



Early Years Guide





Children's Services



BREASTFEEDING SUPPORT

Ballarat Health Services Breastfeeding Clinic

Drummond Street North, Ballarat
Phone: 5320 4977 or 5320 6513
Monday, Tuesday and Friday

Urgent Assistance and After Hours
Phone: 5320 4971

Midwives and nurses working in women's and children's health areas offer support, education, practical assistance and personalised care to breastfeeding mothers, babies and their families.

Lactation consultants provide specialised consultations for mothers with breastfeeding challenges. Prenatal and postnatal consultations are available for mothers of preterm or unwell babies, or for breastfeeding mothers requiring hospitalisation at any time. Advice regarding breastfeeding and returning to work or study is also available.

The breastfeeding clinic provides at-home support for mothers with babies up to six months old. There is no charge for this clinic but appointments are necessary. No referral is needed.

Australian Breastfeeding Association (ABA) - Ballarat branch

Phone: 0435 034 277
Trained local counsellors and breast pump hire
Toll free helpline: 1800 686 268
(1800 mum 2 mum)
www.breastfeeding.asn.au

The Ballarat branch of the Australian Breastfeeding Association provides a range of services for new and expectant parents. These include a calendar of local events, 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 seven-day helpline is available for breastfeeding queries. Information, links and online forums are also available on the Association's website.

Medications and breastfeeding

Monash Medical Centre Drug Information

Phone: 03 9594 2361

Royal Women's Hospital Medicines Information Service

Phone: 03 8345 3190

Email: drug.information@thewomens.org.au

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 28).

St John of God Hospital Ballarat Breastfeeding Clinic

101 Drummond Street North
Ballarat 3350
Phone: 5320 2110
Mondays: 9am to 1pm

The outpatient clinic is staffed by a lactation consultant and assists women having difficulties breastfeeding. No referral is needed. A consult fee applies for this service; some private health funds may provide full or partial cover.

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 these businesses.

	Baby Care Rooms	Microwave	Seating	Toilet	Hand Washing Facilities	Designated Feeding Area
Parent Place	✓	✓	✓	✓	✓	✓
Myer Ballarat	✓	✓	✓	✓	✓	✓
Central Square Shopping Centre	✓		✓	✓	✓	✓
Stocklands Wendouree	✓	✓	✓	✓	✓	✓
Ballarat Library – Doveton Street North	✓		✓	✓	✓	
UFS Dispensary – Bridge Mall (facility for members)	✓	✓	✓	✓	✓	✓
York Street Church of Christ	✓		✓	✓	✓	✓
Kiro Kids	✓		✓	✓	✓	
Sovereign Hill	✓		✓	✓	✓	
City of Ballarat (Phoenix Building)	✓	✓	✓	✓	✓	✓
City of Ballarat (Girrabanya Children's Centre)	✓	✓	✓	✓	✓	✓
DEECD Regional Office	✓	✓	✓	✓	✓	✓
Her Majesty's Theatre	✓		✓	✓	✓	✓
Museum of Australian Democracy at Eureka (M.A.D.E)	✓			✓	✓	
Ballarat Community Health - Lucas	✓	✓	✓	✓	✓	✓
Robert Clarke Centre – Ballarat Botanical Gardens				✓	✓	✓

CHILDCARE

There are a variety of childcare options available in the Ballarat community whether you are returning to work, studying or just wanting time out for appointments or outings.

Childcare is funded by the Federal Government. It includes family day care, long day care and occasional care. Family day care and long day care providers must be registered with the Department of Education and adhere to National Quality Standards (NQS) and Early Years Learning and Development Frameworks.

Australian Children's Education and Care Quality Authority (ACECQA) guides the implementation of the National Quality Framework for Early Childhood Education and Care nationally and ensures consistency in delivery. ACECQA ensures National Quality Framework Policy and service delivery is in line with best practice across the country.

Home-Based Child Care

Home-based services provide quality care and education for small, mixed age groups of children aged birth to 12 years in family homes.

Family Day Care (FDC)

www.familydaycareaustralia.com.au

Full-time, part-time, before and after school, emergency, weekend and overnight care is available. Children are cared for in the home of an educator regularly supported, visited and resourced by coordinators.

All City of Ballarat educators hold qualifications and are regulated by the Department of Education and follow National Regulations.

Family Day Care Coordination Unit

City of Ballarat
Family, Youth & Children's Services
The Phoenix, 25 Armstrong Street South
Ballarat 3350
Phone: 5320 5720
Email: familydaycare@ballarat.vic.gov.au
www.ballarat.vic.gov.au

For information, visit Parent Place,
39 Sturt Street, Ballarat.

In-Home Care

In-home care is provided by registered care givers in the child's own home. In-home care is available through the City of Ballarat Family Day Care Program for families who do not have access to a standard childcare 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 childcare to families who may be experiencing difficulties including stress or illness. A qualified educator provides three hours care a week in a child's home for six weeks. The primary focus is to attend to the child'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 centres primarily cater for children from birth to school age. They open at least eight hours a day, five days a week and 48 weeks a year. The services are regulated by the State Government and comply with formal assessment and rating visits conducted by the Department of Education.

Please contact the City of Ballarat for details of new centres or phone the Childcare Access Hotline on 1800 670 305.

Goodstart Early Learning Centre – Alfredton

91-93 Cuthberts Road
Alfredton 3350
Phone: 5334 2929 or 1800 222 543
Email: ala@goodstart.org.au

Goodstart Early Learning Centre – Creswick Road

609-611 Creswick Road
Ballarat 3350
Phone: 5339 5111 or 1800 222 543
Email: cwr@goodstart.org.au

Goodstart Early Learning Centre – Delacombe

Cnr Glenelg Highway and Sutton Street
Delacombe 3350
Delacombe 1:
Phone: 5336 1296 or 1800 222 543
Delacombe 2:
Phone: 5336 1044 or 1800 222 543
Email: del@goodstart.org.au

Goodstart Early Learning Centre – Mount Clear

1108 Geelong Road
Mount Clear 3350
Phone: 5330 2677 or 1800 222 543
Email: mcl@goodstart.org.au

Goodstart Early Learning Centre – Mount Helen

1848 Geelong Road
Mount Helen 3350
Phone: 5330 2499 or 1800 222 543
Email: mhn@goodstart.org.au

Goodstart Early Learning Centre – Wendouree

1122 Howitt Street
Wendouree 3355
Phone: 5339 1311 or 1800 222 543
Email: wen@goodstart.org.au

Alfredton Child Care Centre

83 Elaine Avenue
Alfredton 3355
Phone: 5334 2427
Email: Alfredtonccc@bigpond.com

Ballarat Child Care Co-operative

1007 Armstrong Street North
Ballarat 3350
Phone: 5333 1601
Email: bccc@ncable.net.au

Ballarat Little Learners Early Education Centre

257 Victoria Street
Ballarat 3350
Phone: 5331 4912
Email: info@ballaratlitlelearners.com.au

CHILDCARE

Ballarat North Early Learning Centre

1013 Ligar Street
Ballarat North 3350
Phone: 5332 3533
Email: ballarat@neighbourhoodelc.com.au

Centre for Early Education

201 Forest Street
Wendouree 3355
Phone: 5338 0896
Email: ceed@ceed.bgs.vic.edu.au

Cherish Early Learning Centre

12 Vale Street
Sebastopol 3356
Phone: 5336 4430
Email: jaime@cherishelc.com.au

FedUni Children's Centre at Mt Helen

University Drive
Mount Helen 3350
Phone: 5327 9456
Email: childrenscentres@federation.edu.au

FedUni Children's Centre at SMB

Lydiard Street South
Ballarat 3350
Phone: 5327 8183
Email: childrenscentres@federation.edu.au

Girrabanya Children's Centre

Cnr Peel and Steinfeld Streets
Ballarat 3350
Phone: 5320 5150
Email: GCC@ballarat.vic.gov.au

Lake Gardens Children Centre

2 Stirling Drive
Lake Gardens 3355
Phone: 5337 6529
Email: lakegardenscc@bigpond.com

Sebastopol Child Care Centre

254 Vickers Street
Sebastopol 3356
Phone: 5335 9509
Email: sebasccc@ncable.net.au

Wendouree Children's Services

Cnr Gillies and Hastings Streets
Wendouree 3355
Phone: 5320 8200
Email: WCS@ballarat.vic.gov.au



OCCASIONAL CARE

Occasional care is supported by Federal, 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 & Leisure Centre (BALC)

Gillies Street North
Ballarat 3350
Phone: 5330 4109

Ballarat City Occasional Child Care Centre

Cnr Market Street and Armstrong Street North
Ballarat 3350
Phone: 5364 2720
Email: OCC@ballarat.vic.gov.au

Creswick & District Pre-School

24 Victoria Street
Creswick 3363
Phone: 5345 2274
Bookings to be made through ECKA
on 5339 5055

Karinya Centre

The Salvation Army
6 Crompton Street
Ballarat 3350
Phone: 5329 1100

Yuille Park Children's Centre

Violet Grove
Wendouree West 3355
Phone: 5339 2463

VACATION CARE SERVICES

During school holidays, recreational care programs are run for children 5 to 12 years old. Vacation Care allows children to try fun and educational activities and enjoy 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 YMCA

7 Lyons Street North
Ballarat 3350
Phone: 5329 2800

YMCA runs five Vacation Care programs at:

Alfredton Primary School
Ballarat Specialist School
Black Hill Primary School
Delacombe Primary – Doug Dean Reserve
Pleasant Street Primary School

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 YMCA Before and After School Care

7 Lyons Street North
Ballarat 3350
Phone: 5329 2800

Alfredton Primary School
Ballarat Specialist School
Buninyong Primary School
Delacombe Primary School – Doug Dean Reserve
Our Lady Help of Christians School
Pleasant Street Primary School

Black Hill Primary School After School Program

Partnered with Camp Australia
601 Chisholm Street
Black Hill 3350
Information and bookings: 5332 4544 or
0423 795 198

Forest Street Primary School After School Program

Cnr Forest and Hancock Streets
Wendouree 3355
Information and bookings: 5339 2110
(After hours this number is transferred to venue)
www.foreststreetps.vic.edu.au

Ballarat Grammar School After School Program

Provided by Camp Australia
201 Forest Street
Wendouree 3355
Phone: 1300 105 343
Email: osch@campaustralia.com.au

CHILDCARE INFORMATION & CONTACTS

Child Care Benefit Family Assistance Office

Located at any Centrelink or Medicare office

Phone: 13 61 50

www.familyassist.gov.au

Most families are eligible for some childcare fee relief from the Federal Government.

Community Child Care Association (CCC)

Suite 08 and 09

215 Bell Street

Preston 3072

Phone: 03 9486 3455

Freecall: 1800 177 017

Email: reception@cccinc.org.au

www.cccinc.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

1800 670 305

Assistance locating local childcare vacancies, and advice and support regarding available benefits.

Department of Education and Training (DET)

Grampians Regional Office

109 Armstrong Street North

Ballarat 3350

Phone: 5337 8444

Email: grampians.qar@edumail.vic.gov.au

www.education.vic.gov.au

www.acecqa.gov.au

The Department of Education and Early Childhood Development regulates and assesses education and care services including kindergartens, long day care centres, before and after school services, family day care services and occasional care services. There are several authorised officers in the Grampians region who help and advise approved providers, educators and parents on issues relating to education and care services.

Noah's Ark Inclusion Support Agency

Central Highlands Wimmera Region

15 Dawson Street

Ballarat 3350

Phone: 5338 8854

Email: isa.wimmera@noahsarkinc.org.au

www.noahsarkinc.org.au

Inclusion Support Agencies (ISA) work in partnership with all eligible Federal Government funded childcare and early learning services to build their capacity to include children with additional needs and disabilities.

Early Learning Association Australia

Level 3, 145 Smith Street

Fitzroy 3065

Phone: 03 9489 3500

Rural: 1300 730 119

Email: elaa@elaa.org.au

Early Learning Association Australia (ELAA) provides a range of management support and training to early childhood services. ELAA is a not-for-profit, non-government organisation that aims to promote, develop and sustain quality early childhood education.

For further information on early childhood intervention services, see page 36.

KINDERGARTEN

Kindergarten is an educational program in the year prior to a child starting school. Qualified early childhood teachers and educators work to engage every child in effective learning that promotes:

- Communication
- Learning and thinking
- Positive relationships
- Identity

Services delivering kindergarten programs are regulated under the National Quality Framework for Early Childhood Education and Care. Kindergarten provides children with a great start to life.

