 or ☎ 1800 254 500
- Geelong ☎ (03) 5226 5666 or ☎ 1800 196 200
- Horsham ☎ (03) 5381 6000 or ☎ 1800 177 638
- Morwell ☎ (03) 5134 8055
- Shepparton ☎ (03) 5823 6200
- Warrnambool ☎ (03) 5559 7222 or ☎ 1800 651 022

Victorian Aboriginal Legal Service

- ☎ (03) 9419 3888 or ☎ 1800 064 865 or www.vals.org.au

Women's Legal Service Victoria

- Free, confidential legal advice to women, specialising in relationship breakdown and violence against women.
- ☎ (03) 9642 0343 or www.womenslegal.org.au

Community legal centres

- Offer free legal advice.
- ☎ (03) 9652 1500 or www.communitylaw.org.au

Multicultural Justice Directory

- This directory lists all services and agencies within the Department of Justice that could be relevant to non-English-speaking-background communities.
- The directory provides information about services, contact and accessibility issues, whether bilingual staff and interpreters are available, service opening hours and costs associated with accessing the services.
- www.justice.vic.gov.au/multidirectory

Australian Law Online

- Online information to help solve family law problems.
- www.australianlawonline.gov.au

The Law Handbook online

- A practical guide to the law in Victoria covering over 90 common areas of the law including family law and family violence.
- www.lawhandbook.org.au

The Children's, Federal Magistrates and Family courts

Family Court of Australia

- Helps resolve or determine family law problems.
- ☎ 1300 352 000 or www.familycourt.gov.au

