

The Queanbeyan Region Pregnancy Support Resource Directory

A Directory of Support Services
for Pregnant and Parenting Women in Need

(includes ACT)



PRELIMINARY EDITION

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Introduction

The Queanbeyan and ACT Pregnancy Support Directory (Preliminary Edition June 2022) is an initiative of **First Steps Pregnancy Support Ltd.** We seek to provide a resource that reflects our networks and demonstrates the breadth of support that is accessible to pregnant women in the region. Pregnancy can be a time of great joy, but for many it brings significant distress and can highlight the lack of vital support available to a woman from within her own network.

This Directory hopes to provide pregnant women who are overwhelmed or in crisis with some direction on where they can find the assistance they need.

While we have included a wide range of relevant services across the Queanbeyan and ACT Region, there may be organisations we have missed that offer vital support. Please get in touch at contact@fsps.org.au if you would like to suggest an additional service or if there is an error noted in the details included in this preliminary edition.



First Steps Pregnancy Support

First Steps Pregnancy Support is a community organisation located in Queanbeyan NSW.*

We seek to ensure that each pregnant woman can access the support and resources she needs to enable her to continue with the pregnancy and become a confident and capable mother.

The care and community that First Steps offers particularly benefits those in crisis or with an unexpected pregnancy. We will help to find the way forward, providing medical, practical and social support throughout pregnancy and into early parenting, in a safe and nurturing environment. We can assist with navigating the many different services available and help to find the right support for each woman.

Opening hours: TBC

Address: TBC

Phone: TBC

Email: contact@fsps.org.au

Website: www.fsps.org.au

Eligibility: NSW/ACT pregnant women who are in crisis or with an unexpected pregnancy.

Referral Pathway: Self referral;
Inter-organisational referrals welcome.



**Please note that FSPS is currently in the planning and community consultation phase, and not yet operational. If you are interested in providing support or partnering with FSPS, then please visit www.fsp.org.au/donate.*

Pregnancy Options Counselling

Pregnancy Help Australia

Pregnancy Help Australia is a national peak body that exists to support and empower individuals in their unexpected pregnancy journey. They offer a confidential, non-judgemental phone counselling, information and directory service for anyone seeking help during pregnancy. Staff and volunteers are trained to listen impartially, creating a safe space for callers to navigate available information, options, and support. If needed, callers are connected with a local allied pregnancy centre that can meet their immediate and long-term needs through some or all of the following free services:

- Options consultation (abortion, adoption, parenting information)
- Counselling (individuals/couples)
- Pregnancy testing
- Mentoring
- Material support - baby bundles, maternity and nursery items
- Parenting programs
- Reproductive loss and grief counselling/groups
- Connection to Community Support Services

Opening hours: Phone line operates 24 hours, 7 days a week

Phone: 1300 139 313

Website: www.pregnancyhelpaustralia.org.au

Email: info@pregnancyhelpaustralia.org.au

Pregnancy Counselling Australia

Pregnancy Counselling Australia is a free National phone counselling service for people facing unexpected or crisis pregnancies. All counsellors are female and they provide a confidential and compassionate service. They offer non-directive pregnancy counselling and information if requested, and encourage women and their partners to take the time and space they need to reflect and evaluate what decision is right for them, so they can find the best way forward.

Opening hours: 8am to 10pm 7 days a week

Phone: 1300 RESPECT (1300 737 732)

Website: www.pregnancycounselling.com.au

Email: admin@pregnancycounselling.com.au



Pregnancy Choices Helpline

The Pregnancy Choices Helpline is operated by Family Planning NSW with support from NSW Health. Their website has useful tools to help work through the different options that exist when facing an unexpected pregnancy and also has information and resources exploring contraceptive choices. They offer a phone counselling service to help navigate these options and can provide the service in many languages through the Translating and Interpreting Service (TIS) and in other accessible forms through the National Relay Service (see website for details).

Opening hours: 8am to 8pm Monday to Friday

Phone: 1800 008 463

Website: www.pregnancychoices.org.au

Email: info@pregnancychoices.org.au





Antenatal Care

Maternity Options (ACT Public Hospitals)

Maternity Options is the central intake line for Maternity Care in the ACT. This includes The Centenary Hospital for Women and Children located in Garran (previously The Canberra Hospital) and Calvary Hospital in Bruce. The services within these hospitals include the general Antenatal Clinic model of care, the CaTCH continuity program, the Birth Centres, the STEP AHEAD program for young Mums as well as the Homebirth Trial program. There is also a phone line provided for women with questions or concerns about early pregnancy, parenting, maternal and child health as well as if she has concerns about her emotional wellbeing.

Opening hours: 8.30am to 5pm, Mon - Fri

Phone 1: (02) 5124 9977 (Maternity Options - appointments)

Phone 2: (02) 5124 1775 Early Pregnancy and Parenting Support Line (8:30am - 5pm) - leave a message and your call will be returned within 1 business day.

Website: health.act.gov.au/services-and-programs/women-youth-and-children/pregnancy-and-birth

Eligibility: Birth Centre and CaTCH programs are only available to ACT residents.

Referral Pathway: NSW residents need a referral from their GP (via HealthLink)

Queanbeyan District Hospital

Queanbeyan District Hospital provides maternity care for the women of Queanbeyan and surrounding regions including the ACT. It is a GP Obstetrician/midwife shared care model where women see both a GP Obstetrician and a midwife throughout their pregnancy. It is a two step process to register:

1. Complete the online booking form to register with the hospital (link below).
2. Book an appointment with a GP Obstetrician (fees usually apply but bulk billing available on a case by case basis) located at either Rutledge Family Medical Practice or Queanbeyan GP Super Clinic). Once linked in with the hospital midwives, referrals can be made for the MECOSH extended home visiting program and Safe Start (multidisciplinary perinatal care) for women (NSW residents only) who are eligible and would benefit from these services.

Address: Cnr Collett and Erin Streets, Queanbeyan NSW 2620

Opening hours: 24 hours, 7 days a week.

Phone: (02) 6150 7190 (Queanbeyan Hospital Maternity)

(02) 6297 2122 (Rutledge Family Medical Centre)

(02) 6297 3311 (Queanbeyan GP Super Clinic)

Website: snswlhd.health.nsw.gov.au/our-services/maternity-services

Eligibility: Accepts NSW/ACT residents. Some services only available to NSW residents

Referral Pathway: Online booking form for women to complete: snswlhd.health.nsw.gov.au/additional-pages/maternity-booking-in-clinic-admission-form

ATSI Services

Winnunga Nimmityjah

Winnunga's primary purpose is to provide culturally safe and holistic health services to Aboriginal and Torres Strait Islander people. It is a bulk billing practice and anyone can walk into the clinic during opening hours and see the next available doctor. Appointments are required for some services such as dental, physiotherapy and psychiatry. The Australian Nurse Family Partnership Program (ANFPP) runs from Winnunga and is a nurse-led home visiting program that supports first time mothers with an Aboriginal or Torres Strait Islander baby. Some other regular programs include a pregnancy group, a mothers' and babies group, a women's group, and social and emotional health services.

Address: Community Health Centre, 63 Boolimba Crescent, Narrabundah ACT 2604

Opening hours: 9am to 5pm, Mon - Fri (Medical, Nursing and Social Services)

Phone: (02) 6284 6222

Email: winadmin@winnunga.org.au; anfpp@winnunga.org.au

Website: winnunga.org.au

Gugan Gulwan Youth Centre

Gugan Gulwan Youth Aboriginal Corporation (meaning Younger Brother, Younger Sister) supports young vulnerable Aboriginal and Torres Strait Islander people and their families. They have a range of services to provide support to those who are homeless, suffering from mental health issues or from drug and alcohol addiction. They seek to keep children out of the foster care system by offering family therapy sessions for those at risk. They also offer counselling, early childhood services and case management and run group programs and a drop-in service. They seek to see these young people grow and thrive as well as to provide advocacy and leadership in the area of policy development for this vulnerable group of people.

Address: Erindale Business Park, 2 Lansell St Wanniassa (main entry - Building C), ACT 2903.

