

Parenting Support Toolkit for Alcohol and Other Drug Workers

Book Three: Services & Resource Guide



caring
rules
praise
time
support
positive
routine
affection
patience
love

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Booklet Three: Service & Resource Guide

This booklet supplements Booklet One and the Quick Reference Card. AOD workers can use it to enhance and extend their ability to address or respond to parenting and child wellbeing issues.

Booklet Three contains two parts:

- A Service Guide outlining available statewide child and parenting related services and their purpose. The Service Guide also provides a guide to specialist alcohol and other drug family programs and Centrelink and Family Tax benefits and entitlements.
- A Resource Guide that includes resources and information links about parenting and children.

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Victorian Parenting Centre

The Victorian Parenting Centre is a not for profit, independent research and development organisation founded in 1997. Its mission is the pursuit of new knowledge of parenting that enhances the wellbeing and resilience of children and their families.

The Centre engages in a range of activities including:

- research and evaluation projects relating to parenting and family intervention
- developing programs and resources for parents and professionals
- trialling and evaluating programs for families
- delivering professional training programs
- providing expert advice and consultation to Government and non-government agencies on issues related to parenting education and support.

The Centre has as one of its key areas of activity the development of programs and strategies that address the particular needs of the most vulnerable families in our communities.

The Centre has developed a wide range of expertise in supporting parents of all age-groups of children and whose need vary from general parenting support through to highly specialised individual programs.



Odyssey House Victoria

For over 25 years, Odyssey House Victoria has operated effective alcohol and other drugs services. Odyssey's residential rehabilitation facility provides medium to long-term accommodation for residents and their children. This therapeutic community provides a safe yet challenging drug-free environment in which to explore and address drug related problems. The Community Services Division operates for clients who are living within the wider community.

Services provided to clients include:

- assessment and admission for residential care
- individual, family and group counselling
- innovative group work addressing drug issues including relapse prevention, anger management and safe practices
- support programs for parents, families and friends
- youth peer support, referral, outreach, general counselling and intensive case management
- supported accommodation programs
- aftercare initiatives and ongoing support programs.

The Odyssey Institute of Studies is a Registered Training Organisation established in 2000. It is based on a strong commitment to evidence based practice through research into innovative practice and improvements to program delivery. The Institute has been at the forefront in developing and evaluating programs for families, evaluating service needs and developing accredited training courses for professionals in the field.



Contents

This Booklet provides information about **services** and **resources** relating to parenting. For the purpose of this Toolkit, a Service involves contact with a person, whereas a Resource could be a booklet, information sheet, website, or a brochure.

As individual services can change rapidly, this guide describes the main types and provides a central contact to find out about those services available in your local area. As such, this booklet does not provide a comprehensive list of all local services or attempt to include copies of all available resources.

It is expected that you will add your own service contact details and favourite resources into your Toolkit over time. A few samples are included to begin your collection.

Information and contact details for a wide range of services for families can also be found through Infoxchange's interactive Service Seeker. See their Victorian website

www.vic.serviceseeker.com.au

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A key to symbols in this resource

Throughout this resource you will find symbols that refer you to other parts of the toolkit for further information.

When you see this icon , additional related information can be found in **Booklet 1: Exploring Parenting**.

When you see this icon , additional related information can be found in **Booklet 2: Information and Tools**.

When you see this icon , additional related information can be found in **Booklet 3: Service and Resource Guide**.

The **information icon**  directs you to the information box which contains issues for Alcohol and Other Drug Workers to consider when working with clients who are parents.

The **tip icon**  provides practical tips and ideas, which may assist Alcohol and Drug Workers when working with clients who are parents.

Parenting Support Toolkit for Alcohol and Other Drug Workers

Book Three: Services & Resource Guide

The Service Guide



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Parenting



Parenting

The Parenting section of Booklet Three outlines the types of services that your clients can access directly to increase their confidence and skills in parenting.

Key parenting agencies funded by the Department of Human Services are described. An overview of the types of parenting education and support available is also provided.

Use this section to identify appropriate services for clients who are experiencing relationship difficulties with their children. This might range from managing their children's behaviour, to establishing appropriate routines. Clients who are isolated parents or who are experiencing conflict with their partner about parenting issues will also benefit.

The services listed provide a range of group, individual and one-off seminar programs for parents. If you are unsure what type of program would best suit your client, many of the services will be able to advise you on this. Many of the listed services also provide a range of written, video or downloadable resources related to parenting and children.

Types of Parenting Support and Education

Parent Education

- A wide range of local parenting programs are offered across the state which give parents the opportunity to receive support and to develop new parenting skills.
 - Programs might include topics such as promoting children's development, managing difficult behaviour, developing a positive relationship, teaching children new skills, or home management. It may also cover specific topics such as helping children to sleep, managing mealtimes, or dealing with bullying.
 - Programs are offered in a variety of formats. These include group programs, individual (one to one) or workshops.
 - The length of programs also varies from one session workshops to 8 week group programs and long term individual parenting work (12 months or more).
 - Education programs are usually accessible through family support agencies, local council, neighbourhood houses.
 - The *Positive Parenting Program (Triple P)*, *Signposts for Building Better Behaviour*, *Exploring Together* and the *ABCD Parenting Young Adolescents Program* are just some examples of regular courses run widely by a number of service providers in rural and metropolitan localities in both English and other languages.
- Find out about local programs by contacting support agencies or your local council directly.
 - Contact your local **Regional Parenting Services (see Quick Reference Card) or Parentline – ☎ 13 22 89** for current program details.

Parent Support Groups

- Parent Support Groups offer parents a chance to gather and share their concerns and experiences about parenting
- It offers parents the opportunity to be supported by others who may be in similar situations, and to be exposed to new social networks
- Support groups are often facilitated by family support agencies, local council or neighbourhood houses. They may also be run by special interest groups such as disability groups.
- Find out about groups running locally by contacting support agencies or local council directly, or by contacting **Parentline – ☎ 13 22 89** for a referral.
- A search of the Internet may also identify useful support groups.

Parenting Services

Family Support Services

- A range of family support services are provided by local council and community organisations to support parents in achieving positive family lives.
- Services may include:
 - Financial counselling
 - Practical assistance, such as food and material aid
 - Parent education, advice and support
 - Family counselling and mediation
 - Youth counselling and support
 - Substitute care for children (foster care, respite or occasional care)
 - Problem gambling services
 - Case management and in-home support
 - Advocacy
 - Family violence and sexual assault services
- Parents may refer themselves, or be referred by a worker
- The client (with or without their family) will usually be assessed by a family worker who can help the parent determine which services will be of benefit

Find out about the services available locally by contacting family support agencies or local council directly, or by contacting **Parentline** – ☎ **13 22 89** for a referral.

