

Child and Family Centres



A guide to our programs and services



ACT
Government





Find your local Centre

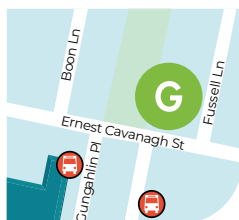
Gungahlin

51 Ernest Cavanagh Street, Gungahlin

Phone 6207 0120



Look for this symbol to find services and programs available at Gungahlin.



Tuggeranong

159 Anketell Street, Greenway

Phone 6207 8228



Look for this symbol to find services and programs available at Tuggeranong.



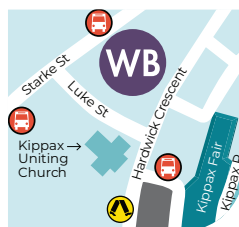
West Belconnen

6 Luke Street, Holt

Phone 6205 2904



Look for this symbol to find services and programs available at West Belconnen.



We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. We acknowledge and thank artist Luke Penrith from Wiradjuri, Yuin, Gumbaynggirr and Wotjobaluk Nations for permission to display his artwork 'Yarning Circles' in this publication.



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About us

The Child and Family Centres (the Centres) provide support for families to help children thrive in their early years.

Most of our services are for families with children up to 8 years. Some services are for children up to 12 years.

Families and carers can get free:

- parenting support and advice
- child development assessments with the Child Development Service
- referrals to other health, wellbeing and support services
- help from a qualified worker
- playgroups and parenting groups
- dedicated Aboriginal and Torres Strait Islander programs and services.

All our services are free for ACT residents, and you will be helped by our team who provide a range of support services based on what you need.

You can get help before and after the birth of your child.

Our work supports the goals of the ACT’s Best Start for Canberra’s Children: The First 1000 Days Strategy.

Starting from conception, the early years of a child’s life is a critical time for shaping their future health, wellbeing, development and learning.



Learn more
act.gov.au/community/families

Drop-in parenting support

Parents and carers can visit or call us to get help with:

- parenting
- adjusting to being a parent
- family relationship issues
- children's behaviour and development.

You don't need an appointment. If you need ongoing help, we can organise one-on-one support with one of our Child and Family Practitioners.

Where



When 9:00 am–5:00 pm Monday to Friday

Who Parents and carers of young children

How Drop-in or call your local Centre

Frequently asked questions

Can I drop in to chat with someone?

Yes. The staff are available to speak with parents and carers and provide advice on all parts of the service without an appointment between 9:00 am and 5:00 pm, Monday to Friday. You can visit a Centre or call us on:

- **Gungahlin** 6207 0120
- **Tuggeranong** 6207 8228
- **West Belconnen** 6205 2904

What services are provided at the Centres?

- Canberra Health Services — immunisations, child health checks, Maternal and Child Health nurses, midwifery, allied health, new parent groups and sleep groups. See page 17.
- Drop-in parenting information, parenting programs and supported playgroups.
- Child Development Service — physiotherapy, speech and occupational therapy clinics, and parent information sessions. See page 15.
- Referrals to other health, wellbeing and support services See page 16.

Is there a cost?

No. All services provided by the Centres are free to ACT residents.

Can I have my own worker who can help me with parenting and family issues?

Yes. A Child and Family Practitioner will meet with you to talk about your situation and what support could help you. This could include:

- ongoing, one-on-one support from a Child and Family Practitioner
- a referral to a parenting group
- a referral to another service that may be more appropriate.

Can any ACT resident use the services, or do you have to live in Gungahlin, Tuggeranong or West Belconnen?

All families living in the ACT can use our services, regardless of which suburb you live in. Everyone is welcome. You can choose which Centre you want to go to.



Parenting programs for children's emotional wellbeing and development

A Child and Family Practitioner might recommend one of our parenting programs or wellbeing clinics.

At our parenting programs, you'll learn how to support your child's emotional wellbeing and development.

Here are some of the services offered in the Centres.

If our staff think another form of support would better help you, they will talk with you about this.