Opening hours: 9am to 5pm

Phone: (02) 6296 8900

Website: gugan-gulwan.com.au



Child and Family Centre Indigenous Community Groups

Each of the three Child and Family Centres in the ACT host various Aboriginal and Torres Strait Islander playgroups and children's groups. These include Deadly Bubs and Koori Playgroup. Contact your local centre for more information, as each centre has a variety of groups to offer.

Address:

Gungahlin: 51 Ernest Cavanagh Street, Gungahlin ACT 2912

Tuggeranong: 159 Anketell Street, Greenway ACT 2900

West Belconnen: 6 Luke Street, Holt ACT 2615

Opening hours: 9am to 5pm, Mon - Fri

Phone: Gungahlin (02) 6207 0120, Tuggeranong (02) 6207 8228, West Belconnen (02) 6205 2904

Website: communityservices.act.gov.au/ocys/children/childandfamilycentres

Queanbeyan Hospital Aboriginal Liaison Midwife

Queanbeyan Hospital Maternity Department has a dedicated Aboriginal Liaison Midwife (ALM) who you can see for pregnancy and postnatal care if you or your baby are Aboriginal or Torres Strait Islander. To see the ALM midwife, booking in with the hospital is done as listed in our section on Antenatal Care. Please include on the hospital booking form that you would like to see the Aboriginal Liaison Midwife. All GP Obstetricians in Queanbeyan offer bulk billed appointments for ATSI women for their pregnancy and postnatal care. NSW Health has published a Pregnancy Diary for Aboriginal and Torres Strait Islander women that is available at the link below.

Address: Cnr Collett and Erin Streets, Queanbeyan NSW 2620

Phone: (02) 6150 7190 (Queanbeyan Hospital Maternity)

Website: nswlhd.health.nsw.gov.au/our-services/maternity-services

Eligibility: Women who are (or have a partner who is) Aboriginal/Torres Strait Islander

Referral Pathway: Online booking form for women to complete:

nswlhd.health.nsw.gov.au/additional-pages/maternity-booking-in-clinic-admission-form

Pregnancy Diary:

<https://www.health.nsw.gov.au/kidsfamilies/MCFhealth/Publications/strong-women-strong-babies-pregnancy-diary.pdf>

Multicultural Services

Companion House

Companion House is a community organisation that provides a range of support and services for people who have fled to Australia from persecution and are survivors of trauma, torture or war. All services are free of charge and include medical care, counselling, assistance with migration, training and education. They also seek to raise community awareness and advocate for policy change. Companion House provides many resources to support other professionals involved in supporting these people including GPs and teachers.

Address: 41 Templeton Street, Cook ACT 2614

Phone: (02) 6251 4550

Email: info@companionhouse.org.au

Website: companionhouse.org.au

Referral Pathway: Self referrals or through community/government organisations

MARSS (Migrant and Refugee Settlement Services)

MARSS provides a range of services to assist recent refugee arrivals and migrants settle into Canberra and the surrounding community. This includes advocacy, case work, information, referrals, emergency financial relief and assistance in finding medium to long term accommodation. MARSS runs a range of programs and classes including English, IT, sewing, driving, sporting, men's outreach and healthy living. It is a not for profit organisation that is funded by the Federal Department of Social Services.

Contact Details:

Head Office (and enquiries): Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Civic ACT 2601. Phone (02) 6257 7655. Email: info@marss.org.au

Belconnen Office: Level 3, Belconnen Churches Centre, 54 Benjamin Way, Belconnen ACT 2617. Phone: 0403 090 767; email: marssbelco@marss.org.au

Queanbeyan Office: Crawford Centre, 8/166-168 Crawford St, Queanbeyan NSW 2620.

Phone: 0403 091 445; marssqbn@marss.org.au

Opening hours: 9am to 5pm, Mon - Fri (all offices)

Website: www.marss.org.au

Eligibility: Services are available for migrants and refugees who have been in Australia for <5 years.

Referral Pathway: Self referrals or through community/government organisations



Free Interpreting Service (FIS)

The Free Interpreting Service is delivered by The Translating and Interpreting Service (TIS) on behalf of the Department of Home Affairs. It enables equitable access to vital services that do not have government funding so that adequate communication can take place with people who have limited or minimal proficiency in the English language. No time limits apply and it is available as an ongoing service for eligible providers. Registration is simple and it takes only minutes to connect to an appropriate interpreter by phone.

Phone: 1300 575 847

Email: tis.freeinterpreting@homeaffairs.gov.au

Website:

www.tisnational.gov.au/Agencies/Charges-and-free-services/About-the-Free-Interpreting-Service

Provider Eligibility: Medical Practitioners including GPs who deliver Medicare rebatable services in a private practice setting; Community Pharmacies; Non-Government Organisations that provide casework and emergency services if minimal Government funding is received.



Government Benefits / Assistance

Federal Government benefits (Services Australia/Centrelink)

There are a number of benefits offered by the Federal Government that could be of assistance to pregnant women and young families. Contact Services Australia to find out what benefits may be available to you (many of these are subject to certain requirements). It is recommended to contact Services Australia/Centrelink three months before the birth of the baby.

Below are examples of relevant benefits:

- **Crisis Payment** - A one-off payment for those who have experienced an extreme circumstance and are in severe financial hardship.
- **Parenting Payment** - One of the main income support payments for those who are the main carer for a young child. Also available for job seekers who are the primary carer.
- **Rent Assistance** - Rent assistance may be available for those who are receiving certain Federal government payments and satisfy certain requirements.
- **Health Care Card** - A concession card that gives cheaper health care and medication with some additional service discounts.
- **Parental Leave Pay** - A payment for up to 18 weeks for parents who care for their newborn or newly adopted child.
- **Family Tax Benefit** - A two part payment to help with the cost of raising children.
- **Newborn Upfront and Newborn Supplement Payment** - A lump sum payment (or it can be added to Family Tax Benefit A payments) for those who start caring for a newborn or child.
- **Dad and Partner Pay** - A payment for up to 2 weeks to a biological father/ partner of the birth mother while they care for a new child. This payment is subject to certain requirements.

Address: There are multiple *Services Australia* (Centrelink) shop front locations in the region.

- Braddon Service Centre ~ 13 Lonsdale Street, Braddon
- Woden Service Centre ~ 2-6 Bowes Street, Woden
- Belconnen Service Centre ~ North Point Plaza, 8 Chandler Street, Belconnen
- Gungahlin Service Centre ~ 5 Fussell Lane, Gungahlin
- Tuggeranong Service Centre ~ Cnr Anketell Street and Reed Street, South Tuggeranong
- Queanbeyan Service Centre ~ 183 Crawford Street, Queanbeyan
- Yass Service Centre ~ 204 Comur Street, Yass

Opening hours: 8.30am to 4.30pm, Mon - Fri (except public holidays)

Phone: 13 16 50 (Families and Parents Line)

Website: servicesaustralia.gov.au



ACT Government Assistance

The ACT Government provides a range of benefits and assistance. The website assistance.act.gov.au makes it easy to find out what assistance and advice you might be eligible for by filling out the questionnaire available on the website. It pulls together information from across the ACT and Australian governments and some community organisations. Assistance and benefits include (but are not limited to):

- Early parenting counselling
- Utilities concession (gas, water, electricity bills concession)
- Various assistance provided to women, youth and children
- Community care nutrition service
- Social work services - short-term counselling and emotional support for social and psychological issues
- Food and other practical assistance.

Website: www.assistance.act.gov.au

NSW Government Assistance

The NSW Government has many services and types of assistance for families. Their website has useful information for the different stages of parenting from pre-pregnancy and includes health information, financial assistance and other services that may be of use. There are sections on Having a Baby, Parenting Young Children, Adoption and Fostering. They also summarise available Federal Government Support payments in the relevant sections.

Website: <https://www.nsw.gov.au/life-events/starting-and-growing-a-family>



Financial Support

CAP (Christians Against Poverty)

Christians Against Poverty provides practical help to people who are struggling to manage their finances and debt. They help to empower people to get themselves out of poverty by:

- developing a realistic and understandable budget
- negotiation with creditors on your behalf
- insolvency assistance if required
- money management skills through the CAP Money Course
- continued support until you are debt free

CAP operates worldwide and is the largest charitable provider of free debt management in Australia. In the ACT, CAP operates from two offices: their north-side centre in Charnwood, and a south-side centre in Monash. CAP is able to provide home visits to all Canberra suburbs, and in many cases surrounding regions such as Queanbeyan.

