



**EARLY**

**YEARS**

**GUIDE**

## *Updating your information*

Every effort has been made to ensure that the information contained in this publication is accurate and up to date, to the best of our knowledge, at the time of printing. If any details have changed, please let us know the corrections in order to update the information online, and for the next publication.

Please send your revised information to:

**Email: [family&children@ballarat.vic.gov.au](mailto:family&children@ballarat.vic.gov.au)  
or telephone Best Start Project on 5320 5773**

This information is incorporated in the City of Ballarat's Online Directory  
Look for us on the City of Ballarat's Website **[www.ballarat.vic.gov.au/directory](http://www.ballarat.vic.gov.au/directory)**

A special thank you to everyone who assisted in the development of this guide.

The plasticine figures in this guide were created by students from the Napoleons Primary School.  
The models represent the students' families and favourite pets.

**This listing of Ballarat services has been designed to assist and guide families with children up to twelve years of age. We celebrate the diversity of families and aim for this guide to be helpful and inclusive. We acknowledge that parents are the people who know their children best and encourage you to seek the assistance of any of the listed services. All services aim to work together and can act as an excellent advice and referral point.**

## Ballarat Early Years Guide for Children and Families

**This guide was developed and funded through the Ballarat City Council and the Best Start Project. Ballarat was added to the UNICEF Child Friendly Cities global website in June 2007, after acknowledgement of the work undertaken by the Child & Family Friendly Consultation Project.**

**The Ballarat community has clear views on what contributes to a child and family friendly city and what is important for Ballarat becoming child and family friendly.**

- **Has an attitude that embraces children and families and treats them as highly valued citizens;**
- **Has access to and provides affordable services / facilities; and**
- **Builds their environment considering children and families needs.**

For further information regarding the Child & Family Friendly City project [phone The Best Start Project on 5320 5773](http://www.ballarat.vic.gov.au/Family_and_Children/Projects/Child_and_Family_Friendly_Community/index.aspx) or visit: [www.ballarat.vic.gov.au/Family\\_and\\_Children/Projects/Child\\_and\\_Family\\_Friendly\\_Community/index.aspx](http://www.ballarat.vic.gov.au/Family_and_Children/Projects/Child_and_Family_Friendly_Community/index.aspx)

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# Children's Services

## Breastfeeding Support

(Also see **Pregnancy and Birth** page 74)

### **Ballarat Health Services Breastfeeding Support Service**

Drummond Street North, Ballarat  
Phone 5320 4977 Fax 5320 4974  
Weekdays 9.00am - 3.30pm  
Urgent Assistance and After Hours  
Phone 5320 4971

The Maternity Unit offers support, education, practical assistance and personalised care to breastfeeding mothers. Lactation Consultants provide consultations at any stages of pregnancy or up to six months post birth, 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 available and, if needed, mothers and babies up to six months of age can attend a day stay service by appointment. There is no charge for this service and no referral is necessary. Mothers who have given birth elsewhere are welcome.

### **Australian Breastfeeding Association (ABA) Ballarat group**

Phone 0435 034 277  
Rachel 5345 2490, Kizanne 0417 357 807,  
Lyndal 5339 9115 or Meredith 0428 461 495  
Trained local counsellors  
New tollfree helpline:  
*1800 mum 2 mum 1800 686 2 686*  
Email [ballarataba@netspace.net.au](mailto:ballarataba@netspace.net.au)  
[www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)

The Ballarat group of Australian Breastfeeding Association provides a range of services for new and expectant parents. These include a calendar of events in the local area, breastfeeding classes endorsed by local hospitals, parenting information evenings, coffee mornings (toddlers and babies welcome), breast pump hire and access to the 'Shop at Home' service.

Breastfeeding, while natural, is still a learned skill. The association works to support mothers to make informed choices. Please ask about ABA's breastfeeding classes. A 7-day helpline is available for your breastfeeding queries. Information, links and online forum also available on the association's website [www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)

### **Medications and breastfeeding**

Monash Medical Centre Drug Information  
Phone 9594 2361  
Royal Women's Hospital Drug Information  
Phone 8345 3190

### **Maternal and Child Health (MCH)**

All MCH nurses are experienced in providing breastfeeding support. Contact your nearest Maternal & Child Health Centre for assistance (see page 33).

### **St John of God Hospital Ballarat**

Breastfeeding Clinic  
101 Drummond Street North  
Ballarat 3350  
Phone 5320 2110 Fax 5320 2332  
9.00am – 5.00pm weekdays as required

The outpatient clinic is staffed by a Lactation Consultant and assists women having difficulties breastfeeding. Women may self refer. There may be a cost if health fund deems an excess to be paid.

## Baby Care Rooms

The following places in Ballarat provide dedicated baby change and feeding rooms for parents with young children. In addition, public toilets and a number of Ballarat businesses provide nappy change facilities within their toilet facilities. Check with staff at the business you are visiting.

	Nappy Change	Microwave	Seating	Toilet	Hand Washing Facilities	Designated Feeding Area
<b>Myer Ballarat</b>	✓	✓	✓	✓	✓	✓
<b>Central Square Shopping Centre</b>	✓		✓	✓	✓	
<b>Stocklands Wendouree</b>	✓	✓	✓	✓	✓	✓
<b>Library – Doveton Street North</b>	✓		✓	✓	✓	
<b>UFS Dispensary – Bridge Mall</b> Facility for members	✓	✓	✓	✓	✓	✓
<b>York Street Church of Christ</b>	✓		✓	✓	✓	✓
<b>Kiro Kids</b>	✓		✓	✓	✓	



## Child Care

There are a variety of childcare options available in the Ballarat community 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.

Childcare 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 quality improvement system known as National Childcare Accreditation.

## Family Day Care (FDC)

The Family Day Care Scheme provides quality childcare 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. FDC staff facilitate weekly playgroups for carers and children and provide care providers with on-going training.

[www.familydaycareaustralia.com.au](http://www.familydaycareaustralia.com.au)

### Family Day Care Coordination Unit

City of Ballarat

Family, Youth & Children's Services

The Phoenix, 25 Armstrong Street South

Ballarat 3350

Phone 5320 5720 Fax 5320 5833

Email [familydaycare@ballarat.vic.gov.au](mailto:familydaycare@ballarat.vic.gov.au)

[www.ballarat.vic.gov.au/](http://www.ballarat.vic.gov.au/)

### In-Home Care

In-Home Care is provided by registered care givers who care for children in the child's own home. In-Home Care is available through the City of Ballarat Family Day Care Scheme for families who do not have access to a standard child care service, or where the child's needs cannot be met by an existing service. There is limited availability for this service.

Contact Family Day Care Unit.

### Supported Respite Care

The City of Ballarat Supported Respite Program provides short term child care to families who may be experiencing difficulties including stress or illness. A qualified Child Care Worker comes to the child's home for three hours per week for a period of six weeks. The primary focus is to attend to the children's needs and provide a range of activities and experiences. Many parents use this time to take a break and have some time out.

Contact Family Day Care Unit.

## 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 Childcare Accreditation Council. Ballarat currently has 16 long day care services.

Please contact the City of Ballarat for details of any new centres that may have recently opened or phone the Childcare Access Hotline on 1800 670 305.

### **ABC Learning Centre – Alfredton**

ABC Learning Centre – Alfredton  
91-93 Cuthberts Road  
Alfredton 3350  
Phone 5334 2929 or 1800 222 543

### **ABC Learning Centre – Creswick Road**

609-611 Creswick Road  
Ballarat 3350  
Phone 5339 5111 or 1800 222 543

### **ABC Learning Centre – Delacombe**

Corner Glenelg Highway & Sutton Street  
Delacombe 3350  
Delacombe 1 Phone 5336 1296 or 1800 222 543  
Delacombe 2 Phone 5336 1044 or 1800 222 543

### **ABC Learning Centre – Mount Clear**

1108 Geelong Road  
Mount Clear 3350  
Phone 5330 2677 or 1800 222 543

### **ABC Learning Centre – Mt Helen**

1848 Geelong Road  
Mt Helen 3350  
Phone 5330 2499 or 1800 222 543

### **ABC Learning Centre – Wendouree**

1122 Howitt Street  
Wendouree 3355  
Phone 5339 1311 or 1800 222 543

### **Alfredton Child Care Centre**

83 Elaine Avenue  
Alfredton 3355  
Phone 5334 2427

### **Ballarat Child Care Co-operative**

1007 Armstrong Street North  
Ballarat 3350  
Phone 5333 1601

### **Ballarat Child Minding Centre**

257 Victoria Street  
Ballarat 3350  
Phone 5331 4912  
Email [bcmc@ncable.net.au](mailto:bcmc@ncable.net.au)

### **Ballarat North Early Learning Centre**

1013 Ligar Street  
Ballarat North 3350  
Phone 5332 3533

### **Girrabanya Children's Centre**

Corner Peel & Steinfeld Streets  
Ballarat 3350  
Phone 5320 5150  
Email [girrabanya@ballarat.vic.gov.au](mailto:girrabanya@ballarat.vic.gov.au)

### **Lake Gardens Children Centre**

2 Stirling Drive  
Lake Gardens 3355  
Phone 5337 6529

(Cont'd)

FARM

GATE



## Children's Services

(Long Day Care Centres Cont'd)

### **Sebastopol Child Care Centre**

254 Vickers Street  
Sebastopol 3356  
Phone 5335 9509

### **University of Ballarat Little Graduates Children's Centre**

University Drive  
Mount Helen 3350  
Phone 5327 9456  
Email [m.daniel@ballarat.edu.au](mailto:m.daniel@ballarat.edu.au)

### **University of Ballarat SMB Children's Centre**

Corner Grant & Hickman Streets  
Ballarat 3350  
Phone 5327 8183  
Email [smbchildrenscentre@ballarat.edu.au](mailto:smbchildrenscentre@ballarat.edu.au)

### **Wendouree Children's Services**

Corner Gillies & Hastings Streets  
Wendouree 3355  
Phone 5320 7430  
Email [wendoureechildrensservices@ballarat.vic.gov.au](mailto:wendoureechildrensservices@ballarat.vic.gov.au)

Child Care	Child Care		4 yr old kinder program conducted by qualified Kinder teacher	Community Council or Privately Run
	Occasional Care	Long Day Care		
ABC Learning Centre Alfredton		✓		Private
ABC Learning Centre Creswick Road		✓		Private
ABC Learning Centre Delacombe		✓	✓	Private
ABC Learning Centre Mount Clear		✓	✓	Private
ABC Learning Centre Mt Helen		✓		Private
ABC Learning Centre Wendouree		✓	✓	Private
Alfredton Child Care Centre		✓		Private
Ballarat Child Care Co-operative		✓		Community
Ballarat Child Minding Centre		✓		Private
Ballarat North Early Learning Centre		✓	✓	Private
Girrabanya Children's Centre		✓	✓	Council
Lake Gardens Children Centre		✓		Private
Sebastopol Child Care Centre		✓		Community
University of Ballarat Little Graduates Children's Centre		✓		Student Association
University of Ballarat SMB Children's Centre		✓		Uni of Ballarat
Wendouree Children's Services		✓	✓	Council

Occasional Care				
Ballarat City Occasional Child Care Centre	✓			Council
Ballarat Aquatic Centre Hours vary - contact centre for details	✓			YMCA
Karinya Centre	✓			Council
Creswick Adult Learning Centre Neighbourhood House - hours vary, contact centre for details	✓			Community
Hazel Road Children's Services Centre - hours vary, contact centre for details	✓			Community

## Occasional Care

Occasional care is supported by Commonwealth, State and Local Government and community groups. It caters for children from birth to school age, providing short term care on a regular or irregular basis. In Ballarat, hours and days of operation vary. Contact individual services for more information.

### **Ballarat Aquatic Centre**

Gillies Street North  
Ballarat 3350  
Phone 5334 2183

### **Ballarat City Occasional Child Care Centre**

Corner Market & Armstrong Street North  
Ballarat 3350  
Phone 5320 5160  
Email [occasionalchildcare@ballarat.vic.gov.au](mailto:occasionalchildcare@ballarat.vic.gov.au)

### **Creswick Adult Learning Centre**

#### **Neighbourhood House**

Phone 5345 2356  
Takes bookings for occasional care at Creswick & District Pre-School  
Phone 5345 2274 Fax 5345 2274

### **Karinya Centre**

The Salvation Army  
6 Crompton Street  
Ballarat 3350  
PO Box 83N, Ballarat 3350  
Phone 5329 1100 Fax 5332 9910  
Email [karinyareception@aus.salvationarmy.org](mailto:karinyareception@aus.salvationarmy.org)

### **Hazel Road Children's Services Centre**

Wendouree West Community Learning Hub  
Violet Grove  
Wendouree West 3355  
Phone 5339 2463 Fax 5339 4419  
Email [uniting.church.hazel.rd.kin@kindergarten.vic.gov.au](mailto:uniting.church.hazel.rd.kin@kindergarten.vic.gov.au)

## Vacation Care Services

During school holidays, recreational care programs are run for 5-12 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.

### **Ballarat & Clarendon College**

Vacation Care Program (Camp Australia)  
614 Mair Street  
Ballarat 3350  
Phone 5332 1951 Camp Australia 0400 982 227

### **Ballarat YMCA**

122 Armstrong Street South (YHQ Building)  
Ballarat 3350  
Phone 5329 2800 Mobile 0438 543 576

YMCA runs 5 Vacation Care programs located at Ballarat Specialist School  
Buninyong Primary School  
Damascus College  
Delacombe Doug Dean Reserve  
Loreto College

(Cont'd)

(Vacation Care Services Cont'd)

### **Black Hill Primary School Vacation Care Program**

Corner 601 Chisholm & Sherrard Streets

Black Hill 3350

Phone 5332 4544

Information and bookings

5332 3933 or 0402 047 209

### **Forest Street Primary School**

Vacation Care Program

Corner Forest & Hancock Streets

Wendouree 3355

Phone 5339 2110 Fax 5339 5745

## 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.

### **Ballarat City After School Program**

Our Lady Help of Christians

484 Gillies Street North

Wendouree 3355

Information & registration 5320 5720

Program phone & bookings 5339 8488

The City of Ballarat Program transports children by taxi from any Ballarat primary schools to the program venue (all included in the cost).

### **Ballarat City Before School Program**

Eureka Family Resource Centre

507 Humffray Street South

Ballarat 3350

Information & registrations 5320 5720

Program phone & bookings 5320 5803

At the end of the morning program, taxis pick up the children and transport them to their schools (all included in the cost).

### **Ballarat & Clarendon College After School Program**

614 Mair Street

Ballarat 3350

Information & bookings 5332 1951 or 0400 982 227

### **Ballarat Grammar School Early Learning Centre**

Before & After School Care

201 Forest Street

Wendouree 3355

Phone 5338 0830

Care is available for Grammar Early Learning Centre and Junior School students.

[www.bgs.vic.edu.au](http://www.bgs.vic.edu.au)

### **Ballarat YMCA After School Care**

122 Armstrong Street South (YHQ Building)

Ballarat 3350

Phone 5329 2800 Mobile 0438 543 576

Alfredton Primary School

Ballarat Specialist School

Buninyong Primary School

Delacombe Primary School

Mount Clear Primary School

Pleasant Street Primary School

### **Black Hill Primary School After School Program**

601 Chisholm Street

Black Hill 3350

Information & bookings 5332 4544 or 5332 3933 or 0423 586 323

### **Forest Street Primary School After School Program**

Corner Forest & Hancock Streets

Wendouree 3355

Information & bookings 5339 2110

(After hours this number is transferred to venue)

[www.foreststreetps.vic.edu.au](http://www.foreststreetps.vic.edu.au)



## Child Care Information & Contacts

### Child Care Benefit Family Assistance Office

Located at any Centrelink or Medicare office

Phone 13 61 50

[www.familyassist.gov.au](http://www.familyassist.gov.au)

Most families are eligible for some fee relief from the federal Government to cover the cost of Child Care.

### Community Child Care Association (CCC)

Ground Floor, 48 High Street

Northcote 3070

Phone 1800 177 017 Fax 9486 3271

[www.cccvic.org.au](http://www.cccvic.org.au)

CCC is an independent non-profit organisation which operates as a training, resource, advisory and advocacy body for Children's Services in Victoria.

### Childcare Access Hotline

1 800 670 305 (for parents)

1 800 795 433 (for services)

Assist in locating childcare vacancies within your local area. Can also offer advice and support regarding available benefits.

### Department of Education and Early Childhood Development

Grampians Regional Office

109 Armstrong Street North, Ballarat 3350

Phone 5337 8444 Fax 5333 2135

Email [c0988311@edumail.vic.gov.au](mailto:c0988311@edumail.vic.gov.au)

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

[www.grampians.vic.edu.au](http://www.grampians.vic.edu.au)

[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

The Department of Education and Early Childhood Development regulates children's services, kindergartens, long day care centres and occasional care services. There are several Children's Services Advisors in the Grampians region who are available to help and advise committees of management, staff and parents on issues relating to children's services.

### Inclusion Support - Noah's Ark

C/- Noahs Ark Inc

Central Highlands Wimmera Region

PO Box 233, Ballarat 3353

Phone 5338 8854 Fax 5338 8546

Email [isa.wimmera@noahsarkinc.org.au](mailto:isa.wimmera@noahsarkinc.org.au)

[www.noahsarkinc.org.au](http://www.noahsarkinc.org.au)

The Inclusion Support program provides assistance to help childcare services include children with additional needs in child care. Services covered include long day care, occasional care, family day care, outside school hours care and vacation care.

Inclusion Support Agencies focus on the following priority groups:

- Children from cultural and linguistically diverse backgrounds
- Children with ongoing high support needs, including children with a disability
- Aboriginal and Torres Strait Islander children

### Kindergarten Parents Victoria (KPV)

48 High Street

Northcote 3070

Phone 1300 730 119 Fax 9486 4226

Email [kpv@kpv.org.au](mailto:kpv@kpv.org.au)

[www.kpv.org.au](http://www.kpv.org.au)

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

### Koori Early Childhood Field Officer

(see page 30)

## Education

### KINDERGARTENS

#### **National Childcare Accreditation Council Inc. (NCAC)**

Phone 1300 136 554

Email [qualitycare@ncac.gov.au](mailto:qualitycare@ncac.gov.au)

[www.ncac.gov.au](http://www.ncac.gov.au)

NCAC is responsible for the implementation and administration of the Quality Assurance (QA) systems for family day care schemes, outside school hours care services and long day care centres across Australia. The QA systems are an initiative of the Australian Government and aim to ensure that children in care have stimulating, positive experiences and interactions that will foster all aspects of their development.

NCAC also provides information and tips for families on how to choose a quality child care service and questions to ask when looking for child care. To obtain information about local centres contact the Childcare Access Hotline on 1800 670 305.

Alternatively search [www.ncac.gov.au](http://www.ncac.gov.au) and follow the links "Search for Child Care".

Kindergartens provide educational sessions for children during the year before they start school. Kindergarten provides children with a great start in life. Qualified kindergarten staff run programs which develop your child's social, emotional, intellectual and physical abilities. Ballarat has a variety of kindergarten programs. These operate from a range of settings, including purpose built kindergartens, child care centres, community facilities and schools.

Research shows that children who have been to kindergarten are generally better prepared to start school. Kindergarten helps all children, including those with additional needs, to:

- learn how to make friends
- become more independent and confident
- spend some time with adults other than family members
- prepare for reading, writing and numeracy

To enrol, a child must turn four years of age by 30 April of the year they will be attending kinder. You will need to complete an application form at the centre of your choice. Applications can usually be made any time after your child's second birthday and before 30 June in the year before your child is due to begin kindergarten. Although applications will be accepted after this date, priority will be given to enrolments received by 30 June. The State Government provides a \$730 fee subsidy to assist concession card holders with a child attending a funded four-year-old kindergarten. For more information telephone 1300 731 947.

