Updating your information

The development team has taken care to ensure that the information contained in this publication is accurate, to the best of its knowledge, at the time of printing. If any details have changed, please contact Wodonga Council with the corrections. The online version will then be updated and amendments will be made to the next publication.

Please send your revised information to:

E: info@wodonga.vic.gov.au
P: (02) 6022 9300

This information is available as a download from the Wodonga Council website at wodonga.vic.gov.au

Thank you to everyone who was involved in the development and production of this guide for the city of Wodonga. The artwork in this guide was created by students from the Southern Rise Education Centre preschool and primary school prep classes.
Our city

Wodonga Council’s vision for children states:

- Our children are born healthy;
- All children within the city reach their optimal development;
- Wodonga’s children are happy, healthy, safe and included. They share and enjoy all the benefits of our city, and add vibrancy and excitement to the daily life of our community;
- Our children know that they belong, and they feel connected within their families, their schools and their wider community. They have an abundance of opportunities to learn, to play and to discover;
- Our children have a voice within our community and we actively seek to hear it. We embrace what our children can add to the future of our city and also celebrate the growth and achievements that they experience every day; and
- Our children are not just a part of our city’s future; they are an important and valued part of today.

In order to achieve this vision, Wodonga Council has developed the Child Friendly City Framework, a commitment to meaningfully considering and engaging children in community life.

It formalises the importance of what our children have to say and ensures an organisation-wide appreciation for their input and wellbeing. The framework aims to achieve a healthier environment, a better governance model and a sustainable model of development – ultimately resulting in the improvement of the quality of life for children and all residents.

The Child Friendly City Framework has been developed based on the five pillars. These are:

1. Child friendly people and neighbourhoods;
2. A thriving economy for children and families;
3. A city built to explore and enjoy;
4. An exciting and culturally rich community; and
5. A fair and inclusive city.
The Wodonga Early Years Service Directory was funded through the Wodonga Council Early Start project. The directory has been developed to provide information on a variety of local assistance and support agencies in a wide range of areas that provides services to children of up to 12 years of age and their families.

We recognise that parents know their children best, so we encourage you to seek assistance from any of the listed services you feel you require. This guide aims to be helpful and inclusive and celebrate the diversity of families.
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The following places in Wodonga provide dedicated baby change and feeding rooms for parents with young children. In addition, public toilets in a number of Wodonga businesses provide nappy change facilities within their toilet facilities. Check with staff at the business you are visiting.

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Breastfeeding support

Albury-Wodonga Parents’ and Babies’ Support Unit

*Mercy Hospital, Albury, NSW 2640*
*P: (02) 6021 0233 (ext 289)*
*Monday to Friday, 9.30am to 4.30pm*

The unit provides more intensive support for families than is able to be managed in the early childhood/ maternal and child health centre and is free of charge.

The unit is open to parents with babies up to 12 months of age and access may be by self referral, doctor or health professional. Services provided by qualified staff include:

- Lactation issues (eg. positioning and attachment, breast refusal, supply);
- Parentcraft issues (eg. settling techniques, sleep problems, advice on formula feeding, weaning advice and sibling rivalry);
- Telephone and face to face counselling available specialising in the area of adjustment to changing lifestyle, ante and post-natal depression which affects many families in the community; and
- Co-ordination of support groups for ante-post natal depressed clients.

Facilities include ensuite bedrooms in separate wing where parents may rest/sleep, carpark, cots and prams, public telephone, video room for education in parenting and depression, microwave, fridges, tea/coffee making and electric breast pump.

**What to take**
Lunch/refreshments or money to buy from the cafeteria, nappies, bottle, teats, formula as necessary.
Australian Breastfeeding Association

P: 1800 686 268 (free call 24 hour helpline)
The Australian Breastfeeding Association runs the national breastfeeding helpline 1800 mum 2 mum. The breastfeeding helpline is available seven days a week. It is staffed by trained, volunteer counsellors who answer calls on a roster system in their own homes.

As breastfeeding mothers themselves, they know that breastfeeding may not always seem easy. They can provide reassurance and give you knowledge about how breastfeeding works and help in overcoming common hurdles. Counselling is available free to all callers.

Breastfeeding counsellors are all trained volunteers. All have breastfed at least one baby and have completed a Certificate IV in Breastfeeding Education (or equivalent) through the ABA. Counsellors are continually updating their breastfeeding knowledge and skills through ongoing training. The national breastfeeding helpline is supported by funding from the Australian government. Information, links, email counselling and online forum also available on breastfeeding.asn.au

Australian Breastfeeding Association Albury-Wodonga Group

P: (02) 6023 6523
Breast pump hire: (02) 6041 2351
Breastfeeding education classes: (02) 6041 2351
P: 1800 686 268 (free call 24 hour helpline)
The Albury-Wodonga group of the Australian Breastfeeding Association provides support through breastfeeding education classes, discussion mornings and electric breast pump hire.

Breastfeeding Support Service

Albury-Wodonga Health Maternity Unit Wodonga Campus, Vermont St, Wodonga, VIC 3690
P: (02) 6051 7240

The breastfeeding support service provides breastfeeding support and education to mothers and their babies who are experiencing breastfeeding problems. This service can offer breastfeeding support and education during your pregnancy, after the birth of your baby, and after discharge from hospital up to six months of age.

When you are in hospital, assistance with breastfeeding is available at all times. The outpatient services operate Monday to Friday, so any mother can receive assistance once discharged from hospital. Referrals to the service can be made by service providers or self referral. The breastfeeding support service is a free service but some equipment (if required) may incur a cost.

Maternal and child health

The maternal and child health nurses offer support, education, practical assistance and personalised care to breastfeeding mothers. Many of the maternal and child health nurses are also lactation consultants and can provide expert advice regarding breastfeeding. They can provide consultations from any stages of pregnancy up to the age of weaning, including prenatal education and
advice, postnatal education and advice and practical help when learning to breastfeed. Assistance is also provided for mothers who are breastfeeding premature or unwell babies and for breastfeeding mothers who are unwell/require hospitalisation. Advice regarding breastfeeding and working or studying can also be given. Telephone support is also available and the nurses can be contacted at the maternal and child health centres.

- Baranduda Maternal and Child Health
  P: (02) 6020 8291
- Belgrade Ave Maternal and Child Health
  P: (02) 6056 2794
- Stanley St Maternal and Child Health
  P: (02) 6056 3286
- Felltimber Maternal and Child Health
  P: (02) 6043 4555
- Mungabareena Aboriginal Corporation Maternal and Child Health Centre
  P: (02) 6056 2907

- Trudewind Rd Maternal and Child Health
  P: (02) 6056 2907
- Southern Rise Maternal and Child Health
  P: (02) 6056 6402

**Medications and breastfeeding**

**Royal Women’s Hospital**

*Durg Information Centre - Pharmacy department*

P: (03) 8345 3190
E: drug.information@thewomens.org.au
W: thewomens.org.au/AskaPharmacist

*Monday to Friday, 9am to 5pm
After hours answering machine*

For women with drug and alcohol issues contact:

**Women’s Alcohol and Drugs Service**

P: (03) 8345 3931
E: wads@thewomens.org.au

The service offers confidential and supportive care to promote a healthy outcome for you and your baby.
Child care

There are a variety of child care options available in Wodonga to suit a range of needs whether you are returning to work, undertaking further education or just wanting some time out for appointments or outings.

Child care is commonwealth funded. It includes family day care, long day care and occasional care. Family day care and long day care operators must be registered under the national quality framework.

Family day care

familydaycareaustralia.com.au

The family day care scheme provides quality child care for children between the ages of six weeks and 12 years in the home of registered care providers. Children are cared for in a family environment and take part in the everyday routine of the care provider’s family. Full-time, part-time, before and after school, emergency, weekend and overnight care is available. Care providers are registered only after meeting the scheme’s selection criteria. The scheme monitors and supports the care providers by regular telephone contact and drop-in visits. Family day care staff facilitate weekly playgroups for carers and children and provide care providers with on-going training.

Upper Murray Family Care

Co-ordinator: Jenny Citroen
76 Nordsvan Drive, Wodonga, VIC 3690
P: (02) 6057 8400
F: (02) 6057 8499
E: admin@umfc.com.au
W: umfc.com.au

Upper Murray Family Care is a professional home-based child care service that has been operating in Australia for over 30 years and in Wodonga and regional communities for 25 years. It provides a flexible, affordable child care option especially for families whose care needs extend beyond or vary from the time limits available at other child care centres. It is the only formal child care service that operates 24 hours a day, seven days a week (by negotiation and conditions may apply).

Services are provided for children from birth through to the end of primary school or longer in exceptional circumstances, often with the same educator right the way through their child care experience, including second generation. This type of care is particularly suited to families with babies and young children that value the small group experience (no more than four under school age children) with one consistent educator. A wonderful blend of a warm nurturing home environment combined with a rich learning environment is provided by our network of highly trained and experienced educators.

Interchange (Upper Murray Family Care)

76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 8400
F: (02) 6057 8499
E: jbence@umfc.com.au

We recognise that parents of children with disabilities give all the love they can, but they often need a break. Interchange provides respite care and social opportunities for children and
young people with a disability in many ways including:

- Interchange weekends at McFarland House – mini camps which run one weekend per month, staying overnight (Friday night to Sunday afternoon) and others join them to go on outings on Saturday and Sunday;

- School holiday programs – The school holiday program runs for three days in each week of the Victorian school holidays (Tuesdays, Wednesdays and Thursdays 9am to 4pm). We plan a variety of interesting activities and excursions to provide stimulating experiences for our participants. From day trips and sporting activities to movies, craft and music, there is always something on offer to cater for the range of abilities and interests of the young people (and volunteers) who attend.

As well as the school holiday program, we require volunteers for our monthly youth activities and annual camps. Volunteer once, or stay on our bank of volunteers for future opportunities!

We provide information and support to assist you to supervise the child in your care and ongoing training. Your reward will be our heartfelt gratitude, along with the satisfaction of helping someone have a great day.
In-home care

In-home care is provided by family friend home support services. It provides private and government funded child care in the home. It also offers outside school hours care and vacation care.

**Family Friend Home Support Pty Ltd**

532 Logan Rd, North Albury, NSW 2640
P: (02) 6025 1241
F: (02) 6040 1246
E: familyfriend@iprimus.com.au
W: familyfriend.com.au

Respite care

**Upper Murray Family Care**

Carer Support Options
76 Nordsvan Drive, Wodonga, VIC 3690
P: (02) 6057 8400
F: (02) 6057 8499
E: jbence@umfc.com.au

If you have a family member or friend who has a disability, mental illness, is frail, aged, suffers from dementia or is chronically ill, you can always turn to Upper Murray Family Care for support and guidance. We help primary carers through a variety of services. For instance, our carer respite service offers you the chance to take a break – whether that’s for a few hours or a few weeks. Perhaps you simply need someone to talk things over with from time to time? We can help there, too.

Long day care centres

Long day care primarily caters for children from birth to school age. They are open at least eight hours a day, five days a week and 48 weeks a year. The services are regulated by the state and undertake a formal quality assurance system implemented by the National Child Care Accreditation Council. Please contact Wodonga Council for details of any new centres that may have recently opened.

**Bright Horizons Child Care Centre**

18 Bank St, Wodonga, VIC 3690
P: (02) 6056 2600
E: wodonga@bhchildcare.com.au
Monday to Friday, 7am to 6pm
Bumble Bees Childcare Centres
203 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6024 7799
E: bbchildcare04@bigpond.com
Monday to Friday, 6.30am to 6pm
71 Thomas Mitchell Drive,
Wodonga, VIC 3690
P: (02) 6024 4499
E: bumblebeeschildcare@bigpond.com
Monday to Friday, 6.30am to 6pm

Community Early Years Childcare (CEYC)
52 Hovell St, Wodonga, VIC 3690
PO Box 129, Wodonga, VIC 3689
P: (02) 6056 4399
E: admin@ceyc.com.au
Monday to Friday, 9am to 5pm

Emohruo Children’s Centre
2 Moorefield Park Drive,
Wodonga, VIC 3690
P: (02) 6056 8333
E: emohruoccc@bigpond
Monday to Friday, 6.30am to 6pm

Goodstart Early Learning Wodonga Central
St Monica’s Primary School
137 Brockley St, Wodonga, VIC 3690
P: (02) 6056 8548
E: woc@childcare.com.au
Monday to Friday, 6.30am to 6.30pm

K for Kidz Child Care Centre
412 Lawrence St, Wodonga, VIC 3690
P: (02) 6059 4786
E: k4kidz@ advisorypro.com.au
Monday to Friday, 6.45am to 6pm

Kids on Campus
McKoy St, Wodonga, VIC 3690
P: (02) 6055 6653
E: kidsoncampus@wodonga.tafe.edu.au
Monday to Friday, 7.30am to 6pm

Mobile Children’s Services
Community Early Years Childcare
52 Hovell St, Wodonga, VIC 3690
PO Box 129, Wodonga, VIC 3689
P: (02) 6056 4399
E: admin@ceyc.com.au
Monday to Friday, 9am to 5pm

Mobile, pack away or centre based children’s services, operating from a community venue. We offer flexible programs that provide long day care, out of school hours and vacation care for children aged six weeks to 12 years old.

Moorefield Park Early Learning Centre
8 Moorefield Park Drive,
Wodonga, VIC 3690
P: (02) 6056 7700
E: moorefieldpark@neighbourhoodelc.com.au
Monday to Friday, 6.30am to 6pm

Riverview Child Care Centre
134 DeKerilleau Drive,
Wodonga, VIC 3690
P: (02) 6056 1442
E: riverview@worldoflearning.com.au
Monday to Friday, 6.30am to 6pm

Southern Rise Children’s Centre
15 Cartwright St, Wodonga, VIC 3690
P: (02) 6024 5867
F: (02) 6022 9322
W: wodonga.vic.gov.au
<table>
<thead>
<tr>
<th>CHILD CARE CENTRE</th>
<th>Occasional care</th>
<th>Long day care</th>
<th>4 yr old preschool program conducted by qualified preschool teacher</th>
<th>Community, council or privately run</th>
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<td>Bright Horizons Child Care Centre</td>
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<td>OCCASIONAL CARE</td>
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<tr>
<td>Wodonga Sports and Leisure Centre</td>
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</table>
Occasional care

Occasional care is supported by the Australian, state and local governments and community groups. It caters for children from birth to school age, providing short-term care on a regular or irregular basis. In Wodonga, hours and days of operation vary. Contact individual services for more information.

Bandiana Neighbourhood House

Wattle Rd, Bandiana, VIC 3694
P: (02) 6055 2137
Tuesday to Friday

Felltimber Children’s Centre

Corner of Melrose Drive and Felltimber Creek Rd, Wodonga, VIC 3690
P: (02) 6059 6244
Monday to Friday, 8.30am to 5pm

Kids on Campus

McKoy St, Wodonga, VIC 3690
P: (02) 6055 6653
E: kidsoncampus@wodonga.tafe.edu.au
Monday to Friday, 7.30am to 6pm

Mobile Children’s Services

Community Early Years Childcare
52 Hovell St, Wodonga, VIC 3690
PO Box 129, Wodonga, VIC 3689
P: (02) 6056 4399
E: admin@ceyc.com.au

Mobile, pack away or centre based children’s services, operating from a community venue. We offer flexible programs that provide long day care, out of school hours and vacation care for children aged six weeks to 12 years old.

Wodonga Sports and Leisure Centre

Hedgerow Crt, Wodonga, VIC 3690
P: (02) 6058 2528
W: wodonga.ymca.org.au
Monday to Friday, 9am to 12.15pm

Vacation care services

During school holidays, recreational care programs are run for five to 12 year olds. Vacation care is a fun and educational way for children to spend their holidays. Vacation care allows children to try new activities and have fresh experiences, whilst making new friends. Vacation care gives children the opportunity to enjoy their holidays with their peers in a safe and nurturing environment.

Baranduda Primary School

7 Verbena St, Baranduda, VIC 3691
P: (02) 6020 8531
E: baranduda.ps@edumail.vic.gov.au
W: baranps.vic.edu.au

Family Friend Home Support Pty Ltd

532 Logan Rd, Albury, NSW 2640
P: (02) 6025 1241
F: (02) 6040 1246
E: familyfriend@iprimus.com.au
W: familyfriend.com.au
Mobile Children's Services

Community Early Years Childcare
52 Hovell St, Wodonga, VIC 3690
PO Box 129, Wodonga, VIC 3689
P: (02) 6056 4399
E: admin@ceyc.com.au

Mobile, pack away or centre based children's services, operating from a community venue. We offer flexible programs that provide long day care, out of school hours and vacation care for children aged six weeks to 12 years old.

Southern Rise Education Centre
(Wodonga South Primary School)
15 Cartwright St, Wodonga, VIC 3690
P: (02) 6056 3255
F: (02) 6056 2139
E: wodonga.south.ps@edumail.vic.gov.au
W: wodongasps.vic.edu.au

St Monica’s Primary School
137 Brockley St, Wodonga, VIC 3690
P: (02) 6024 3151
F: (02) 6056 1747
W: www3.smwodonga.catholic.edu.au/

Wodonga West Primary School
Lawrence St, Wodonga, VIC 3690
PO Box 744, Wodonga, VIC 3689
P: (02) 6056 5485
E: wodonga.west.ps@edumail.vic.gov.au
W: wodongawestps-vic-edu-au.mozzieit.net/

Before and after school care programs

Before and after school care offers children a range of activities including sports, art and craft, cooking, games and free play. Programs are inclusive and cater for children's individual skills and abilities and include breakfast or afternoon tea.

Baranduda Primary School
7 Verbena St, Baranduda, VIC 3691
P: (02) 6020 8531
E: baranduda.ps@edumail.vic.gov.au
W: baranps.vic.edu.au

Family Friend Home Support Pty Ltd
532 Logan Rd, Albury, NSW 2640
P: (02) 6025 1241
F: (02) 6040 1246
E: familyfriend@iprimus.com.au
W: familyfriend.com.au

Kids on Campus

McKoy St, Wodonga, VIC 3690
P: (02) 6055 6653
E: kidsoncampus@wodonga.tafe.edu.au
Monday to Friday, 7.30am to 6pm
Melrose Primary School
Silva Drive, Wodonga, VIC 3690
P: (02) 6059 1955
E: melrose.ps@edumail.vic.gov.au
W: melroseps.vic.edu.au

Southern Rise Education Centre
(Southern Rise Education Centre)
15 Cartwright St, Wodonga, VIC 3690
P: (02) 6056 3255
F: (02) 6056 2139
E: wodonga.south.ps@edumail.vic.gov.au
W: wodongasps.vic.edu.au

St Monica’s Primary School
137 Brockley St, Wodonga, VIC 3690
P: (02) 6024 3151
F: (02) 6056 1747
W: www3.smwodonga.catholic.edu.au/

Wodonga West Primary School
Lawrence St, Wodonga, VIC 3690
PO Box 744, Wodonga, VIC 3689
P: (02) 6056 5485
E: wodonga.west.ps@edumail.vic.gov.au
W: wodongawestps-vic-edu-au.mozzieit.net/

Child care information and contacts

Australian Children’s Education and Care Quality Authority
P: 1300 136 554
E: qualitycare@ncac.gov.au
W: acecqua.gov.au

The ACEQA is a national entity overseeing important changes to early childhood education and care and the school age care in Australia. ACEQA understands that parents want the best for their children. An important part of this is ensuring that quality early childhood education and care makes a positive contribution to children’s learning and provides the building blocks for a brighter future.

The national quality framework balances improved quality with maintaining affordability for families. The Australian government will continue to provide child care payments to reduce out-of-pocket costs for families who use child care benefit approved child care.

Child Care Access Hotline
P: 1800 670 305 (free call for parents)
P: 1800 795 433 (free call for services)
W: mychild.gov.au

The hotline can assist you in locating child care vacancies within your local area. It can also offer advice and support regarding available benefits.

Child Care Benefit Family Assistance Office
P: 136 150
W: familyassist.gov.au

Located at any Centrelink or Medicare office. Most families are eligible for some fee relief from the Australian Government to cover the cost of child care.
The community child care association is an independent non-profit organisation which operates as a training, resource, advisory and advocacy body for children’s services in Victoria.

Inclusion Support – Upper Murray Family Care

76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 8400
F: (02) 6057 8499
E: admin@umfc.com.au
W: umfc.com.au

The inclusion support program is an Australian Government initiative which involves the establishment of inclusion support agencies that will operate on a regional basis and coordinate the assistance provided by a network of field workers, known as inclusion support facilitators.

The inclusion support program aims to build the capacity of eligible child care services to include children from the following groups who may require additional support to access mainstream child care services:

- Children from culturally and linguistically diverse backgrounds, refugee children;
- Australian South Sea Islander children;
- Children with ongoing high support needs including children with a disability; and
- Aboriginal and Torres Strait Islander children.

Some of these children may have additional support needs. The inclusion support facilitator works directly with the child care services to build their capacity to respond to the needs of children in the priority groups. The program has access to a range of supports that are designed to enhance the skill level of carers and staff thus strengthening the service’s ability to create a high quality, inclusive environment.
Kindergarten Parents Victoria

Level 3, 145 Smith St, Fitzroy, VIC 3065
P: 1300 730 119
F: (03) 9486 4226
E: kpv@kpv.org.au
W: kpv.org.au

Kindergarten Parents Victoria provides a range of management support and training to early childhood services. It is a not-for-profit, non-government organisation that aims to promote, develop and sustain quality early childhood education.