Neighbourhood Houses

- Neighbourhood houses (also known as community houses or centres) are for the enjoyment of local communities, and offer people the opportunity to meet other people in their neighbourhood, participate in activities, and find out about services and resources available in the community
- Activities vary from facility to facility, however, they will usually include:
 - the opportunity to learn new skills for pleasure, recreation, or preparation for employment
 - adult community education course
 - support groups
 - occasional care services
 - recreational activities for children
 - opportunities to learn and improve English
 - maintenance of the house
 - voluntary work
- Services are generally free or have a moderate fee, usually with reduced rates for concession card holders
- To find a local neighbourhood house, visit the Association of Neighbourhood houses and Learning Centres website at www.anhlc.asn.au, or contact local council or the nearest Department of Human Services regional office.

The following Department of Human Services (DHS) funded agencies provide parenting information and education to parents and consultation to professionals. Additionally, The Victorian Parenting Centre and Early Parenting Centres provide training to professionals. Each of the listed services either has statewide responsibilities or covers the state by having one agency responsible for offering the service in each of the eight DHS geographic regions (i.e. RPS's).

DHS funded Parenting Centres

Parentline – ☎ 13 22 89

- Parentline is a telephone information, advice, education, counselling and referral service for parents of children of all ages
- The service is staffed by professional workers and is an excellent starting point for workers and parents wanting to identify local services that might support individual parenting needs
- Call ☎ 13 22 89 between 8am and midnight weekdays, and 10am and 10pm weekends

Regional Parenting Services

- Regional Parenting Services provide information, advice and education to parents and professionals on a wide range of parenting issues
- Services are located in each of the eight DHS regions (two in the North and West Metropolitan Region)
- Staffed by experienced parent educators
- Contact details for each region are included on the Quick Reference Card

Victorian Parenting Centre

- A statewide service that undertakes research and training into parenting and evaluates parenting programs
- Provides evidence-based training and consultancy to professionals in relation to parenting issues and how to apply the results of its research
- Develops and disseminates a range of resource materials to increase the knowledge about parenting for parents and professionals
- Runs limited Group and Individual parenting programs based on current research directions. Most programs are only available to parents living in the Northern Metropolitan region of Melbourne.
- The Victorian Parenting Centre can be contacted on ☎ (03) 9639 4111 or via e-mail vpc@vicparenting.com.au

Early Parenting Centres

- Early parenting centres provide a range of services to families experiencing difficulties in the early years of parenting (children aged 0–36 months)
- The centres emphasise family wellness, and aim to increase parents' skills and confidence to care for their children by offering:
 - information and advice
 - education programs
 - skill development
 - counselling
 - other support.
- The common concerns of parents using the service include:
 - infant settling and sleeping
 - infant feeding, breast or bottle
 - maternal wellbeing
 - children's special care needs such as illness or disability
 - parent-child relationship
 - children's behavioural difficulties
- Families may be admitted to the centres for a residential stay (usually two to five days), may attend a day-stay program, or may utilise home visiting and telephone advice centres.
- Families may refer themselves, or be referred by their maternal and child health nurse or local doctor.

Contact the **Maternal and Child Health Service** on ☎ 13 22 29 or your local area Maternal & Child Health Service for further information about Early Parenting Centre services and locations.

Child and Family



Child and Family

This section contains information about services that promote a child's development. These services can assist families who are struggling with the day to day tasks of relating to one another and raising children in loving, stimulating environments. It covers child care, specialist child health services and family relationship services.

The first part 'Child Care' describes the options that clients have for alternative care of their children. It provides details for obtaining advice relating to the type, location and cost of services in your client's local area. It also details the types of benefits clients can receive to help them with the financial costs of raising children. 'Child Care' will be useful for clients who need to have their children cared for by others. This may include parents who are returning to work, who need respite, or whose children would benefit from out of home care. This might particularly benefit children who receive little stimulation or attention at home or who need more social experiences with other children and adults.

'Supporting Child Health and Development' contains information about services that support parents to provide care for their children in ways that promote their physical, emotional and social development.

The final part, 'Supporting Families', describes services that are available to assist families who are experiencing relationship difficulties with their partner or other members of their families. It will be helpful for clients whose interpersonal problems are getting in the way of their ability to be available and responsive for their children.

Child Care Options

Family Day Care

- Home-based care provided for children aged 0–12
- Delivered by registered care givers in their own homes
- Care is flexible, and may include overnight care if required
- Usually co-ordinated by local council or non-profit community groups

Informal Registered Care

- Grandparents, relatives, friends or nannies may provide child care for a fee, and, by becoming registered as informal caregivers with the Family Assistance Office, they enable parents to claim a rebate toward the cost of care

In-home care

- Flexible care provided in the child's own home by an approved carer
- In order to be eligible for this service, families must not have access to a standard child care service, or have child care needs that cannot be met by an existing service. This may include:
 - families where the parent/s or child has an illness/disability
 - families in rural or remote areas
 - parent/s working shift work or non-standard hours
 - parents who have had a multiple birth (more than 2) and/or have more than two children under school age
 - breastfeeding mothers working from home

Long day care

- Provide developmentally appropriate care to children, primarily aged 0–school age
- Care is delivered at a suitable centre designed for the purpose
- Usually operate during ordinary working hours
- Run by private operators, local government, community organisations, employers

Child Care Access Hotline

- Freecall ☎ **1800 670 305**
- Hotline Hours are Monday to Friday, 8:00am to 9:00pm EST
- For advice and information regarding:
 - the types of child care services available
 - the location of child care services in your area
 - cost of services and eligibility for child care benefits from the government
- A Translator Information Service is also available

Child Care Benefits

- The Government provides all parents with financial assistance towards the cost of child care. The amount of assistance is means-tested according to income, and parents receiving income support benefits are eligible for the maximum rate
- Call the Family Assistance office between 8am and 8pm (local time), Monday to Friday on ☎ **13 6150** to find out what parents are entitled to, and how to apply.

Occasional care

- Regular or irregular, short term, developmentally appropriate care for children aged 0–school age
- Specifically of use for parents who require respite from full time parenting, are undertaking part-time or casual employment or study, or need to attend appointments or take care of personal matters

Outside school hours care programs

- Provides supervised activities for children aged 5–12 years before and after school hours, during school vacations, and sometimes on ‘pupil free’ days
- Usually provided by local government, school councils or community groups

Voluntary placement

- Parents may choose to voluntarily place their child in foster care
- Parents retain full guardianship and custodial rights
- Voluntary placement are usually used at times of crisis, such as a parent needing to spend a period of time in hospital, and always aim to support the child and parents and ultimately assist the parents to resume care
- Placements are time-limited, and should aim to be for as short a time as reasonably possible. Voluntary placements cannot be made for any period longer than 6 months at a time, and may in fact only last a couple of days or a week as required by the family.
- The placement ends on the planned date, or when the parent gives written notice that the agreement is to end prematurely

- Foster care is usually provided by community organisations, who often offer a range of other family support services which may be helpful to parents experiencing difficulty.