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

[www.office-for-children.vic.gov.au/earlychildhood](http://www.office-for-children.vic.gov.au/earlychildhood)

Currently, many Kindergartens in Ballarat are conducting groups for three-year old children. Refer to the Kindergarten Reference Table in this guide or contact the particular centre for session times and availability. Some kinders also have long day sessions; please contact kindergartens directly.

**Alfredton Pre-School**

6 Balyarta Street  
Alfredton 3350  
Phone 5334 1222  
Email [Alfredton.kin@kindergarten.vic.gov.au](mailto:Alfredton.kin@kindergarten.vic.gov.au)

**Back Creek Kindergarten**

Fyffe Street  
Talbot 3371  
Phone 5463 2598  
Email [Back.creek.kin@kindergarten.vic.gov.au](mailto:Back.creek.kin@kindergarten.vic.gov.au)

**Ballan and District Pre-School**

88 Simpson Street  
Ballan 3342  
Phone 5368 1228  
Email [ballan.kin@kindergarten.vic.gov.au](mailto:ballan.kin@kindergarten.vic.gov.au)

**Ballarat Aquatic Centre**

Three-year-old program only  
Gillies Street North  
Ballarat 3350  
Phone 5334 2499  
Email [bac@ymca.org.au](mailto:bac@ymca.org.au)

**Ballarat Fidelity Club Kindergarten**

210 Ripon Street South  
Ballarat 3350  
Phone 5332 6520  
Email [fidelity.club.kin@kindergarten.vic.gov.au](mailto:fidelity.club.kin@kindergarten.vic.gov.au)

**Ballarat Grammar School Early Learning Centre**

201 Forest Street  
Wendouree 3355  
Phone 5338 0896  
[www.bgs.vic.edu.au](http://www.bgs.vic.edu.au)  
Email [info@bgs.vic.edu.au](mailto:info@bgs.vic.edu.au)

**Ballarat Steiner Kindergarten**

244 Moss Avenue  
Mount Helen 3350  
Phone 5341 8188 Fax 5341 8122  
Email [steiner244@bigpond.com](mailto:steiner244@bigpond.com)  
[www.ballaratsteinerschool.com.au](http://www.ballaratsteinerschool.com.au)

**Ballarat North Kindergarten**

506 Armstrong Street North  
Ballarat 3350  
Phone 5332 6668 Fax 5332 6668  
Email [ballarat.north.kin@kindergarten.vic.gov.au](mailto:ballarat.north.kin@kindergarten.vic.gov.au)

**Bakery Hill Kindergarten**

82 Mair Street  
Ballarat 3350  
Phone 5332 6872  
Email [bakery.hill.kin@kindergarten.vic.gov.au](mailto:bakery.hill.kin@kindergarten.vic.gov.au)

**Ballarat & Clarendon College Early Learning Centre**

614 Mair Street  
Ballarat 3350  
Phone 5330 8300  
Email [jsoffice@bcc.clarendon.vic.edu.au](mailto:jsoffice@bcc.clarendon.vic.edu.au)  
[www.clarendon.vic.edu.au](http://www.clarendon.vic.edu.au)

**Black Hill Kindergarten (Pre-School)**

602 Sherrard Street  
Ballarat 3350  
Phone 5332 7849 Fax 5332 6649  
Email [black.hill.kin@kindergarten.vic.gov.au](mailto:black.hill.kin@kindergarten.vic.gov.au)

**Brown Hill Kindergarten**

1 Reid Court  
Brown Hill 3350  
Phone 5332 7973  
Email [brown.hill.kin@kindergarten.vic.gov.au](mailto:brown.hill.kin@kindergarten.vic.gov.au)

**Buninyong Pre-School**

208 Learmonth Street  
Buninyong 3357  
Phone 5341 3415  
Email [buninyong.kin@kindergarten.vic.gov.au](mailto:buninyong.kin@kindergarten.vic.gov.au)

**Clunes and District Pre-School**

109 Fraser Street  
Clunes 3370  
Phone 5345 3228

**Creswick and District Pre-School**

24 Victoria Street  
Creswick 3363  
Phone 5345 1164 Fax 5345 2274  
Email [creswick.kin@kindergarten.vic.gov.au](mailto:creswick.kin@kindergarten.vic.gov.au)

(Cont'd)

## Children's Services - Education - Kindergartens

(Kindergartens Cont'd)

### **Daylesford Pre-School**

Central Springs Road  
Daylesford 3460  
Phone 5348 2011  
Email [daylesford.kin@kindergarten.vic.gov.au](mailto:daylesford.kin@kindergarten.vic.gov.au)

### **Delacombe Community Kindergarten**

105 Whitelaw Avenue  
Delacombe 3356  
Phone 5336 2316  
Email [delacombe.community.kin@kindergarten.vic.gov.au](mailto:delacombe.community.kin@kindergarten.vic.gov.au)

### **Enid Rogers Jubilee Kindergarten**

2 Forest Street  
Ballarat 3350  
Phone 5339 1084  
Email [jubileekindergarten@hotmail.com](mailto:jubileekindergarten@hotmail.com)

### **Girrabanya Kindergarten**

11b Steinfield Street  
Ballarat 3350  
Phone 5320 5150  
Email [girrabanya@ballarat.vic.gov.au](mailto:girrabanya@ballarat.vic.gov.au)

### **Haddon Kindergarten**

28 Windermere Road  
Haddon 3351  
Phone 5342 4817  
Email [haddon.kin@kindergarten.vic.gov.au](mailto:haddon.kin@kindergarten.vic.gov.au)

### **Hazel Road Children's Services Centre**

Wendouree West Community Learning Hub  
Violet Grove  
Wendouree West 3355  
Phone 5339 2463 Fax 5339 4419  
Email [uniting.church.hazel.rd.kin@kindergarten.vic.gov.au](mailto:uniting.church.hazel.rd.kin@kindergarten.vic.gov.au)

### **Hepburn Kindergarten**

2 Golf Links Road  
Hepburn Springs 3461  
Phone 5348 3750 Fax 5348 3750  
Email [hepburn.kin@kindergarten.vic.gov.au](mailto:hepburn.kin@kindergarten.vic.gov.au)

### **Iris Ramsay Kindergarten**

105-107 Lonsdale Street  
Ballarat 3350  
Phone 5335 7590 Fax 5335 7590  
Email [iris.ramsay.kin@kindergarten.vic.gov.au](mailto:iris.ramsay.kin@kindergarten.vic.gov.au)

### **Linda Brown Pre-School**

College Street  
Wendouree 3355  
Phone 5339 2062 Fax 5339 2062  
Email [linda.brown.kin@kindergarten.vic.gov.au](mailto:linda.brown.kin@kindergarten.vic.gov.au)

### **Midlands Kindergarten**

Corner Armstrong & Landsborough Streets  
Ballarat 3350  
Phone 5332 6142 Fax 5332 6142  
Email [midlands.kin@kindergarten.vic.gov.au](mailto:midlands.kin@kindergarten.vic.gov.au)

### **Mount Clear Community Kindergarten**

2 Dallas Avenue  
Mount Clear 3350  
Phone 5330 1447 Fax 5330 2447  
Email [mt.clear.community.kin@kindergarten.vic.gov.au](mailto:mt.clear.community.kin@kindergarten.vic.gov.au)

### **Mount Helen Pre-School**

16 Boak Avenue  
Mount Helen 3350  
Phone 5330 1999  
Email [mount.helen.kin@kindergarten.vic.gov.au](mailto:mount.helen.kin@kindergarten.vic.gov.au)

### **Mount Pleasant Kindergarten**

826 Laurie Street  
Ballarat 3350  
Phone 5332 3295  
Email [mt.pleasant.kin@kindergarten.vic.gov.au](mailto:mt.pleasant.kin@kindergarten.vic.gov.au)

### **Rowan View Pre-School**

402 Forest Street  
Wendouree 3355  
Phone 5339 6196 Fax 5339 6196  
Email [rowan.view.kin@kindergarten.vic.gov.au](mailto:rowan.view.kin@kindergarten.vic.gov.au)

### **St Alipius Kindergarten**

78 Victoria Street  
Ballarat 3350  
Phone 5331 4272  
Email [alipius.kin@kindergarten.vic.gov.au](mailto:alipius.kin@kindergarten.vic.gov.au)

**Sebastopol Kindergarten**

115 Albert Street  
Sebastopol 3356  
Phone 5335 8459 Fax 5335 8459  
Email [Sebastopol.kin@kindergarten.vic.gov.au](mailto:Sebastopol.kin@kindergarten.vic.gov.au)

**Sebastopol South Kindergarten**

187 Spencer Street  
Sebastopol 3356  
Phone 5335 7079 Fax 5336 4375  
Email [sebastopol.south.kin@kindergarten.vic.gov.au](mailto:sebastopol.south.kin@kindergarten.vic.gov.au)

**Sebastopol West Kindergarten**

180 Grant Street  
Sebastopol 3356  
Phone 5335 6263 Fax 5335 6263  
Email [sebastopol.west.kin@kindergarten.vic.gov.au](mailto:sebastopol.west.kin@kindergarten.vic.gov.au)

**Wallace and District Kindergarten**

729 Wallace-Bungaree Road  
Wallace 3352  
Phone 5334 0268 Fax 5334 0650  
Email [wallace.kin@kindergarten.vic.gov.au](mailto:wallace.kin@kindergarten.vic.gov.au)

**Waubra Pre-School**

Hall Street  
Waubra 3352  
Phone 5343 5275  
Email [waubra.kin@kindergarten.vic.gov.au](mailto:waubra.kin@kindergarten.vic.gov.au)

**Wendouree Children Services (Pre-School)**

Corner Norman & Daffodil Streets  
Wendouree 3355  
Phone 5320 7488  
Email [wendoureechildrensservices@ballarat.vic.gov.au](mailto:wendoureechildrensservices@ballarat.vic.gov.au)

**Woody Yaloak Kindergarten**

25 Pitfield Road  
Scarsdale 3351  
Phone 5342 8615 Fax 5342 8615  
Email [woody.yaloak.kin@kindergarten.vic.gov.au](mailto:woody.yaloak.kin@kindergarten.vic.gov.au)

**York Street Kindergarten**

410 York Street  
Ballarat 3350  
Phone 5333 4116  
Email [york.st.kin@kindergarten.vic.gov.au](mailto:york.st.kin@kindergarten.vic.gov.au)

## Children's Services - Education - Kindergartens

KINDERGARTENS	3 yr old kinder/set program	4 yr old kinder/set program	Before & After Kinder Care	Community, Council or Privately Run
Alfredton Pre-School	✓	✓		Community
Back Creek Kindergarten (Talbot)	✓	✓		Community
Bakery Hill Kindergarten	✓	✓		Community
Ballan and District Pre-School Centre	✓	✓	✓	Community
Ballarat & Clarendon College Early Learning Centre	✓	✓		Private
Ballarat Aquatic Centre	✓		Occasional care/creche	YMCA
Ballarat Fidelity Club Kindergarten	✓	✓		Community
Ballarat Grammar School Early Learning Centre	✓	✓	✓	Private
Ballarat North Kindergarten	✓	✓		Community
Ballarat Steiner Kindergarten	✓	✓		Private
Black Hill Kindergarten (Pre-School)		✓		Community
Brown Hill Kindergarten	✓	✓		Community
Buninyong Pre-School Kindergarten	✓	✓		Community
Clunes and District Pre-School	✓	✓		Community
Creswick and District Pre-School	✓	✓	✓	Community
Daylesford Pre-School	✓	✓		Community
Delacombe Community Kindergarten	✓	✓		Community
Enid Rogers Jubilee Kindergarten	✓	✓		Community
Girrabanya Kindergarten		✓	✓	Council

KINDERGARTENS	3 yr old kinder/ set program	4 yr old kinder/ set program	Before & After Kinder Care	Community, Council or Privately Run
Haddon	✓	✓		Community
Hazel Road Children's Services Centre	✓	✓		Community
Hepburn Kindergarten	✓	✓		Community
Iris Ramsay Kindergarten	✓	✓		Community
Linda Brown Pre-School Centre	✓	✓		Community
Midlands Kindergarten	✓	✓		Community
Mount Clear Community Kindergarten	✓	✓		Community
Mount Pleasant Kindergarten	✓	✓		Community
Mt Helen Pre-School	✓	✓		Community
Rowan View Pre-School	✓	✓		Community
St Alipius Kindergarten	✓	✓		Community
Sebastopol Kindergarten		✓		Community
Sebastopol South Kindergarten	✓	✓		Community
Sebastopol West Kindergarten	✓	✓		Community
Wallace and District Kindergarten	✓	✓		Community
Waubra Pre-School	✓	✓		Community
Wendouree Children's Services		✓	✓	Council
Woody Yaloak Kindergarten	Term 4	✓		Community
York Street Kindergarten	✓	✓		Community





## PRIMARY SCHOOLS

For a child to begin primary school they must turn five by 30 April of the year they 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

#### Alfredton Primary School

Cuthberts Road, Alfredton 3350  
Phone 5334 1572 Fax 5334 2679  
Email [alfredton.ps@edumail.vic.gov.au](mailto:alfredton.ps@edumail.vic.gov.au)  
[www.alfredtonps.vic.edu.au](http://www.alfredtonps.vic.edu.au)  
After school care program at the school

#### Ballarat North Primary School

Landsborough Street, Ballarat North 3350  
Phone 5333 3387 Fax 5333 3844  
Email [ballarat.north.ps@edumail.vic.gov.au](mailto:ballarat.north.ps@edumail.vic.gov.au)  
[www.ballaratnhtps.vic.edu.au](http://www.ballaratnhtps.vic.edu.au)

#### Black Hill Primary School

601 Chisholm Street, Ballarat 3350  
Phone 5332 4544 Fax 5331 8363  
Email [black.hill.ps@edumail.vic.gov.au](mailto:black.hill.ps@edumail.vic.gov.au)  
[www.blackhillps.vic.edu.au](http://www.blackhillps.vic.edu.au)  
After school care program at the school

#### Bungaree Primary School

348 Bungaree-Wallace Road, Bungaree 3352  
Phone 5334 0253 Fax 5334 0542  
Email [bungaree.ps@edumail.vic.gov.au](mailto:bungaree.ps@edumail.vic.gov.au)

#### Buninyong Primary School

202 Simpson Street, Buninyong 3357  
Phone 5341 3560 Fax 5341 3061  
Email [buninyong.ps@edumail.vic.gov.au](mailto:buninyong.ps@edumail.vic.gov.au)  
[www.buninyongps.vic.edu.au](http://www.buninyongps.vic.edu.au)  
After school care program at the school

#### Buninyong Primary School - Scotsburn Campus

Midland Highway, Scotsburn 3352  
Phone 5341 3496  
Email [wallace.richard.d@edumail.vic.gov.au](mailto:wallace.richard.d@edumail.vic.gov.au)  
[www.buninyongps.vic.edu.au](http://www.buninyongps.vic.edu.au)

#### Caledonian Primary School

Corner Thompson & Water Streets  
Brown Hill 3350  
Phone 5332 6955 Fax 5332 4445  
Email [caledonian.ps@edumail.vic.gov.au](mailto:caledonian.ps@edumail.vic.gov.au)  
[www.caledonianps.vic.edu.au](http://www.caledonianps.vic.edu.au)

#### Canadian Lead Primary School

Otway Street South, Ballarat East 3350  
Phone 5333 7170 Fax 5333 7165  
Email [canadian.lead.ps@edumail.vic.gov.au](mailto:canadian.lead.ps@edumail.vic.gov.au)  
[www.clps.vic.edu.au](http://www.clps.vic.edu.au)

#### Cape Clear Primary School

1539 Scarsdale-Pitfield Road  
Cape Clear 3351  
Phone 5342 2252 Fax 5342 2431  
Email [cape.clear.ps@edumail.vic.gov.au](mailto:cape.clear.ps@edumail.vic.gov.au)  
[www.capeclearps.vic.edu.au](http://www.capeclearps.vic.edu.au)

#### Clunes Primary School

Canterbury Street, Clunes 3370  
Phone 5345 3182 Fax 5345 3555  
Email [clunes.ps@edumail.vic.gov.au](mailto:clunes.ps@edumail.vic.gov.au)  
[www.clunesps.vic.edu.au](http://www.clunesps.vic.edu.au)

#### Creswick Primary School

Napier Street, Creswick 3363  
Phone 5345 2044 Fax 5345 8031  
Email [creswick.ps@edumail.vic.gov.au](mailto:creswick.ps@edumail.vic.gov.au)  
[www.creswickps.vic.edu.au](http://www.creswickps.vic.edu.au)

#### Creswick North Primary School

Macs Street, Creswick 3363  
Phone 5345 2012 Fax 5345 1224  
Email [creswick.north.ps@edumail.vic.gov.au](mailto:creswick.north.ps@edumail.vic.gov.au)  
[www.creswicknorthps.vic.edu.au](http://www.creswicknorthps.vic.edu.au)

#### Dana Street Primary School

Dana Street, Ballarat 3350  
Phone 5332 1301 Fax 5331 8282  
Email [ballarat.ps.dana@edumail.vic.gov.au](mailto:ballarat.ps.dana@edumail.vic.gov.au)

**Delacombe Primary School**

Corner Greenhalghs Road & Warrina Drive  
Delacombe 3356  
Phone 5335 6103 Fax 5336 2303  
Email [delacombe.ps@edumail.vic.gov.au](mailto:delacombe.ps@edumail.vic.gov.au)  
[www.delacombeps.vic.edu.au](http://www.delacombeps.vic.edu.au)  
After school care program at the school

**Forest Street Primary School**

Corner Forest & Hancock Streets  
Wendouree 3355  
Phone 5339 2110 Fax 5339 5745  
Email [forest.ps@edumail.vic.gov.au](mailto:forest.ps@edumail.vic.gov.au)  
[www.foreststreetps.vic.edu.au](http://www.foreststreetps.vic.edu.au)  
After school care program at the school

**Haddon Primary School**

Sago Hill Road, Haddon 3351  
Phone 5342 4487 Fax 5342 4821  
Email [haddon.ps@edumail.vic.gov.au](mailto:haddon.ps@edumail.vic.gov.au)  
[www.haddonps.vic.edu.au](http://www.haddonps.vic.edu.au)

**Invermay Primary School**

RMB869 Swinglers Road, Invermay 3352  
Phone 5332 6396 Fax 5332 6672  
Email [invermay.ps@edumail.vic.gov.au](mailto:invermay.ps@edumail.vic.gov.au)  
[www.invermayps.vic.edu.au](http://www.invermayps.vic.edu.au)

**Learmonth Primary School**

High Street, Learmonth 3352  
Phone 5343 2305 Fax 5343 2502  
Email [learmonth.ps@edumail.vic.gov.au](mailto:learmonth.ps@edumail.vic.gov.au)

**Little Bendigo Primary School**

8 Monte Street, Nerrina 3350  
Phone 5332 6317 Fax 5331 3036  
Email [little.bendigo.ps@edumail.vic.gov.au](mailto:little.bendigo.ps@edumail.vic.gov.au)  
[www.littlebendigops.vic.edu.au](http://www.littlebendigops.vic.edu.au)

**Macarthur Street Primary School**

401 Macarthur Street, Ballarat 3350  
Phone 5332 4746 Fax 5332 3796  
Email [macarthur.street.ps@edumail.vic.gov.au](mailto:macarthur.street.ps@edumail.vic.gov.au)  
[www.macps.vic.edu.au](http://www.macps.vic.edu.au)

**Magpie Primary School**

61 Docwra Street, Magpie 3352  
Phone 5335 8851 Fax 5335 9425  
Email [magpie.ps@edumail.vic.gov.au](mailto:magpie.ps@edumail.vic.gov.au)  
[www.magpieps.vic.edu.au](http://www.magpieps.vic.edu.au)

**Miners Rest Primary School**

Dundas Street, Miners Rest 3352  
Phone 5334 6328 Fax 5334 6759  
Email [miners.rest.ps@edumail.vic.gov.au](mailto:miners.rest.ps@edumail.vic.gov.au)  
[www.minersrestps.vic.edu.au](http://www.minersrestps.vic.edu.au)