Koori Education Support Officer

Northern/Southern Sub Region (Wangaratta/Wallan/Broadford)
Upper Hume Region (Department of Education and Early Childhood Development)
Hume Region (DEECD)
150 Bridge St, Benalla, VIC 3671
P: (03) 5761 2100

The Koori education support officer is a strategic role that will enhance the facilitation of the key priorities to:
- Identify and engage with existing children and families within early years programs;
- Identify children and families not engaged in an early years program;
- Assist in the transition between early years programs and school (prep);
- Family and community engagement; and
- Cultural programs.
Education

Preschools/kindergartens

education.vic.gov.au/earlychildhood

Preschools provide educational sessions for children during the year before they start school. Benefits of attending preschool include improvements in children’s learning, health and behaviour that continue into adulthood.

Commencing in 2013, Victoria is moving to provide access for all children to 15 hours of a quality early childhood education program in the year before school. Children must turn four before April 30 in order to attend a four-year-old preschool program.

Currently, many preschools in Wodonga are conducting groups for three-year-old children. For three-year-old programs, the child must have turned three in order to attend. Refer to the preschool reference table in this guide or contact the particular centre for session times and availability.

Wodonga Council Preschools and Enrolment Service

104 Hovell St, Wodonga, VIC 3690
PO Box 923, Wodonga, VIC 3689
P: (02) 6022 9300
E: info@wodonga.vic.gov.au
W: wodonga.vic.gov.au

Wodonga Council offers six preschool centres within the municipality, all of which are listed below. A centralised enrolment system is provided, thus all enrolments for council preschools are made through the customer service desk, Wodonga Council offices, 104 Hovell St, Wodonga. Applications for first round offers should be made by July 31, the year before your child is due to attend.

Council preschools conduct open days each year in June or you can make an appointment at individual preschool centres. For further information, please contact Wodonga Council.

From 2013, Wodonga Council will provide 15 hours of preschool per week for the four-year-old program and the three-year-old program will be three hours per week.
Baranduda Preschool
Sage Crt, Baranduda, VIC 3691
P: (02) 6020 8460
Enrolment applications to Wodonga Council.

Belgrade Ave Preschool
12 Belgrade Ave, Wodonga, VIC 3690
P: (02) 6024 3974
Enrolment applications to Wodonga Council.

Bumble Bees Childcare Centres
203 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6024 7799
E: bbchildcare04@bigpond.com

Emohruo Preschool
2 Moorefield Park Rd, Wodonga, VIC 3690
P: (02) 6056 8333

Felltimber Children’s Centre - Preschool
189 Melrose Dr, Wodonga, VIC 3690
P: (02) 6059 6244

Enrolment applications to Wodonga Council.

Goodstart Early Learning Wodonga Central
St Monica’s Primary School
137 Brockley St, Wodonga, VIC 3690
P: (02) 6056 8548
E: woc@childcare.com.au

Jamieson Crt Preschool
Jamieson Crt, Wodonga, VIC 3690
P: (02) 6059 2353
Enrolment applications to Wodonga Council.

Kids on Campus
McKoy St, Wodonga, VIC 3690
P: (02) 6055 6653
E: kidsmoncampus@wodonga.tafe.edu.au
Monday to Friday, 7.30am to 6pm

Koori First Steps Preschool
44 Trudewind Rd, Wodonga, VIC 3690
P: (02) 6024 4228

Little Tackers Early Learning Centre
34 Ellen McDonald Drive, Baranduda, VIC 3690

P: (02) 6049 3402
E: officewodonga@trinityac.nsw.edu.au

Moorefield Park Early Learning Centre
8 Moorefield Park Drive, Wodonga, VIC 3690
P: (02) 6056 7700
E: moorefieldpark@neighbourhoodlc.com.au

Riverview Child Care Centre
134 DeKerilleau Drive, Wodonga, VIC 3690
P: (02) 6056 1442
E: riverview@worldoflearning.com.au

Southern Rise Children’s Centre
15 Cartright St, Wodonga, VIC 3690
P: (02) 6024 5867
Enrolment applications to Wodonga Council.

Stanley St Preschool
24 Stanley St, Wodonga, VIC 3690
P: (02) 6024 1756
Enrolment applications to Wodonga Council.
## Preschool centres

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<tr>
<th>Preschool centres</th>
<th>3 yr old preschool/set program</th>
<th>4 yr old preschool/set program</th>
<th>Before &amp; after preschool Care</th>
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<td>Stanley St Preschool</td>
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<td>Council</td>
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Primary schools
For a child to begin primary school in Victoria, he/she must turn five by April 30 of the year he/she will be starting school. More information about enrolment or your child's education can be obtained by contacting the principal of a school in your neighbourhood.

Government primary schools

Bandiana Primary School
Leumeah Rd, Bandiana, VIC 3694
Military PO Box 20, Bandiana, VIC 3694
P: (02) 6056 2826
E: bandiana.ps@edumail.vic.gov.au
W: bandips.vic.edu.au

Baranduda Primary School
7 Verbena St, Baranduda, VIC 3691
P: (02) 6020 8531
E: baranduda.ps@edumail.vic.gov.au
W: baranps.vic.edu.au
Out of school hours care is also available.

Flying Fruit Fly Circus School
(Years three to 10)
Hedgerow Crt, Wodonga, VIC 3690
PO Box 1101, Wodonga, VIC 3689
P: (02) 6057 9180
E: fffcircus.school@edumail.vic.gov.au
The Flying Fruit Fly Circus School is a unique co-educational primary and secondary school striving for excellence in the circus, performing arts and academic areas. The Flying Fruit Fly Circus School is the only circus school in Australia. Students go to school with dreams of being circus performers and the school provides the unique opportunity to study and learn through artistic experiences. Emphasis is on teaching learning skills, teamwork and participation whilst fostering creativity and individuality in a guided, caring and educational environment.

Melrose Primary School
Silva Drive, Wodonga, VIC 3690
P: (02) 6059 1955
E: melrose.ps@edumail.vic.gov.au
W: melroseps.vic.edu.au
Out of school hours care and vacation care are also available.

Southern Rise Education Centre
(Wodonga South Primary School)
15 Cartwright St, Wodonga, VIC 3690
PO Box 277, Wodonga, VIC 3689
P: (02) 6056 3255
E: wodonga.south.ps@edumail.vic.gov.au
W: wodongasps.vic.edu.au
Out of school hours care is also available.

Wodonga Primary School
Brockley St, Wodonga, VIC 3690
PO Box 329, Wodonga, VIC 3689
P: (02) 6024 2655
E: wodonga.ps@edumail.vic.gov.au
W: wodonga-ps.vic.edu.au
Out of school hours care is also available.

Wodonga West Primary School
Lawrence St, Wodonga, VIC 3690
PO Box 744, Wodonga, VIC 3689
P: (02) 6024 1188
E: wodonga.west.ps@edumail.vic.gov.au
W: wodongawestps.vic.edu.au
Out of school hours care is also available.
Non-government primary schools

Frayne College
Baranduda Blvd, Baranduda, VIC 3691
P: (02) 6020 9100
F: (02) 6020 9180
Caters for prep to Year nine.

Mount Carmel Christian School
20 Kinchington Rd, Leneva, VIC 3691
P: (02) 6056 2288
F: (02) 6056 2321
E: mcss@mcss.vic.edu.au
W: mcss.vic.edu.au/MCCS_NEW
Active after school program running two days per week.

St Augustine’s Primary School
Osburn St, Wodonga, VIC 3690
P: (02) 6024 2711
F: (02) 6024 6128
E: info@sawodonga.catholic.edu.au
W: www3.sawodonga.catholic.edu.au/
Out of school hours care is also available.

St Monica’s Primary School
137 Brockley St, Wodonga, VIC 3690
P: (02) 6024 3151
F: (02) 6056 1747
W: www3.smwodonga.catholic.edu.au/
Out of school care is also available.

Trinity College
John Boyes Drive, Baranduda, VIC 3691
PO Box 26, Baranduda, VIC 3691
P: (02) 6020 9105
E: office@trinityac.nsw.edu.au
W: trinityac.nsw.edu.au
Caters for years prep to Year nine.

Victory Lutheran College
28 Drages Rd, Wodonga, VIC 3690
P: (02) 6057 5859
F: (02) 6059 4898
E: victorylc@vlc.vic.edu.au
W: vlc.vic.edu.au

Home schooling

Albury-Wodonga Homeschoolers’ Support Group
P: (02) 60564320 (Ruth Smith)
(02) 60231220 (Catherine Little)
E: rs9@tpg.com.au (Ruth Smith)
daf.little@gmail.com (Catherine Little)
We are a varied group of homeschoolers covering Albury-Wodonga and surrounding areas. Our group has regular excursions and activities including weekly gymnastics and drama classes. Anyone is welcome, with children of all ages.

Specialist schools

Aspect Riverina School – Albury
Principal: Kristen Ody
437 Olive St, Albury, NSW 2640
PO Box 3176, Albury, NSW 2640
P: (02) 6057 3777
F: (02) 6023 5042
Aspect early childhood development program
P: (02) 6057 3714
E: mdaniher@autismspectrum.org.au
Aspect early childhood development program is a new service offered in Macarthur, Wollondilly and the Riverina regions targeting children aged birth to six years, showing early signs of autism or similar developmental concerns but are yet to receive a formal diagnosis. The program’s objectives are to identify these children, assist their families to secure an appropriate assessment and facilitate their entry into early intervention. The program is staffed by highly skilled professionals with expertise in autism.

Aspect educational outreach
Aspect educational outreach is a specialist autism intervention team that offers services to support students with autism spectrum disorder in mainstream and SSP schools. The philosophy of the service is based on collaborative partnerships with parents, schools and other professionals. Students who need support in school in the areas of behaviour, communication and social skills are referred to this service. For enquiries on educational outreach services in the Riverina region, please contact Aspect Riverina School.

Belvoir Special School
4 Bowman Crt, Wodonga, VIC 3690
P: (02) 6059 1911
W: belvoirss.vic.edu.au
Belvoir Special School provides to the community of Wodonga and surrounding districts, a specialised educational service for school age students, aged five to 18, with intellectual and/or multiple disabilities. Students must meet state-wide criteria to be enrolled at a specialist setting such as ours, and their placement may be referred by early intervention educational psychologists or medical personnel. Enrolment is subject to acceptance by the Hume region in accordance with the school’s and region’s enrolment policy.

Mansfield Autistic School – Travelling teacher service
81 Highett St, Mansfield, VIC 3722
P: (03) 5775 2876
W: autisimmansfield.org.au
Travelling teachers provide in-home family and education support for children from birth to 18 years. The role of the travelling teacher is to assist families to develop the skill and confidence to work and live with their child/children who have an autism spectrum disorder. This is achieved by:
• Helping to prioritise goals;
• Helping to develop strategies which suit the needs of the individual child and family;
• Modelling strategies to be used and work alongside parents;
• Offering parent advocate at meetings;
• Assisting with networking families to appropriate services and resources;
• In-servicing and working with educational, recreational, respite and other speciality services which are involved with the child; and
• Offering in-services of topics revolving around autism for service providers.
Education information and services

Catholic Education Wodonga

Project Coordinator: Vanessa Williamson
Sacred Heart Parish Centre
283 Beechworth Rd, Wodonga, VIC 3690
PO Box 144, Wodonga, VIC 3690
P: (02) 6024 3366
W: ccw.vic.edu.au/catholic-education-wodonga-council

Catholic College is part of the Catholic Education Wodonga (CEW) family and works closely with the associate CEW schools to provide quality Catholic education experience for prep to Year 12. CEW Council governs the four Catholic schools in the Wodonga parish: St Augustine's (prep to Year six), St Monica's (prep to Year six), Frayne College (prep to Year eight) and Catholic College (Years seven to 12).

Department of Education and Early Childhood Development

Department’s Specialist Children’s Services
Wodonga
Astra House
55 Hovell St, Wodonga, VIC 3690
P: (02) 6055 7777

The Department of Education and Early Childhood Development (DEECD) provides policy advice and support in relation to student enrolment, participation and wellbeing (in state government schools). This includes access to student support services including assessments for the program for students with disabilities and students with special learning needs. Parents and caregivers initiate student enrolments by contact with the principal of their local government school.

There is also a local student wellbeing and disabilities program, primary school nursing program and visiting teacher service which operates through the DEECD. Contact the Wodonga office for more information.

Early Years Development Advisor

Upper Murray Family Care
76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 8400
F: (02) 6057 8499
E: admin@umfc.com.au
W: umfc.com.au

An early years development advisor can help ensure your child is able to happily participate in mainstream preschool activities, particularly where there may be geographical, emotional, social, cultural or behavioural issues involved. These advisors are fully qualified in DEECD, and dedicated to making your child’s involvement in preschool a rewarding experience.

Koori Education Co-ordinator

Hume Region (DEECD)
150 Bridge St, Benalla, VIC 3671
P: (03) 5761 2100
The Koori engagement support officer has a strategic role that will enhance the facilitation of the key priorities to:
- Support families so that their child will have a positive start to school;
- Support with the transition of students from preschool to primary school;
- Support students and families with the Koori Education Learning Plan;
- Support student, family and community engagement into the school; and
- Support students academically and socially to achieve deadly outcomes.

Foster care

Out of Home Care (Foster Care)
Upper Murray Family Care
76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6055 8000
F: (02) 6022 8099
E: admin@umfc.com.au
W: umfc.com.au
This service provides accommodation and support for children birth to 17 years of age in homes of well-trained and supported volunteer care givers. The overall goal of foster care is the reunification of children with their family of origin.
Immunisation

Immunisation offers a highly effective way of protecting you and your child against a number of infectious diseases. The Wodonga Council immunisation service provides a number of immunisation programs throughout the Wodonga, Benalla, Indigo, Strathbogie and Towong council areas in accordance with the national immunisation program schedule.

Vaccines are generally offered free of charge with no appointment necessary at any of our public immunisation sessions. Please note that some vaccines such as influenza, hepatitis A and B and boostrix are not free for all groups. Cash payments may be made at any public immunisation session.

For information on all vaccines and public session times, please contact the immunisation service on (02) 6022 9300 or visit wodonga.vic.gov.au/council/services/health/immun.htm

You can also have your child immunised at your local general practitioner.

Massage

Massage is a great way to invest time into your relationship with your baby and an opportunity to mix with other parents. Infant massage therapy aims to promote bonding, interaction and positive parent/baby relationships in a relaxed and friendly atmosphere. The focus is on parent/baby communication, touch and understanding of baby needs.

Contact your neighbourhood centre or maternal child health nurse for current program information, charges and session times. There is also a number of private practitioners that provide this service.
Maternal and child health

P: 13 22 29 (24 hour helpline)

There are three components of the maternal and child health (MCH) service. These include:

- The universal MCH service;
- The enhanced MCH service; and
- The MCH line.

The universal MCH service delivers a free, universally accessible state-wide service for all families with children from birth to school age. The service supports families and their children with an emphasis on parenting, prevention and health promotion, developmental assessment, early detection and referral and social support. In addition, the MCH service provides a universal platform that can:

- Help to identify children and families who require further assessment, intervention, referral and/or support;
- Bring families together, foster social networks, support playgroups and strengthen local community connections; and
- Deliver other services and supports, such as family support services and immunisation.

The universal MCH services undertake 10 key ages and stages consultations. They include an initial home visit, and consultations at two, four and eight weeks; four, eight, 12 and 18 months; and two and three and a half years of age. Additional consultations are also available as the families require.

The service also provides telephone consultations, group sessions such as the new parents groups, and community strengthening activities.

The enhanced MCH service responds assertively to the needs of children and families who may be at risk, and in particular where there are multiple risk factors. This service is in addition to the suite of services offered through the universal MCH service. It provides a more intensive level of support, including short-term case management. Support may be provided in a variety of settings such as the family’s home, the MCH centre or another location within the community.

The MCH line provides 24 hour telephone advice, support, counselling and referral to families with children from birth to school age. While the MCH line offers support and advice to parents, it is not an emergency service. To find out more about these services, contact Wodonga Council on (02) 6022 9300.
Baranduda Maternal and Child Health
4 Sage Crt, Baranduda, VIC 3691
P: (02) 6020 8291

Belgrade Ave Maternal and Child Health
12 Belgrade Avenue, Wodonga, VIC 3690
P: (02) 6056 2794

Stanley St Maternal and Child Health
24 Stanley St, Wodonga, VIC 3690
P: (02) 6056 3286

Felltimber Maternal and Child Health
Cnr Felltimber Creek Rd and Melrose Drive, Wodonga, VIC 3690
P: (02) 6043 4555

Mungabareena Aboriginal Corporation Maternal and Child Health Centre
44 Trudewind Rd, Wodonga, VIC 3690
P: (02) 6056 2907

Southern Rise Maternal and Child Health
15 Cartwright St, Wodonga, VIC 3690
P: (02) 6056 6402

Trudewind Rd Maternal and Child Health
44 Trudewind Rd, Wodonga, VIC 3690
P: (02) 6056 2907

Specialist maternal and child health services

Enhanced MCH Service
P: (02) 6056 1521

The enhanced MCH service responds assertively to the needs of children and families who may be at risk, and in particular where there are multiple risk factors. This service is in addition to the suite of services offered through the universal MCH service. It provides a more intensive level of support, including short-term case management. Support may be provided in a variety of settings such as the family’s home, the MCH centre or another location within the community.

Maternal and Child Health Service
Albury-Wodonga Aboriginal Health Service
644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200

Parent advice and support

Local support services

Families Matter
Carol Thompson
M: 0408 633 122
E: carol@familiesmatter.com.au

Families Matter works with families in their home environment to develop relationships, encourage respectfulness and enhance personal growth. Together we develop tools to solve problems and provide all members with a nourishing and safe family environment in which to live and grow.

Families Matter will provide education and support to new-to-be parents, grandparents, single parent families, blended families, foster families, people/children/adolescents, siblings and for those wanting to improve their relationships at home, work and school.

Families Matter provides courses in bringing baby home and tuning into kids.
Family Relationship Centre
282 Beechworth Rd, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 5300
F: (02) 6022 8633
E: admin@umfc.com.au
W: umfc.com.au

The family relationship centre provides services to separated families:
- Assistance to parents in discussing parenting issues, exploring options and developing parenting plans, in a neutral and safe environment;
- An opportunity for grandparents and significant other family members to mediate around the continuation of children’s relationships with families after separation;
- Outreach service; and
- Cross-border service, covering Albury, Wodonga and surrounding areas.

We also offer:
- Child inclusive practice and communication coaching during our process; and
- Information sessions to support families and provide information on the dispute resolution process.

The Hume region parent education service based at Gateway Community Health provides groups, workshops, individual parenting consultations and resources and information for parents with children of all ages.

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Courses and workshops include:
- Living with your first baby;
- Parent child mother goose;
- Making stepfamilies work;
- Building positive relationships;
- Parenting after separation;
- Tuning into kids;
- Tuning into teens
- Whatever parenting adolescents;
- One-to-one parenting support;
- Families learning and playing together for newly arrived migrants; and
- Positive parenting telephone service.

Programs can also be tailor made to suit the specific needs and interests of school or community groups. Staff at the service acknowledge that parents are the ‘experts’ when it comes to their children and families. Their aim is to support parents in their roles and remind parents of the skills and strengths they already have and build upon these to increase confidence. Staff also encourage parents to care for themselves and have fun with their families.

Pregnancy Support Group Albury-Wodonga
14 Havelock St, Wodonga, VIC 3690
P: (02) 6024 6775
P: 1300 737 732 (24 hour emergency)
M: 0423 004 904 (24 hour local counsellor)

Pregnancy support group Albury-Wodonga is a free, confidential counselling and referral agency. We have qualified crisis pregnancy counsellors available on call. We offer access to a wide range of free help. For immediate access to a local counsellor, phone 0423 004 904, or leave a message at the office. Our office is not attended all day, so please leave your first name and a phone number and we will get back to you - discreetly of course.
A variety of issues may prevent students from attending school including: personal or family mental health, family dysfunction, drugs and alcohol abuse, anxiety, depression, learning styles, homelessness or teenage parent with no other educational option. The Wodonga Flexible Learning Centre provides one-on-one, small group, online and blended learning options.

The Wodonga Flexible Learning Centre, a part of both Wodonga Middle Years and Wodonga Senior Secondary colleges, has established strong connections with a number of youth support agencies across the local area that enable the young people to re-engage with education and to establish a pathway for the future.

Young people can be enrolled entirely at the Wodonga Flexible Learning Centre, or participate in courses through the Wodonga Middle Years and Wodonga Senior Secondary colleges, or be supported through a Wodonga TAFE course. Generally students enrolled in the Wodonga Flexible Learning Centre are undertaking aspects of the Victorian Certificate of Applied Learning.

Online and telephone services

Department of Education and Early Childhood Development

W: education.vic.gov.au

Comprehensive online resource to support children and their families.