Children's Court Victoria

- ☎ (03) 8638 3300 or www.childrenscourt.vic.gov.au

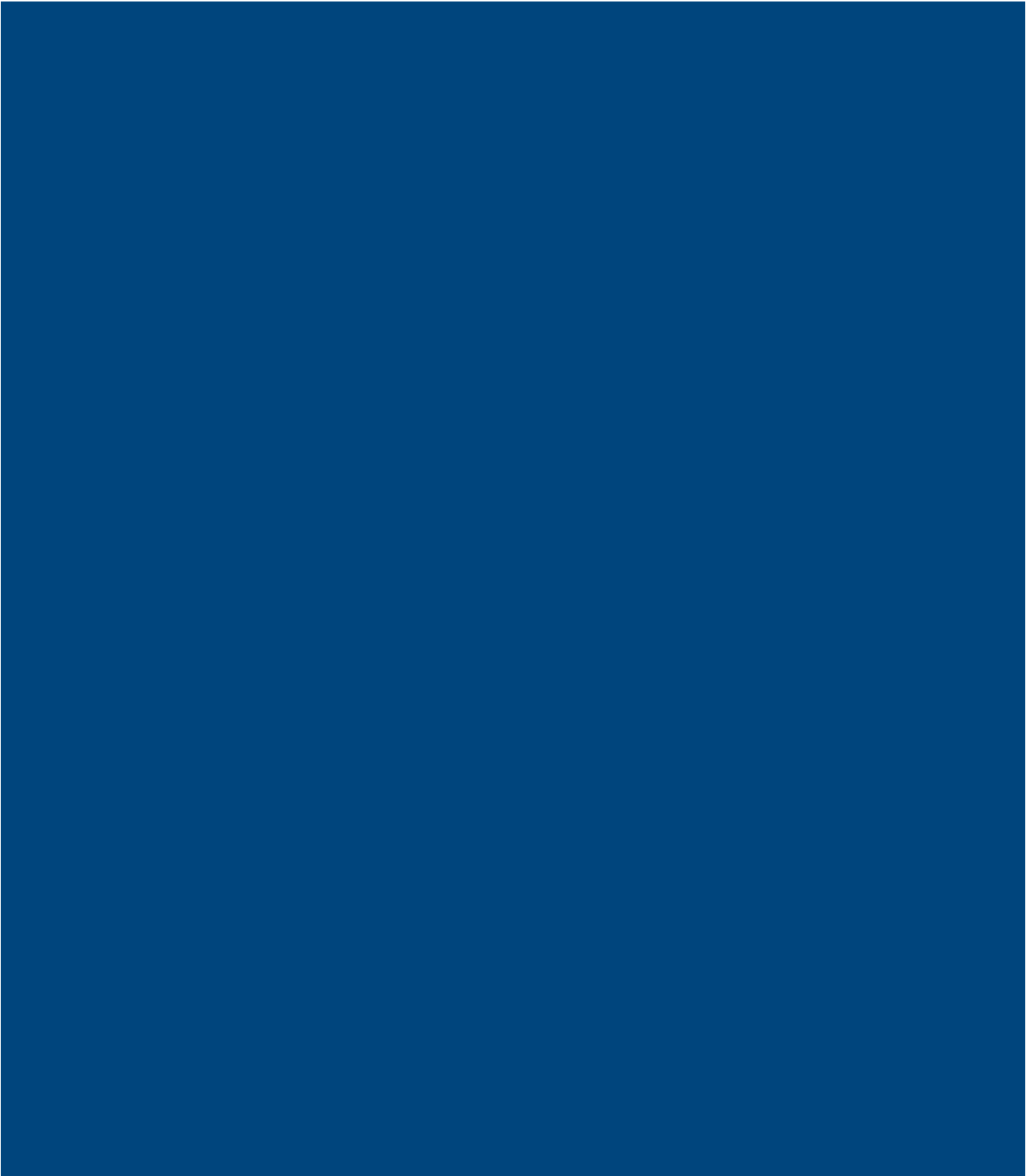
Federal Magistrates Court

- 1300 352 000 or www.fmc.gov.au


Court Network

- Helpline explaining court process and trained volunteers for support during court appearances.
- ☎ (03) 9603 7433 or 1800 681 614 or www.courtnetwork.com.au

Helplines



Helplines

The following is an expanded list of the national and statewide telephone advice and counselling services included on the *Quick reference card*. The helplines cover a range of services for parents, men, women and children. It may be useful to encourage clients to list any relevant helplines on the 'Support in my local area' template included in .

National help lines

- **Australian Childhood Foundation**
☎ 1800 176 453 or
www.kidscount.com.au
- **Beyond Blue**
☎ 1300 22 4636 or
www.beyondblue.org.au/postnataldepression
- **Child Care Access Hotline**
☎ 1800 670 305
- **Family Assistance Office**
☎ 13 61 50
- **PANDA (Post and Ante Natal Depression Association Inc)**
☎ 1300 726 306 or
www.panda.org.au
- **Parenting and Relationships Helpline** ☎ 1300 365 859
- **Family Relationship Advice Line**
☎ 1800 050 321
- **Kids Help Line** ☎ 1800 551 800
- **Lifeline** ☎ 13 11 14
- **MensLine Australia**
☎ 1300 789 978

Victorian helplines

- **Alcohol & Drugs DirectLine and Drugs Helpline** ☎ 1800 888 236
- **Centres Against Sexual Assault Crisis Line** ☎ 1800 806 292
- **Child Abuse Prevention Service**
☎ 1800 688 009