**Mount Clear Primary School**

1206 Geelong Road, Mount Clear 3350  
Phone 5330 1844 Fax 5330 1526  
Email [mount.clear.ps@edumail.vic.gov.au](mailto:mount.clear.ps@edumail.vic.gov.au)  
[www.mountclearps.vic.edu.au](http://www.mountclearps.vic.edu.au)  
After school care program at the school

**Mount Pleasant Primary School**

401 Cobden Street, Mount Pleasant 3350  
Phone 5332 3646 Fax 5331 8900  
Email [mount.pleasant.ps@edumail.vic.gov.au](mailto:mount.pleasant.ps@edumail.vic.gov.au)  
[www.mtpleasps.vic.edu.au](http://www.mtpleasps.vic.edu.au)

**Napoleons Primary School**

4721 Ballarat-Colac Road, Napoleons 3352  
Phone 5342 0414 Fax 5342 0063  
Email [napoleons.ps@edumail.vic.gov.au](mailto:napoleons.ps@edumail.vic.gov.au)

**Pleasant Street Primary School**

Pleasant Street North, Ballarat 3350  
Phone 5332 2598 Fax 5331 3524  
Email [pleasant.ps.ballarat@edumail.vic.gov.au](mailto:pleasant.ps.ballarat@edumail.vic.gov.au)  
[www.pleasantstps.vic.edu.au](http://www.pleasantstps.vic.edu.au)  
After school care program at the school

**Redan Primary School**

Hertford Street, Sebastopol 3356  
Phone 5335 9081 Fax 5335 7659  
Email [redan.ps@edumail.vic.gov.au](mailto:redan.ps@edumail.vic.gov.au)

**Sebastopol Primary School**

Warreen Street, Sebastopol 3356  
Phone 5335 8157 Fax 5335 9173  
Email [sebastopol.ps@edumail.vic.gov.au](mailto:sebastopol.ps@edumail.vic.gov.au)  
[www.sebasps.vic.edu.au](http://www.sebasps.vic.edu.au)

**NON-GOVERNMENT PRIMARY SCHOOLS**

**Urquhart Park Primary School**

49 Inkerman Street, Ballarat 3350  
Phone 5332 1651 Fax 5333 4799  
Email [urquhart.park.ps@edumail.vic.gov.au](mailto:urquhart.park.ps@edumail.vic.gov.au)  
[www.urquhartps.vic.edu.au](http://www.urquhartps.vic.edu.au)

**Warrenheip Primary School**

Main Street, Warrenheip 3352  
Phone 5334 7294 Fax 5334 7747  
Email [warrenheip.ps@edumail.vic.gov.au](mailto:warrenheip.ps@edumail.vic.gov.au)  
[www.whps.vic.edu.au](http://www.whps.vic.edu.au)

**Waubra Primary School**

Sunraysia Highway, Waubra 3352  
Phone 5343 5358 Fax 5343 5295  
Email [waubra.ps@edumail.vic.gov.au](mailto:waubra.ps@edumail.vic.gov.au)  
[www.waubps.vic.edu.au](http://www.waubps.vic.edu.au)

**Wendouree Primary School**

Howitt Street, Wendouree 3355  
Phone 5339 1229 Fax 5339 5877  
Email [wendouree.ps@edumail.vic.gov.au](mailto:wendouree.ps@edumail.vic.gov.au)  
[www.wendoureeps.vic.edu.au](http://www.wendoureeps.vic.edu.au)

**Windermere Primary School**

Glue Pot Drive, Windermere 3352  
Phone 5343 2332 Fax 5343 2466  
Email [windermere.ps@edumail.vic.gov.au](mailto:windermere.ps@edumail.vic.gov.au)

**Woody Yaloak Primary School**

Ross Creek Campus  
Sebastopol-Smythesdale Road,  
Ross Creek 3351 651  
Phone 5342 0478 Fax 5342 0061  
Email [ross.creek.ps@edumail.vic.gov.au](mailto:ross.creek.ps@edumail.vic.gov.au)

**Yuille Park Community College**

Violet Grove, Wendouree 3355  
Phone 5339 5555 Fax 5339 4419  
Email [yuille.park.p-8.cc@edumail.vic.gov.au](mailto:yuille.park.p-8.cc@edumail.vic.gov.au)  
[www.yuilleparkcc.vic.edu.au](http://www.yuilleparkcc.vic.edu.au)

**Ballarat Christian College**

16-26 Vickers Street, Sebastopol 3356  
PO Box 183, Sebastopol 3356  
Phone 5335 6429 Fax 5335 6876  
Email [bcc@balcc.vic.edu.au](mailto:bcc@balcc.vic.edu.au)  
[www.balcc.vic.edu.au](http://www.balcc.vic.edu.au)

**Ballarat & Clarendon College Junior School**

614 Mair Street, Ballarat 3350  
Phone 5330 8300 Fax 5332 3430  
Email [jsoffice@bcc.clarendon.vic.edu.au](mailto:jsoffice@bcc.clarendon.vic.edu.au)  
[www.clarendon.vic.edu.au](http://www.clarendon.vic.edu.au)  
After school care program at the school

**Ballarat Grammar School**

201 Forest Street, Wendouree 3355  
Phone 5339 1191 Fax 5338 0991  
Email [bgs@bgs.vic.edu.au](mailto:bgs@bgs.vic.edu.au)  
[www.bgs.vic.edu.au](http://www.bgs.vic.edu.au)  
Before and after school care program  
at the school

**Ballarat Steiner School**

244 Moss Avenue, Mt Helen 3350  
Phone 5341 8188  
Email [steiner244@bigpond.au](mailto:steiner244@bigpond.au)  
[www.ballaratsteinerschool.com.au](http://www.ballaratsteinerschool.com.au)

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## Children's Services - Primary Schools

### (Primary Schools Cont'd)

#### **Emmaus Catholic Primary School**

Mount Clear 3350  
Phone 5330 2266 Fax 5330 2422  
www.emtclear.catholic.edu.au

#### **Lumen Christi Primary School**

111 Whitelaw Avenue, Delacombe 3356  
Phone 5336 2015 Fax 5335 5160  
www.lcdelacombe.catholic.edu.au

#### **Our Lady Help of Christians Parish Primary School**

484 Gillies Street North, Wendouree 3355  
Phone 5339 4726 Fax 5339 4120  
www.olhcwendouree.catholic.edu.au  
City of Ballarat After School Program at the school

#### **St Alipius Primary School**

106-108 Victoria Street, Ballarat 3350  
Phone 5331 1816 Fax 5331 7764  
www.saballarat.catholic.edu.au

#### **St Aloysius Parish School**

Ripon Street South, Ballarat 3350  
Phone 5335 8177 Fax 5336 2167  
www.saredan.catholic.edu.au

#### **St Brendans (formerly Our Lady of Fatima)**

1 Ti Tree Road, Dunstown 3352  
Phone 5334 7604 Fax 5334 7042  
www.sbdunstown.catholic.edu.au

#### **St Columba's Primary School**

Gregory Street, Ballarat North 3350  
Phone 5332 4894 Fax 5331 7196  
www.scballarat.catholic.edu.au

#### **St Francis Xavier Primary School "Villa Maria"**

100 Fortune Street, Ballarat East 3350  
Phone 5331 6311 Fax 5331 8337  
www.sfxballarat.catholic.edu.au

#### **St James' Parish School**

260 Albert Street, Sebastopol 3356  
Phone 5335 8750 Fax 5335 6292  
www.sjsebastopol.catholic.edu.au

#### **St Mary's Catholic Primary School**

131 Powells Road, Clarkes Hill 3352  
Phone 5334 5280 Fax 5334 5445  
www.smclarkeshill.catholic.edu.au

#### **St Patrick's Primary School**

119 Drummond Street South, Ballarat 3350  
Phone 5332 7680 Fax 5333 2802  
www.spballarat.catholic.edu.au

#### **St Thomas More**

Corner Cuthberts Road & Elaine Avenue  
Alfredton 3350  
Phone 5334 2244 Fax 5334 2307  
www.stalfredton.catholic.edu.au

## HOME SCHOOLING

### **Ballarat Home Educators**

#### **HEN Victoria Ballarat Home Education Group**

Coordinator: Lynda Russell  
PO Box 1888  
Bakery Hill 3354  
Phone 0401 807 649  
Email ballarat.home.education@gmail.com

The Ballarat Home Education Group meet weekly during the school term for social & educational activities, sporting sessions, art programs, cooking, excursions, BBQs and movie/dinner nights and creative fundraising activities. Small membership fee per term helps replace group resources, plus small venue hire fee each week. Community skill-sharing encouraged. We acknowledge the City of Ballarat for their generous support. Enquiries and new families welcome.

## SPECIALIST SCHOOLS

### **Ballarat Specialist School**

25 Gillies Street North, Lake Gardens 3350  
 Phone 5334 1302 Fax 5334 2236  
 Email ballarat.ss@edumail.vic.gov.au  
 www.ballaratss.vic.edu.au

Ballarat Specialist School provides educational programs for students between the ages of five and 18 with mild, moderate or profound intellectual disabilities associated with physical, social, emotional, behavioural, sensory and multiple impairments.

### **Ballarat Deaf Facility**

Forest Street Primary School  
 Corner Forest & Hancock Streets, Wendouree  
 PO Box 188, Wendouree 3355  
 Phone 5339 1202 Fax 5339 5745  
 Email forest.street.ps.deaf@edumail.vic.gov.au

Ballarat P - 12 Deaf Facility operates at Forest Street Primary School and Ballarat Secondary College - Wendouree. The Facility aims to give students who are deaf or hearing impaired, the best possible access to mainstream education. Teachers of the deaf and communication aides support students in their regular classroom and provide programs to meet individual needs in language and speech development. The Facility caters for both sign and oral communication. Support is also offered to deaf students attending Rowan View Pre-School.

## EDUCATION INFORMATION & SERVICES

### **Catholic Education Office, Ballarat**

5 Lyons Street South, Ballarat 3350  
 Phone 5337 7135 Fax 5331 5166  
 Email director@ceo.balrt.catholic.edu.au  
 www.ceo.balrt.catholic.edu.au

The Catholic Diocese of Ballarat covers the western half of Victoria, stretching from Mildura to Portland and the South Australian border, encompassing Swan Hill, Charlton, Ballarat and Colac. The Catholic Education Office services 54 primary schools and 11 secondary schools within that area.

The Office provides broad ranging support to schools, including curriculum advice, educational psychological assessment, speech pathology and visiting teacher services. All services may be accessed through individual Catholic schools.

### **Department of Education and Early Childhood Development**

Grampians Regional Office  
 109 Armstrong Street North, Ballarat 3350  
 Phone 5337 8444 Fax 5333 2135  
 Email c0988311@edumail.vic.gov.au  
 www.education.vic.gov.au  
 www.grampians.vic.edu.au

The Department of Education and Early Childhood Development 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.

### **Koorie Education Development Officer**

Grampians Region (DEECD)  
 109 Armstrong Street North, Ballarat 3350  
 Phone 5337 8491 Fax 5333 2135  
 Email pickford.marjorie.a@edumail.vic.gov.au

The role of the Koorie Education Development Officer is to:

- support Koorie students in education decision-making
- liaise with parents and staff in primary and secondary schools that have Koorie student enrolment
- liaise with Koorie Educators that work in primary and secondary schools

The Officer also supports and promotes the implementation of Koorie Education policy and participates in the planning, development and coordination of Koorie Education programs in schools within the region.

**Koorie Home School Liaison Officer**

Grampians Region (DEECD)  
109 Armstrong Street North, Ballarat 3350  
Phone 5337 8470 Fax 5333 2135  
Email foy.nicole.m@edumail.vic.gov.au

Support programs and initiatives available to assist Koorie students, their families and school to achieve improved attendance and participation in schooling and improved student outcomes

**Koori Early Childhood Field Officer**

Grampians Region (DEECD)  
109 Armstrong Street North, Ballarat 3350  
Phone 5337 8606 Fax 5333 2135  
Email beer.tracey-lee.t@edumail.vic.gov.au

Facilitates access & participation in four year old kinder for aboriginal children and their families. Also provides culturally appropriate resources and program information to kindergartens.

**Program Officer Student Wellbeing and Disabilities**

Department of Education & Early Childhood Development  
109 Armstrong Street North, Ballarat 3350  
Phone 5337 8495

Provision of support and advice associated with the Department of Education and Early Childhood Development Program for Students with Disabilities (PSD) and Students with Special Educational Needs Programs.

**Primary School Nursing Program**

State Government Offices  
Corner Mair & Doveton Streets  
Ballarat 3350  
Phone 5333 6771

Department of Education & Early Childhood Development,  
109 Armstrong Street North, Ballarat 3350  
Phone 5337 8607

The Primary School Nursing Program offers a free universal primary care service to all Victorian Primary and English Language Centre Schools. The program is funded by the Department of Education & Early Childhood and managed at a regional level. Division 1, registered nurses are employed to provide the service.

The focus of the Primary School Nursing Program is to provide specific health surveillance activities for children at school entry as part of a network of health and support services available to families within a local community. School nurses provide a primary health service to primary school aged children (5-12 years of age) and their families. Primary health care services encompass a range of services directed towards health promotion and information, early identification and early intervention for identified health concerns.

**The Smith Family**

Community Programs Ballarat  
10 Learmonth Road, Wendouree 3355  
PO Box 10500 Wendouree Village PO 3355  
Phone 5339 1628 Fax 5339 2578  
Email michelle.anderson@thesmithfamily.com.au  
www.smithfamily.com.au  
Monday – Friday

The Smith Family works to unlock opportunities for financially disadvantaged children and their families. We promote education as a means of increasing participation through lifelong learning and do this through the provision of reading, computer and financial literacy support.

**Visiting Teacher Service**

Department of Education and Early Childhood  
Development

Grampians Region

109 Armstrong Street North, Ballarat 3350

Phone 5337 8444 Fax 5333 2135

There are four areas of support provided for by the Visiting Teacher Service, for students from Prep to Year 12.

These are:

- **Visiting Teacher for students with a hearing impairment.** A qualified teacher of the deaf assists the hearing impaired student in their local school with speech and language development, communication and listening skills. The Visiting Teacher advises the class teacher and parents on the implications of the student's hearing impairment on learning and assists with any modifications required to access the curriculum. Information is provided re. classroom acoustics and the use of hearing devices is monitored.
- **Visiting Teacher for students with a visual impairment.** A qualified teacher of vision impaired or blind students supports their unique educational needs by providing specialised teaching and learning support in their local school. The Visiting Teacher supports the class teacher by providing resources and equipment, explaining the educational implications of the visual condition and suggesting inclusive strategies. The Visiting Teacher liaises and consults with parents.

- **Visiting Teacher for students with a physical disability or health impairment.** Students are able to receive support from a qualified special education teacher if their disability or health impairment has a significant impact on their education. Support is coordinated through their school principal, and lessons can be provided at school, in hospital or at home.

- **Visiting Teacher for Autism Spectrum.** A qualified special education teacher provides teaching and learning support to staff with strategies, information, classroom management, positive behaviour support and resources to meet the individual educational needs of the student with an autism spectrum disorder. The Visiting Teacher can provide in-class support, explaining and demonstrating the use of particular classroom strategies. Liaison and consultation with the parents is included.

## Foster Care

### **Child and Family Services Ballarat**

115 Lydiard Street North

Ballarat 3350

Phone 5337 3333 Fax 5332 1724

Email [ceo@cafs.org.au](mailto:ceo@cafs.org.au)

[www.cafs.org.au](http://www.cafs.org.au)

Provides accommodation and support for children 0-17 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 a highly effective way of protecting your child against a number of infectious diseases. The City of Ballarat Immunisation Service provides a number of immunisation programs throughout the Ballarat Region in accordance with the National Immunisation Program Schedule. Maternal & Child Health Nurses are able to provide immunisation to babies and children at the M & CH Centres at routine visits (appointments necessary).

Other services offered:

- School Immunisation Program
- Workplace Immunisation Program
- Open sessions at the Phoenix

For information on all vaccines, appointment and public session times please contact the Immunisation Service on 5320 5850.  
[www.ballarat.vic.gov.au/Family\\_and\\_Children/Immunisation/index.aspx](http://www.ballarat.vic.gov.au/Family_and_Children/Immunisation/index.aspx)

## Massage

A great way to invest time and touch into your relationship with your baby and 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.

Listed below are the services that teach baby massage in Ballarat. Contact individual services for information regarding charges and session times. There are also a number of private practitioners that provide this service.

### **St John of God Hospital Ballarat**

Women's Health Unit

101 Drummond Street North

Ballarat 3350

Phone 5320 2110 Fax 5320 2332

Three week course, one-hour sessions; a charge applies. Bookings required.

### **Ballarat Health Services - Base Hospital**

Maternity Unit, Baby Massage

Drummond Street North, Ballarat

Phone 5320 4971 Fax 5320 4974

Mondays 2.00pm - 3.00pm

Five-week course. Places need to be booked. There is no charge for BHS maternity clients, otherwise a charge applies.



## Maternal & Child Health

The Maternal and Child Health Service (MCH) is a free service for families with infants and children aged from birth to four years. The service promotes the health and wellbeing of families through support, information, health promotion, early identification and intervention for health concerns. The service provides seven Centres throughout the municipality as well as a number of specialist services including Young Parents service, Indigenous service, Family Wellbeing and Enhanced Parenting. Appointments can be made by contacting your local centre.

Maternal and Child Health services are an excellent referral point for a variety of other services. Each centre also facilitates parent groups and can assist with the facilitation of other groups as the need arises. To find out more about this service, contact City of Ballarat Family, Youth and Children's Services on 5320 5744.

### LOCATIONS:

#### **Ballarat Central**

702 Mair Street

Ballarat 3350

Phone 5320 5110 or 5320 5113

Open Monday – Thursday

(Relocating to the Girrabanya Family and Children's Centre mid-late 2009 – see pages 10 and 13)

#### **Ballarat North**

701 Landsborough Street

Ballarat 3350

Phone 5320 5130

Open Monday - Friday

(Relocating to the Girrabanya Family and Children's Centre mid-late 2009 – see pages 10 and 13)

#### **Ballarat East**

41 Barkly Street

Ballarat East 3350

Phone 5320 5120 or 5320 5121

Open Monday - Friday (closed Wednesday)

(Relocating to the Girrabanya Family and Children's Centre mid-late 2009 – see pages 10 and 13)

#### **Buninyong**

208 Learmonth Street

Buninyong 3357

Phone 5341 3749

Open Monday - Friday

(closed Thursday and alternate Fridays)

#### **Mount Clear**

2 Dallas Avenue

Mount Clear 3350

Phone 5335 2290

Open Thursdays

#### **Sebastopol**

183 Albert Street

Sebastopol 3356

Phone 5335 9161 or 5335 7950

Open Monday - Friday

#### **Wendouree Cooida Centre**

10 Learmonth Road

Wendouree 3355

Phone 5320 7470 or 5320 7471

Open Monday - Friday

#### **UFS Dispensary**

Drop-in service for baby club members

40 Bridge Mall

Ballarat 3350

Phone 5327 0405

Monday 11.30am - 3.00pm

Wednesday 9.30am to 1.00pm

## Specialist Maternal & Child Health Services

### Enhanced Parenting

A referral service for families requiring extra parenting support.

507 Humffray Street South

Ballarat 3350

Referrals Phone 5320 5801

Email [eurekafamilycentre@ballarat.vic.gov.au](mailto:eurekafamilycentre@ballarat.vic.gov.au)

### Family Wellbeing

The Family Wellbeing Clinic provides a counselling service for families experiencing Postnatal Depression (PND). Referrals are also made to other appropriate agencies. PND support groups are held and facilitated by a Maternal and Child Health Nurse and a Family Therapist. On-site childcare is provided. Couples groups also run from time to time and a male facilitator is available to lead the men.