Department of Human Services

W: dhs.vic.gov.au

Contains information on services provided to children and families and parenting tip sheets. Parent tip sheets cover a range of topics and provide easily accessible information for parents. This site also has many useful links. From the home page, click on divisions, then click on community care, then click on children and families.

Maternal and Child Health Line

P: 13 22 29

Available throughout Victoria for the cost of a local call, 24 hours a day. The MCH line provides 24 hour telephone advice, support, counselling and referral to families with children from birth to school age. While the MCH line offers support and advice to parents, it is not an emergency service.

NSW Government Department of Community Services

W: community.nsw.gov.au

The website section for parents, carers and families section contains parenting information, tips and resources, fun and games and useful links.

Parentline

P: 13 22 89

W: parentline.vic.gov.au

Parentline is a state-wide service available to families with children from birth to 18 years within Victoria. Parentline operates seven days a week.
providing counselling by professional telephone counsellors, information and contact details for community services. Parentline respects the confidentiality and right to privacy of callers.

8am to midnight seven days a week

**Parenting South Australia**


Contains all the parent easy guides from the South Australian government, including culturally appropriate sheets for Aboriginal families. Parent easy guides cover an extensive range of topics and provide information that is easily accessible.

**Rainbow Families Council**

_W: rainbowfamilies.org.au_

The Rainbow Families Council is a volunteer community organisation based in Victoria, Australia, 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).

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**Raising Children Network**

_W: raisingchildren.net.au_

The Raising Children Network is a useful website containing parenting information from newborns to teens, tips, video clips, case studies and useful links.
Playgroups

Playgroups are groups of parents, carers and their young children who meet together regularly. They are lots of fun for children from birth to school age as they learn through play and interaction with other children and adults. It provides opportunities for parents and carers to share ideas and information in a supportive environment, and is based in the community creating a sense of cooperation among local families as members share the planning, organisation and running of their playgroup. The sessions are usually on the same day and time each week and run for two hours. They are held on weekdays and sometimes on the weekend.

Every week, thousands of playgroups meet across Victoria and are held in community halls, church halls, scout halls, homes, kindergartens or wherever it is convenient for their members. They are low cost and not for profit for all local families who wish to join. They are sometimes organised around a particular interest group such as baby playgroups, non English speaking, special needs, Montessori, fathers, grandparents or weekend playgroups.

For current information regarding playgroups in Wodonga, please contact the Wodonga Council on (02) 6022 9300.

Playgroup Victoria

P: 1800 171 882 (free call)
E: pgvic@playgroup.org.au
W: playgroup.org.au

Playgroup Victoria is a non-profit organisation aimed at providing support to playgroups, and their members, with information on how to start a playgroup, how and where to join a playgroup, children’s play ideas, parenting articles, playgroup insurance and much more. Playgroup Victoria maintains an up-to-date directory of playgroups within Wodonga and the surrounding area.
<table>
<thead>
<tr>
<th>PLAYGROUP</th>
<th>Number of groups</th>
<th>Address</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bandiana Neighbourhood House Playgroup</td>
<td>1 group Monday, 9.30am - noon</td>
<td>Wattle Rd, Bandiana, VIC 3694</td>
<td>Co-ordinator: (02) 6055 2137</td>
</tr>
<tr>
<td>Baptist Church Playgroup</td>
<td>4 groups Monday - Thursday, 9.30am - 11.30am</td>
<td>154 Melrose Drive, Wodonga, VIC 3690</td>
<td>Ellen Kennedy Church office: (02) 6056 1777</td>
</tr>
<tr>
<td>Baranduda Community Centre Playgroup</td>
<td>2 groups Tuesday and Thursday, 9.30am - 11am</td>
<td>1 Sage Crt, Baranduda, VIC 3691</td>
<td>Kirsty Hodge: (02) 6020 8223</td>
</tr>
<tr>
<td>Belgrade Playgroup</td>
<td>Tuesday, Thursday and Friday, 9.30am - 11.30am</td>
<td>12 Belgrade Ave, Wodonga VIC 3690</td>
<td>Nicole Edwards: (02) 6056 0382</td>
</tr>
<tr>
<td>Catholic Parish Playgroup</td>
<td>1 group Wednesday, 10am - 11.30am</td>
<td>Sacred Heart Church Hall 283 Beechworth Rd, Wodonga, VIC 3690</td>
<td>Parish Centre: (02) 6024 3366 Anna Moran: (02) 6056 3071</td>
</tr>
<tr>
<td>Emmanuel Playgroup</td>
<td>1 group Tuesday, 10am - noon</td>
<td>Emmanuel Uniting Church Emerald Ave, Wodonga, VIC 3690</td>
<td>(02) 6059 5460 (Monday to Thursday)</td>
</tr>
<tr>
<td>Felltimber Community Centre Playgroup</td>
<td>4 groups Monday, 10am - noon Tuesday, 9.30am - 11.30am Thursday, 9.45am - 11.45am Friday, 9.30am - 11.30am</td>
<td>Crn Felltimber Creek Rd and Melrose Drv, Wodonga, VIC 3690</td>
<td>(02) 6043 4550</td>
</tr>
<tr>
<td>Gayview Park Playgroup</td>
<td>1 group Wednesday, 10am - noon</td>
<td>Guide Hall, Jamieson Crt, (PO Box 1065) Wodonga, VIC 3690</td>
<td>Maureen: (02) 6059 5839</td>
</tr>
<tr>
<td>Multiple Birth Playgroup</td>
<td>1 group Wednesday, 9.00am - noon</td>
<td>Crn Felltimber Crk Rd and Melrose Drv, Wodonga, VIC 3690</td>
<td>Rose: (02) 6024 1416 or 0415 900 020</td>
</tr>
<tr>
<td>Mungabareena Playgroup</td>
<td>1 group Monday, 10.00am - noon</td>
<td>44 Trudewind Rd, Wodonga, VIC 3690</td>
<td>(02) 6024 4228 (Monday to Thursday during school terms) or (02) 6024 7599</td>
</tr>
<tr>
<td>Nurture Group Albury-Wodonga (Miracle Babies Foundation)</td>
<td>Wednesday, 10.00am - noon</td>
<td>Faith City Church DeKerilleau Dr, Wodonga, VIC 3690</td>
<td>(02) 9724 8999</td>
</tr>
<tr>
<td>Trudewind Rd Neighbourhood House Playgroup</td>
<td>2 groups Tuesday, 9.30am - noon Grandparents' Playgroup 2nd and 4th Monday during school terms</td>
<td>44 Trudewind Rd, Wodonga, VIC 3690</td>
<td>Sue, co-ordinator: (02) 6024 3950</td>
</tr>
</tbody>
</table>
Psychologists and behavioural services

Public psychology services

North East Child and Adolescent Mental Health Service
4/155 High St, Wodonga, VIC 3690
PO Box 1644, Wodonga, VIC 3689
P: (02) 6051 7900

North East Child and Adolescent Mental Health Service (NECAMHS) is a free service which helps infants, children, adolescents (aged birth to 18 years) and their families where the child has an emotional, severe behavioural or mental health problem that is impacting on their day to day functioning and development.

NECAMHS also includes the early psychosis service for 16 to 25 year olds who are experiencing psychotic symptoms for the first time or who are having mental health experiences that they are particularly concerned about.

Referrals for services are made through the intake workers at NECAMHS. They discuss the presenting problems with whoever is making the referral (this includes families and/or young people themselves) and will make a plan to follow the referral through. NECAMHS can also provide consultation about particular mental health issues for young people without making a referral. Treatment provided is to individual, parents or family or a combination of each.

NECAMHS has an autism assessment team that co-ordinates multi disciplinary assessments to confirm a diagnosis of autism. It is usually recommended that the young person has seen a paediatrician first.

The mental health promotion officer supports agencies and groups in improving their mental health literacy and supports intervention and education programmes.

The kids early action program in schools (KEAPS) works with primary schools to provide early intervention to children in grades prep to Year three with challenging behaviours through groups for children, and their parents and through professional development for teachers.

Psychology and counselling services available at local medical centres

Central Medical Group
224 Beechworth Rd, Wodonga, VIC 3690
P: (02) 6024 3233
W: centralmedical.com.au
Counsellor available.

Daintree Medical Centre
174 Lawrence St, Wodonga, VIC 3690
P: (02) 6056 9001
F: (02) 6056 1009
W: daintreemedicalcentrewodonga.com
Mental health nurse available.

Federation Clinic
1 Forde Crt, Wodonga West, VIC 3690
P: (02) 6059 2500
F: (02) 6059 4442
W: federationclinic.com.au
Psychologist available via internal referral.
Tristar Medical Centre
79 High St, Wodonga, VIC 3690
P: (02) 6024 3344
F: (02) 6024 3433
E: wodongareception@tristarmedicalgroup.com.au
Psychologist available via internal referral.

Wodonga West Medical Centre
195 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6056 2447
Counsellor available via internal referral.

The Gardens Medical Centre
Level 3, 470 Wodonga Place, Albury, NSW 2640
P: (02) 6021 3555
Psychologists, counsellors and psychiatrist available.

The Travel Doctor Albury Wodonga
60-62 Waratah Way, Wodonga, VIC 3690
P: (02) 6024 2766
W: traveldoctor.com.au
Counsellor available via internal referral.

Private psychologists

Albury Psychology Centre
585 Englehardt St, Albury, NSW 2640
P: (02) 6023 1800

Beehavioural Psychology Services
PO Box 3220, Albury, NSW 2640
P: 0408 671 365
F: (02) 6045 8411
E: linda@beehavioural.com.au
W: beehavioural.com.au

Big Tree Psychology
Suite 2, 482 Macauley St, Albury, NSW 2640
M: 0437 298 240

Pamela Czarnecki
112 Hume St, Wodonga, VIC 3690
P: (02) 6056 9553

Joel Harris Psychology
17 Stanley St, Wodonga, VIC 3690
P: (02) 6056 0711

Catherine Kembrey
9A/611 Dean St, Albury, NSW 2640
M: 0413 271 826

Dave O’Donnell
2367 Beechworth Rd, Wodonga, VIC 3690
P: (02) 6056 2549

Dr Susette Sowden
452 Swift St, Albury, NSW 2640
P: (02) 6021 0012
Safety

Car restraint fitting stations

Wodonga has a restraint fitting station that can install your restraint for a small fee. You can also take in your vehicle and they will check if your restraint is correctly fitted. This is a free service but any adjustments will incur a cost.

O’Neills Autos

Vin O’Neill
96 Thomas Mitchell Drive, Wodonga, VIC 3690
P: (02) 6024 5640
F: (02) 6024 5705

Injury prevention

Wodonga Urban Fire Brigade - CFA

1 Smythe St, Wodonga, VIC 3690
P: (02) 6056 3022
E: enquiries@wodongacfa.com
W: wodongacfa.com or the Victorian CFA W: cfa.vic.gov.au

Founded in 1893, the brigade provides a valuable service to the local community, responding to incidents and suppressing fires (both wildfire and structural) and delivering community awareness, education and safety programs.

Child safety products and resources

Child safety products are an excellent means of addressing child safety hazards in the home. A number of large chain stores, plumbing and hardware outlets and specialty children's stores in Ballarat stock child safety products for the home and car including safety gates, power outlet plugs, cupboard and drawer latches and hot water shut down valves. Your plumber will also be able to advise you how to reduce your hot water temperature and your electrician will be able to advise on installation of a safety switch.

The Australian Competition and Consumer Commission (ACCC) has a brochure on toy safety, Safe Toys for Kids, available on accc.gov.au

KIDS Foundation

PO Box 12, Wendouree, VIC 3355
P: (03) 5330 7555
F: (03) 5339 4786
E: administration@kidsfoundation.org.au
W: kidsfoundation.org.au

The KIDS Foundation is a not for profit charitable health promotion charity. It is dedicated to reducing the incidence of childhood injury and death by promoting injury prevention education. Active nationally through preschools, primary and secondary schools, it delivers highly commended interactive education programs and provide resources to 7500 schools. The recovery program responds to families that have been affected by injury. Throughout Australia, the foundation supports hundreds of children and their families who have endured trauma, horrific burns and other injuries that have changed their lives.
Maternal and Child Health Nurses

Your local MCH nurse is an excellent source of child safety information and can supply a range of information resources. You can speak to your MCH nurse about any safety concerns, including injury risks associated with your child’s developmental stage. To find out more about the MCH service, contact Wodonga Council on (02) 6022 9300.

Resource Centre for Child Health and Safety

*Royal Children’s Hospital*

1st floor, Main Building

50 Flemington Rd, Parkville, VIC 3052

P: (03) 9345 6429

F: (03) 9345 6120

E: chas.bookshop@rch.org.au

W: rch.org.au/chas

The resource centre for child health and safety stocks a range of child safety products and books on parenting, disabilities, illnesses, death, grief, sexuality and paediatrics. Services provided include: telephone advice, support group directory, maps, transport information and travel claim forms. A world-wide mail order service is available. The safety centre aims to reduce child injury through a broad range of activities.

A home safety checklist and a series of 16 revised fact sheets are now available on our website at rch.org.au/safetycentre or call (03) 9345 5085. The fact sheets are available in three separate sets according to the age of the child:

The birth to 12 months set includes fact sheets on:

- Car passenger safety;
- Children and safety with pets;
- Choking and suffocation;
- Fire safety;
- Home safety;
- Kitchen safety;
- Nursery furniture;
- Poisoning prevention;
- Preventing falls; and
- Water safety.

The toddler set includes fact sheets on:

- Toy safety for preschool;
- Backyard and playground safety; and
- Pedestrian safety.

The preschool set includes fact sheets on:

- Farm safety;
- Holiday safety; and
- Sport and recreation safety.
Medications and breastfeeding

Child and Youth Health
W: cyh.sa.gov.au
Provides health tip sheets and health information for parents and workers.

Monash Medical Centre
Monday to Friday, 9am to 5pm
P: (03) 9594 2361
Drug information centre.

Poisons information centre
P: 13 11 26
24 hours a day, anywhere in Australia.

Return of unwanted medicines
You can take old and unwanted medications to your local pharmacy for safe disposal. This is a free service.

Royal Children’s Hospital
P: (03) 9345 5522
W: rch.org.au
Provides information on services provided by the hospital and some health information. This site also has some useful links to other sites.

Royal Women’s Hospital
Drug Information Centre - Pharmacy department
P: (03) 8345 3190
E: drug.information@thewomens.org.au
W: thewomens.org.au/AskaPharmacist
Monday to Friday, 9am to 5pm
After hours answering machine
For women with drug and alcohol issues contact:

Women’s Alcohol and Drugs Service
P: (03) 8345 3931
E: wads@thewomens.org.au
The service offers confidential and supportive care to promote a healthy outcome for you and your baby.

Settling

Local day stay facilities

Albury-Wodonga Parents and Babies Support Unit
Mercy Hospital, Albury, NSW 2640
P: (02) 6021 0233 (ext 289)
Monday to Friday, 9am to 4.30pm
The unit provides more intensive support for families than is able to be managed in the early childhood/maternal and child health centre and is free of charge.
The unit is open to parents with babies up to 12 months of age and access may be by self referral, doctor or health professional. Services provided by qualified staff include:
• Lactation issues (eg. positioning and attachment, breast refusal, supply);
• Parentcraft issues (eg. settling techniques, sleep problems, advice on formula feeding, weaning advice and sibling rivalry);
• Telephone and face to face counselling available specialising in
the area of adjustment to changing lifestyle, ante and post-natal depression which affects many families in the community; and

- Co-ordination of support groups for ante-post natal depressed clients.

Facilities include ensuite bedrooms in separate wing where parents may rest/sleep, carpark, cots and prams, public telephone, video room for education in parenting and depression, microwave, fridges, tea/coffee making and electric breast pump.

What to take
Lunch/refreshments or money to buy from the cafeteria, nappies, bottle, teats, formula as necessary.

Early parenting centres

Early parenting centres provide services and support to assist parents experiencing acute early parenting difficulties to care for their children by increasing parents’ knowledge, skills and confidence through the provision of consultation, counselling, skill development and education services.

Services provided by early parenting centres include day stay programs (on or off campus), a residential program, in-home programs and group education or seminars. The target group for early parenting centres is families with children aged birth to three years experiencing acute early parenting difficulties.

O’Connell Family Centre
6 Mont Albert Rd, Canterbury, VIC 3126
P: (03) 9882 2326

Queen Elizabeth II Centre
53 Thomas St, Noble Park, VIC 3174
P: (03) 9549 2777

Queen Elizabeth II Family Centre
129 Currthers St, Curtin, VIC 2605
P: (02) 6205 2333
E: info@cmsinc.org.au

Tweddle Child and Family Health Service
53 Adelaide St, Footscray, VIC 3011
P: (03) 9689 1577
W: sjog.org.au

Also contact your local maternal and child health nurse (see page 41) or the following services.

**Australian Association for Infant Mental Health**
W: aaimhi.org
The AAIMHI provides information and develops position statements to support infant mental health professionals and parents.

**North East Child and Adolescent Mental Health Service**
155 High St, Wodonga, VIC 3690
PO Box 1644, Wodonga, VIC 3689
P: (02) 6024 7711
Specialist children’s services

Specialist services include:
- Disability information;
- Early childhood intervention services;
- Respite and home care services;
- Hearing services; and
- Vision services.

Disability information

Albury-Wodonga Amputee Support Group
P: 1800 810 969 (free call)

Carers Victoria
Level 37, Albert St, Footscray, VIC 3011
P: (03) 9396 9500
P: 1800 814 215 (free call)
Information and referral services for carers.

Commonwealth Respite and Carelink Centre – Hume Region

Suite 4
27-29 Faithfull St, Wangaratta, VIC 3677
P: 1800 052 222 (free call)
E: suzie.donleond@villamaria.com.au
W: commcarelink.health.gov.au

Nationwide program providing free information on community, aged care, disability and other support services. Includes the range of services available, contact details, eligibility, and costs, if applicable. Can be accessed by the general public (including family members and carers), services providers, health care professionals and GPs. A local person with local knowledge answers the phone or if information is required in another area the call can be transferred free of charge to the nearest commonwealth Carelink centre.

Aspire Support Services

23 Stanley St, Wodonga, VIC 3690
P: (02) 6056 4844

This service is available to anyone aged from birth to adult who has a disability or a family member with a disability. Aspire provides a range of support services such as social events, workshops, conferences, playgroups, individual support groups, sibling support, library and monthly newsletters.

Department of Education and Early Childhood Development

Department’s Specialist Children’s Services Wodonga
Astra House, 55 Hovell St, Wodonga, VIC 3690
P: (02) 6055 7777

Diabetes Australia - Victoria

570 Elizabeth St, Melbourne, VIC 3001
P: 1300 136 588
E: mail@diabetesvic.org.au
Disabled Person’s Parking

104 Hovell St, Wodonga, VIC 3690
PO Box 923, Wodonga, VIC 3689
P: (02) 6022 9300
E: info@wodonga.vic.gov.au
W: wodonga.vic.gov.au

Local councils administer the disabled persons parking scheme in Victoria. There are two categories for different levels of disability:

- Category 1 blue and white label - is entitled to park a vehicle in a bay reserved for disabled motorists only; and
- Category 2 green and white label - may park a vehicle in an ordinary parking area for twice the specific time but is not entitled to park in the reserved bay for disabled motorists.

To apply for a permit you will need to complete the application form prior to forwarding it to your doctor. The application form can be obtained from the council’s offices or by downloading the application from the forms section of the council’s website.

Ring our customer service desk on (02) 6022 9300 for further information or if you would like an application form posted out to you.
Disability Advocacy and Information Service

Disability Advocacy and Information Service (DAIS) Wodonga provides advocacy services and information to people with all types of disability. Advocacy is speaking, acting or writing on behalf of the interests of a person or group, in order to promote, protect and defend the welfare of and justice for either the person or group.

DAIS services include:

- Individual advocacy;
- Systemic advocacy;
- Self advocacy training;
- Court assistance;
- Outreach information;
- Community education; and
- Support to self help and access groups.

Disability Support Worker

Mungabareena Aboriginal Corporation

21 Hovell St, Wodonga, VIC 3690
P: (02) 6024 7599
F: (02) 6056 0376
E: admin@dais.org.au
W: dais.org.au

The disability support worker aims to:

- Provide direct support in accordance with client individual support plans;
- Follow occupational health and safety guidelines;
- Communicate and document changes in client status/needs; and
- Ensure safe operations of equipment and vehicles.

Multi-purpose Taxi Program

GPO Box 2797, Melbourne, VIC 3001
P: 1800 638 802 (free call)
E: mptp.taxi@transport.vic.gov.au

The multi-purpose taxi program (MPTP) makes transport more accessible for Victorians with a severe and permanent disability. MPTP gives members half price taxi fares, paying up to $60 per trip. Some members have a yearly limit. The cards cost $16.50 and are valid for six years.
The Victorian Government has made some changes to the application process for MPTP by introducing a web-based medical form for doctors to complete and submit online. This process has also been simplified for applicants with the required form being reduced in length and simplified.

**Miracle Babies Foundation**

*NurtureGroup Albury-Wodonga*
*Faith City Church*
*DeKerilleau Dr, Wodonga, VIC 3690*
*P: (02) 9724 8999*
*W: miraclebabies.org.au*

NurtureGroups are free play and support groups for families and carers who have experienced the birth of a premature or sick newborn. NurtureGroup enables babies and children birth to six years who have been challenged by prematurity or sickness to learn and develop through play in a fun and relaxed environment.