Address: Charnwood: 20 Cartwright Street, Charnwood ACT 2615
Monash: 200 Clive Steele Avenue, Monash ACT 2904

Phone: 1300 227 000

Website: www.capaust.org

Care Financial Counselling Services

Care Financial Counselling Services provides access to financial skills development, information and support to people who are doing it tough financially. They give free and confidential counselling support to empower people to better understand and take control of their financial situation, support people who are impacted by unfair and exploitative practices, and to help to educate the community to understand their rights and options to make informed financial decisions. Services include:

- Financial Counselling - for those struggling with debt.
Ph: 1800 007 007; email: admin@carefcs.org
- Consumer Law - free legal advice and representation for financial matters
Ph: (02) 6143 0014; email: clc.admin@carefcs.org
- Community Education - practical tools and information on a range of financial matters
Ph: (02) 6257 1788; email: education@carefcs.org
- Community loans - 0% interest for essential household items
Ph: (02) 6257 1788; email: microfinance.admin@carefcs.org

Address: 19 - 23 Moore Street Turner ACT

Opening hours: 9am to 5pm, Mon - Fri

Website: www.carefcs.org

Eligibility: Anyone on a low to moderate income or who is going through financial difficulty.



Moneycare

A financial counselling service provided by the Salvation Army that is free and confidential and available for anyone in need. Examples of financial need include difficulty paying credit card debt and loans, inability to pay bills, struggling to pay rent, mortgage or general difficulty making ends meet, facing legal proceedings or debt collection.

Financial support includes:

- Financial counselling - phone advice and arranging local face to face appointments
- Goal setting, helping you to achieve these goals and ongoing follow up to reach financial resilience
- No interest loans
- Be the Boss - free 3 week online course

Address: 226A Crawford Street Queanbeyan

Opening hours: A financial counsellor may be onsite Tuesday to Thursday 9.30am - 4.30pm

Phone: 1800 722 363 (National phone line) Monday - Friday 9am - 5pm

Email: moneycare@salvationarmy.org.au

Website: www.salvationarmy.org.au/need-help/financial-assistance/financial-counselling/

Eligibility: Available to anyone in need

Referral Pathway: Self referral



Legal Assistance

Women's Legal Centre ACT

Women's Legal Centre ACT can offer legal advice and assistance on a variety of legal issues often faced by women. This includes (but is not limited to):

- domestic and family violence
- divorce & separation
- arrangements for children and property following separation
- problems at work
- engaging with Child Protection
- discrimination
- financial assistance for victims of crime applications

Clients are encouraged to use the Eligibility Check accessible on the centre's website to determine if appropriate legal assistance is available for the problem they are seeking help for, and to assess eligibility. Women's Legal Centre ACT also can provide clients with a Social Worker or Aboriginal Case Manager to give additional support including safety planning, advocacy and case management. They can also refer clients to complementary services including financial counsellors, specialist counselling, and other financial and parenting support.

Phone: 1800 634 669 or (02) 6257 4377 to speak with one of their Client Service team members

Opening hours: Phone line hours Monday to Friday 9am to 5pm

Email: admin@wlc.org.au

Website: www.womenslegalact.org

Canberra Community Law (CCL)

Canberra Community Law (CCL) provides free legal assistance in relation to public housing, disability discrimination and some civil law matters. CCL can also provide advice for those who are having problems with Centrelink. CCL runs programs to assist Aboriginal and Torres Strait Islander people with Centrelink, housing and race discrimination legal issues, and people experiencing homelessness with civil law issues.

Address: Level 1, 21 Barry Drive, Turner ACT 2612 (inside Templar House, corner Barry Drive and Watson Street)

Phone: (02) 6218 7900

Email: info@canberracommunitylaw.org.au

Website: www.canberracommunitylaw.org.au



Legal Aid ACT

Legal Aid ACT (LA) provides free legal advice and representation in the areas of criminal law, family law and some civil law matters, including migration and private tenancy issues. Their helpline provides free and confidential advice from a paralegal member of the team. A range of relevant services operates from their premises including:

- Youth Law Centre - information, advice and referrals for 12 - 25 year olds
Ph: (02) 6173 5410; email: ylc@legalaidact.org.au
- Migration Clinic - advice and information specific to refugee and immigration law

Address: 2 Allsop Street Canberra City ACT 2601

Phone: (02) 6243 3411 (Office); 1300 654 314 (Helpline)

Opening hours: Helpline operates Mon - Thurs 8.30am to 7pm; Friday 8.30am to 5pm

Email: legalaid@legalaidact.org.au

Website: www.legalaidact.org.au

Legal Aid Domestic Violence and Personal Protection Order Unit

This Unit provides free assistance to people applying for Family Violence Orders and helps to understand and respond to orders. The service is available to all members of the ACT who are worried about their safety, irrespective of income or assets. The Unit is located at the ACT Magistrates Court.

Address: Ground Floor, Knowles Place, Canberra ACT 2600

Phone: (02) 6207 1874 or 1300 654 314

Opening hours: Monday to Friday 9am to 1pm. Afternoons by appointment only.

Email: civil@legalaidact.org.au

Website: legalaidact.org.au/what-we-do/dv-unit



Crisis Accommodation, Domestic Violence, Homelessness

Karinya House

Karinya House is a community organisation that provides free support to women in Canberra and the surrounding region who are pregnant or early parenting, and in crisis. Karinya provides 24/7 supported accommodation, transitional housing and varying levels of support depending on the need. Their services include case work support, prenatal education, birth preparation, labour support, transport, referral to health professionals, support for women living in violent situations, budgeting advice, assistance in developing and improving parenting and life skills, and group programs (including social and recreational activities) to reduce social isolation.

Opening hours: 24 hours, 7 days week

Phone: (02) 6259 8998

Email: info@karinyahouse.asn.au

Website: www.karinyahouse.asn.au

Eligibility: Initial referral can be made during pregnancy until 12 weeks postpartum. If the woman is a previous client of Karinya, she can be referred any time.

Referral: Self referral by phone; professional referrals welcome. Clients who are referred must be willing to engage with the service.

OneLink (ACT)

One Link is a division of Woden Community Service and provides a central intake point for people looking for emergency accommodation. For women in the ACT, access to emergency accommodation including Beryl, Toora and St Vincent de Paul's 'Young Parents Place' (see below) can only occur following registration with One Link and referral by them. Each situation is triaged and accommodation allocated based on priority of need. Wait times can be as long as 12 months depending on the urgency of the situation.

Address: Nature Conservation House, Cnr Emu Bank and Benjamin Way, Belconnen ACT 2617

Opening hours: Mon - Fri 8am-6pm; Sat/Sun 12.30pm - 5pm (phone service only on weekends)

Phone: 1800 176 468

Email: info@onelink.org.au

Website: www.onelink.org.au/

Eligibility: ACT residents only; do not refer if in imminent danger, refer to DVCS below instead

Referral Pathway: Women can self refer. Health professionals can refer using this online form cognitofrms.com/WodenCommunityServiceInc/OneLinkReferralIntakeForm



Link to Home (NSW)

A NSW Government Homelessness and Emergency Accommodation central intake line for information and referral (equivalent to One Link in the ACT). They can assist to provide an initial two nights of emergency accommodation plus refer to other organisations for longer-term options. They provide:

- Local service information
- Individual assessment to determine what help is needed
- Referrals to relevant services including specialist homelessness services, temporary accommodation etc

Opening hours: 24 hours, 7 days week phone line, however 9am - 10pm for referrals in addition to information and assistance. Will only refer overnight if an emergency situation.

Phone: 1800 152 152

Website: facs.nsw.gov.au/housing/help/ways/are-you-homeless

Domestic Violence Crisis Service (DVCS) ACT

DVCS provides a range of support to people who are or have been in situations of domestic/family violence. There is a 24/7 phone line with services including safety planning, legal advocacy and advice, attendance with police at incidents, assistance with accessing emergency accommodation, as well as referrals to other support services. DVCS also provides a range of programs including one for perpetrators of family violence who want to learn how to have healthy relationships; another for children who have experienced or witnessed family violence, as well as groups for women to support each other and develop necessary life skills as they move on from a violent relationship.