Kindergarten programs in the City of Ballarat operate in a variety of management models including Cluster Managed, Council Managed, private long day care centres and some independent schools. The City of Ballarat manages the

Kindergarten Centralised Enrolment Scheme – a system for processing kindergarten enrolments for three-year-old and four-year-old kindergarten.

To enrol, a child must turn four years by 30 April of the year they will be attending kinder. Applications for enrolment at any of the participating Ballarat kindergartens may be lodged anytime in the year your child turns two years.

The Enrolment Application Form is available on the City of Ballarat website: www.ballarat.vic.gov.au. It is also available at the City of Ballarat Customer Service Centre, Phoenix Building, Armstrong Street South. For more information, call the City of Ballarat on 5320 5684.

City of Ballarat Centralised Enrolment Scheme - Participating Kindergartens

Alfredton Pre-School

6 Balyarta Street
Alfredton 3350
Phone: 5334 1222
Email: Alfredton.kin@kindergarten.vic.gov.au

Bakery Hill Kindergarten

82 Mair Street
Ballarat 3350
Phone: 5332 6872
Email: bakery.hill.kin@kindergarten.vic.gov.au

Ballarat Fidelity Club Kindergarten

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

Ballarat North Kindergarten

506 Armstrong Street North
Ballarat 3350
Phone: 5332 6668
Email: ballarat.north.kin@kindergarten.vic.gov.au

KINDERGARTEN

Black Hill Kindergarten

602 Sherrard Street
Ballarat 3350
Phone: 5332 7849
Email: 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

Buninyong Pre-School

208 Learmonth Street
Buninyong 3357
Phone: 5341 3415
Email: buninyong.kin@kindergarten.vic.gov.au

Cardigan Village Kindergarten

2 Mitchell Drive
Cardigan 3352
Phone: 0457 444 414

Delacombe Community Kindergarten

105 Whitelaw Avenue
Delacombe 3356
Phone: 5336 2316
Email:
delacombe.community.kin@kindergarten.vic.gov.au

Enid Rogers Jubilee Kindergarten

2 Forest Street
Ballarat 3350
Phone: 5339 1084
Email: jubileekindergarten@hotmail.com

FedUni Children's Centre at SMB

Lydiard Street South
Ballarat 3350
Phone: 5327 8183
Email: childrenscentres@federation.edu.au

FedUni Children's Centre at Mt Helen

North Terrace
Mt Helen Campus
Ballarat 3350
Phone: 5327 9456
Email: childrenscentres@federation.edu.au

Girrabanya Kindergarten

11b Steinfield Street
Ballarat 3350
Phone: 5320 5150
Email: GCC@ballarat.vic.gov.au

Iris Ramsay Kindergarten

105-107 Lonsdale Street
Ballarat 3350
Phone: 5335 7590
Email: iris.ramsay.kin@kindergarten.vic.gov.au

Linda Brown Kindergarten

College Street
Wendouree 3355
Phone: 5339 2062
Email: linda.brown.kin@kindergarten.vic.gov.au

Midlands Kindergarten

1015 Armstrong Street North
North Ballarat 3350
Phone: 5332 6142
Email: midlands.kin@kindergarten.vic.gov.au

Mount Clear Community Kindergarten

2 Dallas Avenue
Mount Clear 3350
Phone: 5330 1447
Email:
mt.clear.community.kin@kindergarten.vic.gov.au

Miners Rest Kindergarten

Dundas Street
Miners Rest 3352
Phone: 5334 6328

Mount Helen Pre-School

16 Boak Avenue
Mount Helen 3350
Phone: 5330 1999
Email: 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

Rowan View Pre-School

402 Forest Street
Wendouree 3355
Phone: 5339 6196
Email: rowan.view.kin@kindergarten.vic.gov.au

Sebastopol Child Care Centre

254-256 Vickers Street
Sebastopol 3356
Phone: 5335 9509
Email: sebasccc@ncable.net.au

Sebastopol Kindergarten

115 Albert Street
Sebastopol 3356
Phone: 5335 8459
Email: Sebastopol.kin@kindergarten.vic.gov.au

Sebastopol South Kindergarten

187 Spencer Street
Sebastopol 3356
Phone: 5335 7079
Email:
sebastopol.south.kin@kindergarten.vic.gov.au

Sebastopol West Kindergarten

180 Grant Street
Sebastopol 3356
Phone: 5335 6263
Email:
sebastopol.west.kin@kindergarten.vic.gov.au

Wendouree Children's Centre Kindergarten

Cnr Gillies and Norman Streets
Wendouree 3355
Phone: 5320 7488
Email: WCS@ballarat.vic.gov.au

York Street Kindergarten

410 York Street
Ballarat 3350
Phone: 5333 4116
Email: york.st.kin@kindergarten.vic.gov.au

Yuille Park Kindergarten

Violet Grove
Wendouree 3355
Phone: 5339 2463
Email: yuille.park.kin@kindergarten.vic.gov.au

KINDERGARTEN

Private Kindergartens

Ballarat Aquatic & Lifestyle Centre

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

Ballarat Grammar School CEEd

201 Forest Street
Wendouree 3355
Phone: 5338 0830
Email: bgs@bgs.vic.edu.au

Ballarat Steiner Kindergarten

244 Moss Avenue
Mount Helen 3350
Phone: 5341 8188
Email: welcome@ballaratsteinerschool.com.au

Ballarat & Clarendon College Early Learning Centre

614 Mair Street
Ballarat 3350
Phone: 5330 8100
Email: jsoffice@bcc.clarendon.vic.edu.au

Cherish Early Learning Centre

12 Vale Street
Sebastopol 3350
Phone: 5336 4430
Email: enquire@cherishelc.com.au

St Alipius Kindergarten

78 Victoria Street
Ballarat 3350
Phone: 5331 4272
Email: alipius.kin@kindergarten.vic.gov.au

Ballarat Specialist School Early Learning Centre

25 Gillies Street
Ballarat 3350
Phone: 5334 1302
Email: ballarat.ss@edumail.vic.gov.au

PRIMARY SCHOOLS

For a child to begin primary school they must turn five by 30 April of the year they will be starting school. For information about enrolment or education, contact the school principal.

GOVERNMENT PRIMARY SCHOOLS

Alfredton Primary School

Cuthberts Road
Alfredton 3350
Phone: 5334 1572
Email: alfredton.ps@edumail.vic.gov.au
www.alfredtonps.vic.edu.au

Ballarat North Primary School

Landsborough Street
Ballarat North 3350
Phone: 5333 3387
Email: ballarat.north.ps@edumail.vic.gov.au
www.ballaratnthps.vic.edu.au

Black Hill Primary School

601 Chisholm Street
Ballarat 3350
Phone: 5332 4544
Email: black.hill.ps@edumail.vic.gov.au
www.blackhillps.vic.edu.au

Bungaree Primary School

348 Bungaree-Wallace Road
Bungaree 3352
Phone: 5334 0253
Email: bungaree.ps@edumail.vic.gov.au
www.bungareeps.vic.edu.au

Buninyong Primary School

202 Simpson Street
Buninyong 3357
Phone: 5341 3560
Email: buninyong.ps@edumail.vic.gov.au
www.buninyongps.vic.edu.au

Buninyong Primary School - Scotsburn Campus

Midland Highway
Scotsburn 3352
Phone: 5341 3496
Email: wallace.richard.d@edumail.vic.gov.au
www.buninyongps.vic.edu.au

Caledonian Primary School

Cnr Thompson and Water Streets
Brown Hill 3350
Phone: 5332 6955
Email: caledonian.ps@edumail.vic.gov.au
www.caledonianps.vic.edu.au

Canadian Lead Primary School

Otway Street South
Ballarat East 3350
Phone: 5333 7170
Email: canadian.lead.ps@edumail.vic.gov.au
www.clps.vic.edu.au

Cape Clear Primary School

1539 Scarsdale-Pitfield Road
Cape Clear 3351
Phone: 5342 2252
Email: cape.clear.ps@edumail.vic.gov.au
www.capeclearps.vic.edu.au

Clunes Primary School

Canterbury Street
Clunes 3370
Phone: 5345 3182
Email: clunes.ps@edumail.vic.gov.au
www.clunesps.vic.edu.au

PRIMARY SCHOOLS

Creswick Primary School

Napier Street
Creswick 3363
Phone: 5345 2044
Email: creswick.ps@edumail.vic.gov.au
www.creswickps.vic.edu.au

Creswick North Primary School

Macs Street
Creswick 3363
Phone: 5345 2012
Email: creswick.north.ps@edumail.vic.gov.au
www.creswicknorthps.vic.edu.au

Dana Street Primary School

Dana Street
Ballarat 3350
Phone: 5332 1301
Email: ballarat.ps.dana@edumail.vic.gov.au
www.danaps.vic.edu.au

Delacombe Primary School

Cnr Greenhalghs Road and Warrina Drive
Delacombe 3356
Phone: 5335 6103
Email: delacombe.ps@edumail.vic.gov.au
www.delacombeps.vic.edu.au

Forest Street Primary School

Cnr Forest and Hancock Streets
Wendouree 3355
Phone: 5339 2110
Email: forest.ps@edumail.vic.gov.au
www.foreststreetps.vic.edu.au

Haddon Primary School

Sago Hill Road
Haddon 3351
Phone: 5342 4487
Email: haddon.ps@edumail.vic.gov.au
www.haddonps.vic.edu.au

Invermay Primary School

Swinglers Road
Invermay 3352
Phone: 5332 6396
Email: invermay.ps@edumail.vic.gov.au
www.invermayps.vic.edu.au

Little Bendigo Primary School

8 Monte Street
Nerrina 3350
Phone: 5332 6317
Email: little.bendigo.ps@edumail.vic.gov.au
www.littlebendigops.vic.edu.au

Macarthur Street Primary School

401 Macarthur Street
Ballarat 3350
Phone: 5332 4746
Email: macarthur.street.ps@edumail.vic.gov.au
www.macps.vic.edu.au

Magpie Primary School

61 Docwra Street
Magpie 3352
Phone: 5335 8851
Email: magpie.ps@edumail.vic.gov.au
www.magpieps.vic.edu.au

Miners Rest Primary School

Dundas Street
Miners Rest 3352
Phone: 5334 6328
Email: miners.rest.ps@edumail.vic.gov.au
www.minersrestps.vic.edu.au

Mount Clear Primary School

1206 Geelong Road
Mount Clear 3350
Phone: 5330 1844
Email: mount.clear.ps@edumail.vic.gov.au
www.mountclearps.vic.edu.au

Mount Pleasant Primary School

401 Cobden Street
Mount Pleasant 3350
Phone: 5332 3646
Email: mount.pleasant.ps@edumail.vic.gov.au
www.mtpleasps.vic.edu.au

Napoleons Primary School

4721 Ballarat-Colac Road
Napoleons 3352
Phone: 5342 0414
Email: napoleons.ps@edumail.vic.gov.au
www.napoleonsps.vic.edu.au

Phoenix P-12 Community College Redan Campus (Primary)

Hertford Street
Sebastopol 3356
Phone: 5329 3293
Email: phoenix.p12.cc.primary@edumail.vic.gov.au
www.phoenix.vic.edu.au

Pleasant Street Primary School

Pleasant Street North
Ballarat 3350
Phone: 5332 2598
Email: pleasant.ps.ballarat@edumail.vic.gov.au
www.pleasantstps.vic.edu.au

Sebastopol Primary School

Warreen Street
Sebastopol 3356
Phone: 5335 8157
Email: sebastopol.ps@edumail.vic.gov.au
www.sebasps.vic.edu.au

Urquhart Park Primary School

49 Inkerman Street
Ballarat 3350
Phone: 5332 1651
Email: urquhart.park.ps@edumail.vic.gov.au
www.urquhartps.vic.edu.au

Warrenheip Primary School

Main Street
Warrenheip 3352
Phone: 5334 7294
Email: warrenheip.ps@edumail.vic.gov.au
www.whps.vic.edu.au

Waubra Primary School

Sunraysia Highway
Waubra 3352
Phone: 5343 5358
Email: waubra.ps@edumail.vic.gov.au
www.waubps.vic.edu.au

Wendouree Primary School

Howitt Street
Wendouree 3355
Phone: 5339 1229
Email: wendouree.ps@edumail.vic.gov.au
www.wendoureeps.vic.edu.au

Woody Yaloak Primary School

Ross Creek Campus
Sebastopol-Smythesdale Road,
Ross Creek 3351
Phone: 5342 0478
Email: ross.creek.ps@edumail.vic.gov.au
www.woodyyaloak.vic.edu.au

Woody Yaloak Primary School also has campuses in Smythesdale, Snake Valley and Scarsdale.