Supporting Child Health and Development

Maternal and Child Health Service

- The Maternal and Child Health Service is available for all families with children aged 0–6 years.
- The Service supports parents and offers information and advice regarding:
 - parenting
 - child health and development
 - child behaviour
 - maternal health and well-being
 - child safety
 - immunisation
 - breastfeeding
 - nutrition
 - family planning
- The Service also facilitate groups for first-time parents, which provide health information and an opportunity to meet other parents in the local area
- In conjunction with the Service, a 24-hour Maternal and Child Health Line provides support and advice for the cost of a local call. The contact number is ☎ **13 22 29**. Interpreters and TTY access for deaf callers are available.

Preschool (Kindergarten)

- Preschool provides children with the opportunity to further their social, emotional, cognitive, physical and language development through activities which stimulate their creativity and interests, enhance their understanding of themselves, others and their environment, and develop their sense of independence and positive self-image
- Pre-school attendance prepares children for school, and improves the quality of their future educational experiences, establishing foundations which will assist them for life
- Pre-school also offers parents an opportunity to be involved in a community of parents with children of similar age
- Children who turn 4 years old on or before the 30th of April of the year of attendance are eligible to attend funded preschool programs
- Some programs are specifically designed to meet the needs of Koori children, and children from culturally and linguistically diverse backgrounds.
- Specialist support is available for children with special needs
- Families with a Health Care Card or Pensioner Concession Card are eligible for a preschool fee subsidy
- For information about preschool programs available locally, contact local council, or the children’s services adviser at the nearest Department of Human Services Regional Office.

Specialist Children's Services Program – Early Childhood Intervention

- Support services for families with children with disability/developmental delay from birth to school entry
- Early Childhood Intervention services include: services co-ordination, special education and therapy programs, counselling, respite, parent support, transition to school to access generalist services such as preschools and child care.

Australian Breastfeeding Association

- A 24-hour help line for breastfeeding advice, difficulties and support
☎ (03) 9885 0653

SIDS and Kids

- The risk of Sudden Infant Death Syndrome (SIDS) increases if drugs are used during or after pregnancy. Risks can be reduced by providing a smoke free environment for children and by ensuring that babies sleep in a separate bed to prevent smothering, especially as mothers using sedatives and other drugs are likely to sleep heavily.
- Information on safe sleeping, breastfeeding, specific drugs and pregnancy is available 24 hours.
☎ 1300 308 307

Recreation

- Recreational activities play an important role in children's physical, cognitive and social development. Many parents with drug or alcohol problems find it difficult to provide their children with regular social or recreational opportunities. When these activities are shared with parents, they also play an important role in creating positive family life.
- It is good to encourage parents to balance recreational activities that involve exercise with those that develop language and reasoning skills. These may include games, sports, or hobbies.
- Contact local councils for a list of Sporting and Recreational Clubs, Scout or Guiding Groups, School Holiday Programs and Camps that operate in your area.

Toy Libraries

- Toy libraries have toys and games available for borrowing, and provide parents and carers of children with access to a wide variety of educational and developmentally appropriate toys to stimulate children's growth.
- Usually charging a small annual subscription, toy libraries provide an inexpensive way to ensure that children have a constant supply of play materials
- Toy libraries also offer parents the opportunity to learn about the play needs of children at various stages of development, and to meet and interact with other parents
- To find a local toy library, contact Toy Libraries Victoria on
☎ (03) 9555 4055

Kids Help Line

- A 24-hour anonymous counselling line for children (5–18 years)
☎ 1800 551 800

Supporting Families

The **Strengthening Families Initiative** (SFI) has been operating since July 1998 and is for all families with welfare concerns. Using prevention and early intervention approaches, the three main aims are to 1) enhance family functioning, 2) improve family connectedness, and 3) reduce the intervention of Child Protection in families' lives. This is done through 30–40 hours of worker contact with assessment, assertive outreach, case management, in-home support, and brokerage. Child and Family Support agencies generally operate this program.

Families First services provide intensive, in-home family crisis counselling and life-skills education. This is aimed at preventing unnecessary dissolution of families in times of crisis where protective issues are present. Families First services provide an alternative to placement for selected children and is one of a range of services available to families with children at risk. Workers spend between 5 and 20 hours contact with each family per week, for up to 4 weeks, and are available at times of stress and out of hours. Families are referred through DHS Child Protection.

Victorian Aboriginal Child Care Agency

A statewide aboriginal community controlled child and family support agency offering a range of programs for Indigenous Victorian children and their families. ☎ (03) 9471 1855

Family Counselling and Mediation

- **Families Anonymous** provides groups to support friends and relatives of those with drug or alcohol problems. ☎ (03) 9889 8112
- **Family Mediation Centres** provide counselling, mediation, family therapy, financial education and practical assistance with care arrangements to families undergoing dissolution. ☎ (03) 9555 9300

Relationship Counselling

- **Relationships Australia**
☎ 03 9835 7570
- **Catholic Welfare Australia**
☎ (03) 9287 5555
- **Family Services Australia**
www.fsa.org.au
- **Local Community Health Centres**
Contact your local council for details

Domestic Violence & Gender Specific Issues

- **Domestic Violence and Incest Resource Centre** ☎ (03) 9486 9866
- **Mensline Australia** ☎ 1300 789 978
- **Men's Referral Service** (12pm–9pm, Mon–Fri) ☎ (03) 9428 2899 or 1800 065 973
- **WIRE Women's Information**
☎ 1300 134 130
- **Women's Domestic Violence Crisis Service of Victoria** ☎ (03) 9373 0123 or ☎ 1800 015 188

Holiday Respite

- **Cottage by the Sea** provides children's camps at Queenscliff offering respite for families in crisis or need throughout the year
☎ (03) 9813 0646



Building Social Networks

Many parents with drug and alcohol problems lead very isolated lives. Often, these parents do not readily engage in local community activities or in their child's school life due to fear of being stigmatised as drug users, being judged as bad parents, or having their children removed.