Opening hours: Crisis Phone Line - 24 hours, 7 days

Phone: (02) 6280 0900 (NB. Call 1800 RESPECT for all other states/territories)

SMS: 0421 268 492 (non-urgent only, not monitored 24/7). Online chat is also not monitored 24/7

Email:

crisis@dvcs.org.au for non-urgent matters (monitored business hours only);

or admin@dvcs.org.au for administrative enquiries

Website: www.dvcs.org.au/

Eligibility: ACT Residents only

Referral Pathway: No referral needed

1800 RESPECT (DV Crisis service for all other states/territories)

An Australian Government funded 24-hour phone line for people who are/think they may be experiencing domestic, family or sexual violence. Provides counselling, support and advice on available services, maximising safety and answering questions. Also provides referrals to appropriate services as needed. Multiple resources are available on the website including information about violence and abuse, healthy relationships, safety planning, escape bag checklists and health professional resources. They also have a searchable online database of local services. Online information is accessible for everyone: it is in 28 different languages and there are options for phone call access for vision/hearing impaired including via the National Relay Service as well as for non-English speakers via the Translating and Interpreting Service.

Opening hours: 24 hours, 7 days a week phone line or online chat

Phone: 1800 737 732 (see website for NRS and interpreter service phone numbers)

Website: 1800respect.org.au

Eligibility: for women and men who are concerned they may be experiencing abuse or violence of any kind.

Louisa Domestic Violence Service (Queanbeyan)

Louisa DVS is a Queanbeyan based not for profit service run by Molonglo Support Services. This organisation provides a range of support and housing options for those women, men and children who find themselves in domestic or family violence situations. Louisa runs a refuge for crisis accommodation (up to 3 months) that is specifically for single women or women and their children who are escaping domestic violence, but also offers other transitional housing options for anyone who is at risk or in a situation where they need 12-18 months of transitional housing assistance.

Phone: (02) 6299 4799

Email: online form at louisa.net.au/contact-us

Website: www.louisa.net.au

Eligibility: Anyone at risk of family or domestic violence. Refuge service is for women and children.

Referral Pathway: Self referral

Queanbeyan Youth Homelessness and Support Services

A NSW Government based organisation that supports young people who are at risk of homelessness. Assists with maintaining existing accommodation, and also provides options for crisis and more long term needs. There is a strong focus on supporting Aboriginal young people who are at risk. Works closely with Queanbeyan Domestic and Family Violence Homelessness Support Service as well as the Queanbeyan Homelessness Support Service.

Phone: (02) 6232 9717

Website: www.facs.nsw.gov.au/housing/help/ways/services/queanbeyan-youth-support-service

Eligibility: <25 years old and at risk of homelessness

Referral: Self referral



Young Parents Program (offered by St Vincent de Paul Society, ACT)

Young Parents Program specifically focuses on young parents who are under 25 and at risk of becoming (or already are experiencing) homelessness. All referrals for accommodation must come through One Link. In addition to providing access to stable and supported accommodation, they also address the complex issues that are often present in those in need of housing such as family breakdown, low levels of education and poor parenting attachment.

Phone: (02) 6234 7381

Email: info@svdp-cg.org.au

Website: vinnies.org.au/page/Find_Help/ACT/Health_and_wellbeing/Young_Parents_Program/

Eligibility: ACT residents, young parents (up to 25 years) who are at risk of being homeless with full-time custody of at least one child.

Referral Pathway: Referral must come through OneLink (listed previously)

Your Place Housing Support Services (Queanbeyan)

Your Place is a not for profit housing support service in the Queanbeyan/Palerang District that seeks to provide appropriate services and support to women and families over 25 years old who are at risk of homelessness. Help is offered to find both immediate and long term stable housing, case management and coordination of applicable services. Specialised Aboriginal Health workers are available. Your Place is jointly run by Barnardos Australia and Molonglo Support Services.

Address: Suite 104, Level 1 Riverside Plaza, 131 Monaro Street, Queanbeyan NSW 2620

Phone: (02) 6297 5827

Email: Online form: yourplacehousingsupportservices.com.au/contact

Website: yourplacehousingsupportservices.com.au

Eligibility: Women and families >25 years

Referral: Self referral

Queanbeyan sleepbus

The sleepbus in Queanbeyan provides overnight accommodation on a temporary basis for anyone who finds themselves in a difficult situation and is in need of a safe place to sleep. The bus has an overnight caretaker to ensure everyone is safe.

Address: Queanbeyan Visitor Information Centre, 1 Farrer Place Queanbeyan NSW 2620

Opening hours: Thursday to Monday Nights, boarding from 8.30pm, doors close 10pm sharp. Wake up call 7am, check out 7.15am.

Phone: (02) 6297 5827

Email: Online form: www.sleepbus.org/contact

Website: www.sleepbus.org/queanbeyan-service

Eligibility: Available to anyone who needs a safe place to sleep, no questions asked.



Mental Health, Drug and Alcohol

NSW Mental Health Services

Perinatal Mental Health support across the Southern NSW Local health District including through Queanbeyan District Hospital. Available to pregnant and parenting women up to the child being 2 years of age. Local services as well as specialist psychiatric support via teleconference through the State Wide Outreach Perinatal Service - Mental Health (SwOPS MH).

Opening hours: 24 hour phone line; appointments usually between 830am - 5pm

Phone: Enquiries, appointments and crisis support: 1800 011 511

Website: www.snswhd.health.nsw.gov.au/our-services/mental-health-services/community-mental-health-services

Referral Pathway: Self referral; health professional referral with patient knowledge and consent (via above phone number)

ACT Perinatal Mental Health

ACT Perinatal Mental Health is a government service for ACT residents who are pregnant or in their first 12 months post natal with moderate to severe mental health issues. They extend the service to women who are considering pregnancy that have either current or past major mental health issues to help with planning for future pregnancy.

Opening hours: 24/7 phone line

Phone: 1800 629 354 or 6205 1065 (both 24/7) Access Mental Health Crisis line.

Eligibility: ACT Residents only

Referral Pathway: Self referral (call above phone line) or from health professionals via the link:

www.health.act.gov.au/sites/default/files/2020-03/Perinatal%20Mental%20Health%20Consultation%20Service%20Referral%202020.pdf

PANDA (Perinatal Anxiety and Depression Australia)

A free national helpline for men and women and their families experiencing concerns with their mental health during the pregnancy and postnatal period, and counselling support as well as assistance linking with local services. PANDA also offers a range of other resources on their website for women, men and their families as well as for health professionals.

Opening hours: National Helpline: Monday - Friday 9am to 7.30pm

Phone: 1300 726 306

Email: support@panda.org.au

Website: www.panda.org.au

Referral Pathway: Self referral



Perinatal Wellbeing Centre (previously PANDSI)

The Perinatal Wellbeing Centre provides mental health support to ACT women, men and their families. It is a non-government organisation that offers free services to eligible clients with some programs funded by the ACT Government. Perinatal mental health workers provide support through regular phone calls or emails if preferred, and link the client in with appropriate services such as playgroups, support groups, information sessions for partners, and free childcare being provided while groups are attended.

Address: Office: 6 Minns Place, Weston ACT 2611

Opening hours: 9am to 3.30pm, Mon - Fri

Phone: (02) 6288 1936

Email: support@perinatalwellbeing.org.au

Website: www.perinatalwellbeingcentre.org.au

Eligibility/Cost: Pregnancy until 2 years postpartum. ACT and surrounding region. Free.

Referral Pathway: No diagnosis or referral required

COPE (Centre of Perinatal Excellence)

The COPE website provides a wealth of information to help women (and families) with some of the challenges associated with pregnancy, birth and adjusting to parenting. It also has a directory that lists individual health practitioners and organisations within the region who have expertise in perinatal mental health.