Yuille Park Community College

Violet Grove,
Wendouree 3355
Phone: 5339 5555
Email: yuille.park.p-8.cc@edumail.vic.gov.au
www.yuilleparkcc.vic.edu.au

PRIMARY SCHOOLS

NON- GOVERNMENT PRIMARY SCHOOLS

Ballarat Christian College

16-26 Vickers Street
Sebastopol 3356
Phone: 5335 6429
Email: bcc@balcc.vic.edu.au
www.balcc.vic.gov.au

Ballarat & Clarendon College Junior School

614 Mair Street
Ballarat 3350
Phone: 5330 8300
Email: jsoffice@bcc.clarendon.vic.edu.au
www.clarendon.vic.edu.au

Ballarat Grammar School

201 Forest Street
Wendouree 3355
Phone: 5339 1191
Email: bgs@bgs.vic.edu.au
www.bgs.vic.edu.au

Ballarat Steiner School

244 Moss Avenue
Mount Helen 3350
Phone: 5341 8188
Email: welcome@ballaratsteinerschool.com.au
www.ballaratsteinerschool.com.au

Emmaus Catholic Primary School

1503 Geelong Rd
Mount Clear 3350
Phone: 5330 2266
Email: principal@emtclean.catholic.edu.au
www.emtclean.catholic.edu.au

Lumen Christi Primary School

111 Whitelaw Avenue
Delacombe 3356
Phone: 5336 2015
Email: principal@lcdelacombe.catholic.edu.au
www3.lcdelacombe.catholic.edu.au

Our Lady Help of Christians Parish Primary School

484 Gillies Street North
Wendouree 3355
Phone: 5339 4726
Email: principal@olhcwendouree.catholic.edu.au
www.olhcwendouree.catholic.edu.au

St Alipius Primary School

106-108 Victoria Street, Ballarat 3350
Phone: 5331 1816
Email: alipius@saballarat.catholic.edu.au
www.saballarat.catholic.edu.au

St Aloysius Parish School

Ripon Street South
Ballarat 3350
Phone: 5335 8177
Email: aloysius@saredan.catholic.edu.au
www.saredan.catholic.edu.au

St Brendan's Primary School

1 Ti Tree Road
Dunnstown 3352
Phone: 5334 7604
Email: principal@sbdunnstown.catholic.edu.au
www3.sbdunnstown.catholic.edu.au

St Columba's Primary School

Gregory Street
Ballarat North 3350
Phone: 5332 4894
Email: principal@scballarat.catholic.edu.au
www.scballarat.catholic.edu.au

St Francis Xavier Primary School "Villa Maria"

100 Fortune Street
Ballarat East 3350
Phone: 5331 6311
Email: principal@sfxballarat.catholic.edu.au
www.sfxballarat.catholic.edu.au

St James' Parish School

260 Albert Street
Sebastopol 3356
Phone: 5335 8750
Email: principal@sjsebastopol.catholic.edu.au
www.3.sjsebastopol.catholic.edu.au

St Mary's Primary School

131 Powells Road
Clarke Hill 3352
Phone: 5334 5280
Email: principal@smclarkeshill.catholic.edu.au
www3.smclarkeshill.catholic.edu.au

St Patrick's Primary School

119 Drummond Street South
Ballarat 3350
Phone: 5332 7680
Email: principal@spbballarat.catholic.edu.au
www.spballarat.catholic.edu.au

St Thomas More Primary School

Cnr Cuthberts Road and Elaine Avenue
Alfredton 3350
Phone: 5334 2244
Email: principal@stmalfredton.catholic.edu.au
www.stalfredton.catholic.edu.au

PRIMARY SCHOOLS

Home Schooling

Home Education Network - Ballarat Group

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

Ballarat Home Education is available to mentor individuals or families seeking to organise group activities such as excursions, sport, science and art programs, or apply for grants. Help is also available for families with questions about commencing the home education journey.

Specialist Schools

Ballarat Specialist School

25 Gillies Street North
Ballarat 3350
Phone: 5334 1302
Email: ballarat.ss@edumail.vic.gov.au
www.ballaratss.vic.edu.au

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

Ballarat Specialist School also runs an Early Learning Centre offering three- and four-year-old kindergarten programs, and supported playgroup. The new purpose built centre opened in 2013 and caters for children with a diverse range of needs and abilities.

Ballarat Deaf Facility

Forest Street Primary School
Cnr Forest and Hancock Streets
Wendouree 3355
Phone: 5339 1202
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 deaf or hearing impaired students the best possible access to mainstream education. Teachers 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

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.

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 Training (DET)

Grampians Regional Office

109 Armstrong Street North

Ballarat 3350

Phone: 5337 8444

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. Its Student Support Services include assessments for students with disabilities and special learning needs. Parents and caregivers initiate student enrolments with the principal of their local government school.



AKE WENDOUREE



EDUCATION INFORMATION & SERVICES

Koorie Engagement Support Officers

SWV Region Ballarat Office (DEECD)
109 Armstrong Street North
Ballarat 3350
Phone: 5337 8491

The Koorie Engagement Support Officers (KESOs) work with education and child and family service providers, key stakeholders and the Ballarat community to raise the profile of learning and development, and increase:

- Early years participation
- Student engagement and wellbeing
- Retention and achievement
- Entry into, and successful completion of, high education qualifications
- Work with other departments and agencies to strengthen the commitment to Koorie children and young people through learning and development outcomes.

The KESOs also support and promote the implementation of Koorie Education policy and participate in the planning, development and coordination of Koorie Education programs in schools within the region.

The KESOs Program is available to assist Koorie students, their families and school to achieve improved attendance and participation in schooling and improved student outcomes.

The KESOs facilitate access and participation in four-year-old kindergarten for Aboriginal children and their families. They also provide culturally appropriate resources and program information to kindergartens.

Program Officer Student Wellbeing and Disabilities

Department of Education and Training
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.

The Smith Family

Community Programs Ballarat
135-155 Yarrowee Street
Sebastopol 3356
Phone: 5335 9627
Email: brenton.hancock@thesmithfamily.com.au
www.smithfamily.com.au
Monday to Friday

The Smith Family is a national charity helping young Australians in need to get the most out of their education, so they can create better futures for themselves.

Visiting Teacher Service

Department of Education and Early Childhood
Development
Grampians Region
109 Armstrong Street North
Ballarat 3350
Phone: 5337 8444

The Visiting Teacher Service provides support for students from Prep to Year 12 with a hearing impairment, visual impairment, physical disability or health impairment; autism spectrum disorder; severe or challenging behaviour; or learning disabilities.

To receive Visiting Teacher support students must meet eligibility criteria, have signed parent consent and a referral from the school principal. The level and type of support, and the role and function of the Visiting Teacher, is determined in consultation with the Student Support Group.

Foster Care

CAFS Ballarat

Ludbrook House
115 Lydiard Street North
Ballarat 3350
Phone: 5337 3333
Email: ceo@cafs.org.au
www.cafs.org.au

Provides accommodation and support for children from 0 to 17 years in homes of well-trained and supported volunteer caregivers. The overall goal of foster care is the reunification of children with their family of origin.

Immunisation

Immunisation is a highly effective way of protecting children against relevant infectious diseases. The City of Ballarat Immunisation Service provides immunisation programs at several locations in the Ballarat region, in accordance with the National Immunisation Program Schedule.

Services offered:

- Childhood immunisation
- School Immunisation Program
- Workplace Immunisation Program
- Open immunisation sessions

For information on all vaccines, appointment and public session times, call the City of Ballarat Immunisation Service on **5320 5850**; visit **www.ballarat.vic.gov.au** or collect an immunisation timetable at a City of Ballarat Maternal & Child Health Centre.

Baby 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.

St John of God Hospital Ballarat

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

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

There are also a number of private baby massage practitioners in Ballarat.

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 City of Ballarat service operates at four centres in the municipality, as well as some home visiting services. It also provides online Maternal and Child Health Services with valuable Q&A resources at www.ballarat.vic.gov.au/mchconnect

Maternal and Child Health Services is an excellent referral point for a variety of other services. Each centre also facilitates parent groups and other relevant groups. For more information, call City of Ballarat Family and Children's Services on 5320 5155.

Locations:

Buninyong
208 Learmonth Street
Buninyong 3357

Girrabanya Children's Centre
11b Steinfeld Street
Ballarat 3350

Sebastopol
183 Albert Street
Sebastopol 3356

Cooinda Centre
10 Learmonth Road
Wendouree 3355

UFS Dispensary
Drop-in service for Baby Club members
40 Bridge Mall
Ballarat 3350

Parent Advice & Support

Parent Place

39 Sturt Street
Ballarat 3350
Phone: 5320 5720

Parent Place is a safe and inclusive environment to relax, change and/or feed a baby, have a cup of tea or coffee, and enjoy playing with your children in the play space.

There is information on City of Ballarat Family and Children's Services including family day care, childcare, kindergarten, immunisation, maternal and child health, and playgroups. Information is also provided on other local services for families with young children.

For special events and activities, visit www.ballarat.vic.gov.au or follow Parent Place Ballarat on Facebook.

Parent Place is run by an energetic and passionate team of volunteers. To join the team, call 53205720.

Grampians Regional Parent Resource Service

Centacare

Cnr Curtis and Peel Streets

Bakery Hill 3350

Phone: 5337 8999

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. The aim is to support parents in their roles, 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

Phone: 13 22 29

Available in Victoria for the cost of a local call – 24 hours a day, 7 days a week.

The Maternal and Child Health (MCH) Line is a state-wide telephone service available to families with children from birth to school age. The service is staffed by qualified maternal and child health nurses who provide information, support and guidance regarding child health, nutrition, breast feeding, maternal and family health, and parenting. An interpreter service is available. The service is also available to hearing and speech impaired callers with access to the National Relay Service (NRS).

Parentline

Phone: 13 22 89

Parentline operates seven days a week, 8am to midnight.

Parentline is a state-wide telephone counselling service for parents and carers of children from birth to 18 years. Professional telephone counsellors are able to explore a variety of issues that impact on parenting and relationships, information and contact details for community services. Parentline respects the confidentiality and right to privacy of callers.

Parents Without Partners

Mobile: 0438 011 660

www.pwpvic.com

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.

Rainbow Families Council

www.rainbowfamilies.org.au

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

Raising Children Network

www.raisingchildren.net.au

A complete Australian resource for parenting newborns to teens.

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

Department of Education and Training (DET)

www.education.vic.gov.au

Comprehensive online resource to support children and their families.

Department of Health and Human Services

www.dhs.vic.gov.au

Information on children and family services and many useful links. Parent Tip Sheets cover a range of topics and provide easily accessible information for parents.

Parenting South Australia

www.parenting.sa.gov.au/pegs

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 easily accessible information.

Playgroups

A playgroup is a collection of parents/carers and their children aged under five years who meet together to play and socialise. Most playgroups meet once a week for a few hours of play and interaction.

Why attend Playgroup?

Playgroups provide opportunities to:

- Make connections
- Build friendships
- Develop new skills
- Enjoy new experiences and activities together and then try at home
- Enhance social and emotional wellbeing

Benefits of Playgroup

At playgroup, children can:

- Gain self-confidence
- Develop social, physical, emotional and intellectual skills
- Develop fine and gross motor skills
- Develop oral, verbal and aural literacy skills
- Learn through new play experiences
- Make friends and have fun

Community Playgroups

A community playgroup is usually run by parents and carers. The structure and meeting schedule is decided by the group.

For more information about community playgroups, visit the City of Ballarat website: www.ballarat.vic.gov.au or email the City of Ballarat Playgroup Coordinator at ballaratplaygroups@ballarat.vic.gov.au

The Community Playgroups: Connecting Rural Families Locally Project is a Playgroup Victoria initiative. Its Playgroup Development Consultant provides assistance to transition first-time parent groups and supported playgroup families into community playgroups.

There are a large number of community and supported playgroups in Ballarat, please refer to the City of Ballarat Playgroup Directory at www.ballarat.vic.gov.au or contact the City of Ballarat Playgroup Coordinator.

For information on establishing or transitioning a community playgroup, contact the Playgroup Victoria, Playgroup Development Consultant.

Playgroup Victoria Playgroup Development Consultant

Phone: 0456 869 515

Email: amy@playgroup.org.au

For more information, visit the City of Ballarat website: www.ballarat.vic.gov.au

Supported Playgroup

A supported playgroup has a professional facilitator and targets families with complex needs. These playgroups are funded at no, or low, cost to families.