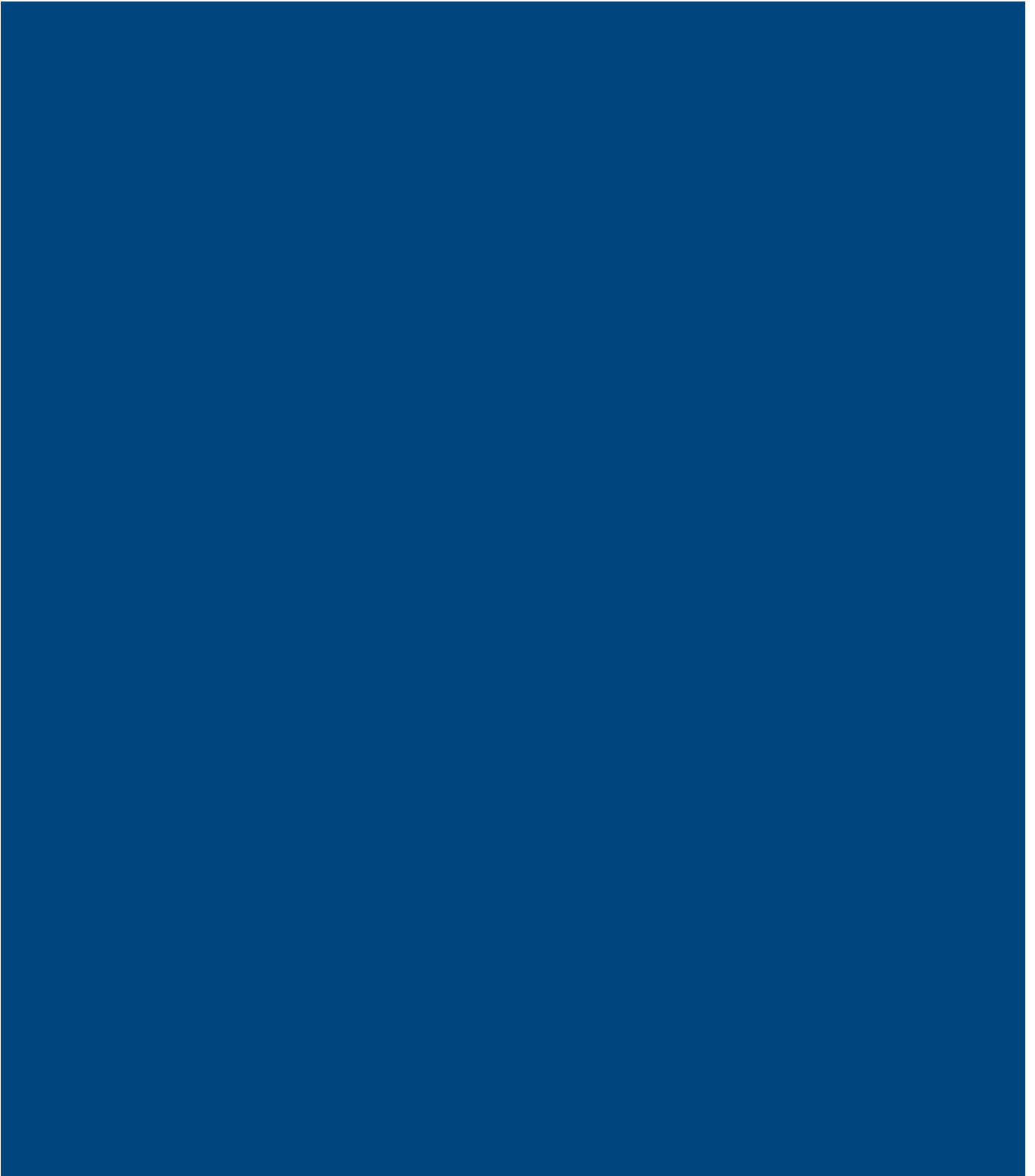
Other useful numbers

- **Child Protection Crisis Line**
☎ 13 12 78
- **Child Protection notifications**
 - Eastern ☎ 1300 360 391
 - North & West ☎ 1300 664 977
 - Southern ☎ 1300 655 795
 - After hours ☎ 13 12 78
- **Domestic Violence and Incest Resource Centre**
☎ (03) 9486 9866
- **Family Drug Support**
☎ 1300 368 186
- **Immigrant Women's Domestic Violence Service** 9 am – 5 pm
☎ (03) 8413 6800 or
☎ 1800 755 988
- **Maternal and Child Health Line**
☎ 13 22 29
- **Men's Referral Service**
9 am–9 pm, Monday–Friday
☎ 1800 065 973
- **NURSE-ON-CALL** 24 hours, seven days ☎ 1300 60 60 24
- **Parentline** 8 am–midnight/seven days ☎ 13 22 89
- **Parentzone**
 - Bayswater ☎ (03) 9721 3646
 - Preston ☎ (03) 9478 9499
 - Frankston ☎ (03) 9783 4888
- **SIDS and Kids Victoria** 24 hours
☎ (03) 9822 9611 or
☎ 1300 308 307
- **Telephone Interpreter Service**
24 hours/seven days ☎ 13 14 50
- **Victorian Aboriginal Childcare Agency** ☎ (03) 9388 1855
- **WIRE** – women's information
☎ 1300 134 130
- **Women's Domestic Violence Crisis Service of Victoria**
☎ (03) 9322 3555 or
☎ 1800 015 188

Child FIRST referral services

Dept region	Local government area	Referral number
Barwon-South Western	Greater Geelong, Queenscliff, Surf Coast	☎ 1300 551 948
	Colac-Otway, Corangamite	☎ (03) 5232 5500
	Warrnambool, Moyne, Glenelg, Southern Grampians	☎ 1300 889 713
Eastern Metropolitan	Yarra Ranges, Knox, Maroondah	☎ 1300 369 146
	Monash, Whitehorse, Manningham, Boroondara	☎ 1300 762 125
Gippsland	East Gippsland	☎ (03) 5152 0052
	Wellington	☎ (03) 5144 7777
	Latrobe, Baw Baw	☎ 1800 339 100
	South Gippsland, Bass Coast	☎ (03) 5662 5150
Grampians	Northern Grampians, West Wimmera, Hindmarsh, Yarriambiak, Horsham	☎ 1800 195 114
	Ararat, Pyrenees, Hepburn, Ballarat, Golden Plains, Moorabool	☎ 1300 783 341
Hume	Wodonga, Towong, Indigo	☎ 1800 705 211
	Alpine, Benalla, Mansfield, Wangaratta	☎ 1800 705 211
	Greater Shepparton, Strathbogie, Moira	☎ 1300 854 944
	Mitchell, Murrundindi	☎ 1800 663 107
Loddon Mallee	Greater Bendigo, Campaspe, Central Goldfields, Loddon, Macedon Ranges, Mount Alexander	☎ 1800 260 338
	Buloke, Gannawarra, Swan Hill, Mildura	☎ 1300 665 218
North & West Metropolitan	Nillumbik, Whittlesea, Banyule, Yarra and Darebin	☎ (03) 9450 0955
	Brimbank, Melton	☎ 1300 138 180
	Hume, Moreland	☎ 1300 786 433
	Hobson's Bay, Maribyrnong, Melbourne, Moonee Valley and Wyndham	☎ 1300 775 160
Southern Metropolitan	Casey, Cardinia, Greater Dandenong	☎ (03) 9705 3939
	Casey, Cardinia and Greater Dandenong (Aboriginal children and families)	☎ (03) 9794 5973
	Frankston, Mornington Peninsula	☎ 1300 721 383
	Kingston, Bayside, Glen Eira, Stonnington, Port Phillip	☎ 1300 367 441