The sessions provide an opportunity for parents and carers to meet, share stories, exchange ideas on parenting, tackle medical issues, build support networks and form friendships. Due to the ongoing health concerns of children challenged by prematurity or sickness we do not allow attendance of children or parents/carers, who are unwell, have a temperature, sickness, diarrhoea, or who have an infectious disease. Please call if attending NurtureGroup for the first time.

**Noah’s Ark Toy Library**

*Burke St, Wangaratta, VIC 3677*
*P: (03) 5721 6201*

For children with additional needs. Provides early intervention for birth to six years.

**SCOPE Victoria - Wodonga**

*3 Moorefield Park Drive, Wodonga, VIC 3690*
*P: (02) 6024 4399*
*W: scopevic.org.au*

Monday to Friday, 8.30am to 5pm

SCOPE can help your school with:

- Planning services and supports for students;
- Supporting the inclusion and the active participation of all students;
- Developing and implementing transition plans for students commencing, transferring or leaving school;
- Advice on access and adaptive equipment and other resources; and
- Training for staff, parents and others in school community.

**Taralye**

*P: (03) 9875 6650*

Service for hearing impaired children in Wodonga via distance intervention program. Support to families and professionals. In-services and audiology service. Self referral, teachers, MCH and speech pathologist. Birth to 18 years children with hearing loss aided by hearing aids and cochlear implant. Also see early childhood intervention services listed on the next page.
Early childhood intervention services

Early childhood intervention services support children with a disability or developmental delay, and their families, from birth to school entry. These services are provided by specialist children’s services teams and early childhood intervention agencies.

Some therapy and intervention is also provided through hospitals, child and mental health services and private therapists.

Department’s Specialist Children’s Services

Department of Human Services – Hume Region
Astra House
55 Hovell St, Wodonga, VIC 3690
P: (02) 6055 7777

Early childhood intervention services (ECIS) support children with a disability or developmental delay from birth to school entry and their families. ECIS provides special education, therapy, counselling, service planning and coordination, assistance and support to access services such as kindergarten and child care.

Services are tailored to meet the individual needs of the child and focused on supporting the child in their natural environments and in their everyday experiences and activities. These services are funded through the Department of Education and Early Childhood Development (DEECD) and provided by specialist children’s services teams and early childhood intervention agencies.

The overall aim of these services is to provide parents and families with the knowledge, skills and support to meet the needs of their child and to optimise the child’s development and ability to participate in family and community life. All services are provided using a family-centred approach, recognising the importance of working in partnership with the family.

Learning, Education And Play Centre For Early Intervention Inc
Lot 49 Moorefield Park Rd, Wodonga, VIC 3690
P: (02) 6024 1809
E: leap@dragnet.com.au

SCOPE Victoria - Wodonga
3 Moorefield Park Drive, Wodonga, VIC 3690
P: (02) 6024 4399
F: (02) 6024 5443
E: scopewodonga@scopevic.org.au
W: scopevic.org.au
Monday to Friday, 8.30am to 5pm

Upper Murray Family Care
76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 8400
F: (02) 6057 8499
E: admin@umfc.com.au
Respite and home care services

Wodonga Council

Home and Community Care
104 Hovell St, Wodonga, VIC 3690
P: (02) 6022 9300
F: (02) 6022 9322
E: info@wodonga.vic.gov.au
W: wodonga.vic.gov.au

The home and community care (HACC) program provides a range of basic support services to frail older people and people with disabilities who are experiencing difficulties in managing daily tasks but who wish to continue living at home. The program also supports their carers and families.

The HACC program targets its services to those who have the greatest need for them and/or the greatest capacity to benefit from them. Agencies providing services will assess your needs and provide you with information about your choices. After assessment, agencies decide what services can be allocated to you. The Wodonga HACC program provides the following services:

- Domestic assistance (home help or housekeeping);
- Personal care;
- Food services (meals on wheels);
- Planned activity groups;
- Property maintenance;
- Respite services; and
- Friendly visiting.

Community Options Brokerage Service

4 Footmark Crt, Wodonga, VIC 3690
P: (02) 6056 1932
F: (02) 6024 5709
E: reception@cobs.org.au
W: cobs.org.au

The community options brokerage service (COBS) provides community based day program for people with a disability. COBS also provides fee for service, out of hours respite, older carer respite options, a two bedroom respite house catering for people with both high and low needs, holidays and excursions and teen time for NSW high school students with a disability.

Commonwealth Respite and Carelink Centre - Hume Region

Suite 4, 27-29 Faithfull St, Wangaratta, VIC 3677
P: 1800 052 222 (free call)
E: suzie.donleonard@villamaria.com.au

Support and assistance for carers of people with a disability, frail aged, palliative care, mental health and chronic illness. Short-term, episodic support for carers, booking respite, linking to services, and provision of services via brokerage.

Department of Human Services - Disability Services

State Government Offices
Astra House
55 Hovell St, Wodonga, VIC 3690
P: 1800 783 783 (free call)

Home and Community Care Program

Mungabareena Aboriginal Corporation
21 Hovell St, Wodonga, VIC 3690
P: (02) 6024 7599
F: (02) 6056 0376
The Mungabareena HACC program provides home and community care support services for Aboriginal and Torres Strait Islander people in the following target groups:

- Frail elderly people;
- Younger people with disabilities; and
- Carers.

The Respite Victoria website provides details of the respite and carer support services provided throughout Victoria by a range of different organisations.
Upper Murray Family Care

76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6022 8200
F: (02) 6022 8299
E: admin@umfc.com.au

Interchange programs
We recognise that parents of children with disabilities give all the love they can, but they often need a break. Interchange provides respite care and social opportunities for children and young people with a disability in many ways including:

- Interchange weekends at McFarland House – mini camps which run one weekend per month, staying overnight (Friday night to Sunday afternoon) and others join them to go on outings on Saturday and Sunday;
- School holiday programs – The school holiday program runs for three days in each week of the Victorian school holidays (Tuesdays, Wednesdays and Thursdays 9am to 4pm). We plan a variety of interesting activities and excursions to provide stimulating experiences for our participants. From day trips and sporting activities to movies, craft and music, there is always something on offer to cater for the range of abilities and interests of the young people (and volunteers) who attend.

As well as the school holiday program, we require volunteers for our monthly youth activities and annual camps. Volunteer once, or stay on our bank of volunteers for future opportunities!

We provide information and support to assist you to supervise the child in your care and ongoing training. Your reward will be our heartfelt gratitude, along with the satisfaction of helping someone have a great day.

Carer support options
If you have a family member or friend who has a disability, mental illness, is frail, aged, suffers from dementia or is chronically ill, you can always turn to Upper Murray Family Care for support and guidance.

We help primary carers through a variety of services. For instance, our carer respite service offers you the chance to take a break – whether that’s for a few hours or a few weeks. Perhaps you simply need someone to talk things over with from time to time? We can help there, too.

For more information on our local services visit respitehume.org.au
Support services for children who are hearing impaired

**Australian Hearing Services**

480 David St, Albury, NSW 2640  
P: (02) 6041 0100  
W: hearing.com.au  
Monday to Friday, 8.30am to 5pm

Australian Hearing Services is an Australian government authority dedicated to helping people manage their hearing impairment to improve their quality of life.

With over 60 years experience, Australian Hearing provides a full range of hearing services to children up to age 26, eligible pensioners and most war veterans.

Australian Hearing has a wide range of hearing aids and assistive listening devices. Our university-trained audiologists are experts in the latest hearing aid technology and work with children and their families to address their hearing rehabilitation needs.

**Deaf Children Australia**

P: 1800 645 916 (free call helpline - telephone and TTY)  
E: info@deafchildren.org.au  
W: deafchildrenaustralia.org.au  
Monday to Friday, 9am to 5pm

All families require help with their children from time to time. Deaf Children Australia's helpline assists families of deaf and hearing impaired children to make the best choices for their children by providing information. The helpline is available to families of deaf and hearing impaired children and young adults. Our helpline operators can also answer questions from professionals, students and the public on deafness and hearing impairment.

The helpline provides:

- Access to services provided by Deaf Children Australia;
- Information on and contact details for specialised services that families may need; and
- Advice on parenting issues.
Support services for children who are visually impaired

Guide Dogs NSW

Shop 3, 549 Kiewa St, Albury, VIC 2640
P: (02) 6041 5201
F: (02) 6041 5107
E: gdalbury@guidedogs.com.au
W: guidedogs.com.au

Our children’s services are provided in the home, at preschools and schools, and within the community. A child is never too young to receive assistance from guide dogs. Specialised children’s programs may include:

- Mobility day group programs in school holidays;
- Concept development such as height, distance and direction; and
- Family weekends

This enables children to better understand the world in which they live. You do not have to be blind to receive free services from Guide Dogs NSW.

Guide Dogs Victoria

Chandler Highway, Kew, VIC 3101
Private Bag 13, Kew, VIC 3101
P: (03) 9854 4444
F: (03) 9854 4500
E: referrals@guidedogsvictoria.com.au

Guide Dogs Victoria provides a comprehensive array of mobility services to clients who are blind or vision impaired. This includes guide dog mobility, children’s mobility services, Acquired brain injury mobility services, orientation and mobility services for adults (18 and over) and an occupational therapy service.

Assessment and training programs are offered in the individual’s home, community settings such as schools, workplaces, hospitals, rehab settings, supported accommodation settings or wherever the client’s mobility needs are most needed.

Consultation with relevant service providers, family members or carers is considered an essential part of the services provided. The service is provided free of charge and is available to clients who live in the state of Victoria.

Vision Australia Albury-Wodonga

566 Olive St, Albury, NSW 2640
P: 1300 847 466
W: visionaustralia.org.au

Monday to Friday, 8.30am to 5pm

Vision Australia Albury-Wodonga provides a range of services to assist people who are blind or have low vision to live as independently as possible. We can assist with service co-ordination, occupational therapy, mobility services, orthoptic services, low vision clinics and aids and equipment. All services are free; there is a charge for aids and equipment. To access services ask to speak to the intake worker. Services can be provided at the centre or the client’s home. We also provide adaptive technology training services.

Local Vision Australia radio broadcasts from 101.7FM, with local and national content.
Toy libraries

Play and toys are very important for children’s intellectual, physical, emotional and social development. Through play, young children learn about their environment – social and physical, and develop skills such as language, socialisation, fine and gross motor co-ordination, perception and cognition.

**Australian Toy Association**

*W: austoy.com.au*

ATA is an independent industry based body which provides a range of information about toys including toy safety.

**Toy Libraries Victoria**

*W: toylibraries.org.au*

Provides links and information for parents and toy libraries.

**Wodonga Toy Library**

*Sacred Heart Church Hall*

*Beech St, Wodonga, VIC 3690*

*PO Box 5217, Wodonga Plaza, VIC 3690*

*M: 0404 936 208*

*W: wodongatoylibraryinc.websyte.com.au*

*Tuesdays, noon to 1.30pm and Saturdays, 9am to noon*

The Wodonga Toy Library is a not for profit organisation run by volunteers. Our aim is to ensure our toys promote positive play by aiding in the development education and imaginative capacity of the child, and form in the child the ability to share and cooperate with other children. A variety of memberships are available, including: 12 months, concessions for health card holders and casual memberships. Toys may be borrowed on a fortnightly basis and number of toys depends on the type of membership held.
Accommodation and housing

**Junction Support Services**

155 Melbourne Rd, Wodonga, VIC 3690  
P: (02) 6043 7400  
F: (02) 6056 3411  
E: reception@junction.org.au  
After hours youth homelessness assistance: 1800 825 955 (free call)

Formerly Central Hume Support Service, Junction Support Services provides a range of effective and integrated specialist child, youth, adult and family services. Junction provides support for youth, single adults and families, and options to people who are homeless or at risk of homelessness. Junction also provides counselling services for children who have experienced family violence and or homelessness.

**Families and single adults program**  
This program offers case management to adults (25 years and over) who are at risk of becoming homeless to achieve stability and independence, and to link with the community.

Adults are supported to link with education, employment and explore all accommodation options, advocacy, referral and practical assistance.

**Youth support program**  
This program aims to provide support to young people (15 to 25 years) who are homeless or at risk of becoming homeless. This program offers support, advocacy, referral and practical assistance.

**Supporting young parents program**  
This program provides individual support for young women (15 to 25 years) who are homeless or at risk of homelessness and are pregnant or parenting. The program provides intensive case work and links in with local community through parenting, education and social and recreational activities.

**Creating connections program**  
This program provides intensive long term support for young people (15 to 25 years) who are at risk or have a long history of homelessness. This support can link in with the private rental market, education or employment and the community.

**Leaving care program**  
The leaving care program seeks to support young people (16 to 25 years) exiting protective care or who have been previously under a protective care order and are at risk of accommodation breakdown.

**Mungabareena Aboriginal Corporation Housing**

21 Hovell St, Wodonga, VIC 3690  
P: (02) 6024 7599  
F: (02) 6056 0376

To be eligible to get onto our housing list the requirements are:

- Be a member of Mungabareena for at least three months; and
- Fill out an application form, and have it approved by the board through the next board meeting.

The MAC housing list can be quite long and we do not have priority housing, our system works on first in first served.
**Office of Housing**

*Department of Human Services*
*Astra House*
*55 Hovell St, Wodonga, VIC 3690*
*P: (02) 6055 7777*
*E: wodonga.housing@dhs.vic.gov.au*
*W: dhs.vic.gov.au*

*Weekdays, 9am to 5pm*

Services provided by the Office of Housing include provision of secure, affordable and appropriate housing for low income persons, assistance in obtaining private rental by way of the bond loan scheme and provision of movable units for older persons.

**Outreach Connection**

*Salvation Army Pathways*
*82 High St, Wodonga, VIC 3690*
*P: (02) 6055 9061*
*M: 0400 692 874*

Outreach provided by the Salvation Army Pathways. Support for homeless individuals who have multiple needs.

**Rural Housing Network**

*82 High St, Wodonga, VIC 3690*
*P: (02) 6055 9000*
*F: (02) 6056 4527*
*W: ruralhousing.com.au*

**Housing support services**

Rural Housing Network housing support programs aim to house people and keep them housed in social housing. This includes both public and community housing. RHNL delivers housing support through two key programs social housing advocacy and Support and Indigenous tenants at risk.

**Homelessness services**

An initial assessment and planning worker works with people who are homeless or at risk to resolve their housing issue, to link to support and to assist in finding and sustaining long term housing. Transitional housing provides secure, furnished short-term housing for people experiencing homelessness. Working in conjunction with family violence services RHNL also provides assistance with emergency accommodation for women and children who face homelessness due to an immediate risk of family violence, after hours accommodation options to perpetrators of family violence, and brokerage assistance to establish and maintain private rental as a long term housing option.

**Community housing**

Community housing is long-term, secure housing with rents at below market value. The housing network offers well maintained properties located throughout the Hume region of Victoria, to house low to middle income households in the community of their choice.
Alcohol and other drugs

Services

These services provide information, counselling, referral and withdrawal, rehabilitation services and family support.

Drug and Alcohol Worker

Albury-Wodonga Aboriginal Health Service
644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200
W: awahs.com.au

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Alcohol, tobacco and other drugs programs include counselling, drug withdrawal nurse, pharmacotherapies program, drug diversion counselling, and needle syringe program.

Upper Murray Family Care
29 Stanley St, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6055 8000
E: admin@umfc.com.au
W: umfc.com.au

Family counselling - Drug and alcohol program
A free confidential counselling service which aims to support families where relationships in the family have been affected by alcohol or other drug use. We offer individual, couple and/or family counselling. We work with each family to find the most effective way to address their unique situation. This service may happen in the office, in the home or other outreach locations. Any family or family member can request the service for themselves, or for the whole or part of the family. You need to live in the eastern Hume region including the local government areas of Wodonga, Indigo, Towong, Wangaratta, Alpine, Benalla and Mansfield. This service can be accessed by contacting the family counsellor in the drug and alcohol program on (02) 6055 8000.

Needle and syringe programs

Needle syringe programs provide free needles, swabs and syringes for injecting drug use, as well as providing a return facility for the safe disposal of used syringes and needles.

Wodonga Council
104 Hovell St, Wodonga, VIC 3690
P: (02) 6022 9300
Sharps disposal only. Free sharps disposal service and provision of sharps containers.

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Needles syringes, swabs, disposal containers, condoms and a range of written resources are available free from our office during our regular opening hours.
**Self help groups**

**Alcoholics Anonymous**

*PO Box 136, East Melbourne, VIC 3002*

*P: (03) 9429 1833*

*E: aavictoria@bigpond.com.au*

*W: aavictoria.org.au*

Daily support meetings across Victoria. Telephone support line operating seven days.

**Al-Anon and Alateen Family Groups**

*P: 1300 252 666*

*W: al-anon.alateen.org/australia*

Helps families and friends who live, or have lived, in a ‘drinking’ environment. Telephone for a meeting place near you.

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**24 hour telephone support**

**Cannabis Information Helpline**

*P: 1800 304 050 (free call)*

*W: ncpic.org.au*

Information and helpline for cannabis users or friends of users.

**DirectLine**

*P: 1800 888 236 (free call 24 hours)*

*W: turningpoint.org.au*

An alcohol and drug counselling and referral service administered by Turning Point Drug and Alcohol Centre.

**Drug Info Line**

*P: 1300 858 584*

*W: druginfo.adf.org.au*

Information service about drug and alcohol issues administered by the Australian Drug Foundation.

**Family Drug and Alcohol Helpline**

*P: 1300 660 068 (24 hour helpline)*

*W: familydrughelp.com.au*

Partly funded by Department of Human Services and staffed by volunteers/peers support workers, this service provides referral, support and information.

**Kids Helpline**

*P: 1800 551 800 (free call)*

*W: kidshelp.com.au*

Kids Helpline is Australia’s free, confidential and anonymous, telephone and online counselling service specifically for young people aged between five and 25.

**Lifeline**

*P: 13 11 14*

**Needle Disposal Helpline**

*P: 1800 552 355 (free call)*

**State-wide referral service for discarded syringes**

*Poisons Information Centre*

*P: 13 11 26 (24 hours)*

**YSAS - Youth Substance Abuse Service**

*P: 1800 014 446 (free call)*

*W: turningpoint.org.au*

Information and referral to services (24 hours).
Information and education

Australian Drug Foundation
P: 1300 858 584
W: druginfo.adf.org.au
Information and education service relating to alcohol and other drug issues.

Counselling Online
W: counsellingonline.org.au
Counselling online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction. This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling online is available 24 hours a day, seven days a week, across Australia.

QUIT
P: 13 18 48
W: quit.org.au
Information and resources to help people stop smoking.

Anger management

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm
Counselling and support programs include problem counselling, resolve counselling for young people and their families, family relationship services and domestic violence counselling. For men's behaviour change program see men's services page 86.
Child FIRST

Upper Murray Family Care
29 Stanley St, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6055 8000
E: admin@umfc.com.au
W: umfc.com.au

Child FIRST provides a central assessment and intake service for families in order to assist them access appropriate supports for their individual families needs.

Child FIRST aims to provide:

- Information and advice to support children, young people and families;
- A comprehensive assessment to ascertain best service to support families individual goals;
- A service to ensure vulnerable children, young people and their families are linked with community supports and services;
- A central intake for the family services program;
- Provide schools, service providers, community members and families with a service to contact for advice when concerned about a child/children’s welfare; and
- Onward referral to a range of community services to strengthen families.

Child FIRST works with families who reside in the eastern Hume region including the local government areas of Wodonga, Indigo, Towong, Wangaratta, Alpine, Benalla and Mansfield which have children aged between birth to 18 years, including pre-birth support.

Child FIRST works with families who require support with:

- Parenting concerns and managing children’s behaviour;
- The impacts of family conflict or family violence;
- Child or adult physical and mental health issues;
- Physical and intellectual disabilities;
- Connection with community organisations;
- Personal support and engagement with support groups;
- Building stronger parent-child relationships; and
- Accessing early childhood education and care.

Child FIRST is a voluntary service and therefore families need to agree to participate. Child FIRST will seek to inform and engage families that may be unsure about becoming involved.

Child FIRST receives referrals from individuals, community members and professionals. As well as individuals that access support for their family, any person who has a concern for the wellbeing of a child or young person may refer to Child FIRST.

Child FIRST believes that the best interests of the child must always be paramount. Every child should have the opportunity to reach their full potential in a home and community that is safe and promotes their rights and positive development.

Child FIRST can be accessed by phoning 1800 705 211.
Community safety

Community Safety Plan

Wodonga Council
P: (02) 6022 9300

Wodonga Council has developed a community safety plan to guide its work in the area of community safety. Key priorities are strengthening families, perception of safety, safety in the home and alcohol and young people. With the key message that Wodonga says “no to violence” in public, in the home, in schools, in the workplace, in sporting clubs and entertainment precincts and at all events.

Crimestoppers

P: 1800 333 000 (free call)

Neighbourhood Watch – Wodonga

P: (02) 6024 4425, (02) 6024 6483
E: bmclacy@gmail.com
W: nhw.com.au/Eastern-Region/Wodonga

Neighbourhood Watch is a community based crime prevention program.