City of Ballarat Playgroup Coordinator

Phone: 5320 5682

Email: ballaratplaygroups@ballarat.vic.gov.au

The Connecting Schools and Community Playgroups (CSC)

is a partnership between Best Start, Catholic Education Office (CEO), Australian Catholic University (ACU), Playgroup Victoria and Department of Education and Training, and aims to:

- Provide and promote play-based learning experiences
- Build community capacity through connections with local schools
- Support transition to school
- Extend and strengthen pre-service teachers understanding and experience of play, the early years and working with families

Connecting Schools and Communities Coordinator

Phone: 0457 797 315

My Time

PINARC Disability Support

Phone: 5329 1361

www.pinarc.org.au

My Time is a free parent support group for carers of young children with a disability or chronic medical condition.

PINARC facilitates two My Time groups, Wednesdays 12.30 to 3pm on alternate weeks. Eligibility requirements apply.

Car Restraint Fitting Station

Accredited staff at a restraint fitting station can install a child car seat for a small fee or check if an existing restraint is correctly fitted for free, with adjustments made at a cost.

Eclipse Ford

1 Albert Street
Sebastopol 3356
Phone: 5336 1555

Injury Prevention

CFA Grampians - Community Education

19 Learmonth Road
Wendouree 3355
Phone: 5329 5500
Email: c.carey@cfa.vic.gov.au
www.cfa.vic.gov.au

The CFA provides free fire safety presentations to individuals and groups regarding fire safe behaviour and home escape plans.

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. A plumber can also

advise on reducing the hot water temperature and an electrician can help with the installation of a safety switch.

Child Health & Safety Resource Centre

Royal Children's Hospital
Flemington Road
Parkville 3052
Phone: 03 9345 6429
Email: chas.bookshop@rch.org.au
www.rch.org.au/chas
Monday to Friday, 9am to 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 include: telephone advice, support group directory, maps, transport information and travel claim forms. A worldwide mail order service is available.

Royal Children's Hospital

Flemington Road
Parkville 3052
Phone: 9345 5085
Email: safety.centre@rch.org.au

The Safety Centre provides information and advice, education programs, resources, services and safety product information.

KIDS (Kids in Dangerous Situations) Foundation

PO Box 12
Wendouree 3355
Phone: 5330 7555
Email: administration@kidsfoundation.org.au
www.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. Its 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. 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 5155.

Poisons Information

24 hours a day, anywhere in Australia
Phone: 13 11 26
www.austin.org.au/poisons

Return of Unwanted Medicines

Take old and unwanted medications to a local pharmacy for safe disposal. This is a free service.

Royal Children's Hospital

www.rch.org.au

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

A resource for parents and caregivers on everything related to the health and development of children.

SETTLING

Day Stay

Early Childhood Parenting Centre

515 Chisholm Street
Ballarat 3350
Phone: 5327 1100

Day Stay is a regional program that provides parenting support to families with children from birth to two years. Priority is given to infants under six 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 and follow up support is provided.

St John of God Hospital Ballarat

Baby Settling Class
Women's Health Unit
101 Drummond Street North
Ballarat 3350
Phone: 5320 2110
www.sjog.org.au

First Monday of each month
7 to 8.30pm

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 aged four to six weeks.

A charge applies for parents who have not attended St John's pre-natal classes. Bookings required.

Tweddle Child and Family Health Services

53 Adelaide Street
Footscray 3011
Phone: 03 9689 1577
www.tweddle.org.au

Tweddle's Day Stay programs are designed to provide families with additional support and education to enhance the experience of parenting. There are five programs across Melbourne's north and west, and the Waurin Ponds Early Parenting Centre in Geelong is run in conjunction with the St. John of God's Raphael Centre.

A referral from a health professional is required for Day Stay admission.

SPECIALIST CHILDREN'S SERVICES

Australian Association for Infant Mental Health Inc. (AAIMHI)

www.aaimhi.org

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

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

Disability Information

Commonwealth Carelink Centre – Grampians

Phone: 1800 052 222 (free call)

Email: carers@bhs.org.au

www.commcarelink.health.gov.au

Monday to Friday, 8.30am to 5pm

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. May be accessed by the general public (including family members and carers), services providers, health care professionals and GPs.

Direct2Care

907 Sturt Street

Ballarat 3350

Phone: 1300 121 121

Information and direct referral to aged, disability and community services.

Department of Health and Human Services - Disability Services

State Government Offices

Cnr Mair and Doveton Streets

Intake: 1800 670 143 during business hours

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) and Early Childhood Intervention Services (ECIS) Intake Service

Department of Education and Training (DET)

109 Armstrong Street North
Ballarat 3350

Phone: Specialist Children's Services -
5337 8444

Phone: ECIS Intake Service -
5330 8609 or 5330 8691

Email: ecis.intake.swvr@edumail.vic.gov.au

www.education.vic.gov.au

www.grampians.vic.edu.au

Services for children with developmental delays and disabilities, aged from birth to school entry, and their families. Therapy, support, intervention and inclusion for children who are eligible for early childhood intervention through the ECIS Intake Service.

Specialist Children's Services provides Ballarat 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 may include:

- 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

1828 Sturt Street
Ballarat 3350

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. Early Childhood Intervention Services (ECIS) support children with a disability or developmental delay from birth to school entry and their families.

PINARC ECIS professionals work with parents, carers and community educators to meet the individual needs of children within their natural community environments and in their everyday routines. The service provides parents and carers with the knowledge, strategies and support to meet the needs of their child and to support their child's learning and development.

The organisation works in collaboration with other community professionals including kindergartens and childcare educators to support the inclusion of children within their community settings.

PINARC ECIS have a large team of professionals including speech pathologists, occupational therapists, physiotherapists, social workers and early childhood teachers.

PINARC offers a variety of support both in the family home and in community settings. Alongside the coaching of parents and educators, support includes assessments, resources, specific targeted therapy and reports, as well as parent and community education and training.

PINARC Disability Support

1828 Sturt Street

Ballarat 3350

Phone: 5329 1300

www.pinarc.org.au

Holiday Program

Recreational and social activities for children and teenagers during the school holidays, offering respite for carers. Activities may include swimming, cooking, theme days and day trips.

Camping Program

Camps are offered during the school holidays and weekends throughout the year. Camps, supervised by trained staff and volunteers, are held in Ballarat, Geelong and Melbourne.

Youth Groups

Recreational and social activities on a Saturday once a month, providing a short break to families. Age groups: 7 to 9 years, 10 to 12 years, 13 to 15 years and 16 to 18 years.

Teen League

Recreational programs to support and develop social skills of children and teenagers with Asperger's Syndrome. Groups run during the school term on Saturdays. Activities are focused on providing opportunities to learn social skills, develop social networks and provide a short break for families.

Sports Hub

Sporting activities for children, teenagers and adults. Programs run on Monday, 4 to 5pm during school terms. Participants are supported by staff and volunteers to learn skills and to participate in many different sports.

Carer Respite & Support Services

Ballarat Health Services

Market Street
Ballarat 3350
Phone: 5333 7104
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, respite, linking to services, and provision of services via brokerage.

Calkendren Respite (SCOPE Victoria)

209 Otway Street South
Ballarat 3350
Phone: 5331 7655

Provides planned respite for carers of children and adults with disabilities. Self-referrals and referrals from services and doctors accepted.

Direct2Care

907 Sturt Street
Ballarat 3350
Phone: 1300 121 121

Information and direct referral to aged, disability and community services.

E W Tipping Foundation

42 Eastwood Street
Ballarat 3350
Phone: 5320 0300
Email: western@tipping.org.au
www.tipping.org.au
Monday to Friday, 9am to 5pm

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 and community-based support and respite services. If possible, the concept of person-directed services is supported.

Home Care Services

City of Ballarat

Home Care Services
The Phoenix
25 Armstrong Street South
Ballarat 3350
Phone: 5320 5670
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. This service is means tested.

Support Services For Children Who Are Hearing Impaired

Australian Hearing Services

808 Sturt Street
Ballarat 3350
Phone: 5333 0200 or 131 797
www.hearing.com.au
Monday to Friday, 8.30am to 5pm

Australian Hearing is a Commonwealth Government Authority dedicated to helping people manage their hearing impairment to improve their quality of life. With more than 60 years of operation, Australian Hearing provides a full range of hearing services to children aged to 21 years, eligible pensioners and war veterans. Australian Hearing has a wide range of hearing aids and assistive listening devices. Its 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: 5320 5746

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.

Vicdeaf Grampians (Ballarat)

Dawson House
15 Dawson Street South
Ballarat 3350
Phone/TTY: 5364 2947
Email: grampians@vicdeaf.com.au
Monday, Wednesday and Friday

Taralye

137 Blackburn Road
Blackburn 3130
Phone: 9877 1300
www.taralye.vic.edu.au
Email: 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. 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
www.deafchildreinaustralia.org.au
Monday to Friday, 9am to 5pm

Deaf Children Australia (DCA) supports the needs of families raising children who are deaf. DCA is one of Australia's longest serving charities and the organisation continues to build upon its reputation for quality services and innovation. Responding to the individual needs of deaf children and their families, regardless of the degree of hearing loss, communication methods, educational settings, personal circumstances or additional disabilities.

DCA offers a national helpline service, addressing queries regarding diagnosis, pre-school, entering school and adolescence right through to adulthood, tertiary education and the workforce. The DCA helpline service is attended by a staff member who is also the parent of a deaf child and is supported by a team of experienced staff working with families, youth and the broader community.

Aurora School – Early Intervention

96 Holland Road

Blackburn South 3130

Phone: 03 8878 9878

Phone TTY: 8878 9899

Email: aurora.sch@edumail.vic.gov.au

www.auroraschool.vic.edu.au

Monday to Friday, 9am to 5pm

Aurora School is a state-wide early intervention service for young deaf or partially hearing children and their families. Aurora School provides families/parents with home support, knowledge and skills to promote their child's development, particularly 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 Vision Impaired

Vision Australia

Low Vision Services
1300 Howitt Street
Wendouree 3355
Phone: 5337 4555
Email: ballarat@visionaustralia.org.au
www.visionaustralia.org.au
Monday to Friday, 8.30am to 5pm

Vision Australia's Children Services provides support, training and resources to children who are blind or have low vision, and their families, to enable them to fully participate in every part of life.

Children's Services support children from birth to 18 years. Staff have expertise in blindness and low vision and its impact on childhood development. Families have access to occupational therapists, physiotherapists, speech pathologists, early childhood specialist

teachers, child and family counsellors, orientation and mobility specialists, adaptive technology consultants, and orthoptists.

Services are provided in the home, at the centre, in education or any community environment. Vision Australia can provide individual and group programs tailored to the family's goals, and are registered providers with the Better Start for Children Program.

Toy Library

Play and toys are very important to a child's intellectual, physical, emotional and social development. Through play young children learn about their environment – social and physical – and develop skills including language, socialisation, fine and gross motor coordination, perception and cognition.

Ballarat Toy Library

507 Humffray Street South
Phone: 0439 002 769
www.ballarattoylibrary.com.au
Tuesdays and Sundays, 10am to 12pm

The Ballarat Toy Library is a non-profit community service run by its members. The library has more than 700 toys and members are able to borrow up to four toys for four weeks at a time. For more information on the variety of memberships that are available, visit the website.

Australian Toy Association (ATA)

www.austoy.com.au

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



Family Services



ACCOMMODATION & HOUSING

Berry Street

Young Persons Housing Project

728 Barkly Street

Ballarat 3350

Phone: 5330 5000

Email: laumcnaughton@berrystreet.org.au

www.berrystreet.org.au

Monday to Friday, 9am to 5pm

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 or homelessness. A 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. A program representative can help locate an alternative service for those ineligible for the agency's programs.

Office of Housing

Department of Health and Human Services

State Government Offices

Cnr Mair and Doveton Streets

Ballarat 3350

Phone: 5333 6660

Email: Ballarat.Housing@dhs.vic.gov.au

www.dhs.vic.gov.au

Monday to Friday, 8.30am to 5pm

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

PACT Community Support

CAFS Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone: 5337 3333

Email: ceo@cafs.org.au

www.cafs.org.au

Monday to Friday, 9am to 5pm

PACT is a community based not-for-profit, non-government organisation committed to providing case support to clients undergoing tenancy issues or crises.

PACT programs are:

- Social Housing Advocacy and Support Program (SHASP)
- Aboriginal Tenancies at Risk Program (ATAR)
- CAV Tenancy Advocacy Assistance Program (TAAP)

The target groups are:

- Public Housing Tenants
- Aboriginal Housing Victoria Tenants
- Private Tenants

The Salvation Army - Karinya

6 Crompton Street

Ballarat 3350

Phone: 5329 1100

Email: karinyareception@aus.salvationarmy.org

Monday to Friday, 9am to 5pm

Services include:

- Program MEA - for homeless women with children providing emergency accommodation for up to six weeks; outreach support; and assistance and support to attain suitable, affordable, long-term housing.