702 Mair Street

Ballarat 3350

Phone 5320 5112 Mobile 0417 321 328

Email [libbytodd@ballarat.vic.gov.au](mailto:libbytodd@ballarat.vic.gov.au)

### Indigenous Maternal & Child Health Service

507 Humffray Street South

Ballarat 3350

Phone 5320 5835 Mobile 0419 561 847

### Young Parents Maternal & Child Health Service

A service for parents under 20 years

507 Humffray Street South

Ballarat 3350

Phone 5320 5801 Mobile 0417 324 730

## Parent Advice & Support

### Grampians Regional Parent Resource Service

Centacare

Cnr Curtis & Peel Streets

Bakery Hill 3350

Phone 5337 8999 Fax 5332 4465

[www.centacareballarat.org.au](http://www.centacareballarat.org.au)

The Grampians Regional Parent Resource Service provides groups, workshops, individual parenting consultations and resources and information for parents with children of all ages. Courses and workshops include:

- Living with your First Baby
- Living with Toddlers and Pre-Schoolers
- Living with Preps
- Making Stepfamilies Work
- Building Positive Relationships
- Parenting after Separation
- Living with Girls (primary)
- Living with Boys (primary)
- Life coaching for parents and teenagers
- Separation Recovery

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 to have fun with their families.

### Maternal and Child Health Line

Available throughout Victoria for the cost of a local call 24-hours a day.

A 24-hour telephone service operated by the State Government. Qualified maternal and child health nurses provide over-the-phone information, advice and referrals to all families with young children. An interpreter service is available. The service is also available to deaf callers who have access to a telephone typewriter (TTY).

Phone 132 229

### NSW Government Department of Community Services

A useful website containing parenting information, tips and case studies, fun and games and useful links.

[www.parenting.nsw.gov.au](http://www.parenting.nsw.gov.au)

13 20 55 (for parents)

**Parentline**

Parentline is a statewide service available to families with children from birth to eighteen 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.

8.00am – 12.00 midnight weekdays

10.00am – 10.00pm weekends

Phone 132 289

[www.parentline.vic.gov.au](http://www.parentline.vic.gov.au)

**Parentlink – Sole Carer Activity Network**

Ballarat YMCA

122 Armstrong Street South (YHQ Building)

Ballarat 3350

Phone 5329 2809

[www.ballarat.ymca.org.au](http://www.ballarat.ymca.org.au)

Parentlink is about providing opportunities for sole carers and their children to engage in physical activity and socialize with other families. The Ballarat YMCA offers friendship and support, through providing opportunities for families to participate in a wide variety of affordable family friendly activities.

This program aims to remove the barriers which prevent active participation, to provide single carers with opportunities to participate in physical activities with their children.

**Parents Without Partners**

Parents Without Partners (PWP) provides single parents and their children with an opportunity for enhancing personal growth, self-confidence and sensitivity towards others by offering an environment for support, friendship and the exchange of parenting techniques. Whether divorced, separated, widowed or never married, PWP provides a myriad of social and educational activities for parents and children from all walks of life.

Margaret Potter 5338 2978 or 0428 382 978

PO Box 514, Ballarat 3353

[www.pwpvic.com](http://www.pwpvic.com)

**Rainbow Families Council**

Links and resources for parents who identify as being gay, lesbian, bisexual and transgender.

[www.rainbowfamilies.org.au](http://www.rainbowfamilies.org.au)

The following websites are a useful source of information on resources available:

**Department of Education & Early Childhood Development**

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

Comprehensive online resource to support children and their families

**Department of Human Services**

[www.dhs.vic.gov.au](http://www.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.

**Parenting South Australia**

[www.parenting.sa.gov.au/pegs](http://www.parenting.sa.gov.au/pegs)

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.

## Playgroups

### Ballarat Playgroups

For information regarding playgroups in Ballarat, please contact our Playgroup Coordinators on 5320 5682 or [ballaratplaygroups@ballarat.vic.gov.au](mailto:ballaratplaygroups@ballarat.vic.gov.au)

Playgroups in Ballarat are made up of groups of parents, carers and children who meet regularly to play and socialise. The content and structure of playgroups varies according to the parents, carers and children's needs. There are a large number of playgroups in the Ballarat community. Many groups meet during school terms and have a break during school holidays.

The Playgroup Coordinators at City of Ballarat encourages and supports playgroups in the community by:

- Partnering with other services and organisations to provide supported playgroups to families that are in need of additional support.
- Providing information, advice and support for playgroups within the community.
- Maintaining a current directory of playgroups in Ballarat and the surrounding districts.
- Assisting parents to establish their own local playgroups or a playgroup that meets their own specific needs.

Special interest playgroups supported by the City of Ballarat include:

**Food for Thought** – for families experiencing food intolerances and allergies

**Parents of Premies** – for families whose children were born prematurely

**Me and my Dad** – specifically for fathers and their children

**Young Parents** – for young parents with preschool age children

**PND** – families experiencing PND

**New residents** – for families new to Ballarat ...and others as need arises

The Playgroup Coordinators also work in partnership with Playgroup Victoria. 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 Ballarat and the surrounding area. Playgroup Victoria can be contacted on 1800 171 882.

[www.playgroup.org.au](http://www.playgroup.org.au)

### Alfredton Playgroup

Alfredton Scout Hall  
Ballarat Playgroups 5320 5682  
Friday mornings

### Ballarat North Community Playgroup

North Ballarat Baptist Church  
314 Walker Street, Ballarat North 3350  
Ballarat Playgroups 5320 5682  
Thursday mornings

### Ballarat Steiner Playgroup

244 Moss Avenue, Mount Helen 3350  
Phone 5341 8188

Our unique playgroup offers young children, babies and parents a nurturing and relaxing environment to experience activities such as breadmaking, singing, storytelling and free play using natural materials. We focus on routine and rhythm as this instils a sense of security and familiarity within a child. Come see for yourself.

(Cont'd)



## Children's Services

(Playgroups Cont'd)

### **Buninyong Community Playgroup**

Buninyong Community Facility  
Forest Street, Buninyong 3357  
Michelle 0439 577 466  
Wednesday and Thursday mornings

### **Cardigan Village and District Playgroup**

Cardigan Village Playgroup Centre  
Mitchell Drive, Cardigan Village 3352  
Ballarat Playgroups 5320 5682  
Monday and Friday mornings

### **Delacombe Community Playgroup**

Deladome, 16 Nandiriog Drive  
Doug Dean Recreation Reserve  
Delacombe 3356  
Phone 5335 7327  
Friday mornings

### **Fun for Kids Playgroup**

Our Lady Help of Christians  
484 Gillies Street North  
Wendouree 3355  
Lisa 0408 179 849  
Tuesday mornings

### **Huggles & Bubbles Playgroup**

Wendouree Baptist Church  
Cnr Forest Street & Grevillea Road  
Wendouree 3355  
Catherine 5339 3160  
Thursday mornings

### **Inter-country Adoption Playgroup**

Ballarat Playgroups 5320 5682  
Fortnightly Mondays

### **Invermay Playgroup**

Invermay Primary School  
RSD H869 Swinglers Road  
Invermay 3352  
Ballarat Playgroups 5320 5682  
Wednesday mornings

### **Koorie Children's Playgroup**

Ballarat and District Aboriginal Co-operative  
5 Market Street, Ballarat 3350  
Phone 5331 5344 Fax 5333 1637  
Email badac@badac.ballarat.net.au

A fun, facilitated playgroup for children aged 2-4 years runs three mornings a week at the Co-op. Transport available.

### **Little Bendigo Playgroup**

Shedatorium  
8 Monte Street, Nerrina 3350  
Phone 5332 6317  
Monday and/or Wednesday mornings

### **Mothers of Preschoolers (MOPS)**

Ballarat currently has three MOPS groups. MOPS is a church-based program designed for mothers with babies and children under school age. Mothers do not have to be a member of the church to attend. All welcome.

**York Street Church of Christ**

410 York Street, Ballarat 3350  
 Phone 5331 1079  
 Every second Wednesday morning

**Ballarat Family Church of Christ**

121 Gillies Street South, Ballarat 3350  
 Phone 5334 1882  
 Every second Tuesday morning

**Wendouree Uniting Church**

1022 Grevillea Road  
 Wendouree 3355  
 Phone 5333 1857  
 Every second Wednesday

**Miners Rest Playgroup**

Miners Rest Community Hall  
 Market Street, Miners Rest 3352  
 Nicole 5339 3341  
 Tuesday mornings

**Mount Clear Playgroup**

Mount Clear Church of Christ Hall  
 Geelong Road, Mount Clear 3350  
 Danielle 5341 2432  
 Tuesday mornings

**Multicultural Playgroup**

Eureka Memorial Hall  
 Stawell Street, Ballarat 3350  
 Kumiko 5309 2467. All welcome  
 Tuesday mornings

**Multiple Births Association Playgroup**

Eureka Family Resource Centre  
 507 Humffray Street South  
 Ballarat 3350  
 Ballarat Playgroups 5320 5682  
 Thursday mornings

**My Time**

PINARC 5329 1300

My Time is a parent support group for carers of young children with a disability or chronic medical condition. PINARC facilitates two My Time groups which run alternate weeks. There are eligibility requirements.

**Rowan View Playgroup**

Rowan View Complex  
 Forest Street, Wendouree 3355  
 Ballarat Playgroups 5320 5682  
 Monday, Thursday and Friday mornings

**Salvation Army Playgroups**

Salvation Army Centre  
 113 Norman Street, Wendouree 3355  
 Major Kaye 5338 1557  
 Tuesday mornings

(Cont'd)

## Children's Services

(Playgroups Cont'd)

### **Salvation Army Church**

Corner Greenhalghs Road & Warrina Drive  
Delacombe 3356  
Captain Erica 5336 1906  
Thursday mornings

### **St Aloysius Parish School Playgroup**

Ryan Hall St Aloysius Parish School  
Ripon Street South, Ballarat 3350  
Phone 5335 8177  
Wednesday mornings

### **St James Parish Playgroup**

St James Parish Hall  
Vale Street, Sebastopol 3356  
Rebecca 5336 1279  
Thursday mornings

### **St Peters Parish Playgroup**

St Peters Anglican Church Hall  
1307 Sturt Street West, Ballarat 3350  
Ballarat Playgroups 5320 5682  
Wednesday mornings

### **Wendouree West Community Playgroup**

Wendouree West Community Learning Hub  
Violet Grove, Wendouree West 3355  
Ballarat Playgroups 5320 5682

## Safety

### **CAR RESTRAINT FITTING STATIONS**

Ballarat has two restraint fitting stations 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. For information about fitting child restraints please contact:

#### **Peter Stapleton**

1037 Howitt Street  
Wendouree 3355  
Phone 5339 2780

#### **Eclipse Ford**

1 Albert Street  
Sebastopol 3356  
Phone 5336 1555

### **INJURY PREVENTION**

#### **CFA Midlands Wimmera Area - Community Education**

209 Gillies Street North  
Ballarat 3350  
Phone 5338 2576 Fax 5338 2305  
Email [j.auchettl@cfa.vic.gov.au](mailto:j.auchettl@cfa.vic.gov.au)  
[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

The CFA provides free fire safety presentations to individuals and groups to assist them in developing fire safe behaviour and home escape plans. Contact the CFA community education coordinator

#### **Child Safety Product – Local Retail Outlets**

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.



**Child Health & Safety Resource Centre**

Royal Children's Hospital  
 Flemington Road  
 Parkville 3052  
 Phone 9345 6429 Fax 9345 6120  
 Email [chic.bookshop@rch.org.au](mailto:chic.bookshop@rch.org.au)  
[www.rch.org.au/chas](http://www.rch.org.au/chas)  
 Monday - Friday  
 9.00am - 4.30pm

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.

**Safety Centre****Royal Children's Hospital**

Flemington Road  
 Parkville 3052  
 Phone 9345 5085 Fax 9345 5086  
 Email [safety.centre@rch.org.au](mailto:safety.centre@rch.org.au)

The Safety Centre provides information and advice, education programs, resources, services and safety products for sale.

**Kids Foundation**

PO Box 12, Wendouree 3355  
 Phone 5330 7555 Fax 5339 4786  
[www.kidsfoundation.org.au](http://www.kidsfoundation.org.au)  
 Email [administration@kidsfoundation.org.au](mailto:administration@kidsfoundation.org.au)

The KIDS Foundation is a not for profit charitable organisation dedicated to childhood injury prevention and recovery. The KIDS Foundation has two divisions: Prevention and Recovery. All programs promote health and safety.

Our principal activity is promoting the prevention and control of physical, psychological and emotional trauma caused by injury from accidents, with a focus on burn survivors.

**Maternal and Child Health Nurses (MCH)**

Your local Maternal and Child Health 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 City of Ballarat Family and Children's Services on 5320 5744.

**Poisons Information**

24 hours a day, anywhere in Australia  
 Phone 13 1126

**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**

[www.rch.org.au](http://www.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.

**Child and Youth Health**

[www.cyh.sa.gov.au](http://www.cyh.sa.gov.au)  
 Provides health tip sheets and health information for parents and workers.

## Settling

### Day Stay

To book contact Ballarat Child & Family Services  
Phone 5337 3333

Day Stay is a regional program that aims to provide parenting support to families with children from birth to two years. Priority is given to infants under two months. Day Stay operates out of the Child and Family Services (CAFS) Chisholm Street site where programs are specifically dedicated to the needs of infants and young children and their parents.

Parents who have concerns with an unsettled baby, feeding difficulties, sleeping difficulties, parenting skills and toddler behaviour attend the program. The skills are put into practice during the day.

### St John of God Hospital Ballarat

Baby Settling Class  
Women's Health Unit  
101 Drummond Street North  
Ballarat 3350  
Phone 5320 2110 Fax 5320 2332  
[www.sjog.org.au](http://www.sjog.org.au)

This class deals with settling strategies and routines as well as some common newborn challenges such as reflux, snack feeding and night owl babies. Ideal for parents of babies from 4-6 weeks of age.

First Monday of each month  
7.00pm – 8.30pm

A charge applies, but there is no charge for parents who have attended St John's pre-natal classes. Bookings required.

### Tweddle Child and Family Health Services

53 Adelaide Street  
Footscray 3011  
Phone 9689 1577 Fax 9689 1922  
[www.tweddle.org.au](http://www.tweddle.org.au)

### Pinky McKay

Pinky McKay offers practical strategies that will boost your confidence as she helps you relax and enjoy parenting, whether you are planning the birth of your first baby, getting to know your precious newborn, or adapting to the changes as your baby grows into an adventurous toddler. Online forum available.  
[www.pinky-mychild.com](http://www.pinky-mychild.com)  
Email [pinky@pinky-mychild.com](mailto:pinky@pinky-mychild.com)

### Australian Association for Infant Mental Health

[www.aaimhi.org](http://www.aaimhi.org)

The AAIMHI provides information and develops position statements to support infant mental health professionals and parents.

## Specialist Children's Services

- Disability Information
- Early Childhood Intervention Services
- Respite and Home Care Services
- Hearing Services
- Vision Services

### DISABILITY INFORMATION

#### Commonwealth Carelink Centre – Grampians

George Skerritt Wing  
QE Centre  
102 Ascot Street South, Ballarat 3350  
Phone 1800 052 222 (free call)  
Email [carers@bhs.org.au](mailto:carers@bhs.org.au)  
[www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)  
Monday – Friday 8.30am – 5.00pm

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.

**Direct2Care**

102 Ascot Street South, Ballarat 3350  
1300 121 121

Information and direct referral to aged, disability and community services

**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.

**Specialist Children's Services (Ballarat)**

– **Department of Human Services**

Grampians Regional Office  
109 Armstrong Street North, Ballarat 3350  
Phone 5337 8444 Fax 5333 2135  
www.education.vic.gov.au  
www.grampians.vic.edu.au

Specialist Children's Services provide early childhood intervention for families in Ballarat. Specialist Children's Services supports children with a disability or developmental delay from birth to school entry and their families.

The overall aim of Specialist Children's 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.

Services provided by Specialist Children's Services may include:

A central intake service for the whole of Grampians region

- developmental assessments and programs
- recommendations/strategies and reviews
- behaviour and cognitive assessments
- family service coordination and case management
- family support and counselling
- parent support
- specialist playgroups
- individual and group programs

**PINARC Early Childhood Intervention Service**

20 King Street North, Ballarat 3350  
PO Box 1841  
Bakery Hill Business Centre 3354  
Phone 5329 1300  
www.pinarc.org.au

PINARC provides a comprehensive range of services to young children with developmental concerns or disabilities and their families.

PINARC is family centred, recognising the value of family and services working together.

The aims of our service are to:-

- Assist children to achieve their potential.
- Provide parents/carers with the knowledge, strategies and support to meet the needs of their child.
- Assist the inclusion of children within community settings, such as child care centres and kindergartens.

(Cont'd)

Every family is allocated a main contact worker or "Family Services Coordinator" who will be the first person to contact each family when PINARC services begin. The Family Services Coordinator will then coordinate services both within PINARC and in the broader community, if required.

Services are provided in an individualised way through the development of a Family Services and Support Plan, written with each family.

PINARC Early Childhood Team staff have professional training and experience in child development, developmental delay and disability and the needs of families. Staff hold qualifications in a variety of areas, including Speech Pathology, Occupational Therapy, Physiotherapy, Teaching and Social Work.

A variety of services are available, depending on each child and family's needs. Services provided may include:

- developmental and specific therapy assessments
- group programs
- individual programs
- family support/counselling
- sibling programs
- consultancy and training to community based centres
- preparation and transition to kindergarten, school and child care
- parent to parent support
- parent education programs
- provision of professional reports
- assistance with applications for additional funding when needed.

These services may be provided at PINARC within the child's home or community settings.

Services are free of charge (excluding Toy Library).

**PINARC** also run a Parent Walking Group for parents and carers of children with disabilities  
Phone 5329 1361

## RESPIRE & HOME CARE SERVICES

### **Emergency After-hours Response Service (ANNECTO)**

Annecto the People Network  
Grampians Office  
15 Dawson Street South, Ballarat 3350  
Phone 5338 7160  
Free call 1800 72 72 80 Fax 5338 8546  
Email [ears@annecto.org.au](mailto:ears@annecto.org.au)  
[www.annecto.org.au](http://www.annecto.org.au)

Free after hours emergency and crisis support to people with a disability, the frail aged and their carers. EARS provides short term personal care, telephone and in home support, when most services are closed. EARS operates from 5.00pm to 9.00am Monday to Friday and 24 hours on weekends and public holidays.

### **Calkendren Respite (SCOPE Victoria)**

209 Otway Street South  
Ballarat 3350  
Phone 5331 7655

Provides planned respite for carers of children and adults with disabilities aged 6 – 60 years. Self-referrals and referrals from services and doctors accepted.

**City of Ballarat**  
**Home Care Services**

The Phoenix  
25 Armstrong Street South, Ballarat 3350  
Phone 5320 5670 Fax 5320 5592  
www.ballarat.vic.gov.au

Home Care Services provide in-home support to people with a disability and the frail aged. Support is also provided to the carers of disabled children. There is a range of services available to eligible clients, including respite, home maintenance and house cleaning. This service is means tested.

**Commonwealth Carer Respite Centre**

Ballarat Health Services  
102 Ascot Street South, Ballarat 3350  
PO Box 199 Ballarat 3353  
Phone 5333 7104 Fax 5333 7141  
Email carers@bhs.org.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.

**Direct2Care**

102 Ascot Street South, Ballarat 3350  
1300 121 121

Information and direct referral to aged, disability and community services

**Department of Human Services - Disability Services**

State Government Offices  
Corner Mair & Doveton Streets  
Intake 1800 670 143 during business hours

**E W Tipping Foundation**

(currently) 613 Mair Street, Ballarat  
Phone 5331 5667 Fax 5332 4845  
Email western@tipping.org.au  
www.tipping.org.au  
9.00am to 5.00pm Monday to Friday

E W Tipping Foundation provides person-centred support to people with disabilities and their families. Services are focused on supporting individuals to achieve their aims and realise their dreams and include In-Home & Community Based Support and respite services. Wherever possible, the concept of person-directed services is supported.