Safety House Program

Safety House Association of Victoria
P: (03) 9769 7133
E: safetyhouse@bigpond.com
W: safetyhousevic.org.au

This is a community-based network of safe places for children, teenagers and the elderly to use when they find themselves in circumstances they cannot handle by themselves. To be a safety house, you need to be home half the time children are out and about in the community, have a telephone and have clear and safe access to the front door. Participants need to be over 17 years of age and be prepared to undergo a police check.

Victims’ Assistance Program

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

The victims’ assistance program (VPA), based at Gateway Community Health, provides free support and counselling to victims of violent crime. A violent crime includes incidents such as assault, burglary, aggravated burglary, family violence, stalking and sexual assault.

VAP provides information, support and referral on matters that may assist in the recovery process, such as: compensation, legal processes, counselling.

Victims of crime may also be eligible for free counselling through the service which VAP can assist in arranging. For information on your rights and the services available to you, please telephone.
Emergency relief and material aid

Faith City
1 DeKerilleau Drive, Wodonga, VIC 3690
P: (02) 6056 1200
Tuesday to Friday, 9am to 5pm
Offers assistance with food parcels and general grocery items.

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm
Vouchers available to clients, appointments required. Provides family violence, financial and gambling, counselling and support services.

Salvation Army
210 Lawrence St, Wodonga, VIC 3690
P: (02) 6024 2886
24 emergency family support by appointment on 0417 394 494
The Salvation Army provides a number of programs and services including food parcels, clothing, furniture and Telstra vouchers.

Salvation Army Cafe
210 Lawrence St, Wodonga, VIC 3690
W: salvationarmy.org.au
Tuesday to Friday, 10.30am to 3.30pm

Society of St. Vincent de Paul
Welfare Office
P: (02) 6024 3493
Monday, Tuesday, Thursday, Friday by appointment
Home visit service provides food parcels, supermarket vouchers, furniture, utilities assistance medical travel assistance and emergency accommodation.

UnitingCare Wodonga
St Stephen’s Uniting Church
Cnr Beechworth Rd and Nilmar Ave, Wodonga, VIC 3690
P: (02) 6024 2108
F: (02) 6024 4723
E: woduca@bigpond.net.au
W: wodonga.unitingcare.com.au
The emergency relief program provides food parcels, food vouchers and personal care items. Limited financial support is available to cover medical, pharmaceutical, travel and back to school costs. Advocacy and referrals are available to people experiencing crisis. Pastoral care counsellor is available to assist those who are dealing with life problems or an emotional crisis. No interest loans scheme can be arranged for essential goods and services. Activities such as cooking classes, gardening groups and cuppa and chat are available to help develop social connections and skills.

Wodonga District Baptist Church
154 Melrose Drive, Wodonga, VIC 3690
P: (02) 6056 1777
Counselling services, with concession rate available. Also provides a range of support groups to assist people to connect with the community.
Family support services

Families Matter

Carol Thompson
M: 0408 633 122
E: carol@familysmatter.com.au

Families Matter works with families in their home environment to develop relationships, encourage respectfulness and enhance personal growth. Together we develop tools to solve problems and provide all members with a nourishing and safe family environment in which to live and grow. Families Matter will provide education and support to new-to-be parents, grandparents, single parent families, blended families, foster families, people/children/adolescents, siblings and for those wanting to improve their relationships at home, work and school. Families Matter provides courses in bringing baby home and tuning into kids.

Gateway Community Health

155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

Services and programs for parents and families are available in various areas including:

- Interacting with your child: Mother Goose program;
- Parent education: Positive parenting telephone service;
- Parenting support: Parenting education services;
- Relationships: Family relationships;
- Young parents programs: Connecting young parents;
- Family support: Family connections; and
- Aboriginal community: Community support service.

Family drug support

A supportive, non-judgmental, confidential group aimed to support families of children and young people who use alcohol and other drugs at problematic levels.

Parenting and relationship education

Support groups

Counsellors are involved in the facilitation of Groupwork programs as a part of the service, as well as in collaboration with other Gateway Community Health Service programs and agencies across the Albury-Wodonga and Upper Hume region. Groups include:

- Men’s support group;
- Men’s behaviour change (anger management);
- Domestic violence women’s support group;
- Gamblers help support group and community education;
- Rural recovery support groups;
- Mental health: Get together house, personal helpers and mentor program;
- Relationship education: Relationship programs; and
- Parenting support: Parent education service.
Junction Support Services

155 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6043 7400
F: (02) 6056 3411
E: reception@junction.org.au

Formerly Central Hume Support Service, Junction Support Services provides a range of effective and integrated specialist child, youth, adult and family services. Junction provides support for youth, single adults and families, and options to people who are homeless or at risk of homelessness. Junction also provides counselling services for children who have experienced family violence and or homelessness.

Families and single adults program
This program offers case management to adults (25 years and over) who are at risk of becoming homeless to achieve stability and independence, and to link with the community. Adults are supported to link with education, employment and explore all accommodation options, advocacy, referral and practical assistance.

Youth support program
This program aims to provide support to young people (15 to 25 years) who are homeless or at risk of becoming homeless. This program offers support, advocacy, referral and practical assistance.

Supporting young parents program
This program provides individual support for young women (15 to 25 years) who are homeless or at risk of homelessness and are pregnant or parenting. The program provides intensive case work and links in with local community through parenting, education and social and recreational activities.

Creating connections program
This program provides intensive long term support for young people (15 to 25 years) who are at risk or have a long history of homelessness. This support can link in with the private rental market, education or employment and the community.

Leaving care program
The leaving care program seeks to support young people (16 to 25 years) exiting protective care or who have been previously under a protective care order and are at risk of accommodation breakdown.
Family services
Family services provides confidential, free support to families who have dependent children aged birth to 18 years, including pre-birth and live in the eastern Hume region including the local government areas of Wodonga, Indigo, Towong, Wangaratta, Alpine, Benalla and Mansfield.

In the best interests of children, family services empower families to promote healthy development and wellbeing of children and young people, supporting their right and opportunity to reach their full potential within their home and community.

The type of service offered to families is based on what the individual family needs are. This may include parenting support, whole of family work, or guidance when dealing with other services involved with families.

Family services will support families to meet varied needs of their children, and assist in contacting other specialised services such as early year’s providers and schools. Family services work with families to develop a plan that will help them reach their goals.

Family services referrals can be made by contacting Child FIRST on 1800 705 211.

Kinship care services
Kinship care services aims to support kinship carers to provide the best possible outcomes for children unable to live with their own parent. Kinship care is care provided by relatives or a member of a child’s social network when a child is unable to live with their parents. Kinship care arrangements can either be formal or informal.

Support that can be offered is information and advice as well kinship family services.

Information and advice can be provided about community resources that can assist families and their support networks. This service can be accessed by children and young people in kinship care, kinship carers, extended family members or professionals.

Kinship family services provide a timely and flexible response for kinship families or kinship family members, which focuses on supporting them to deal with a current issue effecting the family functioning.

For kinship carers living in eastern Hume region including the local government areas of Wodonga, Indigo, Towong, Wangaratta, Alpine, Benalla and Mansfield. This service can be accessed by phoning 1800 705 211.

Post separation services
Post separation services provide services to assist families who are going through a significant time of change and transition as a result of separation or divorce. The aim of all its services is to help parents make parenting orders work and minimise the repercussions experienced by children of partnerships ending in separation or divorce.
**Integrated mediation services**
Provides assistance in resolving disputes concerning parenting arrangements, financial issues and property settlement as an alternative to going to court. Mediation requires separated or divorced couples to have commitment to negotiating their differences and finding fair solutions that are in the best interest of the children. Agreements can be made legally binding by registering them at court either yourself or by your solicitor.

**Children’s contact service**
Enables children of separated or divorced parents to re-establish or maintain contact with their non-residential parent where this is appropriate or possible. Provides a safe, neutral and child friendly environment for facilitated contact visits and changeovers. When parents are in ongoing conflict and cannot meet, the service provides separate entrances and uses staggered arrival and departure times for the contact. You can utilise it voluntarily or because you have been ordered by the court to use the service.

**Parenting orders program**
Provides assistance for separated or divorced parents who are in a state of high conflict to move to a position where they are able to help their children through the transition of separation/divorce and jointly provide effective parenting. Assist in enhancing parent’s communication and conflict management skills. This requires the parents to have a commitment to address differences and focus on the best interest of the child. Case management and group work are utilised to assist in addressing separation issues.
Financial assistance and counselling

Centrelink
430 Wilson St, Albury, NSW 2640
P: 13 61 50 Family Assistance Office
W: centrelink.gov.au
Centrelink offers a range of services for individuals and families and can provide helpful information and advice.

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm
The financial counselling program provides counselling, advice, advocacy and support for people experiencing financial hardship or difficulties as a result of problem gambling. The goal is to assist with the development of a household budget and then follow up support is provided to enable people to better manage their income.

Salvation Army
Ballarat Community Support Services
102 Eureka St, Ballarat, VIC 3353
PO Box 10, Ballarat, VIC 3353
P: (03) 5337 0600
F: (03) 5331 7809
Monday to Friday, 9am to 4.30pm by appointment
The Salvation Army provides budget education and case management to assist people on low incomes to gain control of their household finances.

Upper Murray Family Care
76 Nordsvan Drive, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6055 8000
F: (02) 6022 8099
E: admin@umfc.com.au
W: umfc.com.au
Financial counselling
Financial counselling is a free service to people on low incomes or those who are experiencing financial stress.
A financial counsellor can help with:
• Budgeting, banking and money management strategies;
• DHS grants and Centrelink entitlements;
• Assess debts and hardship arrangements;
• Your rights under the judgment debt recovery process;
• Preventing disconnection of your utilities;
• Preventing repossessions of your goods, car or home; and
• Bankruptcy and its alternatives.
As this is a free service, there may be a few weeks wait for an appointment although information and assistance regarding urgent matters such as preventing a repossession, foreclosure or utility disconnection, can be given over the phone.

StepUP
A stepUP loan is a low interest loan of between $800 and $3000 for individuals and families living on a low income. It is a nonprofit loan developed by National Australia Bank (NAB) with
Good Shepherd Youth and Family Service and now offered by a range of community groups across Australia. Applicants must fit the loan criteria and can use the loans to purchase essential household items and services. The loan decision is made by NAB. The microfinance worker will support applicants through the application process.

The individual or family must:

- Hold a current Centrelink healthcare card or pension card or be eligible to receive family tax benefit part A; and
- Have lived at their current address for more than three months.

People may still be eligible for a StepUP loan if they:

- Have a poor credit history;
- Hold one existing loan or mortage but are currently unable to access normal bank loans because of a change in circumstance; or
- Are over 70 years of age.

StepUP loans provide affordable credit for the purchase of essential personal, household and domestic goods and services including:

- Furniture and white goods (eg refrigerators, washing machines);
- House maintenance and repairs;
- Medical and dental expenses;
- Second hand cars;
- Car repairs;
- Airfares (for refugee family reunion or emergency);
- Computers; and
- Vocational educational costs.

This loan list is not exhaustive. Loans are not limited to one item. Please note, if the applicant already has more than one bank loan, he/she may not qualify. StepUP is designed for people who cannot access bank credit.

**Women’s Health Goulburn North East**

57 Rowan St, Wangaratta, VIC 3677  
P: (03) 5722 3009  
F: (03) 5722 3020  
W: whealth.com.au

The no interest loan scheme (NILS) provides interest free loans for women on low income. The two schemes offered at Women’s Health Goulburn North East are community based programs that enable women to access credit for the purchase of goods and services. When a borrower makes a repayment to a NILS program, funds are then available as a loan for another woman in the community. This is called “circular community credit” and is a real demonstration of the community in action.

Loan purposes include electrical household equipment, household furniture, moving costs, (if moving within the Hume region), vehicle costs, return to study or work costs, medical costs, children’s medical or educational costs.
Gamblers’ help services

Gateway Community Health

155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Monday to Friday, 9am to 5pm

The problem gambling team offers a service to the eastern Hume region in the north east of Victoria. The areas covered are Towong, Indigo, Wodonga, Alpine, Wangaratta and Delatite shires.

The gambler’s help program offers individual counselling for people where gambling presents a problem and assists them to recognise the impact on themselves and others. The service also offers counselling and support for the family and friends of people with a gambling problem.

The program also offers a wide range of community education to professionals and community members and secondary consultation to professionals. We offer the venue support program for venues to assist them in recognising and responding to problem gambling within their venue.

P: 1800 156 789 Gamblers Helpline
W: problemgambling.vic.gov.au

Gamblers’ help is a 24 hour, anonymous and confidential telephone advice service, providing information, and referral to counselling, if your gambling is a problem.

Government support services

Centrelink

Albury Centrelink Office
430 Wilson St, Albury, NSW 2640
W: centrelink.gov.au

Listed below are some of the most popular Centrelink phone numbers for families:

- Child care benefit
  13 61 50
- Disability, sickness and carers
  13 27 17
- Employment services
  13 28 50
- Family assistance office
  13 61 50

- Multilingual service
  13 12 02
- Parenting payment
  13 61 50
- Maintenance enquiries
  13 61 50

GOLD - Government On-Line Directory

W: gold.gov.au

Listing of government departments and agencies.

Grandparents

Grandparents Victoria

P: (03) 9372 2422
E: director@grandparents.com.au

Grandparents Victoria is a community organisation of grandparents working together with the aim of linking generations to shape a positive future. It provides support networks and advocacy.
Grief and loss

Local grief and loss support groups

Stillbirth and Early Loss Coffee Group

P: Lauren Hicks 0439 328 154, Jill Crouch-Hall (02) 6056 2907
E: stillbirtheartlylossgroup@ymail.com
First and third Wednesday of every month at Cafe Grove on High St. Come and meet up with other women who have experienced miscarriage, stillbirth or early loss in a casual and friendly group. You can purchase lunch, a coffee or just come along to share your story and listen to others. For more information or to confirm your attendance, please contact Lauren or Jill above.

National grief and loss organisations and online support

Compassionate Friends

P: 1800 641 091 (free call)
W: compassionatefriendsvictoria.org.au
Compassionate Friends Victoria is part of a world-wide organisation offering friendship and understanding to families following the death of a son or daughter, brother or sister. Compassionate friends offers support in the grief and trauma which follows the death of a child at any age and from any cause.

National Missing Persons Co-ordination Centre

P: 1800 000 634 (free call)
E: missing@asp.gov.au
W: missingpersons.gov.au

SANDS – Stillbirth and Neonatal Death Support

P: (03) 9899 0218
W: sandsvic.org.au
Telephone support available 24 hours, seven days a week from trained volunteer parent supporters who have themselves experienced the death of a baby through miscarriage, stillbirth or newborn death.

SIDS and Kids

P: 1300 308 307 (24 hour support)
W: sidsandkids.org
Providing bereavement services for any person who has been affected at any time, by the sudden and unexpected death of an infant or child (from 20 weeks gestation to six years), due to still birth, perinatal complications, SIDS, sudden illness, motor accident, drowning or any other cause. Counselling and support is available for parents, siblings, extended family, friends, emergency service personnel and health professionals.
Health services

Health services include:
- Community health;
- Continence services;
- Dental health;
- General practitioners;
- Health information and support groups;
- Hearing services;
- Hospitals;
- Sexual health and family planning;
- Specialist doctors; and
- Women's health.

Community health

Clinic 35

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

The clinic provides information, support, clinical services and appropriate specialist referral for issues about:
- Sexually transmitted infections, including screening and treatment;
- Contraception;
- Counselling;
- Free condoms;
- Emergency contraception;
- Pregnancy testing;
- Unplanned pregnancy counselling and referral;
- Pap smears;
- Breast checks;
- Blood borne virus screening, counselling and referral;
- Contact tracing;
- Referral to specialist services ie termination of pregnancy, HIV/Hep C treatment; and
- Needle and syringe programs.

Continence services

Incontinence is a very common condition. Many women experience urinary incontinence during pregnancy or after birth. There are many health professionals qualified to assist adults and children with bladder and bowel control problems. With assistance, incontinence can be treated, more effectively managed and often cured.

Continence Foundation of Australia
Level 1, 30-32 Sydney Rd, Brunswick, VIC 3056
P: (03) 9347 2522
F: (03) 9380 1233
E: info@continence.org.au
W: continence.org.au

The Continence Foundation of Australia is the national peak body for continence management, promotion and advocacy.

National Continence Helpline
P: 1800 330 066 (free call)
Monday to Friday, 8am to 8pm

Offers free, confidential advice about bladder and bowel control, leaflets and product information. Services are free for people of all ages with incontinence, their carers, parents and families, and health professionals.
Specialist Continence Services

Albury-Wodonga Health
Wodonga Campus
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7400
Referrals faxed to: (02) 6051 7430
Monday to Friday, 8.30am to 5pm

The specialist continence service at Albury-Wodonga Health provides and an assessment and management service for people of all ages with bladder and bowel incontinence and associated problems such as constipation. This comprehensive service incorporates both nursing and physiotherapy services.

Victorian Continence Resource Centre

RDNS Building
Royal Talbot Rehabilitation Centre
Yarra Blvd, Kew, VIC 3101
P: (03) 9816 8266
E: info@continencevictoria.org.au
W: continencevictoria.org.au

Offers free, confidential advice about bladder and bowel control, leaflets and product information. Services are free for people of all ages with incontinence, their carers, parents and families, and health professionals.
Dental health

Albury-Wodonga Aboriginal Health Service

644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200
W: awahs.com.au
Dental services for people with chronic disease, pregnant patients and teen dental patients.

Albury-Wodonga Health Dental Service

155 High St, Wodonga, VIC 3690
(Occupying the basement of Gateway Community Health)
P: (02) 6051 7925
F: (02) 6051 7945
The Albury-Wodonga Health Dental Service is an integrated oral health program in collaboration with La Trobe University. Victorian residents who hold a Victorian pension or health care card. Public dental services are subsidised by the government. Fees paid by patients vary depending on eligibility status and services provided. We offer general, emergency and denture services.

Emergency
If you have a dental emergency, please contact us as soon as possible so that we can assess your condition.

General care – Children
Children are offered the next available appointment for general care. After treatment is completed, they will be placed on recall and contacted when due for their next check up.

General care – Adult
For general care adults will be put on a wait list. Once your name comes to the top of the wait list we will contact you with an offer of care.

Denture assessment
If you require dentures, we will assess your priority and you will be placed on the denture wait list.

Specialist services
Eligible patients may be referred to the Royal Dental Hospital of Melbourne for specialist dental care. A dental practitioner must first assess the problem.

General practitioners

Albury After Hours Clinic

Albury-Wodonga Health
Albury Hospital
Borella Rd, East Albury, NSW 2640
P: (02) 6021 0188
W: alburyafterhoursclinic.com.au
Open evenings and weekends

Albury-Wodonga Aboriginal Health Service

644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200
W: awahs.com.au

Albury-Wodonga Family Medical Centre

7 Elgin Boulevard, Wodonga, VIC 3690
P: (02) 6024 3588

Central Medical Group

224 Beechworth Rd, Wodonga, VIC 3690
P: (02) 6024 3233
W: centralmedical.com.au
Daintree Medical Centre
174 Lawrence St, Wodonga, VIC 3690
P: (02) 6056 9001
F: (02) 6056 1009
W: daintreemedicalcentrewodonga.com

Elmwood Medical Centre
291 Beechworth Rd, Wodonga, VIC 3690
P: (02) 6056 2011
F: (02) 6056 3011
E: admin@elmwoodmedical.com.au
W: elmwoodmedical.com.au

Federation Clinic
1 Forde Crt, Wodonga West, VIC 3690
P: (02) 6059 2500
F: (02) 6059 4442
W: federationclinic.com.au

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Tristar Medical Centre
79 High St, Wodonga, VIC 3690
P: (02) 6024 3344
F: (02) 6024 3433
E: wodongareception@tristarmedicalgroup.com.au

Wodonga West Medical Centre
195 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6056 2447

The Travel Doctor Albury Wodonga
60-62 Waratah Way, Wodonga, VIC 3690
P: (02) 6024 2766
W: traveldoctor.com.au
Health information and support groups

Aboriginal Health Worker and Midwife Services

Mungabareena Aboriginal Corporation
21 Hovell St, Wodonga, VIC 3690
P: (02) 6024 7599
F: (02) 6056 0376

The Aboriginal health worker aims to:

- Support Aboriginal families with their health needs;
- Work with agencies and community to reduce barriers created by cross border issues. Organise health promotion activities in Aboriginal community;
- Improve access to primary health care for Aboriginal people; and
- Work with mainstream services to improve programs and services for Aboriginal people.

Chronic care

The AHPACC Partnership will support community health services and Aboriginal community controlled health organisations to work collaboratively to improve health outcomes for Aboriginal and Torres Strait Islander people with, or at risk of, chronic disease.

Asthma Foundation of Victoria

P: 1800 645 130 (free call)
E: advice@asthma.org.au
W: asthma.org.au

Helpline Monday to Friday, 9.30am to 3pm

Attention Deficit Disorder

W: add.org

Information provided through easy to read fact sheets for workers, parents and children.

Australian Infant, Child, Adolescent and Family Mental Health Association

W: aicafmha.net.au

Provides information on children’s mental health and has a searchable database of current research, reports etc.