- Program MaC– for homeless young mums aged up to 25 years. The service provides transitional accommodation with intensive support to develop life skills, equipping service users to live independently in the community. Assistance to attain suitable, affordable, long-term housing.
- Young Families Connected – homeless couples. The service provides transitional accommodation with intensive support to develop life skills, equipping service users to live independently in the community. Assistance to attain suitable, affordable, long-term housing.
- Access to other programs including occasional childcare, recreational activities, mentoring programs, education and support groups.

UnitingCare Ballarat

Housing Program
 105 Dana Street
 Ballarat 3350
 Phone: 5332 1286
www.unitingcareballarat.com.au
 Monday to Friday, 9am to 5pm

1. Housing program manages crisis, transitional, long-term and room house accommodation. 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 available at Daylesford and Bacchus Marsh.
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. SAAP support can include early intervention, outreach, advocacy, referral, counselling and other practical assistance. Workers assist clients to obtain stable accommodation and put in place support and strategies to assist clients to maintain long-term accommodation.

Youth Housing

Ballarat Community Health
 Phone: 5338 4500
www.bchc.org.au

Ballarat Community Health provides youth supported accommodation assistance, accessed at Uniting Care Ballarat. Homeless persons or those with housing crisis can contact The Housing Program on 5332 1286 or visit 105 Dana Street, Ballarat (no appointment necessary).

ALCOHOL & OTHER DRUGS

Services

These services provide information, counselling, referral and withdrawal, rehabilitation services and family support. Contact individual organisations for information on services.

Ballarat Community Health

Phone: 5338 4500
www.bchc.org.au

Ballarat Community Health assists individuals and families dealing with alcohol or other drug related issues. Services include:

- Counselling
- Withdrawal services
- Drug safety
- Needle syringes program
- Youth outreach (11 to 25 years)

Ballarat and District Aboriginal Cooperative

5 Market Street, Ballarat 3350
Phone: 5331 5344

UnitingCare Ballarat

105 Dana Street, Ballarat 3350
Phone: 5332 1286
www.unitingcareballarat.com.au

Needle and Syringe Programs

Needle and 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

Phone: 5338 4500
www.bchc.org.au

Ballarat Community Health needle exchange program offers access to clean injecting equipment, disposal for used needles, health information and education, support and referral to other health services. Information and resources are available during the day at all Ballarat Community Health sites.

Federation University (students only)

Student Centre, Mount Helen Campus
Phone: 5327 9477

City of Ballarat – Environmental Health - Sharps Disposal only

The Phoenix
25 Armstrong Street South
Ballarat 3350
Phone: 5320 5702

Free sharps disposal service, including collection of syringes from public places (eg. playgrounds) and provision of sharps containers.

Self Help Groups

Alcoholics Anonymous

Phone: 03 9429 1833 or 1300 AA HOPE
(1300 224 673)

Email: aavictoria@bigpond.com.au
www.aavictoria.org.au

Daily support meetings across Victoria.

24-hour telephone support line available.

Al-Anon and Alateen Family Groups

Helps families and friends who live, or have lived,
in a 'drinking' environment. Telephone for a local
meeting place.

Phone: 03 9642 3330

www.al-anon.alateen.org/australia

Monday to Thursday, 10.30am to 2.30pm

24-Hour Telephone Support

DirectLine

Phone: 1800 888 236 (24 hours)
www.turningpoint.org.au

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

Drug Info Line

Phone: 1300 85 85 84
www.druginfo.adf.org.au

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

Family Drug Help Line

Phone: 1300 660 068
24-hour Helpline
www.familydrughelp.com.au

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

Kids Help Line

Phone: 1800 551 800
www.kidshelp.com.au

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

Lifeline

Phone: 13 11 14

Needle Disposal Help Line

Phone: 1800 552 355

Poisons Information Centre

Phone: 13 11 26 (24 hours)

YSAS - Youth Support and Advocacy Service

Phone: 1800 458 685
www.ysas.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

Monday to Friday, 9am to 5pm

Smoking Cessation

Ballarat Community Health

Phone: 5338 4500

www.bchc.org.au

QUIT

Information and resources to help people stop smoking.

Phone: 13 78 48

www.quit.org.au

Counselling Online

www.counsellingonline.org.au

Counselling Online is a service offering text communication with a professional counsellor about an alcohol or drug related concern.

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.

Separation Support

Ballarat Children's Contact Service

CAFS Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone: 5337 3333

www.cafs.org.au

Weekend service at the Ballarat office, assisting separated parents to safely and appropriately manage contact arrangements for their children. Provides supervised visits and weekend facilitated changeovers for children.

Referrals are received from the Family Law system, community agencies or family members.

Post Separation Parenting Program

CAFS Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone: 5337 3333

www.cafs.org.au

Individual support and group work to assist separating/separated parents to focus on meeting the needs and welfare of their children.

Referrals are received from the Family Law system, community agencies or family members.

Neighbourhood Houses

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

Ballarat North Neighbourhood House

6 Crompton Street
Ballarat 3350
Phone: 5329 1101

Wendouree Neighbourhood Centre

12-14 Violet Grove
Wendouree West 3355
Phone: 5339 5069

Ballarat Neighbourhood Centre

Tuppen Drive
Sebastopol 3356
Phone: 5329 3273

Community Safety & Wellbeing

Ballarat CitySafe Taxi Ranks

City of Ballarat
Phone: 5320 5804
Email: communitysafety@ballarat.vic.gov.au

Ballarat's CitySafe Taxi Ranks operate 1 to 6am on Saturday and Sunday mornings on the corner of Sturt and Lydiard Streets and opposite the Ballarat Railway Station, with two security staff on site. The CitySafe Taxi Ranks are aimed at improving safety for patrons in a convenient location.

Crimestoppers

Phone: 1800 333 000

Community Safety Strategic Plan

City of Ballarat - Community Engagement
Phone: 5320 5804

Ballarat City Council has developed a Community Safety Strategic Plan to guide its work in the area of community safety.

Neighbourhood Watch – Ballarat

Phone: 5332 9403
Email: janine.walker@police.vic.gov.au

Neighbourhood Watch is a community-based crime prevention program. For information on starting or joining a local Neighbourhood Watch group, contact 5332 9403.

Emergency Relief & Material Aid

Anglicare

14 Victoria Street
Ballarat 3350
Phone: 5332 9788
Monday to Thursday, 10.30am to 12pm

Offers assistance with emergency food relief. No appointment necessary.

Society of St. Vincent de Paul

Ballarat Offices

4 Dawson Street South

Ballarat 3350

Phone: 5334 2844

Monday, Wednesday and Friday, 10am to 12pm

15 Violet Grove

Wendouree 3350

Phone: 5334 2844

Monday, Wednesday and Friday, 9.30 to 11.30am

The above assistance offices provide support and practical assistance to families. For people who are in country areas or are incapacitated a home visiting service is available. Call and leave contact details for a return call.

The Salvation Army

Ballarat Community Support Services

102 Eureka Street

Ballarat 3350

Phone: 5337 0600

www.salvationarmy.org.au

Monday to Friday, 9am to 4.30pm, by appointment

The Salvation Army provides Emergency Relief including vouchers, food, clothing, furniture,

utilities, advocacy and referral. Other programs include budget education, case management and counselling.

UnitingCare Ballarat – Welfare Program

105 Dana Street

Ballarat 3350

Phone: 5332 1286

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 including food, clothing, pharmaceuticals, educational items and travel costs.
2. The White Goods Loan Scheme –UnitingCare offers individuals and families interest-free loans to assist with the purchase of household white goods. Client and worker agree upon a loan amount and a realistic repayment plan is established.
3. Breezeway is a café 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 including health, housing support, alcohol and drug counselling.

Family Support Services

Family Support Services and Child FIRST

CAFS Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone: 5337 3333

www.cafsballarat.org.au

Monday to Friday, 9am to 5pm

CAFS 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 available.

Child FIRST is the Intake and Referral Service for Family Services and can also provide information and advice on other services. Child FIRST works with families with wellbeing concerns, to ensure the most effective service response is identified to meet the needs of the family. Workers are available by phone or appointment each week day. Family Support Services is a FREE service.

Adolescent Family Violence Services

CAFS Ballarat
Ludbrook House
115 Lydiard Street North
Ballarat 3350
Phone: 5337 3333
www.cafs.org.au

The pilot program provides intensive outreach, group work and support to adolescents and their families where adolescent violence is being used against their parents, carers and siblings.

Referrals are received from individuals, community agencies, schools and family members.

Centacare

Administration Headquarters
Cnr Curtis and Peel Streets
Ballarat 3350
Phone: 5337 8999
Email: centacare@centacareballarat.org.au

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

COUNSELLING

- Family, relationship and individual counselling service.

FAMILY DISPUTE RESOLUTION

- Assists separating parents to reach agreement on parenting arrangements which are in the best interests of children.

EMPLOYMENT SERVICES

- Job Services Australia – case management, work experience, job placement and support for jobseekers referred by Centrelink.

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 aged 18 years and older.

Ballarat Community Health

Counselling Services
Phone: 5338 4500
www.bchc.org.au

The counselling program provides individual, couple and family counselling services to clients presenting with a broad range of complex problems including:

- Low self esteem
- Grief and loss
- Depression
- Anxiety
- Parenting concerns
- Relationship difficulties
- Family violence

Counselling is also available for refugees and new arrivals.

Royal Commission into Institutional Responses into Child Sexual Abuse Relationships Australia

1025 Sturt Street

Ballarat 3350

Phone: 1800 052 674

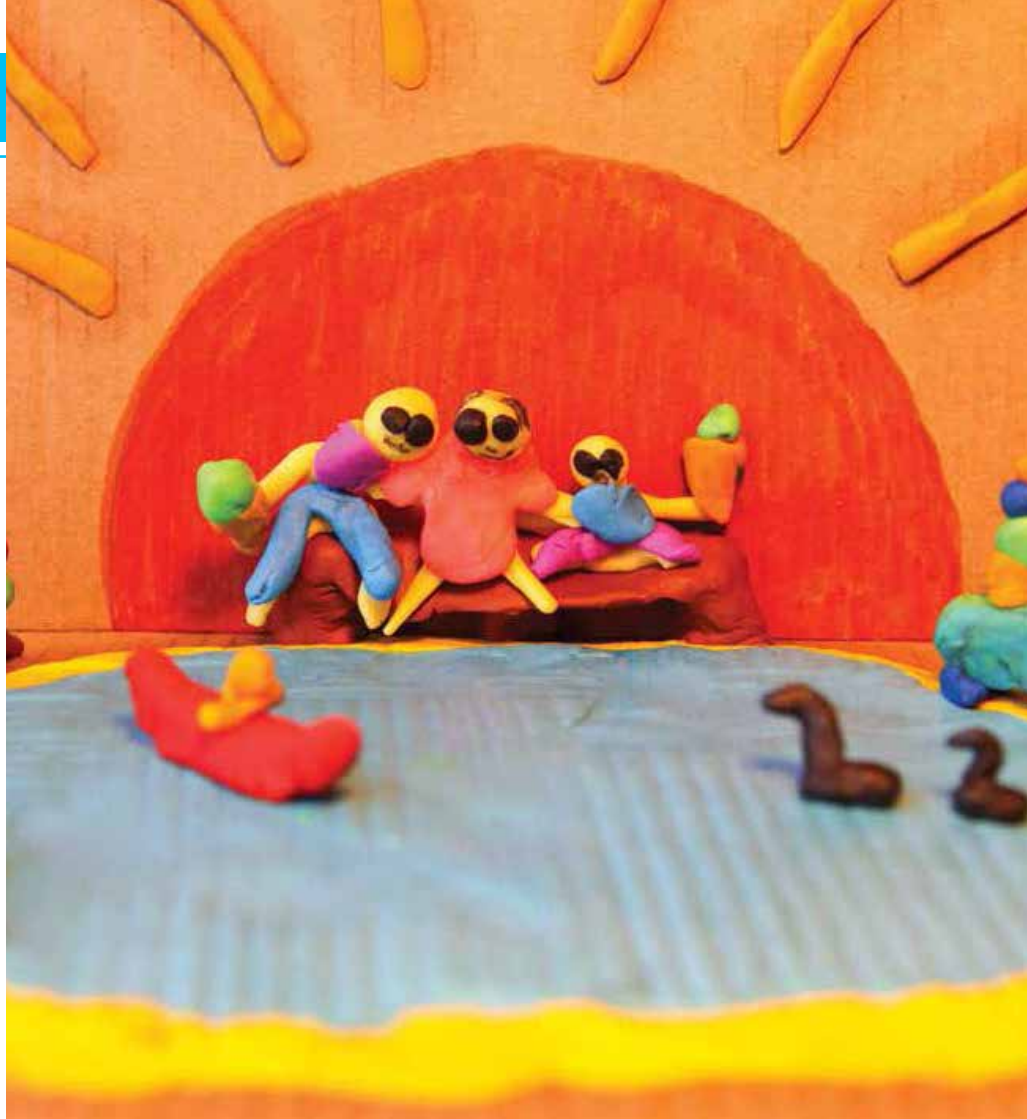
Email: bal@rav.org.au

www.relationships.com.au

Monday, Tuesday and Friday, 9am to 5pm

Wednesday and Thursday, 9am to 9pm

Counselling and other support for anyone impacted by the Royal Commission. This is a free service.