Parenting and diversity



Parenting and diversity

Culturally and linguistically diverse families

Family and community services (MacKillop Family Services)

- Substance Abuse Family Support Program (SAFS) and Strengthening Families programs. A diverse range of clients use the service, including many from Vietnamese and Horn of Africa backgrounds.
- ☎ (03) 9680 8444 or www.mackillop.org.au

Family Drug Help

- Support and information for parents and other family members. A Spanish-speaking worker is available on Saturday afternoons.
- ☎ 1300 660 068

Working Women's Health

- Access to health services, support and discussion groups for immigrant women. Online support groups for women from African, Arabic, Turkish, Vietnamese, rural and prison communities.
- ☎ (03) 9418 0999 or www.mcwh.com.au

The Positive Parenting Program community languages resource

- This CD-ROM provides convenient storage and access to more than 170 translations of selected parenting tip sheets and the positive parenting booklet. The tip sheets and booklet are available in eight community languages including Chinese, Cambodian, Macedonian, Spanish, Somali, Turkish, Arabic and Vietnamese. The positive parenting booklet has been translated onto audio cassette in each of these languages and these tapes are ideal for parents who prefer not to read, even in their own language. This low-cost resource is available for purchase from the Parenting Research Centre.
- www.parentingrc.org.au

ABCD: Parenting Young Adolescents

- This site contains a large range of downloadable information and skill sheets for parents of children moving into adolescence, and information specifically for professionals. The information has been translated into five languages: Vietnamese, Arabic, Macedonian, Spanish and Turkish
- www.abcdparenting.org

Health translations

- This directory links to online multilingual health resources, including translated drug and alcohol information from government departments, peak health bodies, hospitals, community health centres and welfare agencies.
- www.healthtranslations.vic.gov.au

Raising a child in a different culture (Raising Children Network)

- Presents some of the experiences of migrant parents raising children in Australia including interviews, challenges, community and family support.
- http://raisingchildren.net.au/articles/raising_a_child_in_a_different_culture.html

Two languages spoken here (Raising Children Network)

- Discusses the benefits and challenges of teaching children more than one language at home.
- http://raisingchildren.net.au/articles/two_languages_spoken_here.html

Spectrum Migrant Resource Centre

- Downloadable booklets and tip sheets for new and established migrant parents developed by Spectrum Migrant Resource Centre with support from the Australian Government Department of Family and Community Services. Contact Spectrum Migrant Resource Centre on ☎ (03) 9496 0200 or via their website.
- *Parenting in a new culture the preschool years: A parenting education guide.* Available in nine languages.
- Intergenerational conflict tip sheets addressing intergenerational conflict and parenting adolescents available in five languages.
- www.spectrumvic.org.au/Settlement-Family/Parenting-Family

MensLine Australia – Arabic and Vietnamese communities

- Provides a national telephone counselling support service and website information for men with family and relationship concerns. The websites contain information that responds to the specific needs of Arabic and Vietnamese men.
- MensLine Arabic
<http://www.menslineaus.org.au/Arabic/Materials.aspx>
- MensLine Vietnamese
<http://www.menslineaus.org.au/Vietnamese/Materials.aspx>

ABCD: Parenting Young Adolescents website

- Contains a large range of downloadable information and skill sheets for parents of children moving into adolescence and information specifically for professionals. The information has been translated into eight languages: Arabic, English, Chinese, Macedonian, Somali, Spanish, Turkish and Vietnamese.
- www.abcdparenting.org