Assisting parents to overcome their social isolation by helping them to develop new relationships and repair old ones is likely to enhance their drug treatment outcomes. Workers can help their clients build supportive social networks in several ways:

- Encourage and support parents to speak with other parents. This may be on visits to maternal & child health or community centres, at the gates of their child's school or kindergarten, when attending parent/teacher interviews, or at a local community centre.
- Encourage your clients to give their children a low cost birthday party and invite other children to attend. They may even invite a couple of other parents to help out. Support parents with any anxiety they may have about this and offer alternatives to drugs for managing this anxiety.
- Encourage parents to do things as a family where they can meet other families. BBQ's, picnics, or days at the beach.
- Encourage parents to foster good friendships among their children by inviting other children over to their house after school and on their child's birthdays.
- Recreational activities are good for children. What does your client's child like to do? Is he or she a child that likes to play sport, play music, or to have a hobby? Lots of activities can be organised for less money than you may think through the school or local council. Some child and family welfare agencies also have programs for children. Councils and libraries often have school holiday programs.

Specialist Services for Parents with Drug or Alcohol Problems and their Children



Specialist Services for Parents with Drug or Alcohol Problems and their Children

This section summarises services across Victoria that provide parenting or child health services directly to parents who are experiencing problems with Alcohol or Drug misuse.

Call Directline – ☎ **1800 888 236** or local and other councils for the contact details of these services.

Angliss Maternity Drug and Alcohol Service (AMDAS)

Support for pregnant women

Chemical Dependency Unit Maternity Services (Geelong)

Specialist obstetric midwifery, childbirth education, support

Mackillop Family Services – Western

Substance Abuse Family Support (SAFS) program for substance dependent parents and their children

Mary of the Cross

Parenting support and family counselling including children

Monash Medical Centre (Southern Health)

ADAPT (Alcohol Drugs and Pregnancy Team) program for pregnant women

Odyssey House Victoria

Statewide residential treatment for parents and their children (0–12 years) at their Therapeutic Community. They also provide parenting and children support.

Royal Women’s Hospital Drug Information Centre

Information on drugs and pregnancy

Share Care program – City of Yarra

A tailored foster care program that aims to support parents with drug or alcohol problems to look after their children

Salvation Army – Bridgehaven

Residential program for mothers and their young children

The Mirabel Foundation

Support for carers and children who have been orphaned or abandoned due to parental illicit drug use

The Windana Society

Safe at Home family support program and parenting support group for parents with drug or alcohol problems.

Women and Children’s Alcohol & Drug Service (DASWest)

Family support and the Daisy Program for substance dependent mothers and their children

Women’s Alcohol and Drug Services (WADS)

Antenatal and postnatal care for pregnant women and new mothers

Financial Entitlements and Assistance



Employment and financial difficulties place strain on the ability of many families to care for their children. This section details the types of benefits that families may be eligible for. The contact details for Centrelink are included to assist you and your clients to obtain accurate and up-to-date information.

Financial Entitlements and Assistance

Centrelink

Centrelink provides a range of government services and payments to support parents and other carers raise their children.

Community Officers and Social Workers are available at Centrelink to assist with paperwork and to support parents to access their full entitlements.

Centrelink can also help improve language, literacy, and numeracy skills.

For general enquiries call the **Centrelink Families Assistance Office** ☎ **13 61 50**

Help in languages other than English is available on ☎ **13 12 02**

Payments include:

- Family Tax Benefit
- Child Care benefits
- Parenting Payment – low income families may be eligible for this additional benefit, which may be claimed by a parenting couple, or a single mother or father caring for children
- Jobs Education Training (JET) advisors provide help for parents with children 12 years or older and other complex cases to re-enter the workforce or become more involved in their community
- Personal Advisors provide help for parents with children 0–12 years to find paid work or become more involved in their community
- Personal Support Program (PSP)
- Maternity Allowance & Immunisation Allowance

- Double Orphan Pension (when both parents have died or been incarcerated)
- Rent Assistance or Automatic rent deduction
- Telephone Allowance
- Centrepay: Help with paying your Bills

Also:

- Baby Bonus ☎ **13 28 61**
- Carer Payments and Allowances ☎ **13 27 17**
- Crisis Payment – for those experiencing a personal crisis, and those needing special bereavement payments or grief counselling – Specialist Centrelink Officers ☎ **13 10 21**
- Shared Care and Child Support Scheme (for separated parents) ☎ **13 12 72**
- Financial issues and investment advice ☎ **13 23 00**

Each Centrelink Office can also provide workers with a confidential list of their staff with direct contact numbers. Call the Centrelink Families Assistance Office ☎ **13 61 50**.

Help in languages other than English is also available on ☎ **13 12 02**

Legal Issues



Many AOD clients who are parents are also involved in the court system, and may need support in obtaining information about legal issues such as child custody.

This section provides contact numbers for the Children’s Court of Victoria and The Family Court of Australia. Clients who are facing or dealing with child custody or Child Protection Orders will find these helpful. A discussion of the roles of the two courts and the types of orders each is contained in .

The Children’s Court usually deals with custody and residential care arrangements for children when the Department of Human Services is involved. In cases where the child is deemed in need of protection, the court is also responsible for the issuing of protective orders.

The Family Court usually deals with other custody matters. Simple applications may also be heard in some Magistrates Courts.

Legal Issues

Legal Advice

- Legal advice and assistance
www.legalaid.vic.gov.au
 - Bairnsdale ☎ (03) 5153 1975
 - Bendigo ☎ (03) 5441 1155
 - Geelong ☎ (03) 5229 2211
 - Melbourne ☎ (03) 9269 0234
 - Morwell ☎ (03) 5134 8055
- Victorian Aboriginal Legal Service Co-operative ☎ (03) 9419 3888
- The Law Institute of Victoria ☎ (03) 9607 9311
- Women’s Legal Resource Group Vic. Inc. (WLRG) offers free, confidential legal advice on all legal issues that affect women. ☎ (03) 9642 0343.
- Community Legal Centres offer free advice. Call ☎ (03) 9602 4949 for the nearest centre.

The Children’s and Family Courts

- Family Court of Australia
☎ (03) 8600 3777
www.familycourt.gov.au
- Children’s Court Victoria
☎ (03) 8601 6700
- Court Network. Help line explaining court process and trained volunteers for support during court appearances
☎ (03) 9603 7433 or
☎ 1800 681 614

Help Lines



Help Lines

The following is an expanded list of the national and statewide telephone advice and counselling services included on the Quick Reference Card. The Help Lines cover a range of services for parents, men, women and children. It may be useful to encourage clients to list any relevant Help Lines on the 'Support in my local area' template included in .