Better Health Channel

W: betterhealth.vic.gov.au

Reliable health and medical information for consumers, quality assured by the Victorian government.

Bran Nue Me Program

Albury-Wodonga Aboriginal Health
644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200

The Bran Nue Me program is designed for Indigenous people who are looking to improve their health and fitness. We provide fitness activities before and after work for all ages. They Aboriginal health worker will ensure that all patients have the best outcome.

Diabetes Australia – Victoria

P: 1300 136 588
W: diabetesvic.org.au

Food additives

W: additivealert.com.au
W: fedup.com.au

HealthInsite

W: healthinsite.gov.au

This Australian Government initiative has a wide range of up-to-date and
quality assessed information on important health topics.

**NURSE-ON-CALL**

P: 1800 606 024 (free call)
W: health.vic.gov.au

NURSE-ON-CALL is a telephone health line providing Victorians with immediate, expert health information and advice 24 hours a day, seven days a week.

**Royal Children’s Hospital**

P: (03) 8345 2000
W: rch.org.au

**Red Cross**

P: 1300 885 698

The Red Cross telecross service is a free service which provides calls to isolated community members on a regular basis, to check on their wellbeing.

**The Cancer Council Victoria**

P: 13 11 20
W: cancervic.org.au

**Hearing services**

**National Relay Service**

P: Voice 1800 555 660 (free call)
TTY: 1800 555 630 (free call)
Make a call: 133 677
Speak and Listen: 1300 555 727

**Emergency calls**

P: 1800 555 690 (free call)
TTY users call 106
Speak and Listen: 1800 555 727
(ask for 000)
SMS: 0416 001 350
E: helpdesk@relayservice.com.au
W: relayservice.com.au

Monday to Friday, 9am and 5pm

A phone solution for people who are deaf or have a hearing or speech impairment.

**Vicdeaf Hume (Shepparton)**

*Primary Care Connect*

393-399 Wyndham St, Shepparton, VIC 3630
PO Box 1167, Shepparton, VIC 3630
P: (03) 5823 3260
F: (03) 5823 3299
E: shepparton@vicdeaf.com.au

*Wednesday, Thursday, Friday*

Vicdeaf provides support, advocacy, assessment and referral for clients who are aged 18 years and over and who are deaf or hard of hearing and their families. (See also support services for children who are hearing impaired in the children’s services section page 52.)
Hospitals

Albury-Wodonga Health

Albury Campus
Borella Rd, Albury, NSW 2640
P: (02) 6058 4444

Check the Albury-Wodonga Health website awh.org.au for useful resources and links.

Sexual health and family planning

Billings Ovulation Method

Billings LIFE – Leaders in Fertility Education
2A/303 Burwood Highway,
East Burwood, VIC 3151
P: 1800 335 860 (free call)
W: billings-ovulation-method.org.au

The billings ovulation method teaches a woman to interpret her natural signs of fertility through all her changing life stages from puberty to menopause. The billings ovulation method is easy to learn and is highly successful when used by a couple to achieve or avoid a pregnancy.

Clinic 35

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

Clinic 35 is a sexual and reproductive health service that offers clients a confidential and safe setting in which to discuss sexual health concerns and receive specialist sexual and reproductive health care.

The clinic provides information, support, clinical services and appropriate specialist referral for issues about:

- Sexually transmitted infections, including screening and treatment;
- Contraception;
- Counselling;
- Free condoms;
- Emergency contraception;
- Pregnancy testing;
- Unplanned pregnancy counselling and referral;
- Pap smears;
- Breast checks
- Blood borne virus screening, counselling and referral;
- Contact tracing;
- Referral to specialist services ie. termination of pregnancy, HIV/Hep C treatment; and
- Needle and syringe programs.
Specialist doctors

Wodonga Specialist Obstetricians

Dr Hang Chau
36 Vermont St, Wodonga, VIC 3690
P: (02) 6024 5433

Dr Simon Craig
P: (02) 6024 2027

Dr John Salmon
P: (02) 6024 5060

Dr Bhupen Khara
66 Vermont St, Wodonga, VIC 3690
P: (02) 6056 5770

Albury-Wodonga Paediatric Group
432 David St, Albury, NSW 2640
P: (02) 6051 1222
F: (02) 6051 2223
W: awpg.com.au

Women’s health

Albury Community Health Services and Outreach Facilities

Brigitte Weber, Women’s Health Nurse
596 Smollett St, Albury, NSW 2640
P: (02) 6058 1825

Cross border services for women living with CALD background. Women are able to access via Albury community health drop in or by appointment with women’s health nurse. The service provides access to interpreter services for pap tests, breast checks, other women’s health information and referrals.

Albury-Wodonga Aboriginal Health Service

644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200

Women’s health checks
We have women’s health day on Wednesday, which is dedicated to women. We do paps, breast exams and just a general check-up on these days.

Clinic 35

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au

Monday to Friday, 9am to 5pm
Clinic 35 also provides confidential women’s health care services. Including:

- Contraception;
- Pregnancy testing;
- Unplanned pregnancy counselling and referral;
- Pap smears; and
- Breast checks.

Pregnancy Support Group Albury-Wodonga

14 Havelock St, Wodonga, VIC 3690
P: (02) 6024 6775
P: 1300 737 732 (24 hour emergency)
M: 0423 004 904 (24 hour local counsellor)

Pregnancy support group Albury-Wodonga is a free, confidential counselling and referral agency.
We have qualified crisis pregnancy counsellors available on call. We offer access to a wide range of free help. For immediate access to a local counsellor, phone 0423 004 904, or leave a message at the office. Our office is not attended all day, so please leave your first name and a phone number and we will get back to you - discreetly of course.

Royal Women’s Hospital
W: thewomens.org.au
This website provides A-Z fact sheets on women’s health issues.

Women’s Health Information Centre
P: 1800 442 007 (free call)
E: whic@thewomens.org.au
Monday to Friday, 9am to 5pm

Women’s Health Victoria
W: whv.org.au
Indigenous services

Aboriginal Community Support Services

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

The Aboriginal community support service provides information to Aboriginal and Torres Strait Islander (ATSI) people and acts as an intake and referral for ASTI people. The intake and referral service will work with families to ensure the most effective service response is identified to meet the needs of the parents/children/family.

Albury-Wodonga Aboriginal Health Service

644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200
W: awahs.com.au

Promoting longer, healthier living for our local indigenous community. With services that include specialist maternal
and child health services and drug and alcohol worker as well as the following programs:

**Dental services**
Dental services for people with chronic disease, pregnant patients and teen dental patients.

**Women’s health checks**
We have women’s health day on Wednesday, which is dedicated to women. We do paps, breast exams and just a general check-up on these days.

**Bran Nue Me program**
The Bran Nue Me program is designed for Indigenous people who are looking to improve their health and fitness. We provide fitness activities before and after work for all ages. The Aboriginal health worker will ensure that all patients have the best outcome.

**Home visits**
Home visits are available for regular clients whose condition prevents them from attending AWAHS. The nurse is available to provide assistance.

**ATSI Health Directory**

**W: atsihealth.org**
Provides links to range of services including health and care for children, family violence services etc.

**Mungabareena Aboriginal Corporation**

**21 Hovell St, Wodonga, VIC 3690**

**P: (02) 6024 7599**

**F: (02) 6056 0376**

Mungabareena Aboriginal Corporation provides a range of services for Aboriginal people living within our service area that will meet the needs, strengthen our cultural values and our connection to the area, whilst at the same time aiming to achieve economic independence, self-determination and preservation.

Teams include closing the gap, corporate services team, health unit Ttam, family unit and education unit. Delivering programs and services such as:

- Home and community care;
- Housing;
- Aboriginal health worker;
- Aboriginal family decision maker;
- Aboriginal family violence worker;
- Youth justice – Including youth activity/sports programs;
- Mental health worker;
- Disability support worker;
- Chronic care;
- Koori maternity support;
- Midwife; and
- Koori First Steps preschool.

See also:
- Koori education page 28;
- Maternal and child health page 32; and
- Koori antenatal care page 99.
Legal services

Child Support Legal Service
P: 1800 677 402 (free call)

Consumer Affairs
P: 1300 558 181 (free call)
W: consumer.vic.gov.au

Dispute Settlement Centre
P: 1800 658 528 (free call)
W: justice.vic.gov.au/disputes

Fairwork Australia
P: 1300 799 675
W: fwa.gov.au

Family Law Courts National Enquiry Centre
P: 1300 352 000
W: familylawcrts.gov.au

Hume Riverina Community Legal Service
Suite 5/91 Hume St, Wodonga, VIC 3690
PO Box 31, Wodonga, VIC 3689
P: 1800 918 377 (free call)
F: (02) 6057 5000
W: communitylaw.org.au/humeriverina

The Hume Riverina community legal service provides free and confidential legal advice, information, casework and referrals, for individuals and groups who reside or work in north east Victoria or the Riverina of NSW, especially those on low incomes or otherwise disadvantaged in their access to justice. Services include:

- Face to face evening clinics;
- Family violence duty solicitor;
- Telephone advice;
- Family law assistance clinics;
- Family law legal aid;
- Supervised student advice clinic; and
- Rural outreach.
Jobwatch  
*(VIC Employment Issues)*  
P: 1800 331 617 (free call)  
W: jobwatch.org.au

Law Institute of Victoria Legal Referral Service  
P: (03) 9607 9550  
W: liv.asn.au

Mungabareena Aboriginal Corporation  
21 Hovell St, Wodonga, VIC 3690  
P: (02) 6024 7599  
F: (02) 6056 0376

Youth justice  
To ensure that service delivery is based on a culturally appropriate service response that meets the needs of Aboriginal young people and includes holistic approaches, sound assessment, engagement of Aboriginal community supports, facilitation of linkage and unification/reunification to family and Aboriginal community, in order to minimise risk and reduce offending.

Aboriginal family decision maker  
The role of the Aboriginal family decision making convener is to liaise and work with children, youth and families that are already in contact with the child protection system. The convener’s role is to implement and convene a culturally appropriate responsive model of family decision making with Aboriginal and Torres Strait Islander children, youth and families who are referred by child protection.

Tenants Union of Victoria  
P: (03) 9416 2577  
W: tuv.org.au

Victorian Legal Aid  
P: 1800 677 402 (free call)  
W: legalaid.vic.gov.au

Women’s Legal Service Victoria  
*Third floor, 43 Hardware Lane, Melbourne, VIC 3000*  
P: 1800 133 302 (free call)  
F: (03) 9642 0232  
E: justice@vicnet.net.au  
W: womenslegal.org.au

Face-to-face and telephone legal advice on family law matters and intervention orders for women. This is a free service.
Men’s services

Gateway Community Health

155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

Gateway offers a range of support services for men including generalist and relationship counselling, parenting programs and individual parenting support, written material, and referral to the men’s behaviour change program for those men wanting to work on family violence issues.

Men’s Behaviour Change Program

155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

The men’s behaviour change program is offered two to three times per year at Gateway Community Health in Wodonga. This is a 12 week program for men who use all forms of violence. This program works through self-awareness, attitudes and behaviours and aims to protect women and children.

Mensline Australia

P: 1300 789 978
W: menslineaus.org.au
24 hours, seven days a week

Mensline supports men who are dealing with family and relationship difficulties, particularly surrounding family breakdown or separation. Mensline Australia also provides referral for mediation, anger management and face-to-face counselling.

Men’s Referral Service

P: 1800 065 973 (free call)
W: mrs.org.au

The men’s referral service is a Victorian telephone counselling service by men, for men, who are concerned about relationship breakdown and hurting the people they care about. The men’s referral service is free, confidential and anonymous.
Mental health services and support groups

Wodonga has a number of services which are able to provide a range of mental health services. These are listed below, along with state and national information and support services. There are also a number of psychiatrists, psychologists and counsellors in private practice. See the Yellow Pages section of the phone book.

**Adult Community Mental Health Service**

4 Watson St, Wodonga, VIC 3690
PO Box 1406, Wodonga, VIC 3689
P: (02) 60491500, 1300 881 104

**Benambra Rehabilitation Service**

11 Wilson St, Wodonga, VIC 3690
P: (02) 6056 5803

**Junction Support Services**

155 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6043 7400
F: (02) 6056 3411
E: reception@junction.org.au

Formerly Central Hume Support Service, Junction Support Services provides a range of effective and integrated specialist child, youth, adult and family services. Junction provides support for youth, single adults and families, and options to people who are homeless or at risk of homelessness. Junction also provides counselling services for children who have experienced family violence and or homelessness.

**Intensive case management**

This program offers support to adults to maintain accommodation, achieve stability, independence, and maintain links with the community, while being support to identify and address other areas requiring support such as health, drug misuse and mental health. The program offers support advocacy, referral and practical assistance.

**Children’s domestic violence counselling**

A free and confidential service for children who are in need of counselling and additional support due to their experience of family violence and/or homelessness.

This may include:

- One on one counselling for children (birth to 18);
- Sibling groups;
- Education on impact of trauma on children’s behaviour and feelings;
- Developmental needs;
- Referrals for appropriate services;
- Information, printed materials; and
- Advocacy.

Why might a child need counselling?

Kids experience events in their lives in their own unique ways. It is sometimes hard for kids to talk about things that have hurt them or frightened or confused them or made them feel sad. While many children can overcome their difficulties with some support from their parent, many children require specific intervention to address their unique needs. A counsellor is someone outside the family that a child can feel safe to talk to about what’s worrying them.

To make a referral to the children’s counselling service, please call (02) 6043 7425.
Lifeline provides access to crisis support, suicide prevention and mental health support services. Somewhere in Australia there is a new call to Lifeline every minute. People call Lifeline’s 24 hour crisis support service 13 11 14 about many things including:

- Anxiety;
- Depression;
- Loneliness;
- Abuse and trauma;
- Physical or mental wellbeing;
- Suicidal thoughts or attempts;
- Stresses from work, family or society; and
- Information for friends and family.

Lifeline also provides national services and campaigns that promote emotional wellbeing, encourage help seeking, and address suicide prevention and awareness.

Lifeline’s national service programs

Lifeline’s strategic directions focus on three major national service program areas that connect people with care.

1. Crisis support - Services that provide immediate support to individuals at times of difficulty in their lives, and support for communities in the recovery of major events.

2. Suicide prevention – Services that educate individuals and communities about suicide and offer appropriate support for those people who are at risk of suicide or bereaved by suicide.

3. Mental health support – Services that provide support for people experiencing mental illness and which offer reliable information and self-help resources to empower people to take steps towards maintaining mental health and emotional wellbeing.

Border suicide bereavement support group
We recognise that people bereaved by suicide often experience differences in their bereavement compared to other bereavements. There are many reasons why this may occur including: the stigma associated with suicide, the unanswerable questions left after suicide, feelings such as guilt, anger, blame and the loneliness and isolation which may result. Although everyone grieves uniquely the group aims to provide a place where these issues can be addressed with others who have experienced similar feelings and experiences. Phone Lifeline Albury Wodonga on (02) 6021 1077 to register your interest.

Lifeline Online Services

W: lifeline.org.au

Crisis Support Chat
Monday to Thursday, 7.30am to 10.30pm
Chat one-on-one with Lifeline

Mental health resource centre
Self-help tool kits and fact sheets providing easy to understand information and tips.

Lifeline’s service finder
An online directory of free or low cost health and community services available in Australia.
Helpful links to other services
Additional links to information, resources and other services covering a wide range of mental health related topics.

Mental Health Worker

Mungabareena Aboriginal Corporation
21 Hovell St, Wodonga, VIC 3690
P: (02) 6024 7599
F: (02) 6056 0376

The Mungabareena Aboriginal Corporation mental health worker provides mental health counselling and support to individuals, families and groups in the community, providing community with education, support and activities as well as treatment referrals. The mental health worker collaborates with other community organisations and agencies and administers mental health programs.

MIND Australia

86-92 Mount St, Heidelberg, VIC 3084
P: (03) 9455 7900, (03) 9455 7999
E: info@mindaustalia.org.au
W: mindaustralia.org.au

In Victoria, MIND offers a range of services to assist people in their recovery from a mental illness. MIND works to assist people to come to terms with and manage their mental illness by encouraging people to learn skills and find ways to participate more fully in the community. MIND also recognises how crucial support networks are to recovery and therefore works with key people involved in the client’s life including family, friends and clinical or community workers.

Supporting someone experiencing a mental illness can have an enormous impact on family and other carers. MIND provides services that give family and carers a break through programs and experiences such as group and family holidays, day trips, individual respite packages, and organising services for clients such as gym memberships and training.

MIND’s programs include; residential rehabilitation, outreach services, transition to independent living, transition to stable and secure accommodation, respite for carers, volunteer and mentor programs, individual service packages and programs that foster healthy living, creative expression and participation in employment.
North East Child and Adolescent Mental Health Service
4/155 High St, Wodonga, VIC 3690
PO Box 1644, Wodonga, VIC 3689
P: (02) 6051 7900

NECAMHS is a free service which helps infants, children, adolescents (aged birth to 18 years) and their families where the child has an emotional, severe behavioural or mental health problem that is impacting on their day to day functioning and development.

NECAMHS also includes the early psychosis service for 16-25 year olds who are experiencing psychotic symptoms for the first time or who are having mental health experiences that they are particularly concerned about. Referrals for services are made through the intake workers at NECAMHS who will discuss the presenting problems with whoever is making the referral (this includes families and / or young people themselves) and will make a plan to follow the referral through.

NECAMHS can also provide consultation about particular mental health issues for young people without making a referral. Treatment provided is to individual, parents or family or a combination of each.

NECAMHS has an autism assessment team who co-ordinates multi disciplinary assessments to confirm or not a diagnosis of autism. It is usually recommended that the young person has seen a paediatrician first.
The mental health promotion officer supports agencies and groups in improving their mental health literacy and supports intervention and education programmes.

The kids early action program in schools (KEAPS) works with primary schools to provide early intervention to children in grades prep to Year 3 with challenging behaviours through groups for children, and their parents and through professional development for teachers.

**Perinatal Emotional Health Program**

*Albury-Wodonga Health*

*P: (02) 6051 7996 (by appointment)*

The perinatal emotional health program is a free, home or office based service for women and families experiencing emotional difficulties during pregnancy and after childbirth. The service provides assessment of need, education, counselling, facilitation of support groups and referral to other agencies if required.

**Reconnexion - Treating Panic, Anxiety, Depression and Tranquiliser Dependency**

*222 Burke Rd, Glen Iris, VIC 3146*

*P: 1300 273 266*

*E: info@reconnections.org.au*

*W: reconnection.org.au*

Reconnexion provides a specialist psychology treatment for adults, young people and children who are experiencing anxiety disorders, depression and tranquilizer dependency. They provide a free state-wide telephone counselling service.

**SANE Australia - Mental Health**

*Information Line*

*P: 1800 187 263 (free call)*

*W: sane.org*

Information, advice and referral service regarding mental illness.

**Suicide Crisis Help Line**

*P: 1300 651 251 (Victoria only)*

*W: suicideline.org.au*

24 hours, seven days a week

(See also postnatal depression on page 105.)
Multicultural services

**Age Concern Albury-Wodonga**

432 Townsend St, Albury, NSW 2640  
P: (02) 6021 5122  
E: angele@ageconcern.org.au  
W: ageconcern.org.au  
Contact: Angele Sliuzas

Age Concern provides social support services to frail aged people and people living with a disability in the community. Some of the services that Age Concern provides include: information and advocacy, home visiting programs, a planned activity group, centre based social support activities, home maintenance and modification, community visiting program, open age learning, healthy lifestyle activities such as strength training and tai chi, as well as bus outings throughout the surrounding towns of Albury-Wodonga.

**Albury Community Health Services and Outreach Facilities**

596 Smollett St, Albury, NSW 2640  
P: (02) 6058 1825  
Women’s health nurse: Brigitte Weber

Cross border services for women living with CALD background. Women are able to access via Albury community health drop in or by appointment with the women’s health nurse. The service provides access to interpreter services for pap tests, breast checks, other women’s health information and referrals.

**Albury-Wodonga Volunteer Resource Bureau**

596 Hume St, Albury, NSW 2640  
P: (02) 6021 0990  
E: frank@vrb.org.au  
W: vrb.org.au  
Multicultural settlement officer: Frank Johnson

The Albury multicultural officer assists newly arrived migrants, refugees and humanitarian entrants with settling and living in Australia through assisting and providing information and referral to mainstream agencies and to advocate for migrants’ issues. The long-term outcome is that all migrants and refugees living permanently in Australia can participate fully in Australian society.

The Albury multicultural officer service is funded by the Department of Immigration and Citizenship under the settlement grants program, and targeted at people who have been in Australia for less than five years and who arrived under the humanitarian program or family migration program with low English proficiency.

**Albury-Wodonga Volunteer Resource Bureau**

596 Hume St, Albury, NSW 2640  
P: (02) 6021 0990  
E: frank@vrb.org.au  
W: vrb.org.au  
Multicultural youth worker: Diana Elliott

The multicultural youth worker assists newly arrived youth by working with mainstream youth services and community groups in Albury and Wodonga to break down cultural barriers and improve accessibility for young people.
from humanitarian backgrounds to participate in Australian society in areas such as sports, music and dance. This program is funded by the Department of Immigration and Citizenship and targeted to people who have been in Australia for less than five years and arrived under the humanitarian program or family migration program with low English proficiency, and who are between 12 and 24 years of age.