Opening hours: Monday to Friday, 9am to 5pm

Phone: 1300 740 398

Email: info@cope.org.au

Website: www.cope.org.au

Gidget House - Psychology Services

Gidget House is a not for profit organisation that provides support for emotional well being in the pregnancy and perinatal period, particularly for those at risk of anxiety or depression. Enables access to a qualified clinical psychologist for 10 free sessions (with a Medicare card and GP Mental Health Care plan) either by video (Start Talking Telehealth Service) or in-person depending on what is preferred. Also offers various other support groups and resources aimed at expectant and new parents as well as those suffering following pregnancy-related loss (including stillbirth, miscarriage and termination).

Address: Local office at Karabar Community Health Centre, 12 Southbar Rd Karabar NSW 2620

Phone: 1300 851 758

Email: contact@gidgethouse.org.au

Website: www.gidgetfoundation.org.au/get-support/gidget-house

Eligibility: Pregnancy and up to 12 months post birth. Fees apply only for repeat missed appointments.

Referral Pathway: GP Referral with Mental Health Care Plan (requires a diagnosis)



IMPACT Program (ACT Only)

The IMPACT Program is a coordination service for pregnant women who are Mental Health ACT clients and/or receiving opioid replacement therapy. This program can assist with service coordination. This service is free to Medicare and Asylum Seeker cardholders.

Address: City Health Centre, 1 Moore Street, Canberra City ACT 2600 and Centenary Hospital for Women and Children Building 11, Level 3, The Canberra Hospital

Opening hours: (Phone line) 9am to 4.30pm, Mon - Fri

Phone: 1800 211 274

Website: health.act.gov.au/services-and-programs/women-youth-and-children/impact

The Farm in Galong

The Farm in Galong is a residential therapeutic community in country NSW for women who have been harmed by involvement with alcohol or other substance misuse. Women who have completed rehabilitation can join The Farm and become a part of an intentional community where they learn the skills they need to live fulfilling and independent lives and be integrated back into the outside community following the program. Qualified counsellors work with the women during their time at The Farm and address specific areas for each woman including:

- Healing from trauma
- Developing parenting skills
- Developing a vocational direction and commencing training
- Working towards the restoration of children if applicable

Address: Galong NSW

Phone: (02) 6386 7275 or 0404 112 428 8am - 8pm

Email: office@galongfarm.org

Website: www.thefarmingalong.com.au

Eligibility: Women who have completed rehabilitation for alcohol or substance misuse

Referral Pathway: Self referral - application form available on the website:

www.thefarmingalong.com.au/resources





Health Care and Young Mums

Women's Health Service

Women's Health Service is an ACT Government initiative that provides a range of support services to vulnerable women 14 years and over in the ACT Region. Eligible women include those of an ATSI or migrant background with language/cultural barriers, homeless or at risk of homelessness, women with a disability, as well as those struggling with their mental health, substance abuse or sexual identity. Nursing, medical, as well as nutrition and counselling services are available and include health checks, cervical screening tests, psychological support and assistance with finding longer term suitable health care.

Address: Located at community centres throughout Canberra. See website for exhaustive list

Opening hours: 8.30 - 4.45pm Monday to Friday (phone line hours for appointments)

Phone: (02) 5124 1787

Website: health.act.gov.au/services-and-programs/women-youth-and-children/womens-health/womens-health-service

Eligibility: Vulnerable women 14 years of age and over

Referral: Self referral

The Junction Health Service

The Junction Health Service is for young people aged 12 to 25 years, along with their dependent children. They have a particular focus on young people who are homeless or otherwise experience (or are at risk of) disadvantage. Of relevance to women in the perinatal period, they provide antenatal shared care, baby and early child development and health checks. Patients must be eligible for a Medicare card in order to access this service (case by case consideration given to Medicare ineligible patients).

Address: 30 Scotts Crossing, Civic ACT 2601

Opening hours: 9.30am to 5pm, Mon - Fri

Phone: (02) 6232 2423

Email: junctioninfo@anglicare.com.au

Website: www.anglicare.com.au/services/youth-family/health

Eligibility: Young people aged 12-25 years; requires a Medicare card



STEP AHEAD Program

The Centenary Hospital for Women and Children provides the 'Step Ahead' antenatal program for young women to help with the specific needs of young parents and to facilitate their engagement with care. This model of care aims to address the emotional, social, educational and clinical needs within the context of their existing supports and networks. It gives these women a single contact who oversees the coordination of their care and links them in with postnatal services that may be beneficial for them after the birth of the baby. Women who register for antenatal care that are <21 years of age are automatically linked in with this program. Patients of The Junction Youth Health Service who plan to birth at The Centenary Hospital can access this program until 25 years of age.

Address: The Centenary Hospital for Women and Children

Opening hours: 9.30am to 5pm, Mon - Fri

Phone: (02) 5124 9977 (Maternity Options - appointments)

Eligibility: <21 years old and pregnant or up to 25 years of age if having antenatal care through The Junction Youth Health Service and plan to deliver at the Centenary Hospital for Women and Children.

CCCares Young Parents Program @ Canberra College

*See details under **Education**.*





Education

HIGH SCHOOL and COLLEGE

CC Cares Young Parents Program @ Canberra College

CCCares @ Canberra College is a program for pregnant and parenting students from the ACT and surrounding districts who wish to continue gaining an ACT Senior Secondary Certificate or other certified competency-based training. CCCares operates in a purpose-built centre in Phillip and caters for the specific needs of pregnant and parenting young people, providing onsite childcare, transport and links with external agencies to provide advocacy and support. There is a focus on skills training and students develop social and emotional intelligence, literacy, numeracy and IT skills as well as develop greater local and global awareness. They are equipped to manage their own personal circumstances and develop the skills necessary to be employable and financially independent.

Address: 2 Launceston Street, Phillip ACT 2606

Phone: (02) 6142 3464

Email: cccares@ed.act.edu.au

Website: canberrac.act.edu.au/information/programs/cc_cares

UNIVERSITY

Australian National University (ANU)

ANU has official policies supporting a balance between work/study and family/child-care commitments for students/staff. The ANU 'Children on Campus' policy states that supervisors and lecturers will consider 'reasonable requests' to bring children into the office or classroom. There are five childcare centres at ANU that are open to the children of students and staff. ANU is a breastfeeding-friendly environment.

ANU Family Friendly Committee

The ANU Family Friendly Committee promotes a family and child-friendly culture on campus and advocates for policies that support the needs of parents and children at ANU. The committee has produced a guide to the parenting rooms on campus (2019). There are nine parenting rooms on the main Acton campus, most with nappy-change tables, breastfeeding chairs as well as a fridge and area for food preparation. The Committee can be contacted to raise issues with university leadership if students or staff are encountering issues or barriers to their participation.

Contact: Dr Penny Kyburz, penny.kyburz@anu.edu.au



PARSA (ANU Postgraduate and Research Students' Association)

PARSA is the official representative body for ANU postgraduate and research students. One of its roles is to provide practical assistance to students in need. PARSA has compiled a Student-Parents Guide (see below) with information for parenting ANU students. PARSA has its own parenting room that can be accessed by all students and staff. For current postgraduate ANU students experiencing financial or personal difficulties, there are a number of grants and assistance programs, including PARSA Emergency Accommodation Assistance and the PARSA Emergency Grant (up to \$500 per calendar year).

Address: Level 2, Di Riddell Student Centre, Kambri Precinct, ANU.

Opening hours: 9am to 5pm, Mon - Fri (except public holidays)

Phone: (02) 6125 4187

Email: parsa@anu.edu.au (general); parsa.assistance@anu.edu.au (student assistance team)

Website: www.parsa.anu.edu.au; parsa.anu.edu.au/studentsupport/helpfulinformation/student-parentsguide/

Eligibility: Grants available to current ANU postgraduate/research students

ANUSA (Australian National University Students' Association)

ANUSA provides financial assistance to undergraduate students undergoing hardship, including a Grocery Voucher program and a Transport Voucher program. It also provides temporary (week-long) accommodation for students in crisis.

Address: Level 2, Di Riddell Student Centre, Kambri Precinct, ANU

Opening hours: 9am - 5pm, Mon - Fri (excluding public holidays)

Phone: (02) 6125 2444

Email: sa.admin@anu.edu.au

Website: www.anusa.com.au

University of Canberra (UC)

The University of Canberra is a Breastfeeding Friendly Workplace (first accredited in 2013). There are two parenting rooms on campus open to both students and staff, and another staff-only room. Two childcare centres operate on campus for the children of students and staff. The University has a Student Welfare Office, a Student Wellbeing Team and an Advocacy service run by the Student Representative Council that can assist students with personal challenges. University of Canberra also offers a Student Bursary Program to students in serious financial difficulties who cannot receive other income support. The Inclusion and Engagement team supports students with ongoing health conditions.