National Help Lines

- Australian Childhood Foundation – ☎ **1800 174 453**
- Child Care Access Hotline – ☎ **1800 670 305**
- Family Assistance Office – ☎ **13 61 50**
- Family Services Australia – ☎ **1300 365 859**
- Family Law Hotline – ☎ **1800 050 321**
- Kids Help Line – ☎ **1800 551 800**
- Lifeline – ☎ **13 11 14**
- Mensline Australia – ☎ **1300 789 978**
- Melbourne – ☎ **(03) 9853 0844**
- Outside Melbourne – ☎ **1800 134 883**
- Men's Referral Service 12pm–9pm, Mon–Fri – ☎ **(03) 9428 2899** or ☎ **1800 065 973**
- Northern Domestic Violence Outreach Service – ☎ **(03) 9458 5788**
- O'Connell Family Centre – ☎ **(03) 8416 7600**
- Parentline 24 hour – ☎ **13 22 89**
- Parentzone
 - Bayswater – ☎ **(03) 9721 3646**
 - Gippsland – ☎ **1300 367 700**
 - Preston – ☎ **(03) 9471 4527**
 - Frankston – ☎ **(03) 9783 4888**
 - Hampton Park – ☎ **(03) 9702 9930**

Victorian Help Lines

- Alcohol & Drugs DirectLine and Drugs Helpline – ☎ **1800 888 236**
- Care Ring – Your Crisis Line – ☎ **13 61 69**
- Centres Against Sexual Assault Crisis Line – ☎ **(03) 9344 2210**
- Child Abuse Prevention Service – ☎ **1800 688 009**
- Child Protection Crisis Line – ☎ **13 12 78**
- Child Protection Notifications – ☎ **1300 360 391** or after hours – ☎ **13 12 78**
- Domestic Violence and Incest Resource Centre – ☎ **(03) 9380 4343**
- Family Drug Support – ☎ **1300 368 186**
- Immigrant Women's Domestic Violence Service 9:30am–5:30pm – ☎ **03 9898 3145**
- Maternal and Child Health Line – ☎ **13 22 29**
- Queen Elizabeth Centre – ☎ **(03) 9549 2777**
- SIDS and Kids Victoria 24 hour – ☎ **(03) 9822 9611** or ☎ **1800 240 400**
- Telephone Interpreter Service 24hrs/7days – ☎ **13 14 50**
- Tweddle Child and Family Health Services – ☎ **(03) 9689 1577**
- Victorian Aboriginal Childcare Agency – ☎ **(03) 9471 1855**
- WIRE – Women's Information – ☎ **1300 134 130**
- Women's Domestic Violence Crisis Service of Victoria – ☎ **(03) 9373 0123** or ☎ **1800 015 188**

Parenting Support Toolkit for Alcohol and Other Drug Workers
Book Three: Services & Resource Guide
The Resource Guide



caring
rules
praise
time
support
positive
routine
affection
patience
love

The Resource Guide

The Resource Guide contains websites, books and audiovisual materials that provide information, advice, fact sheets and downloadable resources for parents and professionals.

Wherever possible we have attempted to provide links to resources that are free. This list is not exhaustive and there are many other resources that you and your clients may find helpful.

The resources included have been divided into four topics:

1. Children's Health and development
2. Parenting Skills and Issues
3. Parental Support and Self Care
4. Keeping Clients and Children Safe
5. Social and Community Engagement

The information listed in the Resource Guide has two main purposes. You can use it for background information about issues that are relevant to your clients. Or you can provide it directly to clients as a resource. There will be times, however, when information is not enough to help meet your clients' goals. On these occasions, a referral to a service that can provide more intensive support will be the most appropriate action.

At a minimum, it is recommended that you explain any information that you give to a client. The following steps may help your clients to get the maximum benefit from the resources you use with them:

- Provide a rationale for how the information or resource is relevant to your client's goals.
- Personalise the information by highlighting the key parts that are relevant or by writing your client's name on the top.
- Clarify any misunderstandings or more complex information. Ask your client if they have any questions.
- Check with your client if they think the resource will be useful. Ask them if they will use it.
- Encourage your client to set a goal for using the resource (see  for more on goal setting).
- Next time you see them, ask your client how they went with the resource or any goals they set themselves based on the information provided.
- Praise any attempts to use resources, including reading them or trying out strategies.

Children's Health and Development



Children's Health and Development

WEBSITES

Australian Baby Info

Dedicated to bringing the most up to date and comprehensive information regarding preconception, birth and pregnancy and provides members with news, views and real life experiences, making the site invaluable to all parents and parents to be.

www.australianbaby.info/

Australian Early Childhood Association

Promoting the interests of children (0–8 years) and older children in care outside school hours

www.aca.org.au

Bub Hub

Comprehensive online directory of pregnancy, baby and toddler services available for NSW, QLD SA VIC WA & ACT.

www.bubhub.com.au

Department of Family and Community Services

www.facs.gov.au

National Childcare Accreditation Council

Information on accreditation and finding local childcare centres

www.ncac.gov.au

Nursing Mothers' Association of Australia

Information relating to breastfeeding

www.breastfeeding.asn.au

Toy Libraries

www.toylibraries.org.au

Healthinsite

This page provides a gateway to a broad range of useful information about the various stages of child development as well as parenting tips and advice

<http://www.healthinsite.gov.au/content/internal/page.cfm?ObjID=000A8960-450F-1E4C-95D383032BFA006D>

Better Health Channel

A number of articles with information about children at the various stages of their development

<http://www.betterhealth.vic.gov.au/>

Immunisation

Australian Childhood Immunisation Register

Record of all immunisation given to children under seven years of age

www.hic.gov.au

Immunise Australia Program

Information on childhood immunisations

www.immunise.health.gov.au

Children with Disabilities

Parentlink

Information and tips for parenting children with a disability

http://www.parentlink.act.gov.au/parentguides/category_parentg_disability.htm

Better Health Channel

Advice for parents to assist them include their children in everyday activities

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Disabilities_children_and_everyday_activities?open

Providing a Safe Environment

Childsafety Australia

A simple website providing information on a wide range of topics. Example include: Child & community. Safety advice & information. Child safety. Community safety. Skateboards. Asthma. Diabetes. Nutrition. Poisons. SIDS

www.childsafetyaustralia.com.au/intro.htm

Safe Kids.Com

Offers guidelines and information on child Internet safety, including information on parental control software. Also at the site are links to child-safe search engines and recommended links for kids.

www.safekids.com

RESOURCES

NAPCAN – National Association for Prevention of Child Abuse and Neglect

Books, videos, posters and information pamphlets on topics such as: Parenting Tips; When I Feel Sad and Hurt; Appreciating Differences; Child Abuse – Whose Problem?; Helping Children who have a Parent with Mental Illness; Children Grow With Love and Care; Choosing a Carer for your Child; Children in Blended Families; The Importance of Play in a Child's Development; and Cool Down Before Things Heat Up.