**Centacare Albury**

440 Wilson St, Albury, NSW 2640
PO Box 3142, Albury, NSW 2640
P: (02) 6051 0222
F: (02) 6023 3411

**Complex case support**

*Contact: Marco Dodds - Centacare Albury*  
*Team leader: Yangi Moi - Centacare Wagga, (02) 6923 3888*

The complex case support (CCS) program delivers specialised and intensive case management services to humanitarian entrants with exceptional needs. The program provides flexible and tailored responses to meet the individual needs of each case. CCS is specifically targeted at supporting clients whose needs extend beyond the scope of other settlement services, such as the humanitarian settlement services program and the settlement grants program. CCS is designed to work in partnership with settlement and mainstream services to address barriers these clients face in settling in Australia.

**Kids need extra care too**

*Contact: Marco Dodds - Centacare Albury*  
*Team leader: Yangi Moi - Centacare Wagga, (02) 6923 3888*

KNECT is a multicultural program designed for young people (25 years and younger) of diverse backgrounds and cultures. Services are available to young people and their families without discrimination of race, culture or identity. The program encourages community participation and unity through a range of sporting, recreational and educational activities. It also provides one-on-one assistance for young people struggling to integrate or having difficulties at school or home. Access to other services is initiated through the case management component of KNECT’s services. KNECT also incorporates the DRUMBEAT program (discovering relationships using music – belief, emotions, attitudes and thoughts); Developed by Holyoake, the program uses drumming rhythms and is taught to groups of eight to 10 participants across 10, one hour sessions over the period of 10 weeks and finishes with a performance.

**Personal helpers and mentors program**

*Contact: Marco Dodds - Centacare Albury*  
*Team leader: Sharon Jamnikar*

The personal helpers and mentors program is a new program that supports people whose lives are severely affected by a severe mental illness. Personal helpers and mentors will work with you to develop goals and strategies to achieve these goals. They will provide you with opportunities, support and services that will help you reconnect with your community. They will be someone you can talk to when things aren’t going so well.
Wodonga Council
104 Hovell St, Wodonga, VIC 3690
PO Box 923, Wodonga, VIC 3689
P: (02) 6022 9325
M: 0417 582 664
W: wodonga.vic.gov.au

Settlement assistance program
Contact: Rachel Habgood
E: rhabgood@wodonga.vic.gov.au

Wodonga Council’s settlement assistance service, funded by the Department of Immigration and Citizenship, provides assistance to help new arrivals become accustomed to life in Australia. The service focuses on building self-reliance, developing English language skills, and fostering links with mainstream services.

The program also assists ethnic community groups in developing and strengthening their networks, and works with settlement service providers and the wider community to foster greater multicultural acceptance and understanding.

Department of Family and Community Services, Albury CSC
553-555 Smollett St, Albury, NSW 2640
P: (02) 6058 4900
F: (02) 6058 4999

Multicultural casework services
Contact: Josie Maxwell - Manager casework

The department’s multicultural caseworker services includes a multicultural caseworker position whose role is to ensure that multicultural communities are aware of, and understand the department’s responsibilities in ensuring that efficient and culturally sensitive service delivery is provided to them. The multicultural caseworker is also involved in consultations and community development programs for the purpose of building positive, collaborative working relationships with multicultural communities, interagency partners and other services.

The department has a multicultural services unit which provides information about the use of interpreters; best practice guidelines/policies and training for multicultural caseworkers re: working with refugees, emerging communities and other migrant communities; information on programs supported and funded by the department to ensure multicultural communities have equitable and fair access to departmental services.

Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
E: bmccann@gatewaycommunityhealth.org.au
W: gatewaycommunityhealth.org.au

Monday to Friday, 9am to 5pm
Contact: Bernadette McCann

Gateway Community Health values, encourages and celebrates cultural diversity and promotes social cohesion and responds to the health and well being needs of all residents living in the Upper Hume region. Gateway is committed to service provision being accessible and equitable; community participation; and to be culturally responsive to all clients and groups regardless of their culture, age, gender, religion or sexuality.

Services offered include:
Counselling and support programs
Problem gambling counselling; resolve counselling for young people and their families; family relationship services; domestic violence; men’s behaviour change group.

Alcohol, tobacco and other drugs programs
Counselling; drug withdrawal nurse; pharmacotherapies program; drug diversion counselling; needle syringe program; parent and carer support groups; Clinic 35 sexual and reproductive health.

Mental health programs
Psychosocial rehabilitation; personal helpers and mentors; Kids in Kontrol project.

Family, relationships and youth programs
Indigenous support and education programs; school focus youth services; parent education and support; parenting in a new culture; attachment and bonding programs; restorative practice; family support.

Health promotion
Food security; oral health; McGrath breast care nurses; sexual health; vulnerable young people; research project.

Youthways
216 Beechworth Rd (Workways Building), Wodonga, VIC 3690
P: (02) 6056 6311
M: 0408 402 240
E: aholloway@workways.com.au
Contact: Alison Holloway
Youth connections is a free case management service available to young people aged 13 to 19 years old who are at risk of disengaging, or have already disengaged from education, and or family and the community due to personal factors or barriers.
It aims to assist young people to reach their full potential by remaining engaged or reengaging with the education system to attain a level of education that will allow them to work towards their future goals and aspirations. The program is an Australian Government initiative funded by the Department of Education, Employment and Workplace Relations.
Neighbourhood houses
Neighbourhood houses provide a range of coordinated support, information, networking and educational activities to meet the needs of families. Contact individual neighbourhood houses for details of current activities and programs.

Bandiana Neighbourhood House
Wattle Rd, Bandiana, VIC 3694
P: (02) 6055 2137
F: (02) 6055 2137
E: bandiana@rm.quik.com.au

Birallee Park Neighbourhood House
39 Emerald Ave, Wodonga, VIC 3690
P: (02) 6059 2590
F: (02) 6059 2590
E: birhouse@bigpond.net.au

Trudewind Rd Neighbourhood House
Quirk Crt, Wodonga, VIC 3690
P: (02) 6024 3950
F: (02) 6024 3950
E: trudewind@bigpond.com
Pregnancy and birth

**Antenatal education and information**

**Albury-Wodonga Aboriginal Health Service**

*Maternal and child health service*
644 Daniel St, Glenroy, NSW 2641
P: (02) 6040 1200

Home visits are available for regular clients whose condition prevents them from attending AWAHS. The nurse is available to provide assistance.

**Antenatal Classes**

**Albury-Wodonga Health, Wodonga Campus**

Vermont St, Wodonga, VIC 3690
P: (02) 6051 7240

Antenatal classes prepare you for the arrival of your baby and provide an understanding of the birth process and what to expect in the first weeks after birth. Classes provide specific detail relating to pregnancy, labour and early parenting for first time parents and an opportunity to discuss relevant topics. All women having their first baby are encouraged to attend antenatal classes run by the hospital.

**Birth and Babes Active Birth and Calmbirth Workshops**

*M:* Kerri-Ann Baxter 0419 417 031 or Jodie Lucas 0438 664 233
*E:* kerri-ann@birthandbabes.com.au or jodie@birthandbabes.com.au

We are practising midwives who have a passion for educating and empowering women and their support people for their pregnancy, birth and journey into parenthood.

Our active birth one day workshop offers you the opportunity to become informed and empowered for your labour and birth. Learn skills and tools to help you achieve a positive birth experience. We cover important topics related to labour, birth, pain management strategies, role of the support person and breastfeeding information.

Our calmbirth classes are run over two full days and are an excellent way to prepare couples. Calmbirth techniques tap into the subconscious resources that we all naturally possess. The techniques are designed to help reduce fear and anxiety surrounding the approaching birth with the support of simple relaxation, visualisation and breathing exercises. Calmbirth is for the pregnant mother and her birthing companion. It is rewarding, relaxing and stress free.

We also offer private consultations in the privacy and comfort of your own home or ours.

All classes are provided in a comfortable community setting. Fees apply.
Fit for Birth

Albury-Wodonga Health
Wodonga Campus
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7420

Albury-Wodonga Health Wodonga Campus offers fit for birth classes for pregnant women. The weekly class is provided by physiotherapists with experience in antenatal care and exercises. The classes include 50 minutes of varied exercises and short information session with a different topic each week.

Classes are run on a Wednesday from 5.15pm to 6.30pm. Contact the physiotherapy department to register your interest or for more information.
Koori Maternity Enhancement Worker
Albury-Wodonga Health
Wodonga Campus
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7240

Albury-Wodonga Health Wodonga Campus offers the services of a Koori maternity enhancement worker for women that are having an Aboriginal baby. This is a program that provides additional and culturally appropriate support during the antenatal period and the immediate postnatal period. Support is confidential and is delivered by outreach or within the hospital. For more information contact the antenatal reception.

Koori Maternity Services
Mungabareena Aboriginal Corporation
21 Hovell St, Wodonga, VIC 3690
P: (02) 6024 7599
F: (02) 6056 0376

Antenatal classes are run over a four session period, during these classes we cover a variety of topics including:

- Parentcrafting;
- Preparation and equipment for baby;
- SIDS and safety;
- Normal labour;
- Natural pain management/cop ing strategies/medical pain management;
- Positions in labour;
- Roles of the support people;
- Complications of birth and unexpected outcomes:
  - Discussions on special care nursery; and
  - Necessity for transfer to a tertiary facility;
- Breast feeding/ artificial feeding; and
- Immunisation.

Midwife assessment program
The midwife assessment program has been formulated to assist Aboriginal/Torres Strait Islander women or women having an Aboriginal/Torres Strait Islander babies to have complete antenatal and post natal care during and after their pregnancy. This program will run in conjunction with your own general practitioner/obstetric doctor and the maternal and child health nurses.
Pregnancy Support Group
Albury-Wodonga

14 Havelock St, Wodonga, VIC 3690
P: (02) 6024 6775
P: 1300 737 732 (24 hour emergency)
M: 0423 004 904 (24 hour local counsellor)

Our office is not attended all day. Please leave your name and telephone number and we will return your call discreetly. Pregnancy Support Group Albury-Wodonga is a free, confidential counselling and referral agency. We have qualified crisis pregnancy counsellors available on call. We offer access to a wide range of free help. For immediate access to a local counsellor, phone 0423 004 904, or leave a message at the office.

Young Mums’ Group

Albury-Wodonga Health
Wodonga Campus
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7240

Sessions are held for young mothers. This group features a small group, a relaxed and fun atmosphere with a light lunch. It is led by midwives keen to help you through labour and birth. You can bring along your partner, support person, friend or mum. Please phone antenatal reception for session dates.

Having a baby in Victoria


A Victorian Government site providing information for Victorian women who are having a baby or thinking about having a baby and for the professionals who provide their maternity care. This useful site contains details of the types of pregnancy and birth care available in hospitals, information on pregnancy and care during pregnancy, research articles and links to other sites.
Breastfeeding education and information

Albury-Wodonga Parents and Babies Support Unit

Mercy Hospital, Albury, NSW 2640  
P: (02) 6021 0233 (ext 289)

The unit provides more intensive support for families than is able to be managed in the early childhood/maternal and child health centre and is free of charge.

The unit is open to parents with babies up to 12 months of age and access may be by self referral, doctor or health professional.

Services provided by qualified staff include:

- Lactation issues (eg. positioning and attachment, breast refusal, supply);
- Parentcraft issues (eg. settling techniques, sleep problems, advice on formula feeding, weaning advice and sibling rivalry);
- Telephone and face to face counselling available specialising in the area of adjustment to changing lifestyle, ante and post-natal depression which affects many families in the community; and
- Co-ordination of support groups for ante-post natal depressed clients.

Facilities include ensuite bedrooms in separate wing where parents may rest/sleep, carpark, cots and prams, public telephone, video room for education in parenting and depression, microwave, fridges, tea/coffee making and electric breast pump.

What to take

Lunch/refreshments or money to buy from the cafeteria, nappies, bottle, teats, formula as necessary.

Australian Breastfeeding Association Albury-Wodonga Group

P: (02) 6023 6523  
Breast pump hire: (02) 6041 2351  
Breastfeeding education classes:  
P: 1800 686 268 (free call 24 hour helpline)

The Albury-Wodonga group of the Australian Breastfeeding Association provides support through breastfeeding education classes, discussion mornings and electric breast pump hire.
The Australian Breastfeeding Association runs the national breastfeeding helpline 1800 mum 2 mum (1800 686 268). The breastfeeding helpline is available seven days a week. It is staffed by trained, volunteer counsellors who answer calls on a roster system in their own homes.

As breastfeeding mothers themselves, they know that breastfeeding may not always seem easy. They can provide reassurance and give you knowledge about how breastfeeding works and help in overcoming common hurdles. Counselling is available free to all callers.

Breastfeeding counsellors are all trained volunteers. All have breastfed at least one baby and have completed a Certificate IV in Breastfeeding Education (or equivalent) through the ABA. Counsellors are continually updating their breastfeeding knowledge and skills through ongoing training.

The national breastfeeding helpline is supported by funding from the Australian government. Information, links, email counselling and online forum also available on the association's breastfeeding.asn.au

Breastfeeding Support Service
Albury-Wodonga Health
Maternity Unit
Wodonga Campus
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7240

The breastfeeding support service provides breastfeeding support and education to mothers and their babies who are experiencing breastfeeding problems. This service can offer breastfeeding support and education during your pregnancy, after the birth of your baby, and after discharge from hospital up to six months of age.

When you are in hospital, assistance with breastfeeding is available at all times. The outpatient services operates three days a week – Monday, Wednesday and Friday from 9am to 3.30pm – so any mother can receive assistance once discharged from hospital.

Referrals to the service can be made by service providers or self referral. The breastfeeding support service is a free service but some equipment (if required) may incur a cost. (See also breastfeeding on page 9.)
Maternity facilities

Albury Wodonga-Health

Maternity Unit
Vermont St, Wodonga, VIC 3690
P: (02) 6051 7111

The Albury-Wodonga Health maternity unit is located at the Wodonga campus providing public and private care. Enquiries and tours of the facilities are welcomed.

Choices of antenatal care:

- Obstetric general practitioner (GP) care:
  All appointments are with an obstetric GP at his/her medical clinic;
- GP shared care (with obstetric GP):
  Visits are with your regular GP for antenatal checkups and additional visits are required with an obstetric GP;
- GP shared care (with specialist obstetrician):
  You will visit your regular GP for antenatal checkups and additional visits as required with a specialist obstetrician; and
- Midwife care program:

The midwife care program is available at Albury-Wodonga Health for uncomplicated pregnancies. Most antenatal appointments occur at the Wodonga Campus with midwives and some appointments are with an obstetric GP at his/her medical clinic.

Services provided by Wodonga Campus include:

- Consumer advocacy;
- Continence nurse;
- Diabetes education;
- Dietician;
- Domiciliary midwife program (postnatal home visiting);
- Social work service;
- Koori maternity enhancement worker;
- Level 2 special care nursery;
- Midwife care program;
- Midwife in the home – Antenatal care;
- Physiotherapy;
- Post acute care; and
- Preparation for parenthood classes.

Check the “links” tab on the Albury Wodonga Health website awh.org.au for useful obstetric resources and links. (Also see maternal and child health service under children’s services page 31.)
Postnatal care

Postnatal support at home is provided by Albury-Wodonga Health. The domiciliary postnatal care service provides midwifery care in your home in the early days after your discharge from hospital. It is also available to women who have lost their baby. This service operates seven days a week. Contact the maternity unit for details.

After discharge usually ongoing care is then provided by the maternal and child health nurse service.

Maternity Unit Social Work Service

Pregnancy and giving birth are major events for women and their families. While this can be a happy and exciting time for some, for others it may be a challenging time. Social workers in the maternity unit are part of the team of skilled health professionals that includes doctors, midwives and other allied health staff. While you are in hospital, maternity social workers are able to assist you with a variety of issues. These could include:
- Family or relationship problems;
- Family violence;
- Feeling lonely, unsupported or confused;
- Feeling anxious or depressed;
- Grief, bereavement and loss;
- Problems with finances, legal or housing matters;
- Assist you to deal effectively with stress; and
- Adjustment to parenthood.

If necessary, a referral to other community health and welfare agencies can be made for further follow up once you have been discharged from hospital.

Midwife in the Home

The midwife in the home service is provided to selected patients who would normally be cared for in the hospital. They now have the opportunity to be cared for in their own home. This results in less stress to the family unit caused by the hospital separation. Midwives will attend to your needs in your own home. For further information on this service, contact the maternity unit. After discharge, usually ongoing care is then provided by the maternal and child health nurse service.
Postnatal depression

There are many services including GPs, hospitals and maternal and child health, that are aware of the issues surrounding postnatal depression for women and their partners and extended family.

For most women, pregnancy and motherhood is a time of intensified emotions. While motherhood can be a time of great joy and fulfilment, it can also be exhausting, lonely and frightening. This experience may be confusing and distressing for both the women and her family.

Some common distressing feelings may be:

- Sad or low mood;
- Anxiety;
- Frequent tearfulness;
- Lack of motivation;
- Tiredness, loneliness, feeling overwhelmed;
- Problems with eating and sleeping;
- Irritability and frustration;
- Difficulty with household tasks;
- Poor concentration and memory;
- Fear of harming self or baby;
- Sense of loss of control; and
- Adjustment difficulties.

At times, mothers experience some of these feelings. If the feelings persist and affect your ability to cope, it is important to seek help early.

Albury-Wodonga Parents and Babies Support Unit

Mercy Hospital, Albury, NSW 2640
P: (02) 6021 0233 (ext 289)
Monday to Friday, 9.30am to 4.30pm

The unit provides more intensive support for families than is able to be managed in the early childhood/maternal and child health centre and is free of charge.

The unit is open to parents with babies up to 12 months of age and access may be by self referral, doctor or health professional. Services provided by qualified staff include:

- Telephone and face to face counselling available specialising in the area of adjustment to changing lifestyle, ante and post-natal depression which affects many families in the community; and
- Co-ordination of support groups for ante-post natal depressed clients.

Perinatal Emotional Health Program

Albury-Wodonga Health
P: (02) 6051 7996 (by appointment)

The perinatal emotional health program is a free, home or office based service for women and families experiencing emotional difficulties during pregnancy and after childbirth. The service provides assessment of need, education, counselling, facilitation of support groups and referral to other agencies if required.

Online and telephone services

Beyond Blue
W: beyondblue.org.au
Post and Ante Natal Depression Association
810 Nicholson St, North Fitzroy, VIC 3068
P: 1300 726 306
E: info@panda.org.au
W: panda.org.au
Monday to Friday, 9am to 7pm

The Post and Ante Natal Depression Association’s (PANDA) telephone information, support and referral service is staffed by trained volunteers, professional counsellors and supervising staff. In keeping with PANDA’s mutual support self help principles, most of these volunteers on the helpline have experienced perinatal depression and anxiety.

PANDA is happy to receive calls from anyone who is concerned about how they or someone else if coping during pregnancy or after having a baby. Many partners ring the helpline as well as extended family members and friends (Also see mental health services and support groups page 87.)
Relationships

Family Relationships Advice Line
P: 1800 050 321 (free call)

Family Relationships Online
W: familyrelationships.gov.au

Relationships Australia Centre
634 Wyndham St, Shepparton, VIC 3630
PO Box 1315, Shepparton, VIC 3632
P: (03) 5820 7444
P: 1300 364 277 (free call)
W: relationshipsvictoria.com.au

Relationships Australia offers a broad range of services to individuals, families and communities throughout the country. Core services such as counselling, mediation and family dispute resolution (as well as associated early intervention and post-separation services) are funded by the Australian government and are available in each state and territory.

Many other services are funded by state and territory governments, and may not be available in all areas of the country. Please refer to the state or territory website that is most conveniently located to you to see what services are available in your area. Services include:

- Counselling;
- Family dispute resolution (mediation);
- Family violence prevention;
- Children's contact service;
- Rural and remote telephone and other counselling;
- Aboriginal and Torres Strait Islander people and their families;
- Workplace services; and
- Problem gambling.

Wodonga Family Relationship Centre
282 Beechworth Rd, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: (02) 6057 5300
F: (02) 6022 8633
W: frc@umfc.com.au

The family relationship centre service provides:

- Assistance to parents in discussing parenting issues, exploring options and developing parenting plans, in a neutral and safe environment;
- An opportunity for grandparents and significant other family members to mediate around the continuation of children's relationships with families after separation;
- Outreach services; and
- Cross-border service, covering Albury, Wodonga and surrounding areas.

We also offer:

- Child inclusive practice and communication coaching during our process; and
- Information sessions to support families and provide information on the dispute resolution process.
Services relating to the protection of women and children

Child FIRST

_upper Murray Family Care
29 Stanley St, Wodonga, VIC 3690
PO Box 725, Wodonga, VIC 3689
P: 1800 705 211 (free call)
E: admin@umfc.com.au
W: umfc.com.au

Child FIRST provides a central assessment and intake service for families in order to assist them access appropriate supports for their individual families needs. Child FIRST aims to provide:

- Information and advice to support children, young people and families;
- A comprehensive assessment to ascertain best service to support families individual goals;
- A service to ensure vulnerable children, young people and their families are linked with community supports and services;
- A central intake for the family services program;
- Provide schools, service providers, community members and families with a service to contact for advice when concerned about a child/children's welfare; and
- Onward referral to a range of community services to strengthen families.