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.

CAFS Ballarat

Financial Counselling
Ludbrook House
115 Lydiard Street North
Ballarat 3350
Phone: 5337 3333
www.cafs.org.au
Monday to Friday, 9am to 5pm

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 3350
Phone: 5337 0600
Monday to Friday, 9.am to 4.30pm,
by appointment

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

Gambling Help Services

CAFS Ballarat

Ludbrook House
115 Lydiard Street North
Ballarat 3350
Phone: 5337 3333
www.cafs.org.au
Monday to Friday, 9am to 5pm

A free and confidential service for anyone affected by gambling, directly or indirectly (e.g. the partner of a gambler)

- Individual support and assistance to the gambler or family
- Referral to specialist gambling and financial counsellors
- Outreach service to Daylesford, Ararat and Bacchus Marsh
- Advocacy and referral to a range of services

Gambler's Help Line - 24 hours 7 days

www.problemgambling.vic.gov.au
Phone: 1800 156 789
TTY: 1800 777 706

Gambler's Help is a 24-hour, anonymous and confidential telephone advice service, providing information, and referral to counselling.

Government Support Services

Centrelink

12 Albert Street
Ballarat 3350
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

Listing of government departments and agencies.

www.vic.gov.au

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

Grandparents

Grandparents Playgroup

City of Ballarat
See page 30

Grandparent Information Sessions

Women's Health Unit
St John of God Hospital Ballarat
101 Drummond Street North
Ballarat 3350
Phone: 5320 2110

St John of God runs three sessions per year for grandparents to discuss current care and management of birth and babies and the ways they can contribute to this special time. This is a free service.

Ballarat Health Services

Drummond Street North
Ballarat 3350
Phone: 5320 4533

Grandparents are welcome to attend childbirth education classes.

Grandparents Victoria

Phone: 03 9372 2422
Email: director@grandparents.com.au
www.grandparents.com.au

Grandparents Victoria (GPV) is a state-wide non-profit organisation of grandparents working together to shape a positive future for all children. It provides support, networks and advocacy.

Grief & Loss

Australian Centre for Grief & Bereavement

Phone: 5336 4285 or 1300 664 786
Mobile: 0447 710 138
Monday to Friday

Counselling, advice, groups and consultation.

Compassionate Friends

24-hour grief support line
Phone: 1800 641 091
www.compassionatefriendsvictoria.org.au

The Compassionate Friends Victoria Inc. is part of a worldwide organisation 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.

SANDS – Stillbirth & Neonatal Death Support Inc

Phone: 1300 0 SANDS (1300 072 637)
Email: info@sandvic.org.au
www.sandvic.org.au
Monday to Friday, 9.30am to 3pm

SIDS & Kids

Grampians Bereavement Support Services
Ballarat Health Services
Ascot Street
Ballarat 3353
Phone: 5320 4196 (Ballarat counsellor/educator)
Phone: 1800 240 400
(24-hour telephone support)
www.sidsandkidseastcoast.org
Monday and Wednesday, 9am to 5pm
Thursday, 10am to 2pm

Bereavement services for any person who has been affected 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, perinatal complications, SIDS, sudden illness, motor accident, drowning or any other cause. Counselling and support is available for parents, siblings, extended family, friends, emergency service personnel and health professionals.

National Missing Persons Coordination Centre

www.missingpersons.gov.au
Phone: 1800 000 634
Email: missing@afp.gov.au



FAMILY HEALTH SERVICES

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

Community Health

Ballarat Community Health

Phone: 5338 4500

www.bchc.org.au

Ballarat Community Health 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. Outreach services and clinics are also provided within the Ballarat region.

Services include:

- Community health nursing
- Dietary counselling
- Diabetes education
- Exercise physiology
- General practice
- Hepatitis C support
- Liver clinic
- Paediatric immigrant health clinic
- Physiotherapy
- Podiatry
- Sexual health clinic
- Speech pathology
- Women's health pap clinic

Programs include:

Healthy Lifestyle for Children: MEND 2-4

MEND 2-4 is a free healthy lifestyle program for children aged 2 to 4 years and their families.

Program topics include:

- Fussy eating
- Balanced eating: portion sizes, fats and sugars, and label reading
- Reducing screen time
- Increasing active play

- Positive parenting, including role modelling
- Customised creative play activities including picture stories to reinforce messaging
- Encouraging healthy eating habits and lifestyle routines

Healthy Lifestyle for Children: MEND 7-13

MEND 7-13 is a free healthy lifestyle program for children aged 7 to 13 years above their healthy weight range, and their families. This 10-week program is fun and interactive, and supports children and their families to adopt healthy attitudes to food and eating, motivate families to exercise on a regular basis, empower them to make informed food choices, and then show them how to do it.

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 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 Service provides assessment and management for people of all ages with bladder and bowel incontinence and associated problems such as constipation. The staff has expertise working with children experiencing day or night-time wetting, 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 and men with bladder and bowel problems post prostate surgery.

A referral for this service is required through Central Intake on 5320 6690.

Ballarat Urology Clinic

1328 Sturt Street
Ballarat 3350
Phone: 5331 4811
Monday to Friday, 8.30am to 5.30pm

The Ballarat Urology Clinic provides comprehensive evaluation and treatment of urinary incontinence problems. Doctor referral required.

Continence Foundation of Australia

Level 1, 30 – 32 Sydney Road
Brunswick 3056
Phone: 9347 2522 or 1800 330 066
Email: info@continence.org.au
www.continence.org.au

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

Victorian Continence Resource Centre

Royal Talbot Rehabilitation Centre
Yarra Boulevard
Kew 3101
Phone: 9816 8266

Email: info@continencevictoria.org.au
www.continencevictoria.org.au

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

National Continence Helpline

Phone: 1800 330 066
Monday to Friday, 8am to 8pm

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

Dental Health

Ballarat Health Services Dental Clinic

Cnr Sturt and Drummond Streets
Ballarat 3350
Phone: 5320 4225
Monday to Friday, 8.30am to 4.30pm

The Ballarat Dental Clinic provides dental care to the Ballarat community. The Dental Service provides dental care for all children aged 0 to 12 years and the Dental Program provides dental care for children 13 to 18 years, with a concession card. Under the new Child Dental Benefit Schedule (CDBS), Medicare eligible clients are bulk billed. There is no waiting list for children.

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 and dentures are subject to a waiting list. Variable costs apply.

Grampians Medicare Local

105 Webster Street
Ballarat 3350
Phone: 5331 6303
Email: ballarat@grampiansml.com.au
Monday to Friday, 9am to 5pm

Grampians Medicare Local works to improve the health of the community, supporting general practice and other health organisations to deliver high quality care. A comprehensive list of general practices accepting new patients in the Ballarat area is available through the Need a GP hotline. Call 5304 5666 or visit the website www.grampiansml.com.au and select the "For the Community" area. A full list of practices in the region is also available on the website.

After hours care: call the after-hours GP helpline on 1800 022 222. The after-hours GP helpline has a team of dedicated doctors and nurses available to:

- Provide information and advice to manage the condition at home
- Give advice

- Assess the need to attend a hospital for urgent care
- Give information about available after hours services

The after-hours GP helpline hours are 6pm to 8am, Monday to Saturday; 12pm Saturday to 8am Monday, and 24 hours a day on public holidays.

Perinatal Support is a professional health service supporting women during the pregnancy and postnatal period. Advice and support provided by experienced midwives with mental health and maternal and child health training. The service provides a link between the GP and other health professionals to support women and their families during the pregnancy, postnatal period and beyond. Referral letter and mental health treatment plan from a GP, midwife or Maternal & Child Health Nurse necessary. For more information, email pernatalsupport@grampiansml.com.au or call 5320 6854 (Friday).

PINARC Parent Support Groups

Parent Support Coordinator
Phone: 5329 1361

Parent Support Groups are open to parents or carers who care for a child or adult with a disability. Groups provide an opportunity to share experiences and learn from others, form friendships, learn about local services, and gain information about specific disabilities and caring issues.

PINARC's current support groups who meet regularly include:

- Ararat Parent Support Group
- Autism/Asperger Syndrome Parent Support Group
- ADHD Parent Support Group
- Bacchus Marsh Parent Support Group
- Down Syndrome
- MyTime
- SCODA

For more information or to register interest in attending any of these groups, contact the Parent Support Coordinator.

Ballarat Autism Network

Phone: 5341 2768
www.ballaratautism.com

Information, resources, library, workshops, in-services and support for parents and professionals.

Ballarat Cystic Fibrosis Support Group

Phone: 5332 7751
www.bcf.org.au

Support for Cystic Fibrosis sufferers, their families and friends.

Ballarat & District Multiple Birth Association

Phone: 0490 192 329
Email: bdmba@live.com.au
www.bdmba.org.au

Friendship and support for families of twins, triplets and multiples.

Ballarat Parents' Support Group

Phone: 5336 3330 or 0409 944 119

Support group for parents who have a child or adult with a disability.

Asthma Foundation of Victoria

Phone: 1800 278 462 (1800 ASTHMA)
Email: advice@asthma.org.au

www.asthma.org.au
Help Line: Monday to Friday, 9am to 5pm

Asthma Management

Ballarat Community Health
Phone: 5338 4593
www.bchc.org.au

One-on-one education and support for people living with asthma and their caregivers.

HEALTH SERVICES

Australian Infant, Child, Adolescent and Family Mental Health Association

www.aicafmha.net.au

Actively promoting the mental health and well-being of infants, children, adolescents and their families/carers.

Attention Deficit Disorder Association

www.add.org

The Attention Deficit Disorder Association provides information, resources and networking opportunities to help adults with Attention Deficit Hyperactivity Disorder lead better lives.

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

Better Health Channel

www.betterhealth.vic.gov.au

Reliable health and medical information for consumers, quality assured by the Victorian Government (Australia).

Diabetes Australia – Victoria

Phone: 1300 136 588

www.diabetesvic.org.au

Food Additives

www.additivealert.com.au

www.fedup.com.au

Health Direct

Phone: 1800 022 222

www.healthdirect.gov.au

Health Direct provides easy access to trusted, quality health information and advice online and over the phone. It is available 24 hours a day, 7 days a week, to help clients make informed choices anywhere, any time.

Royal Children's Hospital

www.rch.org.au

Red Cross - Victorian Office

Phone: 1800 131 701

Email: vicinfo@redcross.org.au

www.redcross.org.au

Red Cross runs a number of services to support the health and wellbeing of community members.

These include:

- Patient Transport Service - to assist isolated people to attend essential medical appointments, where other options such as public transport are not available. Call 0407 820 276 and leave contact details for a return call.
- Telcross Service - a free service which provides calls to isolated community members on a regular basis, to check on their wellbeing. Call 1300 885 698.

The Cancer Council Victoria

Cancer Helpline: 13 11 20

www.cancervic.org.au

NURSE-ON-CALL

Phone: 1300 606 024

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
Email: Grampians@vicdeaf.com.au
www.vicdeaf.com.au
Monday, Wednesday and Friday, 9am to 5pm

Vicdeaf provides support, advocacy, assessment and referral for clients who are deaf or hearing impaired, and their families. The service is based in Ballarat three days a week with frequent visits in the Grampians region. If urgent assistance is required, call Head Office for enquiries and appointments.

National Relay Service

Voice: 1800 555 630
TTY: 1800 555 630
Fax: 1800 555 690
SMS: 0416 001 350
Email: helpdesk@relayservice.com.au
www.relayservice.gov.au

Make a call: 133 677
Speak and Listen: 1300 555 727

A phone solution for people who are deaf or have a hearing or speech impairment. Contact helpdesk, Monday to Friday, 8am to 6pm.