**SUPPORT SERVICES FOR CHILDREN WHO ARE HEARING IMPAIRED**

**Australian Hearing Services**

808 Sturt Street, Ballarat 3350  
Phone 5333 3925 or 131 797  
Fax 5331 7077  
www.hearing.com.au  
Monday - Friday

Australian Hearing is a Commonwealth 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 21, 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 Access Grampians Region**

City of Ballarat  
25 Armstrong Street South, Ballarat 3350  
Phone Voice 5320 5746  
Phone TTY 5320 5890 Fax 5320 5833  
Email grampiansdeafaccess@ballarat.vic.gov.au

Deaf Access supports rural and regional communities to plan and develop strategies which enable people who are deaf or hearing impaired to participate more fully in their local community.

**Taralye**

PO Box 113

Blackburn 3130

Phone 9877 1300 Fax 03 9877 1922

[www.taralye.vic.edu.au](http://www.taralye.vic.edu.au)

Email [information@taralye.vic.gov.au](mailto:information@taralye.vic.gov.au)

Taralye's distinctive model of service brings together deaf children with hearing children from birth to six years in an early childhood learning environment. In this way deaf children have the opportunity to learn language in a developmentally appropriate play setting.

Through Taralye's intervention program in the early years, members of the interdisciplinary team:-

- Establish and optimise device use, whether a hearing aid and/or cochlear implant
- Promote an optimal listening and language environment
- Assess early communicative behaviours
- Encourage the interaction between care givers and the child
- Use naturalistic settings such as daily routines and play to develop the child's communication skills
- Promote integrated three and four year old kindergarten
- Deliver professional development and community education programs

Taralye's family-centred language intervention aims to enable deaf children to attend mainstream schooling and achieve their full potential.

Services are provided to children living in metropolitan Melbourne and throughout rural Victoria.

**Deaf Children Australia**

Free call Helpline 1800 645 916 (Telephone & TTY)

Email [helpline@deafchildren.org.au](mailto:helpline@deafchildren.org.au)

[www.deafchildrenaustralia.org.au](http://www.deafchildrenaustralia.org.au)

Australia-wide, Monday - Friday 9.00am - 5.00pm

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
- Advice on parenting issues.

**Aurora School – Early Intervention**

96 Holland Road, Blackburn South 3130

Phone Voice 8878 9878

Phone TTY 8878 9899 Fax 8878 9800

Email [aurora.sch@edumail.vic.gov.au](mailto:aurora.sch@edumail.vic.gov.au)

[www.auroraschool.vic.edu.au](http://www.auroraschool.vic.edu.au)

9.00am – 5.00pm

Aurora School is a state-wide early intervention service for young deaf or partially hearing children and their families. Aurora School aims to provide families/parents with home support, knowledge and skills to promote their child's development, particularly their communication and language during the early years. Services are provided to any family in Victoria with a child under the age of six, who has bi-lateral hearing loss and has been prescribed hearing aids, a cochlear implant or an assistive hearing device. Families of children with disabilities in addition to their hearing loss also have access to Aurora School's services.

## SUPPORT SERVICES FOR CHILDREN WHO ARE VISUALLY IMPAIRED

### Vision Australia

Low Vision Services

1300 Howitt Street, Wendouree 3355

Phone 5337 4555 Fax 5338 2795

Email [ballarat@visionaustralia.org.au](mailto:ballarat@visionaustralia.org.au)

[www.visionaustralia.org.au](http://www.visionaustralia.org.au)

8.30am - 5.00pm Monday - Friday

A range of services to assist people who 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 except for Low Vision Clinic visits, which are bulk billed to Medicare. 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.

## 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.

### Pinocchio Toy Library

8 Balyarta Street

Alfredton 3350

Phone 0439 002 769

10.00am – 12.00pm Tuesdays and Sundays

The Pinocchio Toy Library is a non-profit community service which is run by the members. The library has over 700 toys that are available to members for borrowing and members may borrow up to four toys for three weeks. A variety of memberships are available, including: 12 months, concessions for health card holders and discounted memberships which include duty. Duty memberships require the member to run the library (with an experienced member) about four times a year for the two hour opening session.

### Pinarc Toy Library

#### PINARC Support Services

20 King Street North

Ballarat 3350

Phone 5333 4721

School terms only

9.00am – 1.30pm Wednesday

11.00am – 4.30pm Thursday

The Pinarc Toy Library provides a wide range of toys and equipment specially selected to help children with special needs realise their full potential. Any child of any age with a temporary or permanent special need can join the library. Staff also provide support and advice to parents/carers on choosing and using toys and equipment, play activities to encourage skill development and management and handling of their children. There is a range of memberships available including casual, group, six and twelve month memberships.

### Australian Toy Association

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

[www.austoy.com.au](http://www.austoy.com.au)





# Family Services

## Accommodation & Housing

### **Ballarat Youth Housing**

Ballarat Youth Housing  
Ballarat Community Health Centre  
Coinda Centre  
Wendouree 3355  
Phone 5338 4500  
www.bchc.org.au  
9.00am to 5.00pm Monday to Friday

Staff are also happy to travel to sites in Sturt Street and Sebastopol.

Provides support to young people aged 15-25 years who are homeless, at risk of homelessness or affected by family violence. The aim of the program is to re-establish links with the family where appropriate and assist young people with independent living skills. Any young person requiring help with accommodation can contact the centre and speak with a worker.

### **PACT Community Support**

Public Housing Advocacy Program  
1/ 15 Main Road, Ballarat  
PO Box 1032, Bakery Hill, 3354  
Phone 5309 1900 or 1 800 660 556  
Fax 5338 8666  
Email ballarat@pactcs.org.au  
9.00am – 5.00pm weekdays

The public housing advocacy program is independent of government, and provides information, advice, support and advocacy to current, prospective and past Office of Housing tenants. Staff can assist with issues relating to a wide range of tenant concerns, including repairs, rent, and housing applications. Tenants are welcome to contact the service directly. PACT also operates the Ballarat Community Gardens.

### **Lisa Lodge**

Young Persons Housing Project  
728 Barkly Street, Ballarat 3350  
Phone 5330 5000 Fax 5331 7771  
Email mandyw@lisalodge.com.au  
9.00am - 5.00pm  
www.lisalodge.org.au

Youth Housing provides support to young people under the age of 21 years, who are in need of urgent assistance because of physical, emotional or sexual abuse, financial difficulties, eviction and homelessness. The support worker assists young people to develop skills to enable them to remain living independently within the transitional/emergency-housing program. Lisa Lodge provides a range of family and young people's services. Reception will be able to assist you to locate an alternative service if you are ineligible for the agency's programs.

**Office of Housing**

Department of Human Services  
 State Government Offices  
 Corner of Mair & Doveton Streets, Ballarat 3350  
 Phone 5333 6660  
 Email [Ballarat.Housing@dhs.vic.gov.au](mailto:Ballarat.Housing@dhs.vic.gov.au)  
[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)  
 8.30am – 5.00pm weekdays

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.

**Karinya Centre**

The Salvation Army  
 6 Crompton Street  
 Ballarat 3350  
 PO Box 83N, Ballarat  
 Phone 5329 1100 Fax 5332 9910  
 Email [karinyareception@aus.salvationarmy.org](mailto:karinyareception@aus.salvationarmy.org)  
 Monday – Friday 9.00am – 5.00pm

Services provided include:

- Emergency Accommodation and Outreach Service - this service for homeless women with children provides emergency accommodation for up to six weeks, outreach support and assistance and support to service users in the process of attaining suitable, affordable, long-term housing.

- Transitional Housing Program – a program for homeless young mums up to 25 years of age. The service provides transitional accommodation with intensive support to develop life skills, equipping service users to live independently in the community. Assistance is provided to attain suitable, affordable long-term housing.

- Access to other programs including occasional childcare, recreational activities and mentoring programs, education and support groups

**UnitingCare Ballarat**

Housing Program  
 105 Dana Street  
 Ballarat 3350  
 Phone 5332 1286  
[www.unitingcareballarat.com.au](http://www.unitingcareballarat.com.au)  
 Monday - Friday 9.00am – 4.30pm

1 Housing program manages crisis, transitional, long term and room house accommodation. The program is a drop in service offering assistance to people in housing crisis. Provides housing information, financial assistance and referral to other support services. A visiting service is also provided at Daylesford and Bacchus Marsh and to local prisons.

**2 Supported Accommodation and Assistance Program (SAAP)**

The Family Support Program assists families who are homeless or at risk of being homeless. SAAP offers a holistic service and supports families to address their housing needs and identify the issues that have led to their housing crisis. Homelessness for families is often a culmination of issues such as financial difficulty, family violence, family separation, substance abuse and trauma; consequently support needs for each individual family facing homelessness differ. SAAP support can include early intervention, outreach, advocacy, referral, counselling and other practical assistance. Workers assist clients to obtain stable accommodation and put supports and strategies in place that assist the client to maintain long term accommodation.

## Alcohol & Other Drugs

### SERVICES

These services provide information, counselling, referral and withdrawal, rehabilitation services and family support. Contact individual organisations to find out which services they provide.

#### **Ballarat Community Health Centre**

710 Sturt Street, Ballarat 3350  
Phone 5338 4500  
[www.bchc.org.au](http://www.bchc.org.au)

#### **Ballarat and District Aboriginal Cooperative**

5 Market Street, Ballarat 3350  
Phone 5331 5344 Fax 5333 1637

#### **UnitingCare Ballarat**

105 Dana Street, Ballarat 3350  
Phone 5332 1286 Fax 5332 1055  
[www.unitingcareballarat.com.au](http://www.unitingcareballarat.com.au)

### NEEDLE & 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. Free condoms and lubricant are also available.

#### **Ballarat Community Health Centre**

710 Sturt Street, Ballarat 3350  
Cooinda, 10 Learmonth Road, Wendouree 3355  
260 Vickers Street, Sebastopol 3356  
Phone 5338 4500  
[www.bchc.org.au](http://www.bchc.org.au)

#### **Ballarat University**

Student Centre, Mount Helen Campus  
Phone 5327 9477 Fax 5327 9779

#### **City of Ballarat – Environmental Health**

Sharps Disposal only  
Free sharps disposal service, including collection of syringes from public places (eg playgrounds) and provision of sharps containers.  
The Phoenix  
25 Armstrong Street South  
Ballarat 3350  
Phone 5320 5702 Fax 5320 5826

## SELF HELP GROUPS

### **Alcoholics Anonymous**

Daily support meetings across Victoria. Telephone support line operating seven days.  
Monday – Friday 9.00am – 9.30pm  
Saturday & Sunday and Public Holidays 9.00am – 5.00pm  
PO Box 136, East Melbourne 8002  
Phone 9429 1833  
[www.aavictoria.org.au](http://www.aavictoria.org.au)  
Email [aavictoria@bigpond.com.au](mailto:aavictoria@bigpond.com.au)

### **Al-Anon and Alateen Family Groups**

Helps families and friends who live, or have lived, in a 'drinking' environment. Telephone for a meeting place near you.  
Monday - Thursday 10.30am – 2.30pm.  
Phone 9642 3330  
[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

## 24 HOUR TELEPHONE SUPPORT

### DirectLine

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

Phone 1800 888 236 (24 hours)

[www.turningpoint.org.au](http://www.turningpoint.org.au)

### Drug Info Line

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

Phone 1300 85 85 84

[www.druginfo.adf.org.au](http://www.druginfo.adf.org.au)

### Family Drug Help Line

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

Phone 1300 660 068 24 Helpline

[www.familydrughelp.com.au](http://www.familydrughelp.com.au)

### Kids Help Line

Phone 1800 551 800

[www.kidshelp.com.au](http://www.kidshelp.com.au)

Kids Help Line is Australia's free, confidential and anonymous, telephone and online counselling service specifically for young people aged between 5 and 25

### Life Line

Phone 13 11 14

### Needle Disposal Help Line

Phone 1800 552 355

### Poisons Information Centre

Phone 13 11 26 (24 hours)

### YSAS - Youth Substance Abuse Service

Information and referral to services (24 hours)

Phone 1800 014 446

[www.turningpoint.org.au](http://www.turningpoint.org.au)

## INFORMATION & EDUCATION

### Australian Drug Foundation

Information and education service relating to alcohol and other drug issues.

Phone 1300 85 85 84

[www.druginfo.adf.org.au](http://www.druginfo.adf.org.au)

### QUIT

Phone 13 78 48

[www.quit.org.au](http://www.quit.org.au)

Information and resources to help people stop smoking

### CounsellingOnline

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, 7 days a week, across Australia.

[www.counsellingonline.org.au](http://www.counsellingonline.org.au)

## Anger Management

### **UnitingCare Ballarat**

Making Choices – Women and Anger  
105 Dana Street, Ballarat 3350  
Phone 5332 1286

A six week behaviour change group designed especially for women. Four, two hour groups per year during school hours. Operating for years with positive outcomes.

### **Men's Behaviour Change Program**

(see also Men's Services page 68)

## Child Access

### **Ballarat Children's Contact Service**

Child and Family Services Ballarat  
Ludbrook House  
115 Lydiard Street North  
Ballarat 3350  
Phone 5337 3333 Fax 5332 1724  
Email [ceo@cafs.org.au](mailto:ceo@cafs.org.au)  
[www.cafs.org.au](http://www.cafs.org.au)

Operates on weekends from a purpose built facility at the Ballarat office, assisting separated parents to safely and appropriately manage contact arrangements for their children. We provide both supervised visits and weekend facilitated changeovers for children, without parents meeting one another. Referrals are received from the Family Law system, community agencies or family members themselves.

## Community Houses

Community Houses provide a range of coordinated support, information, networking and educational activities to meet the needs of families. Contact individual Community Houses for details of current activities and programs.

### **Ballarat North – Salvation Army**

6 Crompton Street  
Ballarat 3350  
Phone 5329 1101 Fax 5329 1101

### **Wendouree West Community House**

**Wendouree West Community Hub**  
Violet Grove (corner Hyacinth Grove)  
Wendouree West 3355  
Phone 5339 5069 Fax 5339 9185  
Email [wwchlc@ncable.net.au](mailto:wwchlc@ncable.net.au)  
[www.wendoureewest.com](http://www.wendoureewest.com)

### **Ballarat East - BECH Community Learning Place**

507 Eyre Street  
Ballarat 3350  
Phone 5331 4107 Fax 5333 5251  
[bech@bechclp.com.au](mailto:bech@bechclp.com.au)

**Delacombe Community House**

102 Leawarra Crescent

Delacombe 3356

Phone 5335 6633

Email [delacombecommunityhouse@cafs.org.au](mailto:delacombecommunityhouse@cafs.org.au)

Situated at the edge of the public housing estate, Delacombe Community House aims to bring strength to our community and build social inclusion and expand life long learning. Our boundaries include Delacombe, Sebastopol, Redan, Alfredton, Newington and surrounds.

## Community Safety

**Ballarat CitySafe Taxi Rank**

City of Ballarat

Community Strengthening and Services

Phone 5320 5746

Email [communitysafety@ballarat.vic.gov.au](mailto:communitysafety@ballarat.vic.gov.au)

Ballarat's CitySafe Taxi Rank currently operates 2.00am – 6.00am on Saturday and Sunday mornings on the corner of Sturt & Lydiard Streets, and when in operation has two security staff on site. The CitySafe Taxi Rank is aimed at reducing your waiting time in a convenient and safe location.

For information please contact Council's Community Strengthening and Services Department.

**Crimestoppers**

Phone 1800 333 000

**Community Safety Plan**

City of Ballarat - Community Strengthening and Services

Phone 5320 5746

Ballarat City Council has developed a community safety plan to guide its work in the area of community safety. For up to date information please contact the Community, Safety and Development Officer.

**Neighbourhood Watch – Ballarat**

Phone 5332 9400

Email [janine.walker@police.vic.gov.au](mailto:janine.walker@police.vic.gov.au)

Neighbourhood Watch is a community based crime prevention program. To enquire if you live in a Neighbourhood Watch area or for information on starting a Neighbourhood Watch group contact Janine Walker on 5332 9400

**Safety House Program**

Safety House Association of Victoria

Phone Melbourne office 1800 626 840

Fax 9770 8568

Email [safetyhouse@bigpond.com](mailto:safetyhouse@bigpond.com)[www.safetyhouse.org.au](http://www.safetyhouse.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**

PACT Community Support  
1/ 15 Main Road, Ballarat  
P.O. Box 1032, Bakery Hill, 3354  
Phone 5309 1900 or 1 800 660 556  
Fax 5338 8666  
Email [ballarat@pactcs.org.au](mailto:ballarat@pactcs.org.au)  
[www.pactcs.org.au](http://www.pactcs.org.au)  
Monday – Friday 9.00am – 5.00pm

The Victims Assistance Program, based at PACT Community Support, 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.

We provide assistance to people within the Ballarat, Ararat, Bacchus Marsh, Daylesford and surrounding areas.

For information on your rights and the services available to you please telephone.

## **Emergency Relief & Material Aid**

### **Anglicare**

49 Lydiard Street South  
Ballarat 3350  
Phone 5331 1183  
Monday - Friday 10.00am - 12.00noon

Offers assistance with emergency food relief.  
No appointment necessary.

### **Society of St. Vincent de Paul**

PO Box 1698  
Ballarat 3354  
Phone 5334 2844  
Monday - Friday 10.00am – 2.00pm

Provides support and practical assistance to families. Please ring and leave a message and someone will phone back as soon as possible.

### **The Salvation Army**

Ballarat Community Support Services  
208 Dana Street, Ballarat  
PO Box 10, Ballarat 3353  
Phone 5337 0600 Fax 5331 7809  
9.00am – 4.30pm Monday – Friday, by appointment  
[www.salvationarmy.org.au](http://www.salvationarmy.org.au)

The Salvation Army provides a number of programs including Emergency Relief which provides assistance with vouchers, food, clothing, furniture, utilities, advocacy and referral. Other programs include Budget Education, Case Management, Counselling and Personal Support Program.

### **UnitingCare Ballarat – Welfare Program**

105 Dana Street  
Ballarat 3350  
Phone 5332 1286 Fax 5332 1055  
[www.unitingcareballarat.com.au](http://www.unitingcareballarat.com.au)

UnitingCare Ballarat has a number of programs which provide emergency relief and material aid.

1. The Emergency Relief Program offers support and assistance to people with items such as food, clothing, pharmaceuticals, educational items and travel costs. Advocating on behalf of a person experiencing problems with their utility accounts is another service the workers provide.

2. The White Goods Loan Scheme –UnitingCare is able to offer to individuals and families interest free loans to assist with the purchase of household white goods. For those experiencing financial hardship this may be the only way they can gain access to essential items many take for granted. Together with the worker the loan amount is agreed and a realistic repayment plan is established.

3. Breezeway is a café style place that provides nutritional two course meals every day of the year to people who have no home, cooking facilities or the skills to prepare a nutritious meal. The meals program is not just about the food, it is somewhere many come to socialise in a place that is warm and welcoming. Visiting professionals facilitate links to other services such as health, housing support, alcohol and drug and counselling.



## Family Support Services

### Child and Family Services Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone 5337 3333 Fax 5332 1724

Email [ceo@cafs.org.au](mailto:ceo@cafs.org.au)

[www.cafsballarat.org.au](http://www.cafsballarat.org.au)

Child & Family Services Ballarat provides a range of programs and services that support children, young people and families. Workers provide assessment, casework, case management and counselling services to assist families referred by agencies or themselves. Services are provided at Child and Family Services or in the family home. Parenting groups are also held from time to time.

An Intake and Referral Service also operates providing information and advice with possible referral to Child and Family Services programs or brief counselling. 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. Workers are available by phone or appointment each weekday 9.00am - 5.00pm.