www.napcan.org.au

St. Luke's Innovative Resources

St Luke's Innovative Resources publishes a range of 'seriously optimistic' strengths-based books and material used by families, counsellors, teachers, therapists and social workers, including the best selling Strength Cards, Strength Cards for Kids, The Bears, and Reflexions.

www.stlukes.org.au

REDI – Resilience Education and Drug Information

A comprehensive database of information about resources, policies and materials for drug education and incident management from the Dept of Education, Science & Technology.

www.redi.gov.au

Womens Alcohol and Drug Services

- A website and informative fact sheets for pregnant women with drug and alcohol issues. Includes topics such as alcohol and pregnancy, safe sleeping for your baby and eating well and pregnancy.
- Please note, it is useful to give the safe sleeping for your baby sheet out with a SIDS brochure (see below)

www.rwh.org.au/wads

Sids and Kids Online

A website for parents and professionals containing information and publications on SIDS, and safe sleeping.

www.sidsandkids.org

BOOKS

American Academy of Child & Adolescent Psychiatry (1998). *Your Child: Emotional, Behavioural and Cognitive Development from Birth through Preadolescence*. Harper Collins Books: New York

Barker, R. (1998). *Australian Baby & Toddler Meals*. Pan Macmillan Australia Pty Ltd: Sydney

Fallows, C. (1998). *The Australian Baby and Child Care Handbook*. Penguin: Australia.

Fenwick, E. (2003). *The Complete Book of Mother and Baby Care*. Dorling Kindersley: United Kingdom.

Hodges, D. (2002). *501 TV-free Activities for Kids (4–8 years)*. Hinkler Book Pty Ltd: Dingley, Australia

Hodges, D. (2002). *365 TV-free Activities for Kids (4–8 years)*. Hinkler Book Pty Ltd: Dingley, Australia

Hodges, D. (2002). *365 TV-free Activities for Toddlers (0–4 years)*. Hinkler Book Pty Ltd: Dingley, Australia

Lees, C. (2003). *The Pregnancy Question and Answer Book*. Dorling Kindersley: United Kingdom.

Stoppard, M. (2002). *Baby and Child Healthcare*. Penguin: Australia.

AUDIO VISUAL MATERIALS

Babies are People Too

- Churchill Films
- For young parents of preschool age children

www.themedia.com.au/catalogue/maternal-catalogue.pdf

Breastfeeding is Best Feeding

- ABA VIC
- By teenage mothers for teenage mothers and mothers-to-be

www.breastfeeding.asn.au/products/groupprojs.html#v3

For parents of children from birth onwards

- Mercy Hospital for Women VIC
- For parents of children from birth onwards

www.aifs.org.au/sf/resources/videos.html

Good Play – Good Start

- DHS VIC
- For parents of children from birth onwards

www.acer.edu.au/scripts/Product.php3?parent_id=72

Hand Expressing and Cup Feeding

- Wendy Nicholson VIC
- For parents of babies from birth to age two

www.breastfeeding.asn.au/products/groupprojs.html#v1

Health and human development series

- M Alberti VIC
 - For parents of preschool age children
- www.aifs.org.au/sf/resources/videos.html

Understanding Down Syndrome

- Down Syndrome Association VIC
- For parents of children with down syndrome from birth onwards