Children's Behaviour and Emotional Wellbeing Clinic

The clinic offers individual consultations for parents and carers of children under 8 years. The clinic provides information on:

- child development and behaviour
- strengthening relationships
- strategies and ways to support your child

Where



Who

Parents and carers with children under 8 years

How

Contact your local Centre

Facilitated by Child and Family Centres.

Circle of Security

Circle of Security is a relationship-based parenting program that can help you:

- develop a secure relationship with your child
- recognise, understand and meet your child's emotional needs
- prevent and manage behavioural and emotional difficulties.

In a small group, you will use observation, reflection, practice and discussion to build your skills in relationship-based parenting.

Where



Who

Parents and carers with children 8 years or under

How

Call your local Centre

Facilitated by Child and Family Centres and Canberra Regional Community Services.

Bringing Up Great Kids

If you have children aged 3 to 10 years, this program will help you:

- think about and explain your parenting style and your child's behaviour
- understand how to meet your child's needs and communicate with them.

Where



Who

Parents and carers with children aged 8 to 12 years

How

Call your local Centre

Facilitated by Child and Family Centres and Canberra Regional Community Services.

Cool Kids

If you have children aged 8 to 12 years who experience anxiety, this group can help them manage it effectively. It involves children and parents learning practical skills including:

- how to think more realistically
- parenting an anxious child
- building social confidence and problem solving.

Where



Who

Children aged 8 to 12 years

How

Contact your local Centre

Cool Little Kids

If you have children aged 3 to 8 years who experience anxiety, this group will help you learn ways to support your child to manage their anxiety.

Where



Who

Parents and carers with children aged 3 to 8 years

How

Contact your local Centre

Facilitated by Child and Family Centres.

Tuning in to Kids

If you have children aged 3 to 10 years, this program will help you:

- teach your child skills for good emotional intelligence
- be aware of and regulate your own emotions, and your child's
- learn skills to help your child to describe and manage their emotions and problem solve
- guide your child's behaviour while ensuring appropriate boundaries.

Where



Who Parents and carers with children aged 3 to 10 years

How Contact your local Centre

Facilitated by Child and Family Centres and Canberra Regional Community Services.

Parents as Teachers

A monthly home visiting program to help you recognise everyday learning opportunities. A Parents as Teachers (PAT) educator will give you practical information to help you support and develop your child's:

- skills for later learning
- thinking and curiosity
- language, movement and social skills.

Where



Who Families with a child under 2½ years at start of program. Support can start in late pregnancy.

How Contact your local Centre

Facilitated by Child and Family Centres.



Playgroups and groups for children and parents

A Child and Family Practitioner might recommend one of our playgroups or groups for you and your child. Our playgroups let you and your child play in a safe and supported environment with other children and parents. Here are some of the services offered in the Centres. If our staff think another form of support would better help you, they will talk with you about this.

Supported playgroups

Learn, Giggle and Grow

Learn Giggle and Grow is a playgroup for families who are in need of extra support around their parenting. At the playgroup, you and your child will:

- play in a safe and supported environment
- deepen your relationship
- build confidence.

Groups run from weeks 1 to 10 of each school term.

Where G T WB

Who Parents and children up to 5 years

How Contact your local Centre

Facilitated by Child and Family Centres and partners.



Multicultural playgroups

Atfaal Family Playgroup

This group is for Muslim families with children up to 5 years. The group will help you build links with the community and get parenting information and services while having fun playing as a family.

This group meets Tuesday mornings during school terms.

Where



Who Muslim parents and children 5 years and under

How Contact the Centre

Facilitated by Gungahlin Child and Family Centre and partners.

Multicultural Playgroup

This playgroup is for families from a culturally and linguistically diverse background with children up to 5 years. The group helps families settle into the community by providing a range of support services and supports their child's development through play.

Where



Who Parents with children up to 5 years who are from a culturally and linguistically diverse background

How Contact your local Centre

Facilitated by Tuggeranong and West Belconnen Child and Family Centres and partners.