### Centacare

Administration Headquarters

Cnr Curtis & Peel Streets

Ballarat 3350

Phone 5337 8999 Fax 5332 4465

Email [centacare@centacareballarat.org.au](mailto:centacare@centacareballarat.org.au)

PO Box 2537, Bakery Hill 3354

Centacare offers a variety of services to Ballarat and surrounding areas. These include:

#### COUNSELLING

- Family, relationship and individual counselling service

#### EMPLOYMENT SERVICES

- Community Support Program
- Job Placement Employment and Training

#### PARENTING SERVICES

- Grampians Regional Parent Resource Service provides information, group training, support and resources for parents

#### MARRIAGE AND RELATIONSHIP EDUCATION

- Marriage Enrichment programs and Pre - Marriage Education

#### PEPLOW HOUSE

- Accommodation centre for homeless single men 18 years and over

### PSYCHIATRIC DISABILITY SUPPORT SERVICE

- Planned respite care
- Residential Rehabilitation for Young Adults
- Supported Housing

### FAMILY SUPPORT PROGRAM

#### MOTHER SUPPORT PROGRAM

- Support program for mothers with a psychiatric illness, who have children under five years of age.



## Financial Assistance & Counselling

### UnitingCare Ballarat

PO Box 608, Ballarat 3353  
105 Dana Street, Ballarat 3350  
Phone 5332 1286  
www.unitingcareballarat.com.au  
Email unitingcareballarat.com.au

1. Budget Advice Program offers individual appointments to assist with basic budgeting skills. 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.

2. Family Support Service – Wendouree – an outreach family support service is available to families in the Wendouree area who may be experiencing difficulties and/or requiring assistance. The worker provides support, counselling, advocacy and referral. Involvement in schools and strengthening community activities is also an important part of this role and the worker has been involved in several programs, a Kinder parent group, a Seasons for Growth and Families and Schools Together (FAST) program. The Wendouree Family Support Worker is now based at UnitingCare in Dana Street, but Wendouree remains the target area for the position.

### Centrelink

12 Albert Street  
Ballarat 3350  
Phone 13 10 21 (appointments)  
Phone 13 61 50 Family Assistance Office  
www.centrelink.gov.au

Centrelink offers a range of services for individuals and families and can provide helpful information and advice.

### Child & Family Services

Financial Counselling  
115 Lydiard Street North  
Ballarat 3350  
Phone 5337 3333 Fax 5332 1724  
Email ceo@cafs.org.au  
www.cafs.org.au  
Monday - Friday 9.00am – 5.00pm

The Financial Counselling Program is a FREE and confidential service that provides options, strategies, advocacy and support to people who are trying to resolve their financial difficulties.

### The Salvation Army

Ballarat Community Support Services  
102 Eureka Street, Ballarat  
PO Box 10, Ballarat 3353  
Phone 5337 0600 Fax 5331 7809  
9.00am – 4.30pm Monday – Friday, by appointment

The Salvation Army provides budget education and case management to assist people on low incomes to gain control of their household finances.

## Gamblers' Help Services

### Child and Family Services Ballarat

115 Lydiard Street North, Ballarat 3350  
Phone 5337 3333 or 5337 3353  
Fax 5332 1724  
www.cafs.org.au  
Monday – Friday 9.00am – 5.00pm

### - Gambler's Help Access Program (Multicultural support for people with gambling & money problems)

A free and confidential service for people of culturally diverse background who want to control, or stop, gambling activities. The access program provides:

- Individual support and assistance to the gambler or family
- Referral to specialist gambling and financial counsellors
- Community development with multicultural communities
- Outreach service to Daylesford, Ararat & Bacchus Marsh
- Advocacy and referral to a range of services
- Interpreting service available on request.

- **Financial Counselling for People with Gambling Issues.** A free and confidential service offering information, options and strategies on dealing with debt problems and income and asset protection, to gamblers and their families.

(Cont'd)

## Family Services

(Gamblers' Help Services Cont'd)

### **Gambler's Help - Relationships Australia**

116 Lydiard Street North, Ballarat 3350

Phone 5337 9222 Fax 5331 1383

Email [bal@rav.org.au](mailto:bal@rav.org.au)

[www.relationships.com.au](http://www.relationships.com.au)

9.00am - 5.00pm weekdays

9.00am - 9.00pm Wednesdays and Thursdays

A free confidential counselling service for people concerned about gambling issues relating to themselves or family members. No fees apply.

### **Gamblers Help Line - 24 hours 7 days**

[www.problemgambling.vic.gov.au](http://www.problemgambling.vic.gov.au)

1800 156 789

TTY 1800 777 706

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**

Ballarat Centrelink Office

12 Albert Street

Ballarat 3350

[www.centrelink.gov.au](http://www.centrelink.gov.au)

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

- Appointments 13 1021
- Auslan Interpreter 1800 810 586
- Child Care Benefit 13 6150
- Disability, Sickness and Carers 13 2717
- Employment Services 13 2850
- Family Assistance Office 13 6150
- Interpreter Service 13 1202
- Parenting Payment 13 6150
- Maintenance Enquiries 13 6150

### **GOLD - Government On-Line Directory**

[www.gold.gov.au](http://www.gold.gov.au)

Listing of government departments and agencies

### **[www.community.gov.au](http://www.community.gov.au)**

Website for communities and community groups to find relevant up-to-date information and links

## Grandparents

### **Grandparent Information Sessions**

Women's Health Unit

St John of God Hospital Ballarat

101 Drummond Street North

Ballarat 3350

Phone 5320 2110 Fax 5320 2332

Monthly invitation for grandparents to discuss current care and management of birth and babies and the ways they can contribute to this special time. There is no charge for St John's clients.

### **Ballarat Grandparent Carer Support Group**

Grandparent and Grandchildren Society (GAGS)

Ailine 5333 3827 or Elizabeth 5332 8456

Email [ebi17318@bigpond.net.au](mailto:ebi17318@bigpond.net.au)

[ailineshone@hotmail.com](mailto:ailineshone@hotmail.com)

This group is for grandparents and family members who are fulltime carers of their grandchildren. The group offers members support, friendship and the opportunity to share experiences.

## Grief and Loss

### **Grandparents Victoria**

Phone 9372 2422

Email [director@grandparents.com.au](mailto: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.

### **Compassionate Friends**

Phone 1800 641 091

[www.compassionatefriendsvictoria.org.au](http://www.compassionatefriendsvictoria.org.au)

The Compassionate Friends Victoria Inc. is part of a world-wide organization offering friendship and understanding to families following the death of a son or daughter, brother or sister. The Compassionate Friends offers support in the grief and trauma which follows the death of a child at any age and from any cause.

### **Bonnie Babes Foundation**

PO Box 407

Canterbury 3126

Phone 9803 1800 or 1300 bonnie

Email [enquiry@bbf.org.au](mailto:enquiry@bbf.org.au)

10.00am - 6.00pm Monday - Friday

[www.bbf.org.au](http://www.bbf.org.au)

The Bonnie Babes Foundation provides a national grief counselling service to Australian families who have lost a baby. The Foundation's trained counsellors will provide grief counselling for any member of the family or friends grieving after pregnancy loss including miscarriage, stillbirth, premature-birth loss, genetic termination (forced abortion due to complications), and neonatal death (death shortly after birth).

### **SANDS – Stillbirth & Neonatal Death Support Inc**

Phone 9899 0218

[www.sandsvic.org.au](http://www.sandsvic.org.au)

### **SIDS & Kids**

Grampians Bereavement Support Services

Phone 5320 4196 Ballarat Counsellor/Educator

Phone 1800 240 400 24-hour telephone support

Ballarat Health Services

PO Box 577, Ballarat 3353

[www.sidsandkids.org](http://www.sidsandkids.org)

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 18 years in the Grampians), due to still birth, peri-natal 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.

### **Solace**

Ballarat support group 5331 4730

[www.solace.org.au](http://www.solace.org.au)

Solace is a Grief Support Group, where weekly meetings are focused on the aspects of loss and grief. The meetings of Solace are designed to offer support and encouragement to those who grieve over the death of their husband, wife or partner.

### **National Missing Persons Coordination Centre**

[www.missingpersons.gov.au](http://www.missingpersons.gov.au)

Phone 1800 000 634

Email [missing@asp.gov.au](mailto:missing@asp.gov.au)

## Health Services

- Community Health
- Continence Services
- Dental Health
- General Practitioners
- Health Information & Support Groups
- Hearing Services
- Hospitals
- Sexual Health & Family Planning
- Women's Health

### COMMUNITY HEALTH

#### **Ballarat Community Health Centre**

Phone 5338 4500

710 Sturt Street, Ballarat 3350

260 Vickers Street, Sebastopol 3356

Coinda, 10 Learmonth Road, Wendouree 3355

APROTCH, Queen Street

[www.bchc.org.au](http://www.bchc.org.au)

Ballarat Community Health Centre offers a variety of services and programs that aim to enhance and promote health and wellbeing of individuals, families and the community, while preventing illness, disease and injury. Community Health in Ballarat is provided across multiple sites including Sebastopol, Sturt Street, APROTCH and Wendouree. Outreach services and clinics are also provided within the Ballarat region.

### 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 frequently cured. Ballarat has a number of continence services which are listed below, along with State and National help lines. There are also a number of independent practitioners that offer continence services.

#### **Ballarat Health Services**

Grampians Regional Continence Service

Ballarat Health Services - Queen Elizabeth Centre

102 Ascot Street South

Ballarat 3350

Phone 5320 3795

The Grampians Regional Continence Service provides an assessment and management service for people of all ages with bladder and bowel incontinence and associated problems such as constipation. The staff have expertise in working with children with both day and night-time wetting or common problems such as faecal soiling or children with incontinence issues associated with a disability. The service also offers support for women with bladder and bowel problems in the ante and post-natal periods.

#### **Continence Foundation of Australia**

AMA House

293 Royal Parade, Parkville 3052

Phone 9347 2522 Fax 9347 2533

Email [info@continence.org.au](mailto:info@continence.org.au)

[www.continence.org.au](http://www.continence.org.au)

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

#### **Victorian Continence Resource Centre**

St Georges Hospital

283 Cotham Road, Kew 3101

Phone 9816 8266

Email [info@continencevictoria.org.au](mailto:info@continencevictoria.org.au)

[www.continencevictoria.org.au](http://www.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.

**National Continence Helpline**

Phone 1800 330 066

8am – 8pm Monday - Friday

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.

**Ballarat Urology Clinic**

1328 Sturt Street, Ballarat 3350

Phone 5331 4811 Fax 5331 4810

8.30am - 5.30pm Monday - Friday

The Ballarat Urology Clinic provides comprehensive evaluation and treatment of urinary incontinence problems. Requires doctor referral.

**Bedwetting Clinic**

Bedwetting is a common problem for many children and their families. Bedwetting can create unnecessary embarrassment and stress to the child. However, for many, the problem can be fixed by simple treatments. The clinic runs alternate Wednesdays after school and offers a comprehensive assessment and tailored management program for the child troubled by bedwetting and their family. Please call the 'no-commitment' enquiry line on 5320 2854 to discuss your specific circumstances with a continence nurse.

**Continence Clinic**

The clinic operates Monday - Friday 9.00am – 1.00 pm. Self or Doctor referral. Phone during office hours and ask for the Continence Nurse to make an appointment.

**DENTAL HEALTH****Ballarat Health Services Dental Clinic**

Corner Sturt Street & Drummond Street

Ballarat 3350

Phone 5320 4225

8.30am – 4.30pm

The Ballarat Dental Clinic has four programs which provide dental care to the Ballarat community. The Early Childhood Program is available to all pre-schoolers or those referred by health professionals. The School Dental Service provides dental care for all children attending Primary School and children with a concession card in Years 7 & 8, on a recall cycle. Emergency care is offered daily. Both programs are free to concession card holders; a modest fee applies to non concession card holders.

The Youth Dental Program provides dental care for children in Years 9 and onwards up to 18 years of age, with a concession card. Care is free and there is no waiting list. Emergency care is also offered daily. The Adult Dental Care program is available to concession card holders and listed dependants only. Emergency Dental Care is also offered daily. General Dental Care is subject to a waiting list. Dentures are subject to a waiting list and variable cost applies.

## GENERAL PRACTITIONERS

### **Ballarat and District Division of General Practice**

PO Box 36W, Ballarat 3350  
Phone 5331 6303 Fax 5331 5754  
Email [contact@bddgp.org.au](mailto:contact@bddgp.org.au)  
[www.bddgp.org.au](http://www.bddgp.org.au)  
9.00am – 5.00pm Monday - Friday

Ballarat and District Division of General Practice Inc (BDDGP) supports general practitioners to deliver high quality care to the Ballarat community and to maintain, improve and promote quality services to achieve better health outcomes for the community. GPs play a central role in assisting families with their health needs. When you have a family it is important to find a doctor you like, someone you trust and who listens to your concerns. Once you find a doctor you like it's good to see the same doctor each time you visit so that he or she can get to know your family's needs. The Division can provide residents with a comprehensive list of general practices within the region.

## HEALTH INFORMATION & SUPPORT GROUPS

### **ADHD Parent Support Group**

Information, friendship and support for parents of children affected by Attention Deficit Hyperactivity Disorder.  
PINARC Support Services  
Helen Rennie 5329 1361

### **Asthma Foundation of Victoria**

Help Line 9.30am – 3.00pm Monday - Friday  
Phone 1800 645 130  
Email [advice@asthma.org.au](mailto:advice@asthma.org.au)  
[www.asthma.org.au](http://www.asthma.org.au)

### **Autism Asperger's Syndrome Parent Support Group**

Providing networking, information and support.  
PINARC Support Services  
Helen Rennie 5329 1361  
Kris Schmidt 5341 2768

### **Australian Infant, Child, Adolescent and Family Mental Health Association**

[www.aicafmha.net.au](http://www.aicafmha.net.au)  
Provides information on children's mental health and has a searchable database of current research, reports etc.

### **Attention Deficit Disorder**

[www.add.org](http://www.add.org)  
Information provided through easy to read fact sheets for workers, parents and children.

### **Ballarat Autism Network**

Information, resources, library, workshops, in-services and support for parents and professionals.  
Kris Schmidt 5341 2768  
[www.ballaratautism.com](http://www.ballaratautism.com)

### **Ballarat Cystic Fibrosis Support Group**

Support for Cystic Fibrosis sufferers, their families and friends.  
Lynette Lock 5332 7751

### **Ballarat & District Multiple Birth Association**

Friendship and support for families of twins, triplets and more.  
Celeste Vermeend  
Phone 5336 4185  
[www.amba.org.au](http://www.amba.org.au)  
[www.ballaratanddistrictmultiplebirthass.blogspot.com](http://www.ballaratanddistrictmultiplebirthass.blogspot.com)

### **Ballarat Parents' Support Group**

Support group for parents who have a child or adult with a disability.  
Louise Moore 5336 3330 or 0409 944 119

### **Better Health Channel**

[www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)  
Reliable health and medical information for consumers, quality assured by the Victorian Government (Australia).



**Cerebral Palsy Parent Network**

For parents who care for a child with cerebral palsy  
Helen Rennie 5329 1361

**Diabetes Australia – Victoria**

Phone 1300 136 588  
www.diabetesvic.org.au

**Down Syndrome Support Group**

Support group for parents and families of children with Down Syndrome.  
Susie Fiskin 5341 7530 or 0409 428 837  
Helen Rennie 5329 1361

**Food Additives**

www.additivealert.com.au  
www.fedup.com.au

**HealthInsite**

www.healthinsite.gov.au

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

**Royal Children's Hospital**

www.rch.org.au

**Red Cross**

324 Doveton Street South  
Ballarat 3350  
Phone 5329 4999 Fax 5329 4925  
10.00am - 3.00pm weekdays  
Email vicinfo@redcross.org.au  
www.redcross.org.au

Red Cross runs a number of services to support the health and well-being of community members. These include:

- Patient Transport Service - to assist isolated people to attend essential medical appointments, where other options i.e. access to public transport etc are not available.
- Telecross Service - a free service which provides calls to isolated community members on a regular basis, to check on their well-being.

**The Cancer Council Victoria**

Cancer Helpline 13 11 20  
www.cancervic.org.au

**NURSE-ON-CALL**

Phone 1800 60 60 24  
www.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, 7 days a week.

**HEARING SERVICES****Vicdeaf**

15 Dawson Street South, Ballarat 3350  
Phone Voice/TTY 5364 2947  
Head Office Voice 1300 780 225 TTY 1300 780 235  
Mobile 0428 671 012  
SMS only 0402 217 586  
www.vicdeaf.com.au  
Wednesday & Thursday 9.00am - 5.00pm

Vicdeaf provides support, advocacy, assessment and referral for clients who are aged 18 years + and who are Deaf or hard of hearing, and their families. The service is based in Ballarat two days a week with frequent trips around the Grampians region. If urgent assistance is required outside of these two days please ring Head Office for enquiries and appointments.

(See also Support Services for Children who are Hearing Impaired in the Children's Services section page 45 )

**National Relay Service**

A phone solution for people who are deaf or have a hearing or speech impairment. Contact helpdesk (Monday to Friday between 9am and 5pm Sydney time)

Voice 1 800 555 660  
TTY 1 800 555 630  
Fax 1 800 555 690  
SMS 0416 001 350  
Email [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)  
[www.relayservice.com.au](http://www.relayservice.com.au)

Make a call 133 677  
Speak and Listen 1 300 55 727

**EMERGENCY CALLS**

TTY users call 106  
Speak and Listen users call 1 800 555 727 and ask for 000

**HOSPITALS**

**Ballarat Health Services**

Drummond Street North  
Ballarat 3350  
Phone 5320 4000  
[www.bhs.org.au](http://www.bhs.org.au)

**St John of God Hospital Ballarat**

101 Drummond Street North  
Ballarat 3350  
Phone 5320 2111  
[www.sjog.org.au](http://www.sjog.org.au)

**SEXUAL HEALTH & FAMILY PLANNING**

**Family Planning & Sexual Health Clinic**

Ballarat Community Health Centre  
710 Sturt Street  
Ballarat 3350  
Phone 5338 4540 Fax 5332 6617  
Email [info@bchc.org.au](mailto:info@bchc.org.au)  
[www.bchc.org.au](http://www.bchc.org.au)

The clinic provides confidential sexual and reproductive health and family planning services including

- contraception
- pregnancy testing and counselling
- STI testing and treatment
- pap tests
- breast checks
- telephone counselling and information
- referrals
- post-natal sexual health issues

**Billings Ovulation Method**

Contact: Lynda Russell

PO Box 1888

Bakery Hill 3354

Toll Free 1800 335 860 (Melbourne)

Lynda Russell 0401 807 649

Email Lynda: [fertilityeducation@gmail.com](mailto:fertilityeducation@gmail.com)

[www.billings-ovulation-method.org.au](http://www.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. Lynda is an accredited teacher in Ballarat. Private appointments, or online tuition available.

**WOMEN'S HEALTH****Royal Women's Hospital**

[www.thewomens.org.au](http://www.thewomens.org.au)

Women's Health Information Centre

1800 442 007 TTY 9344 2849

Monday - Friday 9.00am - 5.00pm

Email [whic@thewomens.org.au](mailto:whic@thewomens.org.au)

**Women's Health Grampians**

2 Drummond Street South

Ballarat 3350

Phone 5322 4100 Fax 5332 8980

Email [adminb@whg.org.au](mailto:adminb@whg.org.au)

[www.whg.org.au](http://www.whg.org.au)

Women's Health Grampians provides information, support and educational services for women. The Well Women's Service provides Pap tests, breast health screening, continence advice and other health information. The service is provided by female nurses in a women-centered friendly environment with plenty of time to have all your questions answered.

**Women's Health Victoria**

[www.whv.org.au/](http://www.whv.org.au/)

**Indigenous Services****Ballarat and District Aboriginal Cooperative**

5 Market Street, Ballarat 3350

Phone 5331 5344 Fax 5333 1637

Email [badac@badac.ballarat.net.au](mailto:badac@badac.ballarat.net.au)

The Ballarat and District Aboriginal Co-operative was set up to provide assistance to Aboriginal people in the Ballarat district. The Co-operative delivers a range of services in the areas of health, welfare, art, culture, education and social wellbeing. Some of the services provided include:

- Health services - regular GP, counselling and podiatry clinics and transport to dental services in Melbourne.
- Early Childhood and Youth Services - provide a regular playgroup, pre-school assistance and holiday programs.
- Home and Community Care (HACC) - provide home help and property maintenance services to the elderly/disabled.
- Arts and Culture – the Community Arts Officer provides support, advice and resources to local Koorie artists.