Wise choices: Safe children

- A DVD and fact sheet to help parents when choosing services or carers for their children. The DVD can be ordered free of charge and the fact sheets are available to download. This information has been translated into Arabic, Cantonese, Dinka, Farsi, Mandarin, Somali and Vietnamese.
- http://www.ocsc.vic.gov.au/order/index_wise_choices.htm

Victorian Co-operative on Children's Services for Ethnic Groups (VICSEG)

- VICSEG provides information and assistance regarding a range of family and children's services available in the community to recently settled migrant and refugee families statewide.
- ☎ (03) 9383 2533 or www.vicseg.com.au

Single mothers: a resource for parenting solo

- Offers practical tips for single mothers on adjusting to change, looking after yourself, helping your children cope, and building positive family relationships.
- The booklet is available in Arabic, Chinese, English and Vietnamese.
- ☎ (03) 9654 0622 or <http://www.eduweb.vic.gov.au/edulibrary/public/earlychildhood/parentinfo/singlemothers.pdf>

Stepfamilies

Stepfamily Association of Victoria

- www.stepfamily.org.au

Stepfamilyzone

- www.stepfamily.asn.au

Keys to living together - Instant families (FAHCSIA)

- The *Keys to living together* kits aim to provide parents with useful tips, advice and ideas to enhance their relationships. Each kit consists of a DVD and mini magazine.
- www.fahcsia.gov.au/sa/families/pubs/keys_info/keys_stepfamilies/Pages/default.aspx

Single parenting

ParentLink – YMCA Victoria

- A membership-based organisation that provides a range of activities and programs that increase family participation and assist in lessening the isolation often felt by single-parent families.
- Membership includes a quarterly newsletter that contains advice and resources that support single parents, access to a range of activities and the Homeshare Service, which introduces single parents who wish to set up a share house to provide support, reduce expenses and to live in a more spacious home.
- ☎ (03) 9403 5000 or www.victoria.ymca.org.au/parentlink

Single mothers: a resource for parenting solo

- Offers practical tips for single mothers on adjusting to change, self-care, helping children cope, and building positive family relationships.
- The booklet also includes an extensive list of services, social support and resources for single mothers.
- The booklet is available in Arabic, Chinese, English and Vietnamese.
- ☎ (03) 9654 0622 or <http://www.eduweb.vic.gov.au/edulibrary/public/earlychildhood/parentinfo/singlemothers.pdf>

Gay, lesbian, bisexual, transgender and intersex (GLBTI) parents

drummond street services

- A service that offers personal counselling, parenting classes, seminars and facilitated groups designed for parents in the queer* community.
- ☎ (03) 9663 6733 or www.dsrmc.org.au/?page_id=164

* *drummond street services intentionally uses the word queer as an inclusive, unifying umbrella term for people who might otherwise be identified as gay, lesbian, bisexual, or transgendered or any non-heterosexual sexual identity, sexual anatomy or gender identity.*