Aboriginal and Torres Strait Islander playgroups and groups

Koori Playgroup

This playgroup is for parents and carers of Aboriginal and Torres Strait Islander children up to 5 years.

Where



Who

Parents and carers with children up to 5 years

How

Contact your local Centre

Facilitated by Tuggeranong and West Belconnen Child and Family Centres and partners.

Koori Boys and Koori Girls 'Yurwang Gulwan' groups

These groups are for Aboriginal and Torres Strait Islander children who are 8 to 12 years. The groups help them to connect with culture in a safe and supported environment.

The groups focus on:

- healthy mind, body and spirit
- building strong connections to culture and Country
- growing young people as future leaders
- strengthening relationships between schools, communities and families.

Where



Who

Aboriginal and Torres Strait Islander children 8 to 12 years

How

Contact your local Centre for more information

Facilitated by West Belconnen Child and Family Centre and partners.

Biri Gunanggu Boys Group

This group is for primary school-aged Aboriginal and Torres Strait Islander boys. The group celebrates culture and connection with each other and their community.

The group is supported by male mentors and meets weekly.

Where



Who

Primary school-aged Aboriginal and Torres Strait Islander boys

How

Contact the Centre

Facilitated by Gungahlin Child and Family Centre and partners.

Tiddas Girls Group

This group is for primary school-aged Aboriginal and Torres Strait Islander girls. The group meets weekly to celebrate culture and connection to each other and their community. A range of fun and creative activities help build confidence and self-esteem.

Where



Who

Primary school-aged Aboriginal and Torres Strait Islander girls

How

Contact the Centre

Facilitated by Gungahlin Child and Family Centre and partners.

Yurwang Bullarn Strong Women's Group

This group is for mothers, aunties, grandmothers, cousins and carers of Aboriginal and Torres Strait Islander children. It focuses on community connectedness and gives women an opportunity to socialise and participate in activities connected to art and culture, self-care, health and wellbeing.

Where



Who

Women parents and carers of Aboriginal and Torres Strait Islander children

How

Contact the Centre

Facilitated by West Belconnen Child and Family Centre and partners.





Partner organisation programs and services

A range of local community service providers use our Centres to provide services for families, children and women. This can make it easier for you to access their services.

ACT Child Development Service

The Child Development Service helps Canberra families by providing free:

- speech, physiotherapy and occupational therapy assessments for children from birth to 6 years
- autism assessments for children up to 12 years

You can talk to a speech pathologist, physiotherapist or occupational therapist who will:

- chat with you about your child's development and any concerns you have
- give you advice and ways to support your child's development.

If needed, they may:

- give you information about parenting programs, workshops or playgroups
- refer your child for further assessment with one of their therapists or refer you to other specialists or services.

Find out how the Child Development Service can help at act.gov.au/community/families/child-development-service or call 6207 8884.

Drop-in clinics for child development

Attending a free drop-in clinic is a great way to seek information or advice from the Child Development Service if you are worried about your child's communication, movement or emotional development. You don't need a referral. Please arrive early as you cannot book an appointment in advance.

The Child Development Service drop-in clinics include:

- speech pathology – for checking communication skills like talking, understanding language, stuttering and social interactions
- physiotherapy – for checking large movement and physical skills like rolling, sitting, walking and coordination
- occupational therapy – for checking small movement and physical skills as well as emotional development, like dressing, eating, using the toilet, reactions to sensory information and managing emotions.

Where    and the Child Development Service at 26 Weingarth Street, Holder

When All year. Visit act.gov.au/community/families/child-development-service

Who Children from birth to 6 years

How Drop in to your local Centre

Facilitated by the Child Development Service.

Support for women

ACT Women's Return to Work Grants Program

Women can get financial support of up to \$1,000 to help them return to work. The funding is to be used for training and job readiness skills that help you get paid work. Grants are open all year. Eligibility criteria apply.

Who Women

How Email rtw@act.gov.au, call 6205 2885 or visit act.gov.au/community/women

Women's Information Officer

A Women's Information Officer can put you in touch with services and providers who offer help and advice across many areas including domestic violence and sexual assault, childcare, social interaction, further education, multicultural networks and mental health support networks.

