

FAMILY AND CHILDREN'S SERVICES DIRECTORY FOR FAMILIES

2026 Edition



Diversity Statement

The City of Casey proudly acknowledges the traditional owners, Casey's Aboriginal communities and their rich culture and pays respect to their Elders past, present and future.

We acknowledge Aboriginal people as Australia's first peoples, and as the Traditional Owners and custodians on the land on which we work and live and on which this partnership meets.

The City of Casey Family & Children's Services Partnership is grateful for the contribution Aboriginal people have made and are making in striving to meet the optimal outcomes for children and families.

The City of Casey is a welcoming and inclusive community; we celebrate all people with their many different stories and experiences. We believe a strong community is built on respect, belonging and shared responsibility for each other.

We are committed to ensuring everyone in Casey feels valued, supported, and able to fully participate in community life.

LOCAL GOVERNMENT CITY OF CASEY

Kindergartens

The City of Casey's kindergartens are proudly managed by council, ensuring the highest standards in early childhood education. Our council operated kindergartens provide quality, play based programs that foster every child's learning and development.

Dedicated teachers and educators deliver sessional kindergarten programs at 43 council managed locations across the municipality.

Our council kindergartens:

- offer educational programs that are aligned with each child's individual learning journey, supporting their ongoing success
- prioritise forming strong partnerships with families, guaranteeing consistent support for every child in our programs
- are specifically tailored to meet the unique needs and interests of each local community

For more information visit: www.casey.vic.gov.au/kindergartens

Playgroups

Playgroup is for mums, dads, grandparents, carers and children to spend time together while connecting with others, having fun and learning through play.

A variety of playgroups operate across Casey, such as community playgroups, pop-up playgroups, baby pop-playgroups, dads' groups, specialised playgroups, and City of Casey Small Talk Supported Playgroups.

For more information call 9705 5200 or visit www.casey.vic.gov.au/playgroups

Supported Playgroups

Supported playgroups are free, weekly playgroups run throughout the school term in various Casey locations. Supported playgroups are facilitated by a qualified worker who sets up developmentally appropriate play experiences, supports parent-child relationships, builds parent confidence and capacity, supports social networks, and provides an opportunity to learn about local services.

Supported playgroups are currently available in Berwick, Clyde, Clyde North, Cranbourne North, Endeavour Hills, and Narre Warren South.

For more information call 9705 5200 or email PlaygroupReferral@casey.vic.gov.au

Maternal and Child Health Service

The City of Casey Maternal and Child Health Service is a free, community-based service dedicated to supporting the health, growth and development of children from birth to school age.

The City of Casey Maternal and Child Health Service is committed to helping parents navigate the challenges of early childhood, fostering healthy, thriving children and confident caregivers.

The City of Casey Maternal and Child Health Service provides parenting support, linking families to local resources, playgroups and community programs, while identifying and referring those who may benefit from additional specialist support.

The MCH service offers ten key age-and-stage appointments during important developmental milestones, delivered by registered nurses and midwives.

City of Casey Maternal and Child Health Service provide:

- regular health and development checks for children from birth to school age
- breastfeeding and transitions to solids advice
- sleep and settling support
- parenting information and support
- immunisation information and referrals
- early identification of children and families needing additional support and referral to specialist services
- group programs such as New Parent Groups, Mother Goose and Baby Makes 3
- information on local playgroups, early learning, and community resources

For more information call 9705 5590 (Monday to Friday, 8.30am-5.00pm, excluding public holidays) or visit www.casey.vic.gov.au/form/request-mch-visit

FAMILY SUPPORT AND SAFETY

The Orange Door

The Orange Door can help people who are experiencing or using family violence, or who need support with the care and wellbeing of children and young people.