Opening hours: Student Centre 9am to 4pm, Mon - Fri

Phone: (02) 6206 8841 (Student Welfare Office)

Email: welfare@canberra.edu.au

Website: www.canberra.edu.au/future-students/support-at-uc



ACU Parenting Facilities (and counselling)

ACU Canberra campus has a parent room with change tables and facilities for breastfeeding mothers. ACU also offers a free counselling service to students. This is delivered by trained psychologists or social workers and there is a crisis after-hours phone line available to students.

Opening hours (crisis phone line): 5pm to 9am weekdays, 24hrs on weekends/public holidays

Phone: 1300 638 485 (or text 0488 884 191)

Email: Counselling.Canberra@acu.edu.au

Website: acu.edu.au/student-life/student-services/counselling-services



Baby Supplies and Child Care

Roundabout Canberra

Roundabout is a local charity that provides second hand goods in excellent condition to women and their families who are in need in the Canberra Region. They do not deal directly with clients but instead provide support through social service agencies, social workers and hospitals to enable them to supply necessary items to women and their families who are suffering hardship.

Address: Holt Community Hub, 80 Beaurepaire Street, Holt ACT 2615

Phone: (02) 6193 6452

Email: Complete online form: www.roundaboutcanberra.org/contact

Website: www.roundaboutcanberra.org

Referral: Must come from a social service agency eg. Karinya House, OneLink, MACH clinics. By phone or online form above.

Communities@Work

Communities@Work provides a range of services located in many ACT suburbs. These include Early Childhood Education and Care centres (with some centres accepting babies from 6 weeks old), Out of School Hours Care (before and after school care services), School Holiday Programs, Family Day Care, in-home care educators, and playgroups. There is also support for families experiencing hardship.

Address: Tuggeranong Community Centre, 245 Cowlshaw Street, Greenway ACT 2900

Phone: (02) 6293 6500 or 1300 212 273 (Enrolment enquiries)

Email: admin@commsatwork.org

Website: commsatwork.org





Groceries and Practical Support

St Benedict's Queanbeyan

St Benedict's Community Centre in Queanbeyan provides support and a safe environment for the marginalised, homeless, and those at risk of homelessness. Food parcels are available for those in need, as well as hot lunches on some days of the week. Appointments can be made with staff and volunteers to address practical and emotional needs, as well as for advice and information,

Address: Cnr Anne and Brigalow St Karabah

Opening hours: 9am to 5pm, Mon to Fri by appointment (Food parcels 10am - 1pm weekdays except Thursdays)

Phone: (02) 6297 5331; (02) 6299 1619 (24 hours, 7 days a week helpline)

Email: stbenedicts@lizzy.com.au

Website: sites.google.com/view/stbenedictsqbn3/our-services

Capital Edge Care Hub

Capital Edge Care Hub is an initiative of Capital Edge Church in Wanniasa. In partnership with Food Bank, they provide free groceries and hygiene items to anyone in need. You can select 15 items per visit, and you are welcome to stay for a cup of coffee after you shop.

Address: 16 - 32 Grattan Court, Wanniasa (behind Capital Edge Church)

Opening hours: Tuesday and Wednesday 10 - 4pm, Thursday 1 - 4pm.

Email: sergio@capitaledge.org.au

Website: <https://www.facebook.com/Capital-Edge-Care-Hub-111068088033876/>

Missionworx

Missionworx is a community based organisation located in Civic with a focus on reaching the homeless and vulnerable people of Canberra city. They can assist with meeting practical and emotional needs and providing support in a variety of ways. This includes food, clothing, assistance with seeking accommodation or employment, support through court proceedings, transport, as well as regular drop in times for friendship and conversation, and the development of life skills through classes.

Address: Room G05, Griffin Centre, 20 Genge Street, Canberra City ACT 2600

Phone: (02) 6147 9049; 0426 748 896

Email: contactus@missionworx.org.au; office@missionheart.org.au

Website: www.missionworx.org.au



St John's Care

St John's Care aims to bridge the gap and break the cycle of disadvantage, isolation and economic hardship. St John's Care runs an emergency relief centre providing help with food, clothing, bedding, transport vouchers, filling of prescriptions for required medications and limited financial support. They provide information and referral to a variety of services, including help to find the right agency or department to deal with a problem. There is a free community lunch held on the first Friday of each month.

Address: 45 Constitution Avenue, Reid ACT 2612

Opening hours: 9.30am to 2pm, Mon - Fri

Phone: (02) 6248 7771

Email: info@stjohnscare.org.au

Website: www.stjohnscare.org.au

Canberra City Care

Canberra City Care provides practical help for people experiencing financial hardship. It is a ministry of Life Unlimited Church. They run five main services:

- HandUp Food Care store - stocks a range of affordable food/everyday essentials
- The Harvest Garden and Kitchen grow fresh fruit and vegetables and create healthy low-cost meals
- ReRuns op shop sells a range of pre-loved clothing/other goods at low prices
- The Tech Shed provides affordable computers and technical support
- Christians Against Poverty (CAP) helps people to become free of debt/poverty

Address: 20 Cartwright Street, Charnwood ACT 2615

Opening hours: Monday to Friday 10am to 3pm

Phone: (02) 6196 8630

Email: manager@canberracitycare.org

Website: canberracitycare.org

St Vincent de Paul Canberra/Goulburn

Representatives from local St Vincent de Paul groups carry out home visits to those in need in their area and put them in touch with support services. Vinnies provides practical support in areas such as accommodation, furniture, food and financial aid.

Phone: 13 18 12 (NSW), (02) 6282 2722 (ACT)

Email: conferences.cg@vinnies.org.au

Website: vinnies.org.au/page/Contacts/ACT



Parenting Help and Family Support

ACT MACH (Maternal and Child Health) Clinics

The Maternal and Child Health (MACH) nurses support parents with information, health advice and child development checks. They can provide advice on parenting, breastfeeding, nutrition and feeding issues, keeping your child safe, toddler behavioural issues, child health, adjustment to parenthood and maternal mental health. They also run groups for new parents.

Address: Twelve clinics located in a wide range of suburbs around Canberra. See link for locations: health.act.gov.au/sites/default/files/2021-04/MACH%20Clinic%20Locations_08.02.2021.pdf

Opening hours (phone line): Weekdays except Wednesdays 8 - 5pm. Wednesday 8 - 3.30pm

Phone: Central Health Intake Team on (02) 5124 9977

Website: www.health.act.gov.au/services-and-programs/women-youth-and-children/maternal-and-child-health-mach

Queanbeyan MACH (Maternal and Child Health) Clinic

The Maternal and Child Health (MACH) nurses support parents with information, health advice and child development checks. They can provide advice on parenting, breastfeeding, nutrition and feeding issues, keeping your child safe, toddler behavioural issues, child health, adjustment to parenthood and maternal mental health. They also run groups for new parents.

Address: 12 Southbar Road, Karabar.

Opening hours: 8.30 - 5pm Monday to Friday

Phone: (02) 6150 7720

Eligibility: NSW residents

Referral Pathway: A referral is made by the midwives following the birth of your baby for initial contact. Beyond this, you can call to make further appointments as needed, or drop in for further information about their services.

Pregnancy Birth and Baby

Pregnancy Birth and Baby is an Australian Government initiative operated by Health Direct Australia. They provide a 24/7 phone line (videocall option available) that is staffed by midwives and maternal and child health (MACH) nurses. They have an extensive website with many useful resources for all stages of pregnancy and parenting children to the age of 5 years. If you call and your child is unwell, you will be transferred to a registered nurse triage line to get medical advice.

Opening hours: Phone line/video calls - 7am to midnight 7 days a week

Phone: 1800 882 436

Website: www.pregnancybirthbaby.org.au

Eligibility: Phone service available to pregnant women and new parents with a baby under the age of one.