See Also:

-Koorie Education page 29

-Maternal & Child Health page 34

-Playgroups page 38

-Koorie Antenatal care page 75

## Legal Services

### Central Highlands Community Legal Centre

34 Victoria Street

Ballarat 3350

Phone 5331 5999 Fax 5331 8239

Email [info@chclc.org.au](mailto:info@chclc.org.au)

[www.chclc.org.au](http://www.chclc.org.au)

9.30am - 4.00pm

Monday, Tuesday, Thursday, Friday

1.00pm - 7.30pm Wednesday

Closed 12.00noon – 1.00pm daily

Central Highlands Community Legal Centre provides free legal advice and referral by appointment only. The service also provides legal education, workshops and advocacy in areas of public interest and social justice issues. Some specialisation in family law, and victims compensation and intervention orders. Community legal education in areas of victims of sexual assault, family violence and youth. Intervention Order Court Support Service provides legal support and assistance to applicants only.

### Women's Legal Service Victoria

Third Floor, 43 Hardware Lane

Melbourne 3000

Advice & Administration Phone 9642 0877

Toll Free 1800 133 302

Fax 9642 0232

Email [justice@vicnet.net.au](mailto:justice@vicnet.net.au)

[www.womenslegal.org.au](http://www.womenslegal.org.au)

Hours of Operation

Monday - Friday 9.00am - 5.00pm

Legal advice line: Monday 10.00am - 1.00pm;

Tuesday, Thursday 6.30 - 8.30pm;

Wednesday 2.00 - 5.00pm;

Drop In Thursday 9.30am - 12noon

Face-to-face and telephone legal advice on Family Law matters and intervention orders for women.

This is a free service.

Legal Education and Law Reform,

Duties Lawyer Services at Melbourne Magistrates

Court 9.30am - 1.00pm

## Men's Services

### Men and Family Relationships Service

Child and Family Services

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone 5337 3333 Fax 5332 1724

Email [ceo@cafs.org.au](mailto:ceo@cafs.org.au)

[www.cafs.org.au](http://www.cafs.org.au)

This is a free service offering a range of support services including counselling, education groups, community forums, written material, parenting information and referral to the Men's Behaviour Change program for those men wanting to work on family violence issues.

### Mensline Australia

1300 78 99 78

24 hours, 7 days a week

[www.menslineaus.org.au](http://www.menslineaus.org.au)

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

**Men's Behaviour Change Program**

Child & Family Services

115 Lydiard Street North

Ballarat 3350

Phone 5337 3333 (please ask to speak to the Intake Worker)

Fax 5332 1724

Email [ceo@cafs.org.au](mailto:ceo@cafs.org.au)

[www.cafs.org.au](http://www.cafs.org.au)

Office Hours Monday – Friday 9.00am to 5.00pm.

Group work after 5.30pm Monday to Thursday

Men's Behaviour Change provides counselling and group programs for men who recognise they have been controlling, abusive and/or violent toward their family or partner and who want to change their behaviour. Group participants talk, share information, and challenge and support each other to be better men, partners and fathers.

Group programs are delivered in partnership with Ballarat Community Health Centre.

**Men's Referral Service**

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

Phone 1800 065 973

[www.mrs.org.au](http://www.mrs.org.au).

See Also:

Ballarat Centre Against Sexual Assault – page 78

**Mental Health Services & Support Groups**

Ballarat 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.

**APROTCH**

Queen Street

Ballarat Community Health Centre

PO Box 1156, Bakery Hill 3354

Phone 5338 4500

Email [info@bchc.org.au](mailto:info@bchc.org.au)

[www.bchc.org.au](http://www.bchc.org.au)

9.00am to 5.00pm Monday – Friday

APROTCH provides psychosocial rehabilitation, including vocational, educational, recreational and individual support to meet the complex needs of consumers. The programs at APROTCH are tailored to meet the specific needs of people suffering from a serious mental illness with the aim of enabling the people to fully reach their potential and capabilities despite suffering mental illness. Criteria for entry to APROTCH are: age 16-64 years old and have a serious mental illness.

### **Ballarat Community Health Centre**

710 Sturt Street, Ballarat 3350  
PO Box 1156, Bakery Hill 3354  
Phone 5338 4500  
Email [info@bchc.org.au](mailto:info@bchc.org.au)  
[www.bchc.org.au](http://www.bchc.org.au)

#### - Counselling Services

Community health provides a range of counselling services using various therapeutic models including: individual, family, art and play, trauma, psychodynamic counselling, solution based, and competency based therapy, cognitive behavioural therapy and narrative therapy.

### **Ballarat Family & Friends**

Mental Health Support Group  
For carers, families and friends of people with a mental illness.  
Carers' Choice  
Contact Nola Kervarec  
Phone 5333 7104 or 1800 059 059

### **Ballarat Health Services; Psychiatric Services**

Sturt Street, Ballarat 3350  
PO Box 577, Ballarat 3353  
Phone 5320 4100 Fax 5320 4028  
Email [gps@bhs.org.au](mailto:gps@bhs.org.au)  
[www.bhs.org.au/index.php/psch\\_home](http://www.bhs.org.au/index.php/psch_home)  
Monday to Friday 9.00am – 5.00pm

### **- Child & Adolescent Mental Health Services (CAMHS)**

111 Ascot Street South, Ballarat 3350  
PO Box 577, Ballarat 3353  
Phone 5320 3030

CAMHS is a free service which helps children, adolescents (aged 0-18 years) and their families where the child has an emotional, social, behavioural or developmental problem.

### **- Adult Community Mental Health Services**

Adult Community Mental Health Services provide assessment and treatment to residents of the Grampians Region who are aged between 16 - 65 years and who may be developing (or have) a mental health problem. The services are community based and flexible, drawing upon a range of mental health professionals according to the needs of each client. The multidisciplinary team includes staff from the following disciplines: Psychiatrists, Medical Officers, Social Workers, Psychologists, Psychiatric Nurses, and Occupational Therapists. Each client is individually assessed. A plan of care and treatment is then developed in conjunction with the client and significant others.

### **CENTACARE Mental Health Services**

1220 Sturt Street, Ballarat  
Phone 5336 7900

A rehab and support service for people with mental health issues. This includes youth, adult, respite and mother support.

### **Lifeline Ballarat**

PO Box 646  
Ballarat 3353  
Phone 13 11 14 (24-hour counselling service)  
5332 1009 – administration  
Fax 5331 7083  
Email [info@lifelineballarat.com.au](mailto:info@lifelineballarat.com.au)  
[www.lifeline.org.au/ballarat](http://www.lifeline.org.au/ballarat)

Lifeline Ballarat is the major provider of accessible and affordable telephone counselling in the greater Ballarat and Grampians regions. Lifeline Ballarat provides a 24 hour confidential telephone counselling service.

(Cont'd)



## Family Services

(Mental Health Services & Support Groups Cont'd)

### **Lifeline Information Service**

1300 13 11 14 - mental health and self-help resource

The Lifeline Information Service is a nationwide service providing mental health and self-help resources. These resources are accessible by a national number 1300 13 11 14 Monday to Friday from 9am to 5pm or online.

The Lifeline Information Service provides information and referral for people dealing with mental health issues, personally or as a family member or friend of someone with mental illness. This service also provides callers with information about relevant local services, as well as links to books and websites.

The Lifeline Information Service provides access to a variety of self-help tool kits with information about issues such as mental illness, depression, suicide prevention, and more.

Resources provided by the Lifeline Information Service are available to anyone who may want to access them. They are easy to understand and simple to follow. These resources can provide useful information which may help you to understand the difficulties you or someone you know are facing and may provide some tips for dealing with various mental health issues.

For after-hours calls there is a voice mail system that can be used to leave messages. These messages will be attended to the next working day. Alternatively you can email [infoservice@lifeline.org.au](mailto:infoservice@lifeline.org.au)

The Lifeline Information Service is not a counselling service.  
[www.lifeline.org.au/](http://www.lifeline.org.au/)

### **Reconnexion - Treating Panic, Anxiety, Depression and Tranquilizer Dependency**

222 Burke Road

Glen Iris 3146

Phone 9886 9400 or 1300 273 266 Fax 9886 0650

Email [info@reconnexion.org.au](mailto:info@reconnexion.org.au)

[www.reconnexion.org.au](http://www.reconnexion.org.au)

Reconnexion provides a specialist psychology treatment for adults, young people and children who are experiencing anxiety disorders, depression and tranquilizer dependency.

### **Pomegranate House**

Community Psychology Services

103 Webster Street

Ballarat 3350

Phone 5320 2260 Fax 5331 8455

Email [pomegranate.house@sjog.org.au](mailto:pomegranate.house@sjog.org.au)

9.00am - 5.00pm Monday to Friday

Pomegranate House provides psychological interventions in relation to mental health issues for adults, young adults, children and/or their families. Priority will be given to marginalised and financially disadvantaged people. Fees are based on family income.



## Multicultural Services

### UnitingCare Ballarat Family Counselling Program

105 Dana Street  
Ballarat 3350  
Phone 5332 1286 Fax 5332 1055

Provides Counselling to families or members of families who are experiencing difficulties with a family based issue. Service is available to families who have children less than 18 years of age. Contact UnitingCare at 105 Dana Street Ballarat or phone 5332 1286

### SANE Australia - Mental Health Information Line

Phone 1800 18 7263  
Monday - Friday 9.00am - 5.00pm  
[www.sane.org](http://www.sane.org)

Information, advice and referral service regarding mental illness

### SuicideLine

Phone 1300 651 251 (Victoria only)  
Victorian 24-Hour Suicide Helpline, 7 days a week  
[www.suicideline.org.au](http://www.suicideline.org.au)

See also:

- Centacare page 57
- Postnatal Depression page 76

### Ballarat Regional Multicultural Centre (BRMC)

Corner Dunn & English Street  
Golden Point  
Phone 5332 5941 or 5332 5942  
Fax 5332 5944  
Email [coordinator@brmc.org.au](mailto:coordinator@brmc.org.au)  
[www.brmc.org.au](http://www.brmc.org.au)

BRMC provides information, support and advocacy for residents of culturally diverse backgrounds. The Council can also provide agencies with advice on the social, legal, cultural, educational, health and welfare needs of residents of diverse backgrounds with an emphasis on equitable access to services.

Programs provided by BRMC include an Immigration Law Service and TELELINK, in addition to the services listed below.

English Classes – informal and ongoing English classes for migrants are held at the centre on Mondays and Wednesdays. Home tutoring is also available. Contact BRMC for information on the language classes or on becoming a volunteer tutor.

‘Helping Hand’ Mentoring Program - this program aims to welcome recently arrived immigrants and assist families in overcoming isolation by linking them with a volunteer who will provide friendly support and link them with community services. If you require support, or would like to become a volunteer contact BRMC.

### Cultural Groups

There are over 30 cultural groups in Ballarat. For more information contact Ballarat Regional Multicultural Centre on 5332 5941.

### Migrant Women’s Support Group

Eureka Memorial Hall  
Stawell Street, Ballarat  
Tuesday 11.00am – 2.00pm

This support group offers migrant women the opportunity to get together to share information, socialise and make friends while participating in cultural activities such as cooking, dancing and crafts. All welcome. For more information phone BRMC on 5332 5941

### NESB Links

1208 Norman Street, Wendouree  
PO Box 2251 Bakery Hill 3354  
Phone 5332 5941 (ask for NESB Links)

NESB Links is a volunteer group that aims to support migrants to settle into their new country without losing their own cultural identity. NESB Links offers free and confidential information, referrals to other services, a relaxed, safe and friendly place for meeting people, translation and friendly support on issues that affect families from Non-English Speaking Backgrounds. Activities include a support group for migrant women (listing this section), a multicultural playgroup (listing under Children’s Playgroups) and a youth group for ages nine plus.

## Pregnancy & Birth

### ANTENATAL EDUCATION & INFORMATION

#### Labour/Antenatal Classes

Ballarat Health Services and St John of God Hospital Ballarat provide a range of day, evening and weekend education sessions in pregnancy, birth and early parenting for women and their partners. Grandparents and preconception information sessions are also available.

#### Preconception Information Evenings

- Ballarat Health Services, Maternity Unit  
Drummond Street North, Ballarat 3350  
Phone 5320 4971 Fax 5320 4974

These annual preconception information evenings are for women, their partners and friends, involved in planning a pregnancy in the next 12 months. Midwives and an obstetrician provide a range of information including pre-pregnancy testing, conception methods, nutrition, general health issues and models of care.

#### Ballarat Bodywise

Childbirth Information, Classes and Doula service  
[www.bodywisebirth.com.au](http://www.bodywisebirth.com.au)  
Phone 0421 651 734

#### Pregnancy, Birth and Baby - Belly Belly

[www.bellybelly.com.au](http://www.bellybelly.com.au)

Prepare for pregnancy, birth and baby online at BellyBelly. Feel reassured, educated and informed with support and information available at your fingertips. BellyBelly.com.au is Australia's friendly and respected online parenting social network, where all is explained in black and white, without the jargon, so you can make your own informed decisions on all things conception, pregnancy, birth and baby.

#### Choices for Childbirth

Choices for Childbirth are independent childbirth classes focussing on natural birth and encourage a woman-centred approach to the birth process. "Choices for Childbirth" provides you/your partner with a broader range of information than is usually found in other antenatal classes. There are six sessions in the main cycle and two additional sessions covering VBAC (vaginal birth after caesarean) and home birth.

Phone 5334 6083 or 0400 438 651 or  
0421 651 734

Email [ballarat@maternitycoalition.org.au](mailto:ballarat@maternitycoalition.org.au)  
[www.maternitycoalition.org.au](http://www.maternitycoalition.org.au)

#### BaBs (Birthing and Babies)

BaBs is a support group offering information, education and support for people interested in pregnancy, birth and parenthood. This is implemented through group sharing of personal stories and knowledge, education, topical discussions and guest speakers. The group meets regularly at Coinda, Ballarat Community Health Centre, 10 Learmonth Road, Wendouree  
Phone 5334 6083 or 0400 438 651  
Email [ballarat@maternitycoalition.org.au](mailto:ballarat@maternitycoalition.org.au)  
[www.maternitycoalition.org.au](http://www.maternitycoalition.org.au)

#### 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.  
[www.health.vic.gov.au/maternity](http://www.health.vic.gov.au/maternity)

## **BREASTFEEDING EDUCATION & INFORMATION**

### **Midwife for Aboriginal Health**

Ballarat Health Services  
Drummond Street North  
Ballarat 3350  
Phone 5320 4971

Working in a community based collaborative model with Aboriginal women and their families in all aspects of ante & postnatal care and support.

### **Breastfeeding Information Evenings**

- Ballarat Health Services  
Drummond Street North, Ballarat 3350  
Phone 5320 4971 or 5320 4977  
Fax 5320 4974  
Sessions run monthly from 7.00pm - 9.30pm

The breastfeeding education sessions are facilitated by a lactation consultant for expectant parents, grandparents and friends who wish to learn more about breastfeeding. Topics covered include benefits to mother and baby, how to get off to a good start, how to avoid problems, father's participation and where to get help. Bookings are essential.

### **Australian Breastfeeding Association (ABA)**

#### **Ballarat group**

Phone 0435 034 277  
Rachel 5345 2490, Kizanne 0417 357 807, Lyndal 5339 9115 or Meredith 0428 461 495  
Trained local counsellors  
7-Day Helpline  
1800 mum 2 mum  
1800 686 2 686  
[www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)  
Email [ballarataba@netspace.net.au](mailto:ballarataba@netspace.net.au)

Breastfeeding, while natural, is still a learned skill. Breastfeeding classes can help you with any queries you may have about breastfeeding either before or after your baby is born.

#### **Online breastfeeding information and videos**

[www.drjacknewman.com](http://www.drjacknewman.com)  
[www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)

(see also Breastfeeding page 7)

### MATERNITY FACILITIES

Ballarat has two hospitals that provide maternity facilities. Public and/or private care options are available. Facilities include Family Birthing Suites and spa bath facilities. Enquiries and tours of the facilities are welcomed.

#### **Ballarat Health Services**

Base Hospital Maternity Unit  
Drummond Street North  
Ballarat 3350  
Phone 5320 4971

#### **St John of God Hospital Ballarat**

Women's Health Unit  
101 Drummond Street North  
Ballarat 3350  
Phone 5320 2110

### POSTNATAL CARE

#### **Domiciliary Midwifery**

Postnatal support at home is provided by both hospitals. The Domiciliary Midwifery 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 7 days a week. Contact your maternity ward for details.

#### **Maternal and Child Health Service**

(See listing under Children's Services page 33)

### POSTNATAL DEPRESSION (PND)

There are many services including GPs, hospitals and Maternal and Child Health, who are aware of the issues surrounding PND for women and their partners and extended family. As it is important that those affected by PND receive appropriate help as early as possible we encourage anyone concerned to seek assistance.

#### **Beyond Blue**

[www.beyondblue.org.au](http://www.beyondblue.org.au)

#### **Maternal and Child Health - Family Wellbeing**

702 Mair Street  
Ballarat 3350  
Phone 5320 5112  
Mobile 0417 321 328  
Email [libbytodd@ballarat.vic.gov.au](mailto:libbytodd@ballarat.vic.gov.au)

The Family Wellbeing Clinic provides a counselling service for families experiencing PND. Referrals are also made to other appropriate agencies. PND support groups are held and facilitated by a Maternal and Child Health Nurse and a Family Therapist. On-site child care is provided. Couples groups also run from time to time and a male facilitator is available to lead the men.

## Relationships

### **Post and Ante Natal Depression Association (PaNDA)**

810 Nicholson Street  
North Fitzroy 3068  
Phone 9481 3377 Fax 9482 6210  
Email [info@panda.org.au](mailto:info@panda.org.au)  
[www.panda.org.au](http://www.panda.org.au)

PaNDA is a Victorian, statewide, not-for-profit association which works with women and their families affected by antenatal and postnatal mood disorders. PaNDA offers confidential support, education and information to callers.

9.30am – 4.30pm Monday – Friday

(See also Mental Health Services and Support Groups Page 68.)

### **Centacare**

Family Dispute Resolution  
4-6 Peel Street North, Ballarat 3350  
PO Box 2537, Bakery Hill 3354  
Phone 5337 8908 and 5337 8999  
Fax 5332 4465  
Email [centacare@centacareballarat.org.au](mailto:centacare@centacareballarat.org.au)  
[www.centacareballarat.org.au](http://www.centacareballarat.org.au)

Family Dispute Resolution is a specific service for parents who are separated and wish to reach an agreement with an ex-partner about issues such as care and contact of children. Family Dispute Resolution is designed to allow parents to reach agreements themselves in the best interests of children without the complexity of court proceedings.

### **Relationships Australia**

Relationship Counselling service and Family Dispute Resolution services  
116 Lydiard Street North, Ballarat 3350  
Phone 5337 9222 Fax 5331 1383  
Email [bal@rav.org.au](mailto:bal@rav.org.au)  
[www.relationships.com.au](http://www.relationships.com.au)  
9.00am - 5.00pm Mondays, Tuesdays and Fridays  
9.00am - 9.00pm Wednesdays and Thursdays

Counselling is available for couples, individuals and families, relating to relationship and family matters. Issues such as loss, grief, family trauma, sexuality, abuse, separation and a range of other associated issues are dealt with in the context of family relationships.

Family Dispute Resolution is available for couples deciding to separate or who have already separated.

Family Dispute Resolution can assist couples to reach agreement on children's issues, or financial or property matters. All counsellors are fully trained and qualified in the specialised areas of relationship and mediation work. There is a fee for this service: a sliding scale based on income. Contact the service and/or see Relationships Australia Brochures for additional information.