Rainbow Families Council

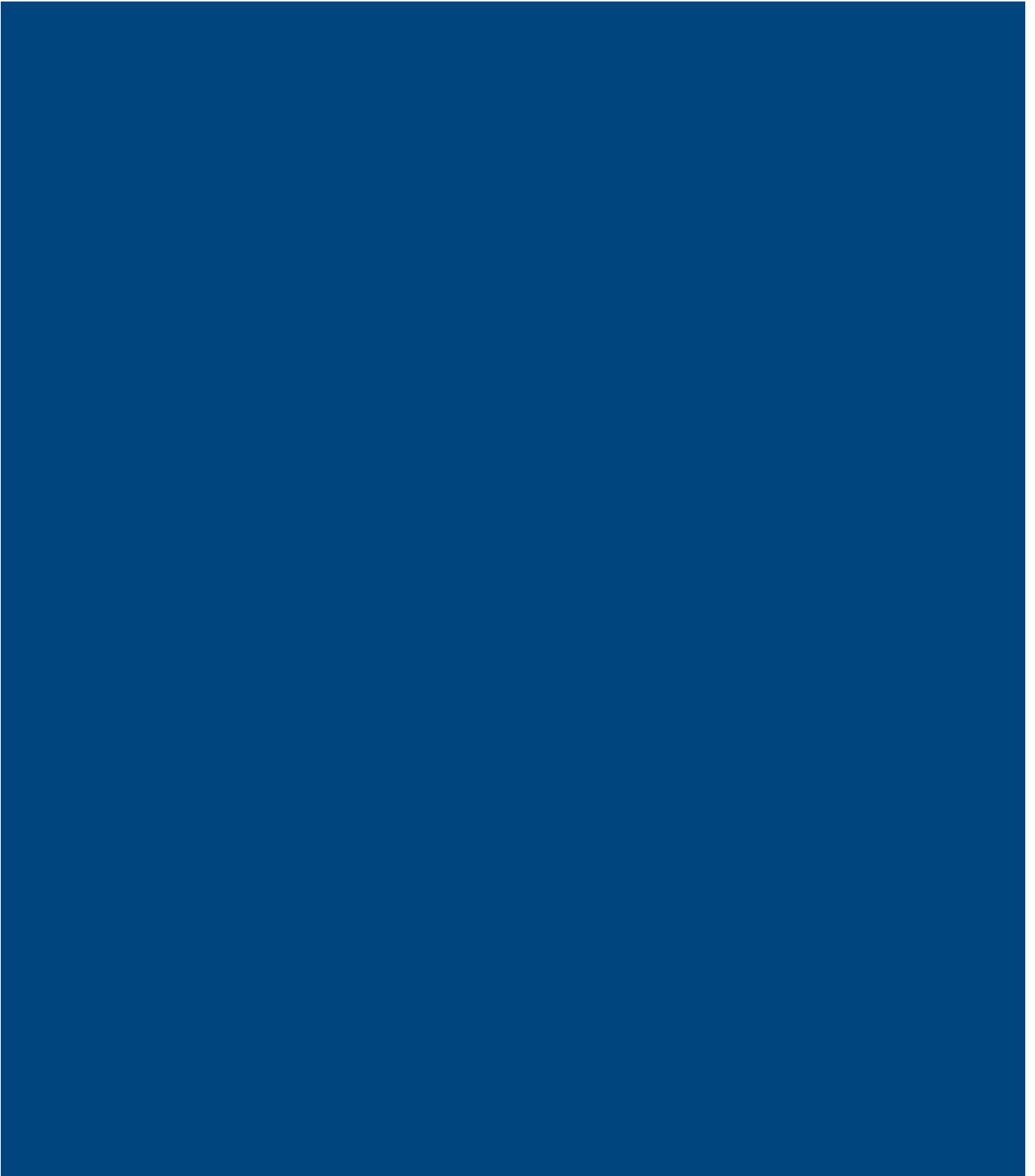
- A volunteer community organisation that aims to ensure equality for rainbow families (parents, partners and prospective parents who identify as being lesbian, gay, bisexual, transgender or intersex, and their children). The website contains links to parenting groups, e-groups and information.
- www.rainbowfamilies.org.au

Parenting in a same-sex relationship

(Raising Children Network)

- Personal stories, information and links for parents in same-sex relationships.
- raisingchildren.net.au/articles/parenting_in_a_same-sex_relationship.html/context/1000

Parenting issues, support and self-care



Parenting issues, support and self-care

Adolescence

ParentLink

- This website provides a good collection of guides to parenting adolescents, including topics such as limit setting, peer groups, adolescent depression and talking sex with your adolescent child.
- www.victoria.ymca.org.au/parentlink

Centre for Adolescent Health

- Research, information and education on adolescence and parenting.
- www.rch.unimelb.edu.au/cah

Fathers

Australian Camp Connect Association

- Dads and kids program for non-residential parents and their children.
- www.campconnect.org.au

Men's Information and Support Centre (MISC)

- For dads and run by men. Topic headings include: Role of dads today, Raising confident children, Talking with children, What's naughty and what's normal, Keeping cool, Relationships the self and others.
- www.misc.com.au/index.php?topic=parenting

Fatherhood

- A range of information and tips for dads.
- www.fatherhood.about.com

Being dad (Parentlink)

- Parenting guides and tips for fathers.
- www.parentlink.act.gov.au/parentguides/category_parentg_beingdad.htm

DadsLink (YMCA Victoria)

- DadsLink is a social and support group that aims to enhance the relationship between fathers and their children by providing information, support and a range of hands-on activities for dads, kids and families. DadsLink organises social events, dads and kids camps, discussion groups for dads, storytelling opportunities for dads and family community events for the whole family. ☎ (03) 9345 8011 or www.victoria.ymca.org.au/dadslink

Fathers Matter: a magazine for dads (Parenting Research Centre)

- Fathers Matter offers useful tips, ideas and practical information on how to make the most of everyday interactions with your children, bonding with your children, rough and tumble play, negotiating parenting with your partner and parenting after separation. It includes an extensive list of services available for fathers.
- <http://www.parentingrc.org.au/index.php/professional-services/resources/resources-for-parents>

Children with disabilities

Children with a disability (ParentLink)

- Information and tips for parenting children with a disability.
- www.parentlink.act.gov.au/parenting_guides/all_ages/children_with_a_disability