Tresillian Services

Queen Elizabeth II Family Centre (ACT)

The Tresillian Queen Elizabeth II Family Centre offers a 5-day residential program for parents with babies or young children encountering major challenges in their day-to-day family life. A team of nurses, midwives and other health professionals provides support in areas such as feeding, sleep, diet, anxiety and post-natal depression.

Fees: The cost of the programme is covered by Medicare and/or private health fund

Address: 129 Carruthers Street, Curtin ACT 2605

Phone: 1300 272 736 (Parents Help Line, 7am to 11pm, 7 days a week)

Website: tresillian.org.au/about-us/what-we-do/tresillian-queen-elizabeth-ii-family-centre/

Referral Pathway: Self-referral or through a health professional

Tresillian Day Services Queanbeyan

Tresillian in Queanbeyan offers a range of day services including one on one appointments that focus on areas of new parenting such as getting to know your baby as well as sleep and settling. They run a range of courses and can give in-home support which is done both virtually and in the client's home in some situations.

Address: 12 Southbar Road, Karabar NSW 2619

Opening hours: 8.30 - 5pm Monday to Friday

Phone: (02) 6150 7720

Eligibility: NSW residents

Referral Pathway: Self-referral or through a health professional

Tresillian Parent Help Line

Phone: 1300 272 736

Opening hours: 7am to 11pm, 7 days a week

Website: <https://www.tresillian.org.au/services/parents-help-line/>

Early Parenting Counselling - ACT Government

The ACT Government provides Early Parenting Counselling services to support/advise young parents to help them manage and overcome challenges often faced in the early stages of family life. It is available to ACT parents and caregivers with children aged 0-5 yrs, as well as pregnant women and their partners. The service is free to Medicare and Asylum Seeker cardholders. Some of the topics that the counsellors can help with include (but are not limited to):

- adjusting to being a parent and positive parenting practices
- connecting with your baby and toddler
- emotional wellbeing for expectant mothers and fathers
- managing antenatal and postnatal anxiety, distress and depression
- experiences of grief and loss
- feeling isolated from family, friends or the community
- coping with having a baby with developmental delays, disabilities, or additional needs
- connecting with other support services

Address: Tuggeranong, Belconnen or Gungahlin Community Health Centres, or home visit under exceptional circumstances

Opening hours: 8am to 5pm, Mon - Fri (excluding public holidays)

Phone: Call Central Health Intake Team on (02) 6207 9977

Website: www.health.act.gov.au/services-and-programs/women-youth-and-children/pregnancy-and-birth/early-parenting-counselling

Eligibility: ACT pregnant women and their partners, and parents and caregivers with children aged 0-5 years. The service is free to Medicare and Asylum Seeker cardholders.

Referral Pathway: Self-referral

Relaxing into Parenting and Baby Makes 3

This free course for first-time parents is run by the Canberra Mothercraft Society in conjunction with Relationships Australia. It is held several times a year.

Phone: (02) 6122 7100 (Relationships Australia)

Email: groups@racr.org.au

Website: www.cmsinc.org.au (Canberra Mothercraft Society); racr.org.au (Relationships Australia Canberra & Region)

Eligibility: First-time expectant parents



Parentline ACT (Counselling and Parenting Courses)

Free telephone and face-to-face counselling for parents/carers about parenting issues. Information about other relevant services and referrals; Parentline runs several free parenting education sessions including 'from Lads to Dads' and 'Parenting in the Park' as well as the following courses:

- Parent Effectiveness Training (learning how to respectfully communicate with children)
- Mindful Motherhood (to equip mothers during pregnancy and the first year)
- Messengers Program (for parents/carers of adolescents)
- Triple P Positive Parenting Program (for parents/carers of 2-12 year olds)
- Cool Kids (courses for children 7-9 years and 9-12 years who experience anxiety, and their parent/carer)
- Cool Little Kids (for parents/carers of children 3-6 years with anxiety - children do not attend)

Opening hours: 9am to 4pm, Mon - Fri excluding public holidays (phone line).

Classes run at various times, see website for details.

Phone: (02) 6287 3833

Website: www.parentlineact.org

Email: parentline@parentlineact.org.au

Family Case Management Services (through OneLink)

Family Case Management is an outreach program that supports families in the ACT with circumstances preventing healthy family life. This could include family and relationship conflict, housing or financial issues, mental illness and substance use, or parenting difficulties. The service can provide practical support to improve safety and welfare, and build life skills. Family Case Management providers in Canberra include Woden Community Service, Belconnen Community Service, Catholic Care, Uniting Care and Police Community Youth Club.

OneLink is the centralised gateway to access Family Case Management Support. OneLink can be contacted through the following pathways:

Opening hours: Weekdays 8am - 6pm; Weekends 12:30 - 5pm

Phone: 1800 176 468

Email: info@onelink.org.au

Website: onelink.org.au

Circles of Support - YWCA Canberra

Circles of Support provides support to families where parents, children and young people may be experiencing social and emotional difficulties that are affecting their well-being and relationships with others around them. Counsellors focus on building long-term relationships and understanding their clients to support them through their challenges, rather than offering short-term technique-based/strategy-based therapy. Circles of Support is delivered through counselling rooms in Tuggeranong, Civic and locations across Canberra. It is also possible to arrange to see a child/young person at their school.

Some of the issues that Circles of Support can help address include:

- trauma, including those associated with family violence or abuse challenges around parenting (including step parenting/new partnerships)
- family communication challenges
- social and emotional challenges leading to difficulties at home or school
- feelings of anxiety or depression.

Address: Various locations across Canberra. School-based sessions are available.

YWCA Canberra Head Office: Level 2, 71 Northbourne Avenue, Canberra City ACT 2601

Phone: (02) 6185 2000

Email: circlesofsupport@ywca-canberra.org.au

Website: www.ywca-canberra.org.au

UnitingCare Kippax

UnitingCare provides material and counselling support to parents in difficulty including grocery and clothing vouchers. Appointments can be made with a Parenting Officer who can give one-on-one advice and guidance on parenting issues. Programs and services include:

- Emergency relief
- Training and employment programs
- Case management
- Social enterprises
- Integrated family support services

Address: Cnr Luke Street and Hardwicke Crescent, Holt ACT 2615

Opening hours: Weekdays 9am to 5pm (excluding public holidays)

Phone: (02) 6254 1733

Email: front.office@kippax.org.au

Website: www.kippax.org.au

Referral Pathway: Self-referral



Marymead (including Circle of Security Parenting Course)

Marymead provides family support services to children and families in the ACT and surroundings, with offices in Canberra, Goulburn, Young, Moruya and Wagga Wagga. Their programs include Circle of Security counselling classes for parents seeking to form a healthy and secure attachment with their babies and young children. Marymead also offers one-on-one or group counselling for children and young people, a contact program for children in foster care to meet in a safe environment with their biological family, family skills counselling for parents and caregivers, and post-separation counselling.

- Circle of Security Parenting Course - an eight-week program for parents with concerns about the behaviour and emotional wellbeing of their babies or young children (0-8 years). The course is based on Attachment Counselling and helps parents to better understand and meet their child's needs. The Circle of Security Intensive course is run over 20 weeks.
- Family Skills Program provides individual counselling and group therapy to mothers and fathers who want to improve their parenting skills and family relationships.

Address: Canberra office, 255 Goyder Street, Narrabundah ACT 2604

Opening hours: 9am to 5pm, Mon - Fri

Phone: 1800 427 920 or (02) 6162 5800

Email: enquiries@marymead.org.au

Website: www.marymead.org.au/family-and-relationship-services

Eligibility: Programs available for parents, caregivers, children and young people

Referral: Self-referral or through a health professional. A small fee may apply for courses and programs.

CatholicCare

CatholicCare runs parenting groups to help mothers and fathers with their parenting skills, including the Bringing Up Great Kids course, for parents of younger children. Family and relationship counselling is also available.

Address: 57 Hicks Street, Red Hill ACT 2603

Phone: (02) 6162 6100

Email: info@catholiccare.cg.org.au

Website: www.catholiccare.cg.org.au/service/family-support/

Eligibility: Counselling available to all; parenting groups open to parents of children or adolescents

Referral: Self-referral

Special Needs

Treehouse (Queanbeyan)

Treehouse is a local not for profit local organisation that supports families of children who have a disability or developmental delay. They offer a range of programs and therapies including speech pathology, occupational therapy, childrens and carers groups, as well as NDIS and funding support. They have a welcoming innovative centre in Queanbeyan that has been professionally designed for children with additional learning and sensory needs and they have an outreach program for nearby regional areas including Bungendore, Captains Flat and Murrumbateman.