Who Women

How To book an appointment, call 6205 1075
or email wi@act.gov.au
or visit act.gov.au/community/women

Canberra Health Services

Central Health Intake is your main contact point for most Canberra Health Services. You can call them on 5124 9977, 8:00 am to 5:00 pm Monday, Tuesday, Thursday and Friday or 8:00 am to 3:30 pm on Wednesdays. Closed public holidays.

Pregnancy care and birthing options

If you are pregnant and want to use the public health system, contact Central Health Intake on 5124 9977 to register your pregnancy, your baby's due date, the hospital you plan to birth at and your preferred maternity care option.

For information on maternity care options visit canberrahealthservices.act.gov.au

Who Pregnant women and partners

How Call Central Health Intake on 5124 9977

Maternity

Midwives offer outreach services for antenatal check-ups, antenatal breastfeeding sessions, information and advice for parents booked to give birth at North Canberra Hospital and the Centenary Hospital for Women and Children.

Where North Canberra Hospital Antenatal Clinic
Centenary Hospital for Women and Children

Bookings phone numbers:

North Canberra Hospital

The Birthing Centre 6264 7062

Antenatal Clinic 6201 6359

Centenary Hospital for Women and Children

Birth Centre (low risk) 5124 7625

Birthing Suite 6174 7444

Continuity of midwifery care (all risk) 5124 7625

Antenatal Clinic (including breastfeeding sessions) 6174 7625

Maternal, Child and Family Health Service

Maternal, Child and Family Health (MACH) nurses/midwives are registered nurses/midwives who hold additional qualifications in child and family health. They support families with health information and advice. Services are for infants and children who are well. If you think your child is unwell, please seek medical advice. Services are free to Medicare and Asylum Seeker card holders.

Where



Who

Families with infants and children who are well

How

Call Central Health Intake on 5124 9977.

Child Health Clinics

Support for families of babies and young children up to 4 years. Get developmental health checks, feeding support including breastfeeding, bottle feeding and solids, sleep and settling information and maternal wellbeing support. By appointment only.

Where



Who

Families with babies or children up to 4 years

How

Contact Central Health Intake on 5124 9977

Early Childhood Immunisation Service

Where



Who

Children from 6 weeks to 6 years

How

Contact Central Health Intake on 5124 9977

New Parent Groups

A 4-week program run by MACH nurses giving first-time parents the opportunity to meet other new parents with babies of a similar age. The program offers support, education and information on all aspects of parenting. Parents discuss topics and issues including parenting, caring for yourself and your baby and learn how to access services available in the community. Bookings are essential as spots are limited.

Where



Who

First-time parents of babies up to 4 months

How

Contact Central Health Intake on 5124 9977

Women's Health Service

The Women's Health Service offers free services for women, by women. This includes nursing, medical, nutrition and counselling to support women's health and wellbeing.

Where



Who

Women experiencing significant barriers to accessing health services. Counselling is for women who have experienced trauma

How

Call 5124 1787

ACT Playgroups

Play Connect (early intervention playgroups)

Early intervention playgroups address the unique needs of each individual child and provide parents with the tools and strategies to help their child reach their full potential. Play Connect provides a fun time and opportunity to meet other parents who have a child with additional needs. Guest speakers talk about topics relevant to group members.

Where



Who

Parents and children from birth to 5 years who have a disability, developmental delay or chronic illness. Siblings under 5 years welcome.

How

Call ACT Playgroups on 1800 171 882 or contact your local Centre

Outdoor playgroups

Paint and Play

Paint and Play playgroups are a fun way for children (and their carers) to play games, do paintings and activities, meet other people and connect with other families.

Where

Various Canberra locations during school terms.

Who

Children from birth to 5 years with their parents or carers

How

Call ACT Playgroups on 1800 171 882 or visit playgroupact.org.au





Care Financial Counselling

No Interest Loans Scheme

No Interest Loans Scheme (NILS) is a community-based program offering loans to people on low incomes. These loans provide access to credit for essential household items without any fees, charges or interest payments. Financial counsellors provide information, advice and advocacy for people on low to moderate incomes who are in financial difficulty.