Child FIRST works with families who reside in the eastern Hume region including the local government areas of Wodonga, Indigo, Towong, Wangaratta, Alpine, Benalla and Mansfield which have children aged between birth to 18 years, including pre-birth support. Child FIRST works with families who require support with:

- Parenting concerns and managing children's behaviour;
- The impacts of family conflict or family violence;
- Child or adult physical and mental health issues;
- Physical and intellectual disabilities;
- Connection with community organisations;
- Personal support and engagement with support groups;
- Building stronger parent-child relationships; and
- Accessing early childhood education and care.

Child FIRST is a voluntary service and therefore families need to agree to participate. Child FIRST will seek to inform and engage families that may be unsure about becoming involved. Child FIRST receives referrals from individuals, community members and professionals. As well as individuals that access support for their family, any person who has a concern for the wellbeing of a child or young person may refer to Child FIRST.

Child FIRST believes that the best interests of the child must always be paramount. Every child should have the opportunity to reach their full potential in a home and community that is safe and promotes their rights and positive development. Child FIRST can be accessed by phoning 1800 705 211.
Child Protection Service - Department of Human Services

Astra House
55 Hovell St, Wodonga, VIC 3690
P: 1800 650 227 (free call)
After hours service: 13 12 78 (urgent matters)
W: dhs.vic.gov.au

Child protection services are responsible for the investigation and management of children and young people (birth to 16 years) who are at risk of significant harm as a result of abuse and/or neglect. In the event of abuse, DHS has a legal mandate to assess, investigate and, if necessary, intervene. Plans are made in collaboration with families and community agencies to ensure the immediate and ongoing safety of children and young people. Calls can be made to the numbers above to make a report.

Children’s Services

Junction Support Services
155 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6043 7400
F: (02) 6056 3411
E: reception@junction.org.au

The aim of the children’s services at Junction Support Services is to improve outcomes for children affected by homelessness and family violence through offering the following programs to children in the Hume region.

Children’s resource program – Hume region
P: (02) 6043 7404

The regional children’s resource program is designed to raise awareness of the issues faced by accompanying children in the homelessness and family violence sectors. In doing this, they aim to build on existing skills of workers in the sector and encourage organisational orientation to child inclusive practice.

To access children’s brokerage, please read the brokerage guidelines and complete the application form.

Homeless children’s specialist support service
P: (02) 6043 7422 Wodonga/Wangaratta and surrounds

The homeless children’s specialist support service incorporates a suite of four support responses to children and families (where the child is the primary client), including: assessment and case planning support (stream one); enhanced case management support (stream two); therapeutic group work (stream three); and individual counselling (stream four). For more information about the program or to make a referral please contact the children’s team located across the Hume region.
**Children's domestic violence counselling**

*P: (02) 6043 7425*

A free and confidential service for children who are in need of counselling and additional support due to their experience of family violence and/or homelessness. This may include:

- One-on-one counselling for children (birth to 18);
- Sibling groups;
- Education on impact of trauma on children’s behaviour and feelings;
- Developmental needs;
- Referrals for appropriate services;
- Information, printed materials; and
- Advocacy.

**Why might a child need counselling?**

Kids experience events in their lives in their own unique ways. It is sometimes hard for kids to talk about things that have hurt them or frightened or confused them or made them feel sad. While many children can overcome their difficulties with some support from their parent, many children require specific intervention to address their unique needs. A counsellor is someone outside the family that a child can feel safe to talk to about what's worrying them.

**Connecting Kids group work program**

*P: (02) 6043 7425 Wodonga/Wangaratta and surrounds*

Connecting Kids is a therapeutic group program designed for children who may have experienced homelessness and/or family violence. The program is child focussed and will focus on the children's strengths and skills and aim to build on them. Connecting Kids intends to connect children with each other and reduce feelings of isolation. Also, it aims to build resilience, emotional awareness, self-respect and social skills. The children will be encouraged to express themselves and how they feel about a range of different issues in a therapeutic, safe and confidential environment.

There is no cost to participate in the program and afternoon/morning tea will be provided for the children in each session. Transport to and from the sessions can be negotiated. For more information about the program or dates when group work programs are on please contact the children's team located.
Gateway Community Health
155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm
The domestic violence outreach worker provides confidential information, support, referral and counselling for women who are experiencing or have experienced domestic violence. Domestic violence includes verbal, physical, sexual, spiritual, economic, social and emotional violence. This service provides outreach to Towong, Alpine and Indigo shires as well as Wodonga.

The KNOTS program is an educational and supportive eight week program running three to four times a year and offers women a safe environment to come together and learn more about their experiences of domestic violence. The programs operate in conjunction with the Albury-Wodonga Women’s Centre for Health and Wellbeing and are run out of both offices at different times of the year.

Adolescent mediation and family therapy is offered to adolescents and their families experiencing difficulties in the home or at school. This is a free and confidential service provided at the office and via outreach in Wodonga.

Children’s counselling is a free and confidential service offered at Gateway Community Health to assist children to grow and understand their emotions and how events impact upon themselves and their families. It also offers practical strategies in addressing challenging situations and safety planning.

Junction Support Services
155 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6043 7400
F: (02) 6056 3411
E: reception@junction.org.au
Formerly Central Hume Support Service, Junction Support Services provides a range of effective and integrated specialist child, youth, adult and family services. Junction provides support for youth, single adults and families, and options to people who are homeless or at risk of homelessness. Junction also provides counselling services for children who have experienced family violence and or homelessness.

Family violence intensive case management
This program offers support to individuals currently experiencing or who have recently left the relationship. Individuals are support to develop safety plans, assess risk and develop support within the community, as well as providing advocacy referral and practical assistance.
Aboriginal family violence worker
Types of family violence can include physical abuse, emotional abuse, financial abuse, verbal abuse, fear, intimidation, manipulation and controlling behaviours, stalking, post separation violence, spousal and family homicide, kidnapping or spiritual manipulation.

Aboriginal family decision maker
The role of the Aboriginal family decision making convenor is to liaise and work with children, youth and families who are already in contact with the child protection system.

The convenor’s role is to implement and convene a culturally appropriate responsive model of family decision making with Aboriginal and Torres Strait Islander children, youth and families who are referred by child protection.

NAPCAN - National Association for Prevention of Child Abuse and Neglect
W: napcan.org.au
NAPCAN produces national campaigns and distributes free resources that promote positive and practical actions to stop child abuse.

Sexual Offences and Child Investigation Team (Police)
100 Hovell St, Wodonga, VIC 3690
P: (02) 6049 2600
This unit deals with the investigation of adult sexual assaults and child physical and sexual abuse. The police officers are experienced in welfare and family problems.

Wodonga Flexible Learning Centre
Wodonga, VIC 3690
M: 0448 380 927
E: hderwentsmith@wmyc.vic.edu.au
A variety of issues may prevent students from attending school including: personal or family mental health, family dysfunction, drugs and alcohol abuse, anxiety, depression, learning styles, homelessness or teenage parent with no other educational option. The Wodonga Flexible Learning Centre provides one on one, small group, online and blended learning options.

The Wodonga Flexible Learning Centre, a part of both Wodonga Middle Years and Wodonga Senior Secondary colleges, has established strong connections with a number of youth support agencies across the local area that enable the young people to re-engage with education and to establish a pathway for the future.

Young people can be enrolled entirely at the Wodonga Flexible Learning Centre, or participate in courses through the Wodonga Middle Years and Wodonga Senior Secondary colleges, or be supported through a Wodonga TAFE course. Generally students enrolled in the Wodonga Flexible Learning Centre are undertaking aspects of the Victorian Certificate of Applied Learning.
Women’s Domestic Violence Crisis Service of Victoria

P: 1800 015 188 (free call)
P: (03) 9322 3555
W: wdvcs.org.au
24 hour crisis line, seven days a week
Provides information and support and offers women and children refuge and short-term accommodation. This is a free service for women and children escaping domestic violence. (Also see victims’ assistance program under community safety page 62.)

Women’s information and referral

Australian Domestic and Family Violence Clearing House

P: 1800 753 382 (free call)
W: austdvclearinghouse.unsw.edu.au
Provides newsletters, issues papers and searchable databases of research, resources and good practice.

Council of Single Mothers and their Children

P: (03) 9654 0622
P: 1800 077 374 (free call)
W: csmc.org.au
Monday to Thursday, 9.30am to 3pm
CSMC is a state wide service that provides counselling, information, referral and support to single mothers.

Women’s Information

P: 1300 134 130
W: wirew.org.au
Monday to Friday, 9am to 5pm
The women’s information and referral exchange provides women’s generalist information, support and referral service with on-line fact sheets on domestic violence, separation, divorce, children, finances, housing and counselling.

Women’s Legal Service Victoria

Level 3, 43 Hardware Lane,
Melbourne, VIC 3000
P: 1800 133 302 (free call)
W: womenslegal.org.au
Women’s Legal Service Victoria (WLSV) is a state-wide legal service for women, specialising in relationship breakdown and violence against women. WLSV provides face to face legal services including court representation, telephone legal advice and referral, legal education and law reform activities on issues affecting women and their legal rights.
Young parents

Connecting Young Parents

155 High St, Wodonga, VIC 3690
P: (02) 6022 8888
F: (02) 6024 5792
W: gatewaycommunityhealth.org.au
Monday to Friday, 9am to 5pm

Connecting young parents program supports young parents up to the age of 25 years of old.

Various programs are offered to support young parents such as:
• Girls day out - Pregnant and prepared;
• Aqua bubs swimming class;
• Baby cues;
• Scrapbooking;
• Young parents barbecue; and
• Certificate II in Community Services at Wodonga TAFE.

One-on-one support is also given to young parents to link into ante natal services and referrals to support services.

Junction Support Services

155 Melbourne Rd, Wodonga, VIC 3690
P: (02) 6043 7400
F: (02) 6056 3411
E: reception@junction.org.au

Formerly Central Hume Support Service, Junction Support Services provides a range of effective and integrated specialist child, youth, adult and family services. Junction provides support for youth, single adults and families, and options to people who are homeless or at risk of homelessness. Junction also provides counselling services for children who have experienced family violence and or homelessness.

Supporting young parents program

This program provides individual support for young women who are homeless or at risk of homelessness and are pregnant or parenting. The program provides intensive case work and links in with local community through parenting, education and social and recreational activities.
Arts and family fun

Arts and cultural organisations
There is a broad and extensive range of arts and cultural organisations across the city. For contact information, go to the community guide at awcommunityguide.com.au
Local dance schools, performing art schools and music classes are also listed in the Yellow Pages.

Arts Space Wodonga
Cnr Lawrence and Hovell streets,
Wodonga, VIC 3690
P: (02) 6022 9609
Monday, Tuesday, Wednesday and Friday,
9.30am to 6pm
Thursday, 9.30am to 8pm
Saturday, 9.30am to 12.30pm
Closed Sundays and public holidays
Arts Space Wodonga provides a vibrant and accessible contemporary arts venue situated in the central business district of Wodonga. Arts Space Wodonga offers both public and educational programs, unique exhibitions, intimate performances, workshops, featuring local, regional and touring cultural works.
In particular programs such as Artbuzz, art making experiences designed for little hands, are well suited to young children and families. A seasonal program is available with details and fees for programs offered at Arts Space Wodonga. Exhibitions are free to visit during normal opening hours.

Babes in Arms Session
Regent Cinemas Albury,
Dean St, Albury, NSW 2640
P: (02) 6021 3044
W: regentcinemas.com.au
Sessions run the first Monday of each month from 10.30am.

Belvoir Park
Belvoir Park features a super children's playground, Sumption Gardens public space and the off-leash dog park. This park is very picturesque and offers a walking track around a large lake with ducks, black swans and geese. The playground will have the children entertained for hours with a mass of climbing structures, swings, musical instruments, slides and mirrors. The large open space also features public toilets, baby change facilities, shelters and picnic and barbecue facilities.

Bonegilla Migrant Experience
Bonegilla Rd, Bonegilla, VIC 3691
P: (02) 6020 6912
E: bonegilla@wodonga.vic.gov.au
W: bonegilla.org.au
Seven days a week, 10am to 4pm (excluding Christmas Day)
The Bonegilla Migrant Experience is a national heritage listed site located at Bonegilla, approximately 15kms east of Wodonga. With 24 buildings located in a park like setting, visitors are free to explore the site, learning about the lives and experiences of previous residents - post World War II refugees, assisted migrants and army personnel.
Interpretive displays, children's films and audio tours all make this a great place for the family to visit while learning about an important era of Australia’s history. Bring a picnic lunch
to enjoy on the lawn areas or hop across to Kangaroo Point and find yourself a cove on the shores of Lake Hume.

Self-guided tour brochures and audio tours are available. Guided and educational tours by appointment only. Toilets and disabled facilities available.

**Community Cultural Development**

**P: (02) 6022 9253**

The community cultural development program is one way Wodonga Council seeks to support the creative engagement of the community in cultural exchanges; be it through entertainment, educational, participatory or social-based initiatives. The program awards many opportunities for families. To participate in creative initiatives, please contact the Arts Development officer.

**Gateway Village Cultural Precinct**

Situated on Gateway Island between Wodonga and Albury, the Gateway Village has a lot to offer both locals and visitors alike. Spending time in the village could include these activities:

- Exploring the handcraft wood products at the woodcrafters’ cottage;
- Attending the renowned Albury-Wodonga Jazz which features regular national and international artists;
- Picnicking with the family in the shady areas, rotunda and free barbecue facility;
- Enjoying the nature at Byrne Lagoon - a great place for bird watchers and artists;
- Visiting the many shops and galleries which have a focus on the arts and cultural activities;
- Experiencing the cafe which has great reputation for its quality food;
- Hosting your family or business event in the amphitheatre behind the village;
- Meandering on the bike path alongside the Murray River - a perfect way to get close to nature;
- Catching a live show at The Butter Factory Theatre, Wodonga. For enquiries or ticket bookings, phone (02) 6021 7433, drop into the HotHouse Theatre Office or visit the website at hothousetheatre.com.au
- Choosing from a variety of quality art and craft products at affordable prices including woodwork, art and quaint gifts for everyone;
- Taking the family for a walk around the public art featured throughout the village;
- Attending the fortnightly Hume Murray Farmers’ Market from 8am to noon every second Saturday. Enjoy a coffee or breakfast while you shop for regional and local fresh produce, wine tastings and sales - there's something for everyone. For details, contact Hume Murray Food Bowl on (02) 6058 2996;
- Visiting ‘Burraja Aboriginal Centre’, a cultural heritage and environmental discovery centre. The centre hosts a education program and a cultural display; and
- Experiencing the award winning Musikids program which runs regular classes for children aged birth to seven years on music and movement.
The Cube Wodonga
118 Hovell St, Wodonga, VIC 3690
P: (02) 6022 9223
F: (02) 6022 9322
E: thecube@wodonga.vic.gov.au
W: thecubewodonga.com.au
Monday to Friday 9.30am to 6pm, Saturdays 9.30am to 12.30pm

The Cube Wodonga is the new arts, community and entertainment centre for Wodonga and is situated in the heart of the city. The Cube Wodonga features a large auditorium, a landscaped courtyard with a grassed area and LED screen, an 80-seat cafe and large open foyer and community lounge. The Cube Wodonga hosts community and commercial activity with a strong emphasis on children’s programming of theatre and music performances to delight and inspire.

Wodonga Creek Miniature Railway
Lake Hume Model Engineers
Diamond Park, Lincoln Causeway, Wodonga, VIC 3690
P: (02) 6025 2329
W: lakehumeme.com.au

With miniature steam and diesel engine trains running the third Sunday of each month excluding January. The steam trains do not run on days of total fire ban. Fully enclosed shoes must be worn. Rides are $2.50 per person per ride, or a book of 10 tickets for $20. Special parties may also be booked, by arrangement.

Events
Carnivale Wodonga
Date: March each year
Location: Wodonga CBD
Cost: Free

The three-day Carnivale Wodonga event attracts between 15,000 and 20,000 people from the local community, wider region and interstate. Come play, create and celebrate with the family.

City of Wodonga Children’s Fair
Date: October of each year
Location: Wodonga Racecourse and Showground precinct, Hamilton Smith Drive, Wodonga
Cost: Free

City of Wodonga Children’s Fair celebrates families and young people, and acknowledges the huge effort that families put into raising active and healthy children to make positive contributions to our community’s well being. The City of Wodonga Children’s Fair is open to all families, providing an opportunity to spend time together, be entertained, engaged, educated and most importantly have fun!
Fun activities for children

Mrs Mac’s Story Time

W: youtube.com/wodongacouncil
On the Wodonga Council YouTube channel, it features a new book every fortnight.

ABC For Kids

W: abc.net.au/abcforkids
This website has a range of games, videos and printable project ideas for children.

What’s on 4

W: whatson4littleones.com.au
W: whatson4schoolkids.com.au
W: whatson4kidsparties.com.au
The ‘What’s on 4’ websites have activities for children you can search by location. You can also search by activity type, ages and day of the week to find clubs, classes, groups and entertainment for the children.

Libraries

Wodonga Library

Cnr of Hovell and Lawrence streets,
Wodonga, VIC 3690
P: (02) 6022 9330
Facebook: facebook.com/wodongalibrary
Twitter: twitter.com/wodongalibrary

Wodonga Library has a strong commitment to encouraging children’s literacy and provides a number of regular programs to enhance your child’s learning and foster a love of books and reading.

Story Time sessions:
• Tuesday at 10am: Toddlers (18 months to three years)
• Wednesday at 10am: Preschool (three to five years)
• Friday at 10am: Cuddles (up to 18 months)

You can also have Mrs Mac’s Story Time at home. Just visit youtube.com/wodongacouncil

The library also runs activities in the school holidays and occasional night
Recreation and sports facilities
Wodonga Council’s sport and recreation department aims to enhance community wellbeing through quality recreation planning, services and programs. The vision is that all Wodonga citizens are actively involved in sport, community recreation, fitness, outdoor recreation and other physical activities. Central to achieving this vision is a focus on “more people, better places" where participation opportunities are available at high quality venues.

We would encourage residents to use the Albury Wodonga Community Guide for a comprehensive listing of sporting and recreational groups located in Wodonga - awcommunityguide.com.au

For more information on what the recreation services unit can provide please phone (02) 6022 9300.

Community recreation groups

The peak bodies/groups listed below have distinct junior programs for those under 12 years and would be able to recommend neighbourhood clubs.

Wodonga Basketball Association
PO Box 654, Wodonga, VIC 3689
P: (02) 6059 3644
E: wdgaball@bigpond.net.au
W: wodonga.basketball.net.au

Cricket Albury-Wodonga
PO Box 68, Albury, NSW 2640
M: 0418 691 601
E: caw@asn.cricketvictoria.com.au

Albury-Wodonga Football Association (soccer)
PO Box 824, Albury, NSW 2640
E: info@awfa.asn.au
W: awfa.asn.au/site

Netball Wodonga
PO Box 135, Wodonga, VIC 3690
P: (02) 6056 2309
E: secretarynetballwodonga@hotmail.com

Wodonga Little Athletics Club
PO Box 349, Wodonga, VIC 3690
P: (02) 6056 8449
W: wodongalittleathletics.com.au

Albury-Wodonga Junior Football Association (AFL)
208 Fallon St, Albury, NSW 2640
P: (02) 6025 0633
E: awjuniors@bigpond.com
W: alburywodongajfl.vcfl.com.au

Wodonga Pony Club
PO Box 5098, Wodonga, VIC 3690
P: 0428 156 095
W: wodongaponyclubvic.org.au

Albury-Wodonga Yacht Club
PO Box 640, Albury, NSW 2640
P: 0467 355 258
E: secretary@awyc.org.au
W: awyc.yachting.org.au
Swimming pools

Wodonga Council owns two public swimming pools – an indoor and a heated outdoor centre.

Wodonga Sports and Leisure Centre

Hedgerow Crt, Wodonga, VIC 3690
PO Box 8185, Wodonga, VIC, 3689
P: (02) 6058 2555
F: (02) 6058 2544
E: wodonga@ymca.org.au
Facebook: facebook.com/YMCAwodonga

The Wodonga Sports and Leisure Centre, operated by YMCA Victoria, offers swimmers all-round opportunities in the 25m eight-lane pool, supported by a warmer exercise pool, sauna and spa. The facility also consists of a gym, aerobics room and a five court hall catering for basketball, netball, volleyball and badminton. The centre is located in Hedgerow Crt, Wodonga.

Wodonga Aquatic Venue and Exercise Space (WAVES)

WAVES is due to open in December, 2013. YMCA has also been contracted to operate WAVES. It is located within the White Box Rise Estate on the corner of Victoria Cross Parade and Mactier St. It will provide:

- Amenities and administration building;
- 50m x 25m heated outdoor pool with access ramps;
- Splash pad area with interactive play facilities;
- Interconnected toddler pool with the splash pad;
- Cafe and retail area;
- Community multipurpose room;
- Carpark area;
- Hard and soft landscape works;
- Appropriate shading for outdoor areas; and
- Accessible storage areas for pool equipment.
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