Disabilities – children and everyday activities (Better Health Channel)

- Advice for parents to assist them include their children in everyday activities.
- www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Disabilities_children_and_everyday_activities?open

Keys to living together – Life changing journeys (FAHCSIA)

- The *Keys to living together* kits aim to provide parents with useful tips, advice and ideas to enhance their relationships. Each kit consists of a DVD and mini magazine.
- www.fahcsia.gov.au/sa/families/progserv/Documents/keys_life_changing_journeys.pdf

Providing a safe environment

Office of the Child Safety Commissioner (OCSC)

- The OCSC has produced a range of resources for parents, grandparents, carers and foster carers. Information is available in a number of cultural languages.
- http://www.ocsc.vic.gov.au/publications/parents_resources.htm

Product Safety Australia

- A full guide to safe nursery furniture and information relating to infant and nursery products including the publication *Keeping baby safe – a guide to nursery furniture*. This booklet is also available in Arabic.
- www.consumer.gov.au

Toy & Nursery Safety Line

- ☎ **1300 364 894**

Kidsafe Victoria

- Kidsafe aims to raise awareness of child safety issues and injury prevention throughout the community. The website has wide range of downloadable publications.
- ☎ **(03) 9251 7725** or www.kidsafevic.com.au

SafeKids.com

- Offers guidelines and information on child internet safety, including information on parental control software. Also links to child-safe search engines and recommended links for kids.
- www.safekids.com

Resources for service providers



Resources for service providers

Clinical treatment guidelines for alcohol and drug clinicians no 11: Working with families (*Turning Point Alcohol and Drug Centre*)

- Covers a range of approaches and stages of service development available to workers and organisations in developing family-inclusive alcohol and drug services, including interventions that can be used by workers with a variety of experience and qualifications.
- www.turningpoint.org.au

DrugInfo Clearinghouse

- A drug-prevention network providing easy access to information about alcohol and other drugs, and drug prevention.
- Professionals and members of the general community can use the service as their first port of call for information from local, national and international sources.
- www.druginfo.adf.org.au

I work with parents (*Raising Children Network*)

- The Raising Children Network has a section for professionals working with parents. Here you can find educational tools and resources, practical demonstrations from the *Raising children* DVD, and information about how to use this website to enhance your work with parents.
- raisingchildren.net.au/working_with_parents/working_with_parents_landing.html

The family focus toolkit (*Eastern Drug and Alcohol Service*)

- The toolkit for AOD family work is a collection of selected resources including screening tools, questionnaires, worksheets and utility practice tools gathered from the sector, research and professional bodies. The toolkit is divided into five areas:
 - Family work framework and assessment
 - Families where there is problematic parental substance use
 - Coping assessment
 - Concurrent disorders
 - Family violence.
- http://o.b5z.net/i/u/6136340/i/Family_Focus_Toolkit.pdf

Tools for change: A new way of working with families and carers

- Outlines a range of interventions, practice tips, service models, resources and training organisations to assist services in working with families.
- www.nada.org.au

Family Drug and Alcohol Network (FADNET)

- FADNET is a network of professionals with an interest in family-based solutions to drug and alcohol problems that aims to increase awareness, share practice wisdom, and promote research on family inclusive policy and practice within the AOD and related sectors.

- FADNET also aims to influence awareness of the impact that drug or alcohol addiction can have on family members and to increase support of their needs.
- www.fadnet.org.au

For kids sake: A workforce development resource for family sensitive policy and practice in the alcohol and other drugs sector (NCETA)

- This resource is designed to provide workforce development and capacity-building knowledge and strategies for AOD interventions that are sensitive to the needs of, and involve, families and children.
- www.nceta.flinders.edu.au

Keeping families and children in mind: COPMI mental health worker education resource

- Although designed for mental health clinicians, this free, online training resource covers many issues and skills that are relevant to AOD workers when working with families.
- www.copmi.net.au

The Positive Parenting Program resources

- A booklet, 40 tip sheets and video series for parents of children aged 18 months to 12 years.
- Based on the evidence-based Triple P program.
- The positive parenting booklet is also available on audio cassette for parents who prefer not to read.
- Both the booklet and the cassette have been translated into a number of community languages.
- Available for purchase from the Parenting Research Centre.
- www.parentingrc.org.au

Triple P tip sheet and video series

- Includes tip sheets for parents and videos covering topics such as self-esteem, children and sport, disobedience and coping with stress.
- www.triplep.net

ABCD: Parenting Young Adolescents website

- Contains a large range of downloadable information and skill sheets for parents of children moving into adolescence and information specifically for professionals. The information has been translated into five languages: Vietnamese, Arabic, Macedonian, Spanish and Turkish.
- www.abcdparenting.org

Parentzone (*see regional parenting service list*)

- Parentzone has a resource directory and professional resource library containing books and videos for loan.
- Parentzone also sell tip sheets on many topics and professional resource packs about bullying, challenging and difficult behaviours, sibling rivalry, adolescence and self-esteem.
- www.anglicarevic.org.au
- See helplines section for branch list.