Where



Who

People on low to moderate incomes

How

Visit carefcs.org or call 1800 007 007

Domestic Violence Services

Domestic Violence Crisis Service

Outreach support for those affected by domestic or family violence. Domestic Violence Crisis Service (DVCS) helps people build lives free from domestic violence and fear, providing emergency and long-term support, advice and domestic violence resources and services.

Where



How

Contact your local Centre to speak to someone or phone the DVCS 24-hour Crisis Line and Client Assistance on 6280 0900

Legal Services

Legal Aid

Free and confidential legal advice, assistance, information and referrals

Where    or Legal Aid ACT

How Contact legalaidact.org.au or call 1300 654 314 to make an appointment

Women's Legal Centre ACT

Legal advice and representation to women, trans people and non-binary people.

Where   

How Contact your local Centre or the Women's Legal Centre on 1800 634 669 or wlc.org.au

Relationship Counselling

Relationships Australia

Counselling on relationship-based issues.

Where   

When Fortnightly

Who Families using the Child and Family Centres

How Referrals through your local Centre or contact Relationships Australia on 6122 7100 or racr.org.au

Useful contacts

Emergency, health, social and support services

24-hour services

Ambulance, Fire, Police (life-threatening or time-critical emergency)	000
ACT Police Assistance	13 14 44
Alcohol and Drug Helpline	5124 9977
Australian Breastfeeding Association	1800 686 268
North Canberra Hospital (Bruce)	6201 6111
Calvary Private Hospital (Bruce)	6245 3100
Calvary John James Private Hospital (Deakin)	6281 8100
Canberra Hospital	5124 0000
Canberra Rape Crisis Centre	6247 2525 or text 0488 586 518
Domestic Violence Crisis Service	6280 0900
HealthDirect	1800 022 222
Lifeline	13 11 14
Mental Health ACT Triage	1800 629 354
Mental Health Service (Queanbeyan)	6128 9900
Poisons Information	13 11 26

Other services

Child protection (reporting)

Child, Youth and Families (where the child is in the ACT)	24 hours	
General public		1300 556 729
Mandated reporter		1300 556 728
NSW Department of Family & Community Services (where the child is in NSW)	24 hours	13 21 11

ACT Government Access Canberra

Contact Access Canberra for information on all ACT Government services, transactions and payments.
Call 13 22 81 or visit act.gov.au/accessCBR

Parenting

A Village for Every Child	belconnenvillage.com.au	
Child and Family Centres ACT	Mon–Fri 9am–5pm	 6207 0120  6207 8228  6205 2904
Childcare Access Hotline	Mon–Fri 8am–9pm	1800 670 305
Central Health Intake	Mon–Fri 8am–5pm Wed 8am–3:30pm	5124 9977
Central Intake Service		1800 176 468
Karitane Careline	24 hours	1300 227 464 or 9794 2350
Maternal, Child and Family Health (MACH) Service	Mon–Fri 8am–5pm	5124 9977
Early Parenting Support (EPS) Line	Mon–Fri 8:30am–5pm	5124 1775
Perinatal Wellbeing Centre	Mon–Fri 9am–4pm	6288 1936
Parentline ACT	Mon–Fri 9am–4pm	6287 3833
Raising Children Website	raisingchildren.net.au	
Tresillian QEII Family Centre	Mon–Fri 8am–5pm	6205 2333
Tresillian Parent Help Line	Mon - Sun 7am - 11am	1300 272 736



Gungahlin



Tuggeranong



West Belconnen



Publication information

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Enquiries about this publication should be directed to:

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Accessibility

- TTY users call 13 36 77 and then ask for 13 22 81
- Speak and Listen users phone 1300 555 727 and then ask for 13 22 81
- Internet relay users connect to the NRS and then ask for 13 22 81

Translating and Interpreting Service (TIS National)

- 13 14 50



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