The Orange Door can help if:

- You have experienced family violence, including controlling behaviour like someone monitoring where you go, who you visit or how you spend money
- You need help with parenting, or you are worried about the wellbeing or development of a child or young person
- Someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer
- You are a child or young person who doesn't feel safe or cared for
- You are using or are at risk of using abusive or controlling behaviour, or you need help with these behaviours at home or in a relationship
- You no longer feel safe to return home and need immediate support
- You are worried about the safety of someone you know

The Orange Door can work with you on your own, or together with your family members depending on your situation. Everyone is welcome at The Orange Door and you don't need a referral. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

The Orange Door can offer support for people of Aboriginal and Torres Strait Islander descent, including referring to an Aboriginal service.

The Orange Door knows that people continue to be affected by family violence long after the violence stops. If you have experienced family violence in the past and would like help now, contact The Orange Door.

How can The Orange Door help?

Once you contact us, we can:

- Listen to you and hear what your worries are
- Work with you to identify the help and support you need
- Support you with the wellbeing and development of children and young people
- Help you make a safety plan to keep you and your children safe if someone is making you feel unsafe
- Connect you to services that can help with counselling, accommodation, family violence support, mental health and drug and alcohol services, parenting support groups, services for children, financial help, or legal assistance
- Connect you with services if you want help to change your violent or controlling behaviour

Ways to get support

There are many ways to access help and support from The Orange Door. You can contact us via phone or email or visit one of our locations across Victoria. You don't need a referral.

Tell us if you have accessibility requirements, for example if you use communication aids or require an interpreter, including Auslan.

The Orange Door is open from 9am to 5pm Monday to Friday (closed public holidays). Statewide out-of-hours support is available.

For more information visit The Orange Door at 23 High Street, Cranbourne (Monday to Friday, 9:00am - 5:00pm), call 1800 271 170 or email sma@orangedoor.vic.gov.au

Uniting Vic/Tas

Integrated Family Services

For families experiencing:

- Family violence — Uniting Vic/Tas also provides information on programs that can help you find a safe and secure future for you and your family
- Difficulties with managing daily life
- Issues related to mental health concerns, substance use, or disability
- Situations where your children are at risk of entering or are involved in the child protection system

For more information visit www.unitingvictas.org.au/services/family-services/integrated-family-services

Family Violence Support Services

Uniting Vic/Tas provides support for all victims of family violence. Family violence is any behaviour that is violent, threatening, or abusive by an individual against another member of their family, a partner or a household member. It includes any other form of behaviour that coerces or controls a family member or causes that family member to be fearful.

This includes behaviour that is:

- Physically, verbally or sexually abusive
- Emotionally, spiritually or psychologically abusive
- Economically abusive
- Threatening, coercive, or seeks to control or dominate the other person

Uniting Vic/Tas provides counselling and group programs:

- One-on-one counselling for adults, young people and children
- Group programs for adults, young people and children
- Referral pathways for adolescents

Family Violence Counselling

Uniting Vic/Tas provides Family Violence Counselling for families, with an emphasis on family violence prevention and providing a dedicated support system to help them move forward in their lives.

For more information call 03 8792 8999

Alcohol and Drug Programs – Catalyst @ Narre Warren

For more information call 03 9704 1220 or 1800 700 514

The School Attendance Support Program (SASP)

SASP is offered in Cranbourne, Clyde and Clyde North. The program aims to support children and their families who are experiencing signs of school disengagement. SASP assists families to understand the barriers to their child's school engagement and works collaboratively with them to support early and sustainable change.

SASP is a free and voluntary support service and accepts referrals from families, schools, and other community services.

For more information call 9704 8377 or email SASP.cranbourne@vt.uniting.org

Parenting and Skills Development

Whether you're facing challenges as a parent related to isolation, mental health, past trauma, financial difficulties, family violence, or involvement with child protection, Uniting Vic/Tas' parenting and skill development program is here to support you.

However complex your situation may be, Uniting Vic/Tas is committed to enhancing your parenting abilities and strengthening your family bonds.

For more information call 9704 8377

Carer Gateway

Carer Gateway is a national initiative program funded by the Australian Government that offers a free and diverse range of short-term services to help you manage your caring role and improve your wellbeing.

Uniting is one of seven providers that delivers the Carer Gateway Program across Victoria, in partnership with the lead provider – Holstep Health.