EMERGENCY CALLS

TTY users: call 106
Speak and Listen users: call 1800 555 727
and ask for 000

Hospitals

Ballarat Health Services

Drummond Street North
Ballarat 3350
Phone: 5320 4000
www.bhs.org.au

St John of God Hospital Ballarat

101 Drummond Street North
Ballarat 3350
Phone: 5320 2111
www.sjog.org.au

Sexual Health & Family Planning

Sexual Health Clinic

Ballarat Community Health
12 Lilburne Street
Lucas 3350
Phone: 5338 4500
www.bchc.org.au

The clinic provides a safe, supportive and confidential service covering all aspects of sexual and reproductive health including:

- Contraception
- STIs
- Pregnancy
- Counselling
- Health advice

Royal Women's Hospital

Women's Health Information Centre
Phone: 1800 442 007
TTY: 9344 2849
Monday to Friday, 9am to 5pm
Email: whic@thewomens.org.au
www.thewomens.org.au

Women's Health Grampians

2 Drummond Street South
Ballarat 3350
Phone: 5322 4100 or 1800 013 432
Email: adminb@whg.org.au
www.whg.org.au
Monday to Friday, 9am to 5pm

Women's Health Grampians provides with information, support and access to services and health practitioners, to assist woman in making informed decisions about their health. This service is confidential.

Members of the public can drop in and chat to the health promotion team about health issues or other issues affecting women.

Women's Health Victoria

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

The Ballarat and District Aboriginal Co-operative was set up to provide assistance to Aboriginal people in the Ballarat district. The Co-operative delivers health, welfare, art, culture, education and social wellbeing services.

Services include:

- Health services - regular GP, counselling and podiatry clinics; and transport to dental services in Melbourne.
- Early Childhood and Youth Services - including a regular playgroup, pre-school assistance and holiday programs.

- Home and Community Care (HACC) - home help and property maintenance services to the elderly/disabled.

Legal Services

Central Highlands Community Legal Centre

15 Dawson Street North

Phone: 5331 5999

Email: info@chclc.org.au

www.chclc.org.au

Monday, Tuesday, Thursday and

Friday, 9am to 5pm

Wednesday, 9am to 7.30pm

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. Specialisation in family law, victim's 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.

Women's Legal Service Victoria

Level 10, 277 William Street

Melbourne 3000

Advice and Administration Phone: 9642 0877

Toll Free: 1800 133 302

Email: admin@womenslegal.org.au

www.womenslegal.org.au

Monday and Friday, 9am to 5pm

Legal advice line: Monday 10am to 1pm; Tuesday,

and Thursday, 6.30 to 8.30pm;

Wednesday, 2 to 5pm;

Drop In Thursday, 9.30am to 12pm

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

Men's Services

Men and Family Relationships Service

CAFS Ballarat

Ludbrook House

115 Lydiard Street North

Ballarat 3350

Phone: 5337 3333

www.cafs.org.au

Monday to Friday, 9am to 5pm

Men and Family Relationships provide a range of support and education programs to men, family members and the community. The service can assist with parenting, separation, relationship issues, depression and self-esteem. This is a free service.

Referrals are received from individuals, community agencies, schools and family members.

The Family Violence Intervention Program

CAFS Ballarat
Ludbrook House
115 Lydiard Street North
Ballarat 3350
Phone: 5337 333
www.cafs.org.au

This program provides men who use violence and abuse with access to individual counselling, men's behaviour change group work and ongoing advice and support.

The program also provides support and referral to women and children affected by family violence.

Mensline Australia

1300 78 99 78
24 hours, 7 days a week
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 Referral Service

Phone: 1300 766 491
www.mrs.org.au

The Men's Referral Service (MRS) provides telephone counselling, information and referrals to men to help them take action to stop using violent and controlling behaviour. The Men's Referral Service is free, confidential and anonymous.

The MRS telephone counselling service is for:

- men who might be using violent and controlling behaviour towards a partner or family member,
- women wishing to find information about male family violence, and

- friends, family, or colleagues of people who are using or experiencing family violence, and professionals wishing to support a male or female client using or experiencing family violence.

Mental Health Services & Support Groups

Ballarat is home to a range of mental health services, along with state and national information and support services. There are also many local psychiatrists, psychologists and counsellors in private practice.

Grampians Partners in Recovery (GPIR)

Phone: 1800 056 400
Email: info@grampiansspir.org.au
www.grampiansspir.org.au

Grampians Partners in Recovery (GPIR) is part of a Federal Government-funded program. The consortium is led by Grampians Community Health and partnered with the Grampians

Medicare Local, Ballarat Community Health, Bendigo Health, Centrecare, St Luke's Anglicare, Wimmera Uniting Care and Mind Australia.

GPIR helps people aged 25 to 64 years with severe and persistent mental illness and with complex needs requiring support from multiple agencies and services.

Ballarat Family & Friends

Mental Health Support Group
Phone: 5333 7104 or 1800 059 059

For carers, families and friends of people with a mental illness.

Ballarat Health Services

Ballarat Mental Health Services
Sturt Street
Ballarat 3350
Phone: 5320 4100
24-hour help line: 1300 661 323
Email: gps@bhs.org.au
www.bhs.org.au
Monday to Friday, 9am to 5pm

Beyond Blue

Phone: 1300 224 636
www.beyondblue.org.au

Infant & Child Mental Health Services

111 Ascot Street South
Ballarat 3350
Phone: 5320 3030

Infant & Child Mental Health Services is a free service assisting and supporting families with children aged 0 to 14 years with an emotional, social, behavioural or developmental problem.

Youth Mental Health Services

Midlands House
701 Norman Street
Ballarat North 3350
Phone: 5320 4565

Youth Mental Health Services is a free service helping families with youths aged 15 to 25 years with an emotional, social, behavioural or developmental problem.

Lifeline

Phone: 13 11 14 (24-hour counselling)
Administration: 5332 1009 (Ballarat office)
Email: info@lifelineballarat.org.au
www.lifeline.org.au/ballarat

Lifeline is a nationwide, 24-hour, confidential telephone counselling service. This service provides information and referral for people dealing with mental health issues.

Raphael House Ballarat

PO Box 20
Ballarat 3350
Phone: 5320 2016
Fax: 5320 2018
Email: raphael.ballarat@sjog.org.au

Raphael House Ballarat is a specialist prenatal and infant mental health service provided by the St John of God Hospital Social Outreach and Advocacy Program. Raphael House provides support to families affected by mental health disorders in the perinatal period and who reside in the Grampians region. Services include individual therapy, parent-infant therapy, therapeutic group work and psychiatric assessment. These services are offered on a non-crisis, non-residential basis, and are client focused and family inclusive.

A referral and a mental health treatment plan from a GP are required. Most services are bulk-billed through Medicare.

Pomegranate House

Community Psychology Services
103 Webster Street
Ballarat 3350
Phone: 5320 2260
Email: Pomegranatehouse.Ballarat@sjog.org.au
Monday to Friday, 9am to 5pm

Pomegranate House provides psychological interventions for 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.

All referred clients to Pomegranate House will be requested to make an appointment with a GP for development of a Mental Health Treatment Plan to enable access to the service.

UnitingCare Ballarat Family Counselling Program

105 Dana Street
Ballarat 3350
Phone: 5332 1286

Provides counselling to individuals or families experiencing difficulties with a family-based issue. Service is available to families with children aged under 18 years.

SANE Australia - Mental Health Information Line

Phone: 1800 18 7263
www.sane.org

Monday to Friday, 9am to 5pm

Information, advice and referral service regarding mental illness.

SuicideLine

Phone: 1300 651 251 (Victoria only)
www.suicideline.org.au

Victorian 24-hour suicide helpline, 7 days a week

Multicultural Services

Ballarat Regional Multicultural Centre (BRMC)

GPlace (Golden Point Learning and Cultural Environment)
Cnr Dunn and English Streets
Golden Point 3350
Phone: 5332 5941
Email: admin@brmc.org.au
www.brmc.org.au

BRMC promotes cultural diversity and harmony and provides information, support and advocacy for residents of culturally diverse backgrounds. The BRMC also provides 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.

BRMC offers an expanding range of services including:

- Social support and referrals to services
- Healthy and active ageing programs
- Friendly visiting and Telelink support services
- Voluntary English tutoring and conversation groups
- Homework clubs
- Mentoring and volunteering opportunities
- Regular cultural events and celebrations

Cultural Groups

There are more than 30 cultural groups in Ballarat.

For information, visit www.brmc.org.au.

PREGNANCY & BIRTH

Childbirth Education & Information

Childbirth Education 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.

Birth Workers Institute of Australia

Ballarat Branch

Phone: 0408 413 855

Email: info@birthworkersinstitute.org

www.birthworkersinstitute.org

Childbirth information, classes and doula service.

Central & Western Childbirth Collective

<http://centralwesternbirthcollective.weebly.com/>

Provides information and contact details for pregnancy and infant care practitioners including midwives, naturopaths, chiropractors, massage therapists and support workers.

MAMA – Midwives and Mothers Australia

1002 Lydiard Street North

Ballarat North 3350

Phone: 9376 7474

www.midwivesandmothers.com.au

Pregnancy, Birth and Baby - Belly Belly

www.bellybelly.com.au

Prepare for pregnancy, birth and baby online at BellyBelly. Online parenting social network and information on conception, pregnancy, birth and baby.

Breastfeeding Information Evenings

Ballarat Health Services

Drummond Street North

Ballarat 3350

Phone: 5320 4820

Afternoon and evening sessions available.

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

Australian Breastfeeding Association (ABA) Ballarat group

Mobile: 0435 034 277

Trained local counsellors and breast pump hire

Toll free helpline: 1800 686 268

(1800 mum 2 mum).

www.breastfeeding.asn.au

The Ballarat group of Australian Breastfeeding Association provides services for new and expectant parents, including calendar of local events, 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 supports mothers to make informed choices. Ask about ABA's breastfeeding classes.

A seven-day helpline is available for breastfeeding queries. Information, links and online forums are also available on the Association's website.

Online breastfeeding information and videos:
www.drjacknewman.com
www.breastfeeding.asn.au

Maternity Facilities

Ballarat has two hospitals with 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

Extended Postnatal Care

Postnatal support at home is provided by both hospitals. The Service provides in-home midwifery care in the early days following discharge from hospital. Support is also available to women who have lost their baby. This service operates seven days a week. Contact the maternity ward for details.

Postnatal Depression (PND)

There are many services including GPs and hospitals that support women affected by Postnatal Depression and their partners and extended family. It is important to receive appropriate help as early as possible, and medical practitioners advise those with concerns to seek assistance immediately.

Beyond Blue

www.beyondblue.org.au

Post and Antenatal Depression Association Inc. (PANDA)

810 Nicholson Street
North Fitzroy 3068
Phone: 1300 726 306
Email: info@panda.org.au
www.panda.org.au
Monday to Friday, 10am to 5pm

PANDA is a state-wide, 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.



Relationships

Grampians Regional Parent Resource Service

Centacare Family Relationships Centre
34 Peel Street North
Bakery Hill 3350
Phone: 1300 303 988
Email: centacare@centacareballarat.org.au
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

1025 Sturt Street
Ballarat 3350
Phone: 5337 9222
Email: bal@rav.org.au
www.relationships.com.au
Mondays, Tuesdays and Fridays, 9am to 5pm
Wednesdays and Thursdays, 9am to 9pm

Relationship counselling and Family Dispute Resolution services.

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.

A 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.

Marriage preparation classes – Three one-hour sessions, exploring a couple's shared perspective before marriage.

Services related to the protection of women & children

Ballarat Centre Against Sexual Assault (CASA)

Cnr Vale and Edward Streets
Sebastopol 3350
Phone: 5320 3933 or 1800 806 292
(24-hour crisis care line)
Email: casa@bhs.org.au
www.casa.org.au/ballarat/
Monday to Friday, 9am to 5.30pm
(closed 12 to 1pm)
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, and visiting services to Ararat, Bacchus Marsh and Daylesford. Community and professional education, and support for partners, families and friends is also offered. A duty worker is available, Monday to Friday, 1 to 5pm.

WRISC Family Violence Service

125 Eureka Street
Ballarat 3350
Phone: 5333 3666
Email: wriscc@wriscc.org.au
www.wriscc.org.au
Monday to Friday, 9am to 5pm

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.

NAPCAN - National Association for Prevention of Child Abuse and Neglect

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 dedicated officers are experienced in welfare and family problems.

Women's Domestic Violence Crisis Service of Victoria

24-hour Crisis Line - 7 days a week
Phone: 1800 015 188 or 039322 3555
www.wdvcs.org.au

Information and support, as well as refuge and short-term accommodation. This is a free service for women and children escaping domestic violence.