Services and supports include:

- NDIS Plan Management
- Allied health workers including Speech Pathology, OT and Key Workers
- Support Coordination
- Early Childhood Early Intervention
- A range of fun interactive groups for children
- Various courses for parents - Circle of Security, Triple P parenting, More than words, Now and next.

Address: 1 Thorpe Ave Queanbeyan

Phone: (02) 6299 7271

Email: info@treehouse.org.au

Website: www.treehouse.org.au

Eligibility: NSW Children with developmental delay or disability



EACH

EACH is a community-based organisation that coordinates and assists in the provision of integrated care for people with complex needs. They aim to ensure that all people, no matter their social circumstances, receive the support they need at both a community and primary care level. Services and supports include:

- NDIS service provision
- Health and Wellness services
- Child and Family Services
- Mental Health Services
- Counselling (including specifically for addiction)

Address: 9 Higgins Pl, Higgins ACT and 1/57 Eyre Street, Kingston ACT 2604

Opening hours: Services are available Monday to Friday by appointment only

Phone: 1300 003 224

Email: info@each.com.au

Website: www.each.com.au

Eligibility: Criteria depend on the service/program.

Referral Pathway: Self referral

Government Assistance

- **Carer Adjustment Payment** - a one-off payment up to \$10,000 per child who is less than seven years old, following a severe medical diagnosis or catastrophic incident for those experiencing financial hardship.
- **Carer Payment** - a support payment for a person who provides full-time care (and therefore cannot undertake other work) for someone with a significant illness or disability.
- **Carer Allowance** - A fortnightly supplement if you provide daily care for someone with a disability or serious illness.

Address: Services Australia/Centrelink Branch in your local area

Opening hours: 8am to 5pm, Mon - Fri

Phone: 13 27 17

Website: www.servicesaustralia.gov.au/caring-for-child-with-disability

321 Pregnancy Care Community (Facebook)

A supportive Facebook community for families who have received a diagnosis of a fetal or neonatal condition. The group was formed as a Down Syndrome support group and now has become much broader than this.

Website: facebook.com/pages/category/Community/321-Pregnancy-Care-2374956436117509/

ACT Down Syndrome Association

The ACT Down Syndrome Association provides one-on-one and group support to families and carers of children with Down syndrome or other intellectual disabilities. The aim of the Association is to promote an inclusive and supportive society for people with Down Syndrome. Their Parent Support Team offers in-person support and information to new and expectant mothers and families who have received a diagnosis for their child. Parents can be put in touch with other parents of children with Down Syndrome. The Association also runs regular community workshops and social events in the ACT, as well as online peer support groups.

Phone: (02) 6290 0656

Email: community@actdsa.org.au

Website: www.downsyndrome.org.au/act





Multiple Births

Canberra and Region Multiple Birth Association (CARMBA)

Founded in 1973, CARMBA is a local, volunteer-led community organisation that provides practical support, networking opportunities and education to parents and families of multiples (twins, triplets and more) in Canberra and surrounds (including Queanbeyan, Goulburn, the Batemans Bay area, and other regions). It is a member of the Australian Multiple Birth Association (AMBA). CARMBA accompanies families through all stages of the journey from pregnancy, birth, and the early years, right up to the secondary school years. Services offered include baby equipment hire, breastfeeding support and playgroups. The Association offers a two-monthly 'Expectant and New Parents' Information Session at Centenary Hospital for Women and Children that provides information about pregnancy, birth and beyond with multiples. Membership with the association is available for \$40 a year and brings special access to events. CARMBA has an active Facebook community where members can connect with other multiple birth families.

Phone: 1300 851 758

Email: contact@carmba.org.au

Website: www.carmba.org.au

Eligibility: Parents and guardians of twins, triplets and more. Support provided at all stages from pregnancy through to the children's secondary school years.



Fostering and Adoption

ACT Adoption pathway

Adoption is a way to provide a new, permanent family for your child if you are unable to raise them. In the ACT, adoption is organised through Child and Youth Protection Services (CYPS). The adoption process generally involves making an initial inquiry with CYPS to register your interest. This will be followed by a meeting to discuss your situation and ensure you understand all steps involved in the adoption process. Following this, if you decide, you can be involved in developing the adoption plan, including providing personal information, your input and criteria regarding selecting adoptive parents, and plans for future contact with your child after the adoption.

Opening hours: 9am to 5pm, Mon - Fri

Phone: (02) 6207 1466 (ask for the Adoptions Team)

Email: adoptions@act.gov.au

Website: communityservices.act.gov.au/ocyfs/children/adoptions/considering-adoption-for-my-child

NSW Adoption pathway

Adoption in NSW is organised through Family and Community Services (FACS). There are many different types of adoption options. FACS will walk you through the process to determine what is right for you and your child. The website is a comprehensive resource for initial questions and steps to take if you are wanting to further explore this option.

Phone: (02) 9716 3003

Email: Adoption.PermanentCare@facs.nsw.gov.au

Website: facs.nsw.gov.au/families/adoption/birth-parents/the-process

Barnados Australia/ACT Together

Barnados Australia organises foster care and adoption for children from birth to 12 years old unable to live with their own parents. Depending on their circumstances, children may be placed in long-term foster care that can lead to adoption. Barnados promotes Open Adoption, which means that adopted children retain contact with their birth family. Barnados is the primary agency of ACT Together which in the ACT are the collective group of organisations that provide services for children and young people who are living in out-of-home care.

Address: 2 Atherton Street, Downer ACT 2602; 220A Crawford Street, Queanbeyan NSW 2620

Phone: (02) 5134 6701 (ACT); (02) 6124 3800 (Qbn); General enquiries (NSW) 1300 237 507

Email: southernnsw@barnados.org.au (NSW); canberra@barnados.org.au (ACT)

Website: www.barnados.org.au



Pregnancy Loss and Grief

SANDS (Miscarriage, Stillbirth and Newborn Death Support)

SANDS offers a 24/7 bereavement support phone line for parents (and their family and friends) who have lost an infant through miscarriage, stillbirth or newborn death. All phone counsellors are parents who have also experienced the loss of a child. In 2021, SANDS piloted a new program, Hospital to Home, to assist bereaved parents who have experienced stillbirth or newborn death. Parents can refer themselves for this program through a form available on the SANDS website or they can be referred by a health professional such as a midwife. A Bereavement Outreach Worker, who has also experienced the loss of a child, will provide ongoing support over the next three months. SANDS and Red Nose have recently merged their services but still have individual websites with useful resources.

Phone: 1300 308 307 (24/7 bereavement support); 1300 998 698 (General Enquiries)

Email: intake@rednose.org.au

Website: www.sands.org.au

Referral: For Hospital to Home program, self-referral or by a health professional

Self referral: https://sands.infoodle.com/form_process?g=0f7e543e-bbaf-40ac-b507-0461d9c81594

Health Professionals: https://sands.infoodle.com/form_process?g=d60a94f1-fb52-451b-93d0-fb20735c5acd

Red Nose Australia

Red Nose Australia (formerly SIDS & Kids) provides education and information to the general public on stillbirth prevention, infant safety, and safe sleeping practices for babies. Red Nose also offers Grief and Loss counselling to anyone who has experienced the death of a child in pregnancy, infancy or early childhood. Their phone line has merged with the SANDS bereavement support phone line.

Phone: 1300 308 307 (Red Nose Grief and Loss 24 hours, 7 days week Support Line)

Email: support@rednose.com.au

Website: www.rednose.org.au; www.rednosegriefandloss.org.au

Eligibility: Red Nose provides support to anyone impacted by the death of a child in pregnancy, infancy or early childhood.

Referral Pathway: Self-referral or through a health professional. Health professionals can fill in the Intake Referral Form at rednosegriefandloss.org.au/intake-referral





First Steps Pregnancy Support

contact@fsps.org.au

www.fsps.org.au