A 1800 telephone counselling service is also available for general relationship and family issues for individuals and couples. Pre-booked appointments necessary; this is not a crisis service. All staff are trained and qualified counsellors. A sliding fee scale based on income applies. Phone 1800 817 569 for an appointment.

(Cont'd)

### **Ballarat Family Relationship Centre**

34 Peel Street North, Ballarat 3350

Phone 1300 303 988

Fax 5338 2899

[www.familyrelationships.gov.au/ballaratfrc](http://www.familyrelationships.gov.au/ballaratfrc)

Monday to Friday 9.00am to 5.00pm with extended hours on Thursday evenings

Closed 12.30pm - 1.15pm

The Ballarat Family Relationship Centre aims to assist families with their family relationships and parenting by providing appropriate information and referrals. Family members can come into the Centre's resource area to browse through resources or talk with staff about what may be available to meet their needs. The Ballarat Family Relationship Centre works with separating families to assist them in achieving workable parenting arrangements (outside the court system) through information, support, referral and family dispute resolution services.

## Services Relating to the Protection of Women & Children

### **Greater Grampians Child FIRST**

Phone 1300 78 33 41

9.00am - 5.00pm Monday to Friday

Child FIRST (Child & Family Intake Referral & Support Team) is the central intake point for referrals to Family Services across the Greater Grampians Region (including Ballarat). The service provides assessment, advice and referrals for children and families in a variety of situations, including relating to children who may be at risk of some harm, but when a report to Child Protection is not indicated. Workers will ensure that an effective and appropriate service is accessed.

### **Ballarat Centre Against Sexual Assault (CASA)**

115a Ascot Street South, Ballarat

PO Box 577, Ballarat 3353

Phone 5320 3933 or 1800 806 292 (24-hour Crisis Care line after hours)

Fax 5320 3817

Email [casa@bhs.org.au](mailto:casa@bhs.org.au)

[www.casa.org.au/ballarat/](http://www.casa.org.au/ballarat/)

9.00am to 5.30pm – Monday to Friday

Closed between 12.00noon-1.00pm

Late appointments available

Free and confidential support for victims/survivors of sexual assault including counselling and advocacy and 24-hour crisis care. CASA provides information, support groups, visiting services to Ararat, Bacchus Marsh and Daylesford. Community and professional education, support for partners, families and friends is also offered. A duty worker is available between 1.00pm and 5.00pm Monday to Friday.

**Child Protection Service - Department of Human Services (DHS)**

State Government Offices  
 Corner Mair & Doveton Streets  
 Ballarat 3350  
 Phone 1800 000 551 or 5333 6530  
 State-wide after hours service (urgent matters)  
 13 12 78  
 Fax 5333 6831  
[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

Child Protection Services are responsible for the investigation and management of children and young people (birth –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.

**NAPCAN - National Association for Prevention of Child Abuse and Neglect**

[www.napcan.org.au](http://www.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 Abuse Unit (Police)**

PO Box 528, Ballarat 3350  
 Phone 5336 6055

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.

**Women's Domestic Violence Crisis Service of Victoria**

24-hour Crisis Line - 7 days a week  
 1800 015 188 or 9322 3555  
[www.wdvc.org.au](http://www.wdvc.org.au)

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.

**Women's Resource Information & Support Centre (WRISC)**

Family Violence  
 119 Lyons Street North, Ballarat 3350  
 PO Box 1044, Ballarat Mail Centre 3354  
 Phone 5333 3666  
 Email [wrisc@wrisc.org.au](mailto:wrisc@wrisc.org.au)  
<http://wrisc.ballarat.net.au>  
[www.wrisc.org.au](http://www.wrisc.org.au)  
 Monday - Friday 9.00am - 5.00pm

WRISC provides a confidential and free service for women and children who have experienced family violence. WRISC provides support to deal with the impact of family violence, court support and referrals. An outreach service can be provided to clients in Ballarat and outlying areas. WRISC also has indigenous workers to provide culturally sensitive support. WRISC has support groups for women and art therapy groups for children. Individual counselling is available for children

(See also Victims Assistance Program under Community Safety page 56)

**Australian Domestic and Family Violence Clearing House**

[www.austdvclearinghouse.unsw.edu.au](http://www.austdvclearinghouse.unsw.edu.au)  
 Freecall 1800 75 33 82  
 Provides newsletters, issues papers and searchable databases of research, resources and good practice.

## Women's Information & Referral

### **Council of Single Mothers & Their Children**

Monday - Thursday 9.30am - 3.00pm

Phone 03 9654 0622

Freecall 1 800 077 374

[www.csmc.org.au](http://www.csmc.org.au)

CSMC provides counselling, information, referral and support to single mothers.

### **Women's Information (WIRE)**

Information Line 9.00am – 5.00pm Monday – Friday

Phone 1300 134 130

[www.wire.org.au](http://www.wire.org.au)

Women's generalist information, support and referral service with on-line fact sheets on domestic violence, separation, divorce, children, finances, housing, counselling and walk-in centre.

(See also Women's Health Grampians under Women's Health page 67)

## Young Parents

### **PODS Education Support**

Ballarat Community Health Centre

710 Sturt Street, Ballarat 3350

Phone 5338 4500

[www.bchc.org.au](http://www.bchc.org.au)

This is for young parents aged 19 years or under who are studying or would like to return to study in the next six months. Support is provided to plan study goals, select and apply for courses and to find appropriate child care. Financial assistance is provided to help with related education and training costs including course fees and textbooks.

### **PODS Young Parents' Group**

Ballarat Community Health Centre

710 Sturt Street, Ballarat 3350

Phone 5338 4500

[www.bchc.org.au](http://www.bchc.org.au)

Young mums and dads aged 19 years or under can join this group from the last month of their pregnancy. The group provides a safe and welcoming space for young parents to meet, support each other and learn about a range of topics. The group provides parents with 18 months access and activities include: first aid, cooking, child safety, parenting sessions, excursions and early brain development.

### **BYPG Ballarat Young Parents' Group**

Wednesdays at 10.00am

Youth Head Quarters

122 Armstrong Street South

Ballarat 3350

Haylee Hartley

Phone 0407 306 846

Email [bypg@dodo.com.au](mailto:bypg@dodo.com.au)

This is a group for young parents under 25 years of age. Our aim is to provide peer support, advice and friendship opportunities in a relaxed and friendly atmosphere. Come along for a chat and to meet some other young parents just like you! You can call first or just come along. Pregnant mums and dads are especially welcome. Children always welcome.

### **Ballarat Secondary College LinkUp Program**

Phone 5336 5005

Within Ballarat Secondary College LinkUp program is a "young parent program". The program operates young mothers' groups in Wendouree West, and Delacombe. Students are enrolled at Ballarat Secondary College with the emphasis on educational and wellbeing pathways for young mothers.



**Classes for young Mums and Dads**

Ballarat Health Services, Maternity Unit

Drummond Street North, Ballarat 3350

Phone 5320 4971 Fax 5320 4974

Wednesdays 1.30pm – 3.00pm

Fun and free classes to prepare young parents for birth and parenthood. Sessions include pregnancy and birth, basic baby care and safety. A must for every mum and dad to be, come along everyone welcome.

**Young Parents Maternal & Child Health Service**

A service for young parents

507 Humffray Street South

Ballarat 3350

Phone 5320 5801

Mobile 0417 324 730



# General Services

## Arts & Family Fun

### **Ballarat Centre of Music and the Arts**

112a Victoria Street  
Ballarat 3350  
Phone 5331 3086

Pre-School Music & Dance Classes.

Each hour long lesson includes 30 minutes each of dance and music, with specialist teachers in each. The classes are designed to develop the basic skills needed in both disciplines and give a thorough grounding so that children can go on to either or both forms of the arts with confidence and understanding.

### **Ballarat Art Gallery**

40 Lydiard Street North, Ballarat 3350  
Phone 5320 5858 Fax 5320 5791  
[www.balgal.com](http://www.balgal.com)

Open every day except Christmas Day

9.00am – 5.00pm

Guided Tours 2.00pm Wednesday – Sunday

The Ballarat Art Gallery houses one of Victoria's top five collections of Australian Art. The gallery provides community access to exhibitions and community education programs. Children are welcomed into the Gallery and there are regular children's exhibitions and school holiday programs. Free general admission.

### **Ballarat Eureka Centre**

Corner Eureka & Rodier Streets  
Ballarat 3350  
Phone 5333 1854  
[www.eurekaballarat.com](http://www.eurekaballarat.com)

9.00am to 5.00pm daily (except Christmas Day)

Last Entry to Exhibition 4pm

The Eureka Centre is located in East Ballarat on what is considered to be the site of one of the most significant events in the evolution of Australian democracy - the Eureka Rebellion. The centre is a popular tourist destination and commemorates the passionately held ideals and the sacrifices of those who lived and worked on Ballarat's goldfields.

### **Ballarat Wildlife Park**

Corner Fussell & York Streets  
Ballarat 3350  
Phone 5333 5933 Fax 5333 4025  
[www.wildlifepark.com.au](http://www.wildlifepark.com.au)  
Email [info@wildlifepark.com.au](mailto:info@wildlifepark.com.au)

Opened every day except Christmas Day

9.00am – 5.30pm

A public guided tour runs between  
11.00am – 12 noon daily.

The Ballarat Wildlife Park lets the public experience close contact with koalas, kangaroos, emus and other native animals in a woodland setting. There are picnic and barbeque facilities and family memberships are available.

**Arts and Cultural Development**

City of Ballarat - Community Strengthening  
Phone 5320 5746

Arts and Cultural Development offers a range of services to artists, arts organisations and the broader community including assistance with funding, advocacy, promotion and professional development opportunities. The Arts and Cultural Development Unit also works closely with community groups, partners and individuals in developing ways to strengthen community participation and access to arts and cultural initiatives in the Ballarat region and manages a small grant allocation as part of its Arts Development Program. Ongoing projects include Arts in the Park, Cultural Diversity Week and Public Art. In addition, information can be found on Council's website promoting local events, arts groups, artists, organisations and venues. For more detailed information, the Arts and Cultural Development Unit also produces an electronic newsletter each month.

Phone 5320 5643

Email [sahncramer@ballarat.vic.gov.au](mailto:sahncramer@ballarat.vic.gov.au)

**Cry-Baby Cinema Sessions**

Regent Multiplex Cinemas  
49 Lydiard Street North, Ballarat 3350  
Sessions run Mondays from 10.00am  
Phone 5330 5555 for further information and session times  
Fax 5333 3866  
[www.regentmultiplex.com.au](http://www.regentmultiplex.com.au)

The Regent Multiplex Cinemas run weekly Cry-Baby Sessions on Mondays for parents and babies/toddlers. During Cry-Baby Sessions lights are dimmed rather than completely darkened, sound is a little softer, prams may be taken into the cinema and parents will not have to worry about disrupting other patrons if their child cries or makes noise. Sessions do not run during school holidays or public holidays.

**Her Majesty's Theatre**

17 Lydiard Street South  
Ballarat 3350  
Box Office Tickets Sales Phone 5333 5888  
[www.hermaj.com](http://www.hermaj.com)  
Email [hermaj@hermaj.com](mailto:hermaj@hermaj.com)

Her Majesty's is one of Australia's most historic theatres. The theatre has served the people of Ballarat since its foundation in 1874 and has been in continuous use as a live theatre throughout its history. Tickets to performances can be booked through MajesTix.

**Sovereign Hill**

Bradshaw Street, Ballarat 3350  
Phone 5337 1100 Fax 5331 1528  
[www.sovereignhill.com.au](http://www.sovereignhill.com.au)

Open every day except Christmas Day  
10.00am – 5.00pm (5.30pm during daylight savings)

Imagine going back over a century to Victoria's goldrush days and reliving the history and excitement of the era. You can at Sovereign Hill outdoor museum. Built on a 25 hectare (60 acre) site linked with the richest alluvial goldrush in the world, Sovereign Hill faithfully depicts Ballarat's first ten years after the discovery of gold in 1851. There are numerous activities for children and family memberships are available.

## FUN ACTIVITIES FOR CHILDREN

### Sesame Workshop

[www.sesameworkshop.org](http://www.sesameworkshop.org)

This site has great colouring in pages of Sesame Street characters and easy activity sheets for children. All info can be printed out.

[www.coloringbookfun.com](http://www.coloringbookfun.com)

### Games

[www.gameskidsplay.net](http://www.gameskidsplay.net)

[www.gameskids.com](http://www.gameskids.com)

[www.123child.com](http://www.123child.com)

Sites provide information on a variety of games for children to play; they set out what is required, rules etc.

## Libraries

### Central Highlands Regional Library Corporation

The Central Highlands Regional Library Corporation has three branches located in the City of Ballarat; Ballarat, Sebastopol and Wendouree branch libraries. A further nine branches are located across the Central Highlands region in Ararat, Avoca, Bacchus Marsh, Creswick, Clunes, Beaufort, Daylesford and Maryborough. A mobile library also operates across the Central Highlands Region.

Membership to the Central Highlands Regional Library Corporation is free and available to people of all ages.

#### - Ballarat Branch

178 Doveton Street North

Ballarat 3350

Phone 5331 1211 Fax 5331 1890

[www.chrlc.vic.gov.au](http://www.chrlc.vic.gov.au)

Monday – Thursday 9.30am – 6.00pm

Friday 9.30am – 7.00pm

Saturday 10.00am – 1.00pm

Sunday 1.15pm – 4.00pm

#### - Sebastopol Library

181 Albert Street

Sebastopol 3356

Phone 5335 7985 Fax 5335 7985

[www.chrlc.vic.gov.au](http://www.chrlc.vic.gov.au)

Monday 2.00pm to 5.30pm

Tuesday 10.00am to 1.00pm

Wednesday 2.00pm to 5.00pm

Thursday 10.00am to 1.00pm

Friday Closed

Saturday 10.00am – 12.00pm

Sunday - Closed

#### - Wendouree Library

Stockland Shopping Centre

Corner Gillies Street North and Norman Street

Wendouree 3355

Phone 5339 3505 Fax 5338 2035

[www.chrlc.vic.gov.au](http://www.chrlc.vic.gov.au)

Monday – Thursday 10.00am – 5.00pm

Friday 10.00am – 6.00pm

Saturday 10.00am – 12.00noon

Sunday Closed

## Recreation & Sports Facilities

### - Children's Services

Central Highlands Regional Library Corporation has a strong commitment to children's literacy and provides a number of regular programs for children to encourage a life-long love and interest in books and reading. Check with local branches or the online calendar for session times.

- **Tiny Tots Storytime** – A fun introduction to simple stories, rhymes, songs and finger plays for children aged six to 30 months. This storytime involves participation from adults. Children must be accompanied by an adult throughout the entire storytime.

- **Pre-School storytimes** – Attending a pre-school storytime is an excellent way of introducing your child to libraries and quality children's literature. Developing a regular storytime pattern with your child will help to foster a life-long love of books. You and your child will also enjoy the social interactive experience of participating in the storytime and having fun.

- **Bookbuzz Club** – an after school club that meets once a month at Ballarat branch library. Anyone between the ages of six and twelve can join. At bookbuzz club participants can talk about their favourite books, check out the latest books the library has and join in great activities. Contact the information desk on 5331 1211 or log onto the website for club dates.

Ballarat is a vibrant municipality that offers a broad range of activities for everyone to enjoy. We encourage you to consult the City of Ballarat's Directory on Council's website for a comprehensive listing of sporting and recreational groups in Ballarat including scouts, athletics, dance and other sports/recreational opportunities. Many of the clubs listed there also offer specific junior programs. For further information, please phone City of Ballarat's recreation staff on 5320 5641. [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)

### COMMUNITY RECREATION GROUPS

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

#### Ballarat Basketball Association

Peter Eddy  
5338 1220

#### Ballarat Cricket Association

Don Jacobson  
5331 7998 or 0407 244 467

#### Ballarat and District Soccer Association

Charles Payton  
5336 1248

#### Ballarat Football League

Ron Ward  
5333 1977 or 0400 611 310

#### Ballarat Little Athletics

Mark Dobbyn 5333 5154  
Frances Simpson 5331 4689  
[www.ballaratlittleathletics.com.au](http://www.ballaratlittleathletics.com.au)

#### Ballarat Netball Association

Jo Dash  
5334 7509 or 0418 625 800

#### Ballarat Pony Club

Therese McNab  
0412 696 648

#### Ballarat Yacht Club

Steve Wright  
0438 327 012

#### Girl Guides

Louisa Taylor  
5334 1975

#### Hockey Ballarat

Kat Bateman  
0407 338 508  
[www.hockeyballarat.org.au](http://www.hockeyballarat.org.au)

(Cont'd)

## General Services

(Recreation and Sports Facilities Cont'd)

### **Riding for the Disabled**

Grace Johnston  
5332 4511

### **Scouts Australia – Ballarat District**

Michelle Pryor  
5330 3562

### **Ballarat Community Health Centre**

710 Sturt Street, Ballarat 3350  
PO Box 1156, Bakery Hill 3354  
Phone 5338 4500  
Email [info@bchc.org.au](mailto:info@bchc.org.au)  
[www.bchc.org.au](http://www.bchc.org.au)

Sports equipment library

## SWIMMING CENTRES

Ballarat has an excellent range of indoor and outdoor swimming pools providing facilities for families with children of all ages. In addition to these community facilities, there are a number of private swimming schools operating in Ballarat as per the Yellow Pages.

Check seasonal opening sessions.

### **Indoor Pools**

#### **Ballarat Aquatic Centre**

Prince of Wales Park,  
Gillies Street North, Ballarat 3350  
Phone 5334 2499  
[www.ballarataquatic.ymca.org.au](http://www.ballarataquatic.ymca.org.au)

Hours:

Monday - Friday 6am – 9pm  
Saturday & Sunday 8am – 6pm  
Public Holidays 10am – 6pm

Indoor facility - 25m heated pool, heated toddler's pool, heated learner's pool

The BAC is a City of Ballarat owned leisure and aquatic facility, managed by the YMCA. It provides a wide range of facilities including swimming pools, spa, health club, gym, gymnastics centre and creche. Activities offered include learn to swim classes, gymnastics, fitness classes, childcare, SNAP - Special Needs Aquatic Program, holiday programs and birthday parties.

#### **UniSports Swimming Pool**

Gear Avenue, Mount Clear 3350  
Phone 5327 9695  
25m heated indoor pool

Based at the University of Ballarat, UniSports offer a range of facilities including a 25m swimming pool and a fully equipped gymnasium. A variety of recreation programs are also offered by UniSports, such as swimming lessons, gymnastic programs and birthday parties. UniSports welcome students, staff and community participation.

### **Outdoor Pools**

#### **Black Hill Swimming Pool**

Chisholm Street, Black Hill 3350  
Phone 5331 4300  
25m unheated pool & toddler's pool

#### **Brown Hill Swimming Pool**

Humffray Street North, Ballarat 3350  
Phone 5338 8663  
30m unheated pool & toddler's pool

#### **Buninyong Swimming Pool**

Forest Street, Buninyong 3357  
Phone 5341 3302  
25m solar heated pool & toddler's pool



**Eureka Swimming Pool**

Stawell Street, Ballarat 3350

Phone 5331 2820

50m Olympic heated pool

Learner's pool & toddler's pool

Waterslide & Mini-golf

**Wendouree Swimming Pool**

Dowling Street, Wendouree 3355

Phone 5339 2459

50m unheated pool

Learner's pool & toddler's pool





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**Ballarat Best Start :**  
Promoting a child and family  
friendly community.

## *Emergency Numbers*

<b>Ambulance</b>	000	Ballarat Health Services	5320 4000
<b>Fire brigade</b>	000	St John of God Health Care	5320 2111
<b>Police</b>	000	Poisons Information Centre	13 11 26
Doctor _____		Maternal and Child Health 24 hour Advisory Service	13 22 29
Dentist _____		Ballarat Police Attendance (Non-emergency)	5331 2717
		Ballarat Police General Enquiries & telephone reporting	5336 6000