For more information visit www.unitingvictas.org.au

COMMUNITY SERVICES AND EARLY YEARS

54 Reasons

54 Reasons is an organisation that supports children and young people, working to make rights real for kids across Australia. With the voices of children and young people at the centre of everything 54 Reasons does, their programs focus on strengthening families, enhancing wellbeing, and helping children achieve their goals.

What support/services 54 Reasons provides:

- Parenting support for families with children aged 0-5 years
- Settlement and engagement support for families who are newly arrived
- Supported Playgroups, including facilitated Play2Learn and Smalltalk sessions
- Services delivered across Doveton, Dandenong, Hallam, and Clyde North

For more information visit www.54reasons.org.au or contact Nithu Anandarajah: mobile 0447 151 657 or email Nithnitharshini.Anandarajah@54reasons.org.au

Connected Libraries

Connected Libraries is a public library service in the City of Casey. Our libraries are located at Bunjil Place, Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Library Lounges at Clyde and Cranbourne West.

Connected Libraries also has library lockers at Clyde Township Community Centre, Cranbourne West Community Hub, Manna Gum Family and Community Centre, and Orana Community Centre.

Free programs and services:

- Membership is FREE
- Early Years programs for babies, toddlers and preschoolers
- After school programs for school-age children including STEAM, Coding and Creative sessions
- School Holiday Programs
- FREE visits to your organisation – Kindergartens (3 and 4 year old), Primary and Secondary Schools, Community groups, and Local Community Events

For more information visit www.connectedlibraries.org.au or contact Cenza Fulco, Manager Children, Youth and Outreach via email cenza.fulco@connectedlibraries.org.au

AMES Australia - Community Hubs

The AMES Australia Community Hubs program coordinates Community Hubs across five Primary Schools in the City of Casey. Community Hubs are welcoming places where families of refugee and migrant backgrounds come together to connect, share and learn.

For more information contact Jana Hovic: mobile 0478 971 332 or email hovicj@ames.net.au

ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

Dandenong & District Aborigines Co-operative Limited (DDACL)

For more information visit 62 Stud Road, Dandenong, call 03 8902 9700 or email info@ddacl.org.au

Core Health Services (Bunurong Aboriginal Health Service)

Services include:

- GP clinic & primary health care
- Aboriginal Health Checks
- Koori Maternity Services
- Integrated team care
- Referrals to allied health
- Mental health care plans
- First Nations cancer screening
- Tackling Indigenous smoking

For more information visit 3 Carroll Avenue, Dandenong or call 03 9794 5933

Social and Community Services

- Integrated Family Services
- Aboriginal Best Start
- The Orange Door

Social and Emotional Wellbeing (SEWB)

- Social and Emotional Wellbeing Team
- Mental health outreach
- Counselling support
- AOD (Alcohol & Other Drugs) outreach

Aged Care and Disability

- Social support (group & individual)
- Cultural connection activities
- Home maintenance & gardening
- Help with daily living & independence

COMMUNITY HEALTH

Link Health and Community

Link Health and Community is the Early Childhood partner delivering the early childhood approach in the Southern Melbourne region. The early childhood approach helps children younger than 6 with developmental delay or developmental concerns, or children younger than 9 with a disability.

If you have concerns about your child's development, Link Health and Community can connect you to the right supports, including informational supports, services within your local community, short term early supports, or applying for NDIS access if appropriate.

For more information call 1800 546 532 or email ecei.link.lchs@ndis.gov.au

Contact the City of Casey:

Web: casey.vic.gov.au

Email: caseycc@casey.vic.gov.au

Phone: 03 9705 5200

Post: PO Box 1000, Narre Warren VIC 3805

NRS: 133 677 (for the deaf, hearing or speech impaired)

Customer Service Centres:

Narre Warren: Bunjil Place, Patrick Northeast Drive

Cranbourne: Cranbourne Park Shopping Centre

ABN: 43 320 295 742



TIS: 131450 (Translating and Interpreting Service) المترجم الفوري 翻译 مترجم شفاهى ਦੁਆਰੀਆ ගਭਰਾ ਰੰਗਰੰਗ

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