www.dsav.asn.au/dsavshop/index.cfm

Understanding Down Syndrome: Learning to Talk

- Sue Buckley VIC
- For parents of children born with Down Syndrome

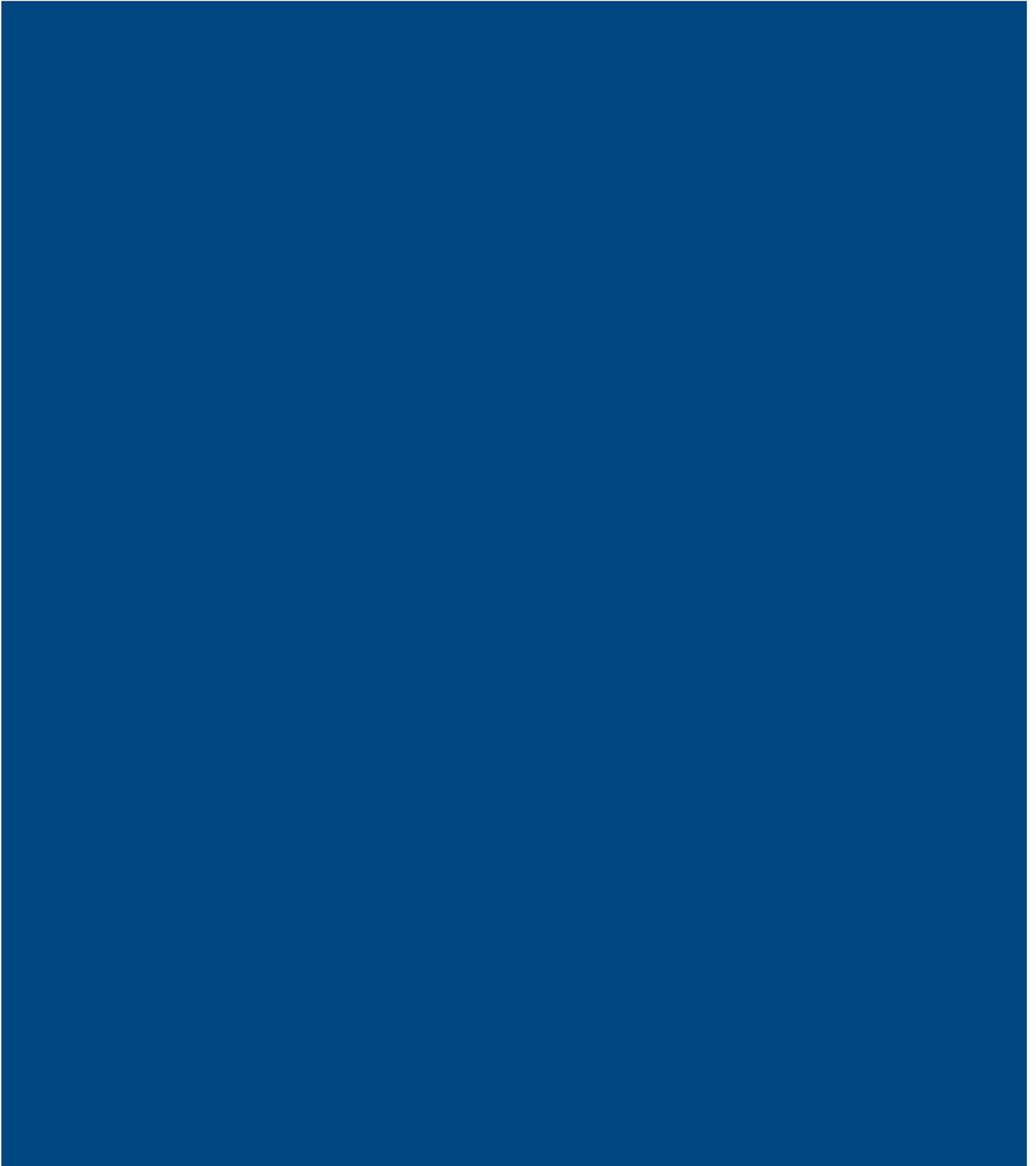
www.dc.qut.edu.au/dsaq/index.html

The importance of being an infant 0–5

- Toddler Kindy Gymparoo VIC
- For parents of preschool age children

www.aifs.org.au/sf/resources/videos.html

Parenting Skills and Issues



Parenting Skills and Issues

WEBSITES

The Victorian Parenting Centre

Website provides details of the centres current activities, including a training calendar and resource catalogue. It also contains a link to their Ausparenting site which contains downloadable tipsheets for parents on a range of parenting topics. Resources that can be ordered include the Positive Parenting Tip Sheet and Video series, and an audio tape and CD-Rom of translated Positive Parenting Resources.

www.vicparenting.com.au

Australian Institute of Family Studies (AIFS)

Aims to achieve and maintain eminence as a centre of excellence for research and information on family wellbeing.

www.aifs.org.au

DHS Community Care Division Vic – Information for Parents

Committed to ensuring all Vic have access to quality services that protect & enhance community's physical, mental and social well-being.

[http://hnb.dhs.vic.gov.au/commcare/yafsinte.nsf/Frameset/Community+Care?OpenDocument&\[/4A2567300007C6E7/BCVIEW/C5BFD5D7129F537A4A256AA30002CC61?OPENDOCUMENT\]](http://hnb.dhs.vic.gov.au/commcare/yafsinte.nsf/Frameset/Community+Care?OpenDocument&[/4A2567300007C6E7/BCVIEW/C5BFD5D7129F537A4A256AA30002CC61?OPENDOCUMENT])

Kidslife

A parenting resource providing sound info, guidance and support from preconception through pregnancy, your child's health and well-being, development, early learning, schooling and entertainment. A community initiative of the Aust Scholarships Group, dedicated to serving parents and families as they strive to raise healthy, happy and well-educated children.

<http://www.kidslife.com.au/>

Parentlink

This website provides a good collection of parenting guides and tips that cover a wide range of topics such as being a young parent, parenting at children's different developmental stages, bedwetting or parent's rights

http://www.parentlink.act.gov.au/parentguides/parentg_default.htm

Parentzone

Anglicare Victoria Parentzone Web Portal provides links to Anglicare's Victorian Parentzone resources and websites. Parentzone is the title of three of the Regional Parenting Services

www.anglicarevic.org.au/parentzone/

Triple P International

- Provides information relating to the Triple P: Positive Parenting Program and related resources.
- Resources include tipsheets, books and videos
- Includes details of professional training options

www.triplep.net

Adolescence

Centre for Adolescent Health

Research, information and education on adolescence and parenting.

www.rch.unimelb.edu.au/cah

Parentlink

This website provides a good collection of guides to parenting adolescents, including topics such as limit setting, peer groups, adolescent depression and talking sex with your teen

http://www.parentlink.act.gov.au/parentguides/category_parentg_teens.htm

Community.gov.au

A website designed to help communities locate useful information and services, this page offers pathways to a range of informative articles about parenting adolescents, including topics such as bullying, teenage parties and adolescent grief, as well as links to a range of relevant services.

<http://www.community.gov.au/Internet/MFMC/community.nsf/pages/KeywordDisplay?OpenDocument&keyword=Adolescents>

Fathers

Australian Camp Connect Association

Dads and kids program for non residential parents and their children
www.campconnect.org.au

Mens Information and Support Centre (MISC)

For Dads and run by men. Discussion topics include; Role of Dads today, Raising confident children, Talking with children, What's naughty and what's normal, Keeping cool, Relationships – the self and others.

<http://www.misc.com.au/index.php?topic=parenting>

Fatherhood

A range of information and tips for Dads
<http://www.fatherhood.about.com/>

Parentlink

Parenting guides and tips for Fathers
http://www.parentlink.act.gov.au/parentguides/category_parentg_beingdad.htm

Step families

Stepfamily Association of Victoria
www.stepfamily.org.au

Stepfamilyzone
www.stepfamily.asn.au

RESOURCES

The Positive Parenting Program Resources

- An excellent Booklet, 40 tipsheets and video series for parents of children aged 18 months to 12 years.
- Based on the evidence-based Triple P program
- Available for purchase from the Victorian Parenting Centre:
www.vicparenting.com.au

The Positive Parenting Program Community Languages Resource

- This CD-ROM provides convenient storage and access to over 170 translations of selected Parent Tip Sheets and the Positive Parenting Booklet.
- The tip sheets and booklet are available in eight community languages including Chinese, Cambodian, Macedonian, Spanish, Somali, Turkish, Arabic and Vietnamese.
- Low cost resource available for purchase from the Victorian Parenting Centre: www.vicparenting.com.au

Positive Parenting on Audio Cassette

- The popular Positive Parenting Booklet has been translated and is now available on audio cassette in Cambodian, Cantonese, Macedonian, Mandarin, Spanish, Somali, Turkish, Arabic and Vietnamese.
- These tapes are ideal for parents who prefer not to read, even in their own language.
- Low cost resource available for purchase from the Victorian Parenting Centre: www.vicparenting.com.au

Triple P Tip Sheet and Video Series

- Includes Tip Sheets for parents of children and teenagers and videos covering topics such as self esteem, children and sport, disobedience and coping with stress.
- Available from Triple P International at www.triplep.net

ABCD: Parenting Young Adolescents Website

- Contains a large range of downloadable information and skill sheets for parents of children moving into adolescence and information specifically for professionals
- The information has been translated into five languages: Vietnamese, Arabic, Macedonian, Spanish and Turkish

www.abcdparenting.org

Parentzone (see Regional Parenting Service List)

- Parentzone has a resource directory and professional resource library containing books and videos for loan. Parentzone also sell Tip Sheets on many topics and Professional Resource Packs about Bullying, Challenging & Difficult Behaviours, Sibling Rivalry, Adolescence and Self-Esteem.