Evidence-based parenting interventions and professional training

This toolkit provides a range of information and resources for including parenting in your assessment and ongoing work with a client. It is not a manual or standardised parenting program. Many clients will benefit from participating in a specific parenting program, whether on an individual basis or as part of a parenting group. There are a range of these programs available across the state. As a worker you have the option of helping your client to access these programs via a referral or you may wish to be able to offer your clients these programs yourself. The following information outlines some of the evidence-based programs available in Victoria and details for obtaining professional training in these programs. For details about other programs run around the state contact Parentline on 13 22 89 or a regional parenting services. See the *Quick reference card* for regional contact details.

ABCD: Parenting Young Adolescents (Parenting Research Centre)

The program is designed for parents who have children between the ages of around 12 to 14. It aims to provide parents with information, skills and strategies for developing and maintaining trusting, positive and accepting relationships with their young adolescents. The program encourages parents to allow their children to develop their independence within safe limits, and thus minimise the chances of their adolescent children engaging in potentially high-risk activities, such as drug misuse.

To refer contact:

- Parentline ☎ **13 22 89**
- Your local regional parenting service – see *Quick reference card*

For information on professional training:

- Parenting Research Centre
- UnitingCare Moreland Hall – ☎ **(03) 9384 8800**

Triple P (Sanders, Triple P International)

The Triple P: Positive Parenting Program is a multi-level, parenting and family support strategy that aims to prevent severe behavioural, emotional and developmental problems in children by enhancing the knowledge, skills and confidence of parents. The program's multi-level framework aims to tailor information, advice and professional support to the needs of individual families. It recognises that parents have differing needs and desires regarding the type, intensity and mode of assistance they may require. Triple P interventions range from the provision of brief information resources such as tip sheets and videos at level 1, through to brief targeted interventions (for specific behaviour problems) offered by primary care practitioners at levels 2 and 3. It also covers more intensive parent training programs at level 4. Level 5 programs targeting broader family issues such as relationship conflict and parental depression and stress.

For information on referral contact Triple P International on ☎ **(07) 3237 1212** or visit www.triplep.net.

Signposts (Hudson, Cameron, Gavidia-Payne, Matthews & Nankervis) RMIT University & Parenting Research Centre

Signposts for Building Better Behaviour is a program for parents who have children with an intellectual or developmental disability and difficult behaviour. It aims to provide families with positive strategies for managing problematic behaviours before such behaviours escalate to the point where intensive behavioural intervention is required. This program is offered in group, telephone, self-directed and individual formats.

For information on professional training or to refer to the program, contact the Parenting Research Centre.

Exploring Together (Littlefield, Story, Reid, Woolcock, Trinder, & Burke)

The Exploring Together program for primary school children is a proven, effective group program. The program comprises separate concurrent groups for children and one for their parents, followed by a combined parent-child interaction group.

For information on professional training see www.exploringtogether.com.au.

Parenting Under Pressure (PUP)

(Dawe, Harnett, Rendalls, & Staiger)

This 10-unit (12 session) program originally developed in Queensland for methadone-maintained mothers aims to improve child behaviour (age three to six years), decrease parental stress and improve family functioning by targeting affect regulation, mood, views of self as a parent, drug use and parenting skills. The program has shown good outcomes in a number of populations and is delivered by experienced practitioners using a manual.

For information on professional training contact Sharon Dawe at Griffith University, Brisbane on

☎ (07) 3875 3371.

C-Frame: Parenting skill development framework *(Parenting Research Centre)*

A framework based on an approach to parenting consultation that emphasises the active collaboration of parents in identifying their needs, their strengths and competencies, selecting modes of assessment, setting the pace of assessment and identifying individual skill-development goals. The framework is sensitive to diverse family values, beliefs and goals as they relate to raising children. A range of assessment approaches, techniques and resources are included in this substantial package. Professionals from a wide variety of backgrounds are able to use the framework in a flexible manner, tailoring the assessment and engagement process to the needs of individual clients. It is applicable to families experiencing relatively isolated problems, and to families experiencing more complex difficulties.

For information on the framework contact the Parenting Research Centre.