Australian Domestic and Family Violence Clearing House

Freecall: 1800 75 33 82
www.austdvclearinghouse.unsw.edu.au

Newsletters, issues papers and searchable databases of research, resources and good practice.

Child Protection

Child Protection Service - Department of Health and Human Services

State Government Offices
Cnr Mair and Doveton Streets
Ballarat 3350
Phone: 1800 000 551 or 5333 6530
Child Protection Crisis Line: 13 12 78
www.dhs.vic.gov.au

A state-wide after hours, emergency responses service for children at immediate risk.

The Victorian Child Protection Service is specifically targeted to those children and young people at risk of abuse or where families are unable or unwilling to protect them. Child protection receives reports for children aged 0 to 17 years.

The primary functions of child protection are to:

- Receive reports from people who believe a child needs protection from abuse or neglect.
- Provide advice to people who report cases of abuse or neglect.

- Investigate when a child is believed to have been abused or is at risk of abuse or neglect.
- Refer children and families to services in the community for ongoing support and harm prevention.
- Take matters to the Children's Court if the child's safety within the family cannot be guaranteed.
- Supervise children on legal orders granted by the Children's Court.

Women's Information & Referral

Council of Single Mothers & Their Children (CSMC)

Phone: 03 9654 0622

Freecall: 1300 552 511

www.csmc.org.au

Monday to Thursday, 9.30am to 3pm

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

Women's Information (WIRE)

Information Line

Monday to Friday, 9am to 5pm

Phone: 1300 134 130

www.wire.org.au

Women's information, support and referral service with online fact sheets on domestic violence, separation, divorce, children, finances, housing, and counselling.

Young Parents

PODS Program

Ballarat Community Health

Phone: 5338 4500

www.bchc.org.au

The PODS program provides young parents under 23 years with support for education and training, and the opportunity to join a young parents group.

Ballarat Secondary College LinkUp Program

Delacombe Education and Learning Centre

102 Leawarra Crescent

Delacombe 3356

Phone: 5336 5005

LinkUp Young Parents program runs from the Delacombe Learning and Education Centre in Leawarra Crescent. The Program operates four days a week providing educational and wellbeing pathways for young mothers.

Young Mum's Program

Ballarat Health Services, Maternity Unit
Drummond Street North, Ballarat 3350

Phone: 5320 4820

Wednesday, 1.30 to 3pm

Antenatal care, support and free classes to prepare young parents for birth and parenthood. Sessions include pregnancy and birth, basic baby care and safety.

Birth Workers Institute of Australia

(Ballarat Branch)

Ph: 0408 413 855

Email: info@birthworkersinstitute.org

www.birthworkersinstitute.org

Free childbirth preparation classes, labour and birth support, and breastfeeding support for young parents.



General Services



Art Gallery of Ballarat

40 Lydiard Street North

Ballarat 3350

Phone: 5320 5858

www.artgalleryofballarat.com.au

Daily: 10am to 5pm (except Christmas Day and Boxing Day)

Guided Tours: Wednesday to Sunday at 2pm and for special exhibitions at other times.

The Art Gallery of Ballarat is one of Australia's leading regional galleries. Its collection provides an outstanding overview of Australian art, while the changing exhibition program means there is always something new to see.

The Education Program introduces students to aspects of art and art-making in creative ways. After school and school holiday programs provide out of school opportunities for students to learn from local artists. Children are welcomed into the Gallery and there are free children's trails available at the desk.

Free general admission, with charges to some special exhibitions. Gallery Members are entitled to discounts to all programs as well as in the Gallery Shop and café.

M.A.D.E

Museum of Australian Democracy at Eureka

102 Stawell St South

Ballarat 3350

Phone: 1800 287 113

www.made.org

Daily: 10am to 5pm (except Christmas Day)

The Museum of Australian Democracy at Eureka (M.A.D.E) is located within the Eureka Stockade Memorial Parkland. M.A.D.E's exhibition includes the awe-inspiring Eureka Flag and explores the global history of democracy in a digitally interactive and immersive display. During the school holidays, M.A.D.E runs a dedicated children's program with craft activities, storytelling and interesting ways for young learners to explore the exhibition.

M.A.D.E also delivers an ever-changing calendar of events including film screenings, speaker sessions and temporary art exhibitions. Admission to M.A.D.E is free for Ballarat residents. The venue has an onsite café, a baby change room and is accessible for prams and wheelchairs.

Arts and Cultural Development

City of Ballarat

Phone: 5320 5798

www.ballarat.vic.gov.au

The City of Ballarat supports and promotes cultural activities which engage the community and contribute to the wellbeing and personal development of all Ballarat residents. The City of Ballarat website features a community events calendar and the www.artsatlas.com.au website promotes local exhibitions, performances, and arts events and organisations.

Cry-Baby Cinema Sessions Regent Cinemas Ballarat

49 Lydiard Street North
Ballarat 3350
Phone: 5330 5555
Email: marketing@vam.com.au
www.regententertainment.com.au
Sessions run Mondays

The Regent Cinemas Ballarat runs 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 don't have to worry about disrupting other patrons if their child cries or makes noise. Sessions do not run during school holidays or public holidays.

Cry Bay sessions are highlighted on website, with sessions times flagged as BUB.

Her Majesty's Theatre

17 Lydiard Street South
Ballarat 3350
Box Office Tickets Sales: 5333 5888
Email: hermaj@hermaj.com
www.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.

Visit Ballarat

www.visitballarat.com.au

Ballarat's official tourism website has a calendar of events in Ballarat and the region including festivals, markets, exhibitions and shows, sport, theatre, food and wine, and What's On This Weekend. There are also Family Fun Deals with discount offers to local attractions.

COMMUNITY EVENTS

Fun, free community events are held by the City of Ballarat throughout the year. These popular events include great activities, entertainment and attractions for children and their families. All events are family friendly with baby change and feeding facilities.

The *MyBallarat* community magazine, published by the City each season, has a community events calendar and articles on the City of Ballarat events. The magazine is delivered free to every home and business in the City of Ballarat, and is available at the City website.

The City of Ballarat has a very popular events calendar on its website: www.ballarat.vic.gov.au. Follow the City's events on Facebook for up-to-date information and full event programs.

Summer Sundays

Ballarat Botanical Gardens
Lake Wendouree
www.facebook.com/summersundaysballarat

Every Sunday in January

Live music and delicious desserts delight a relaxed audience on the green at the Ballarat Botanical Gardens. Children of all ages are welcome.

Ballarat Begonia Festival

Ballarat Botanical Gardens
Lake Wendouree
www.facebook.com/BallaratBegoniaFestival

Labour Day Weekend in March

Named Australia's Favourite Event in 2014, the Ballarat Begonia Festival is a three-day fiesta that fills the beautiful Botanical Gardens. There is a focus on family entertainment and activities for all ages.

The Festival Parade, held on Labour Day morning, features colourful floats, exciting music and many local community groups.

HarmonyFest

www.facebook.com/harmonyfest2012COB
March

Ballarat comes together to celebrate the diverse cultures, flavours, sounds and colours that create the city's multicultural community at Harmonyfest.

Ballarat Heritage Weekend

Various locations in Ballarat
www.facebook.com/BallaratHeritageWeekend
Mother's Day Weekend in May

The popular Ballarat Heritage Weekend celebrates the city's rich history. Ballarat's finest buildings are open to the public with fascinating exhibitions and events. There are many family activities such as double decker bus rides and steam train rides.

Children's Week

www.ballarat.vic.gov.au
Fourth week in October

The City of Ballarat coordinates a busy and fun calendar of events to celebrate Children's Week every October. Community groups and organisations host activities for children aged 0 to 12 years and their families. Past events include a teddy bear's picnic, free swimming day, playgroups and story times.

LIBRARIES

City of Ballarat Libraries

www.centralhighlandlibraries.org.au

There are three branches of the City of Ballarat libraries: Ballarat, Sebastopol and Wendouree. An outreach service also operates on a weekly basis in Miners Rest, Learmonth, Delacombe, M.A.D.E and Buninyong. For information, call 0408 595 313.

The City of Ballarat Libraries 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.

Membership to the libraries is free and available to people of all ages.

Ballarat Branch

178 Doveton Street North
Ballarat 3350
Phone: 5338 6850

Monday to Thursday: 9.30am to 6pm
Friday: 9.30am to 7pm
Saturday: 9.30am to 1pm
Sunday: 1.15 to 4pm

Sebastopol Library

181 Albert Street
Sebastopol 3356
Phone: 5335 7985

Monday: 2 to 5.30pm
Tuesday: 10am to 1pm
Wednesday: 2 to 5.30pm
Thursday: 10am to 1pm
Friday: Closed
Saturday: 9.30am to 12pm
Sunday: Closed

Wendouree Library

Stockland Shopping Centre
Gillies Street North
Wendouree 3355
Phone: 5339 3505

Monday to Thursday: 10am to 5pm
Friday: 10am to 6pm
Saturday: 9.30am to 12pm
Sunday: Closed



Recreation & Sports Facilities

Ballarat is a vibrant municipality with a broad range of activities for everyone to enjoy. Visit the City of Ballarat's Directory at www.ballarat.vic.gov.au 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 offer specific junior programs. For further information, call City of Ballarat's recreation staff on 5320 5641.

Community Recreation Groups

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

Ballarat Basketball Association

5338 1220
ballaratbasketball.com

Ballarat Cricket Association

5331 7998
ballaratcricket.com

Ballarat and District Soccer Association

5336 1248
ballatatsoccer.com.au

Ballarat Football League

5333 1977
Bfl.vcfl.com.au

Ballarat Little Athletics

0418 573 436
Ballaratlittleathletics.com.au

Ballarat Netball Association

5334 7509 or 0418 625 800
Ballaratnetball.org.au

Ballarat Pony Club

0412 696 648
Ballarat.ponyclubvic.org.au

Ballarat Yacht Club

0438 327 012

Girl Guides

5334 1975
Girlguidesballarat.org.au

Hockey Ballarat

www.hockeyballarat.org.au

Riding for the Disabled

5332 4511
Rda.org.au

Scouts Australia – Ballarat District

5330 3562
Vicscouts.com.au

Ballarat Community Health Centre

Phone: 5338 4500
www.bchc.org.au

Sports equipment library

Ballarat Library

178 Doveton Street North
Ballarat 3350
Phone: 5338 6850

Sports equipment available for loan.

SWIMMING POOLS

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.

Indoor Swimming & Lifestyle Centres

Ballarat Aquatic and Lifestyle Centre (BALC)

The BALC 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 crèche. Activities include learn to swim classes, gymnastics, fitness classes, childcare, SNAP - Special Needs Aquatic Program, holiday programs and birthday parties.

Prince of Wales Park
Gillies Street North
Ballarat 3350
Phone: 5334 2499
www.ballarataquatic.ymca.org.au

Monday to Friday: 6am to 9pm
Saturday and Sunday: 8am to 6pm
Public Holidays: 10am to 6pm
(Refer to website for holiday period hours)

Facilities

- 25m - 8 lane indoor pool
- 50m indoor pool (open in 2015)
- Gymnastics hall
- Heated aquatic education and toddlers pools
- Café
- Spa and steam room
- Meeting room
- Health Club
- Recently refurbished change rooms
- Group fitness studios
- Consulting suites
- Children's Centre
- Baby Change Facilities

UniSports Indoor Pool and Gym

Gear Avenue

Mount Clear 3350

Phone: 5327 9695

Email: unisports@federation.edu.au

www.federation.edu.au/unisports

UniSports offers an exciting range of recreation, education and health programs with fully qualified and experienced staff. Activities and facilities include learn to swim, water aerobics, pool parties, gym/swim memberships, tennis and squash courts, dance studio, basketball court, sport and recreation centre, and outdoor sports field.

Outdoor Pools

Open during the summer season.

Brown Hill Swimming Pool

Humffray Street North

Ballarat 3350

Phone: 5338 8663

Buninyong Swimming Pool

Forest Street

Buninyong 3357

Phone: 5341 3302

Eureka Swimming Pool

Stawell Street

Ballarat 3350

Phone: 5331 2820

Midlands Reserve Water Playspace

Cnr Doveton and Landsborough Streets

Ballarat 3350

Daily: 9am to 9pm (except Christmas Day)

Ballarat's very first water spray park, featuring water cannons, fountains, high pressure jets, gentle play for younger kids, and a waterfall. Free entry.

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Emergency Numbers:

Ambulance	000	Ballarat Health Services	5320 4000
Fire Brigade	000	St John of God Health Care	5320 2111
Police	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