BOOKS

- Fuller, A. (1998). *From Surviving to Thriving: Promoting Mental Health in Young People*. ACER Press: Melbourne
- Fuller, A. (2000). *Raising Real People: A Guide for Parents of Teenagers*. ACER Press: Melbourne
- Bennet, D., & Rowe, L. (2003). *What to do when you children turn into teenagers*. Doubleday: Australia
- Biddulph, S. (1997). *Raising Boys*. Finch Publishing: Sydney
- Biddulph, S. (1997). *The Secret of Happy Children*. Angus & Roberston: Australia
- Ferber, R. (1999). *Solve Your Child's Sleep Problems*. Dorling Kindersley: United Kingdom.
- Grose, M. (1999). *Raising Happy Kids*. HarperCollins Publishers: Australia
- Sanders, M. (2000). *Every Parent: A Positive Approach to Children's Behaviour*. Pearson Education: Australia
- Seligman, M. (1995). *The Optimistic Child*. Random House: Australia
- Stone Bender, P. (1997). *How to Keep Your Kids from Driving You Crazy*. John Wiley & Sons Inc.: Canada
- Field, E.M. (1999). *Bully Busting: How to help children deal with teasing and bullying* Finch Publishing: Australia
- Berne, S. (1996). *Bully-Proof Your Child*. Thomas Lothian Pty Ltd.: Port Melbourne
- Hall, J. (1998). *How You Can Be Boss of Bedtime*. Inkolour Colour Printing: Queensland

AUDIO VISUAL MATERIALS

How to raise happy kids, Australia

- Seeandem Productions VIC
- For parents of preschool age children onwards

www.aifs.org.au/sf/resources/videos.html

Parenting: The First Steps

- ACER VIC
- For parents of children from birth onwards

www.acer.edu.au/scripts/Product.php3?parent_id=72

Play at Playgroup

- Playgroup Victoria
- For parents and professionals with preschool age children

<http://www.playgroup.org.au/products.asp>

Sharing our Story

- ACD VIC
- For parents of children with a disability and professionals and health care workers

www.acd.org.au/community_ed/video.htm

Starting a Playgroup – Let the Fun Begin

- Playgroup Victoria VIC
- For professionals

<http://www.playgroup.org.au/products.asp>

Watch Me Grow

- Contact Inc VIC
- For parents of preschool age children

www.acer.edu.au/scripts/Product.php3?parent_id=72

Toddler Taming

- Christopher Green (1995).
- TT Media Pty Ltd

Peaceful Parenting: Understanding and Enjoying your 5 to 12 year old.

- Christopher Green (1998).
- Australian Video Publishers

Parental Support and Self Care



Parental Support and Self Care

WEBSITES

Mum's Web

Everything parents need to know
Information for mums (and dads)

www.mumsweb.com.au

Australian Parents Online

Comprehensive resources and links for Australian parents. Topics include pregnancy and childbirth, postnatal depression, breastfeeding, child growth and development, children with special needs and childcare options.

www.geocities.com/australianparentsonline/homepage.htm

Entitlements

Centrelink

www.centrelink.gov.au

www.familyassist.gov.au

Child Support Agency

www.csa.gov.au

Baby Bonus

www.ato.gov.au

Mental Health

Burns, D. D. (1999). *Feeling Good: The New Mood Therapy*. HarperCollins: New York.

One of the most referred self-help books for clients experiencing difficulties with mental health such as depression, anxiety or anger. Available from most good book stores.

Feeling Good Website

Self help website for parents having difficulty managing their emotions. Also an excellent site for professionals wishing to develop their skills in addressing mental health issues from a cognitive behavioural approach.

www.feelinggood.com

Keeping Clients and Children Safe



Keeping Clients and Children Safe

WEBSITES

Women's Alcohol and Drug Service:

A range of online fact sheets, brochures, and training about Drugs and Alcohol during Pregnancy

www.wch.org.au/wads/index.cfm?doc_id=3819

Suicide

Youth Suicide Prevention Kit

A number of fact sheets that may educate concerned individuals in how to prevent youth suicide

<http://www.infoxchange.net.au/dhs/youth/suicide/>

Legal

Family Court of Australia

Helps resolve or determine family law problems

www.familycourt.gov.au

Legal Aid

www.legalaid.vic.gov.au

Australian Law Online

Online information to help solve family law problems

www.australianlawonline.gov.au

Domestic Violence

Domestic Violence and Incest Resource Centre

This website contains a vast array of information, advice and links to support around issues of family violence

<http://www.dvirc.org.au/>

Better Health Channel

Information page that addresses the issue of domestic violence and children

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Domestic_violence_and_children?open

Information and links to domestic violence services for women

http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Domestic_violence_services_for_women?open

BOOKS

The Mirabel Foundation

When the children arrive: A resource book for kinship carers

Contact The Mirabel Foundation on

© (03) 9527 9422 or via e-mail mirabel@sub.net.au

Social and Community Engagement



Social and Community Engagement

WEBSITES

Relate

Information to help improve relationships and manage problems

www.relate.gov.au

Association of Neighbourhood Houses and Learning Centres

www.anhlc.asn.au

Cultural Issues

Parenting in a new culture... the preschool years: A parenting education guide

- Downloadable booklet resource developed by the Migrant Resource Centre North East supported by the Australian Government Department of Family and Community Services
- Available in 3 languages – Arabic, Samoan and Chinese
- Contact the Migrant Resource Centre North East on ☎ (03) 9484 7944 or via their website: www.mrcne.org.au

ABCD: Parenting Young Adolescents Website

- Contains a large range of downloadable information and skill sheets for parents of children moving into adolescence and information specifically for professionals
- The information has been translated into five languages: Vietnamese, Arabic, Macedonian, Spanish and Turkish

www.abcdparenting.org

Positive Parenting on Audio Cassette

- The popular Positive Parenting Booklet has been translated and is now available on audio cassette in Cambodian, Cantonese, Macedonian, Mandarin, Spanish, Somali, Turkish, Arabic and Vietnamese.
- These tapes are ideal for parents who prefer not to read, even in their own language. A downloadable order form is available below.
- Low cost resource available for purchase from the Victorian Parenting Centre: www.vicparenting.com.au

The Positive Parenting Program Community Languages Resource

- This CD-ROM provides convenient storage and access to over 170 translations of selected Parent Tip Sheets and the Positive Parenting Booklet.
- The tip sheets and booklet are available in eight community languages including Chinese, Cambodian, Macedonian, Spanish, Somali, Turkish, Arabic and Vietnamese.
- Low cost resource available for purchase from the Victorian Parenting Centre: www.vicparenting.com.au

Indigenous Issues

Parentlink

- A number of guides and information for indigenous parents

http://www.parentlink.act.gov.au/parentguides/category_parentg_indigenous.htm

Families and Communities

- The site contains a number of tip sheets for indigenous parents, including topics such as living with elders, keeping the rules and protecting children

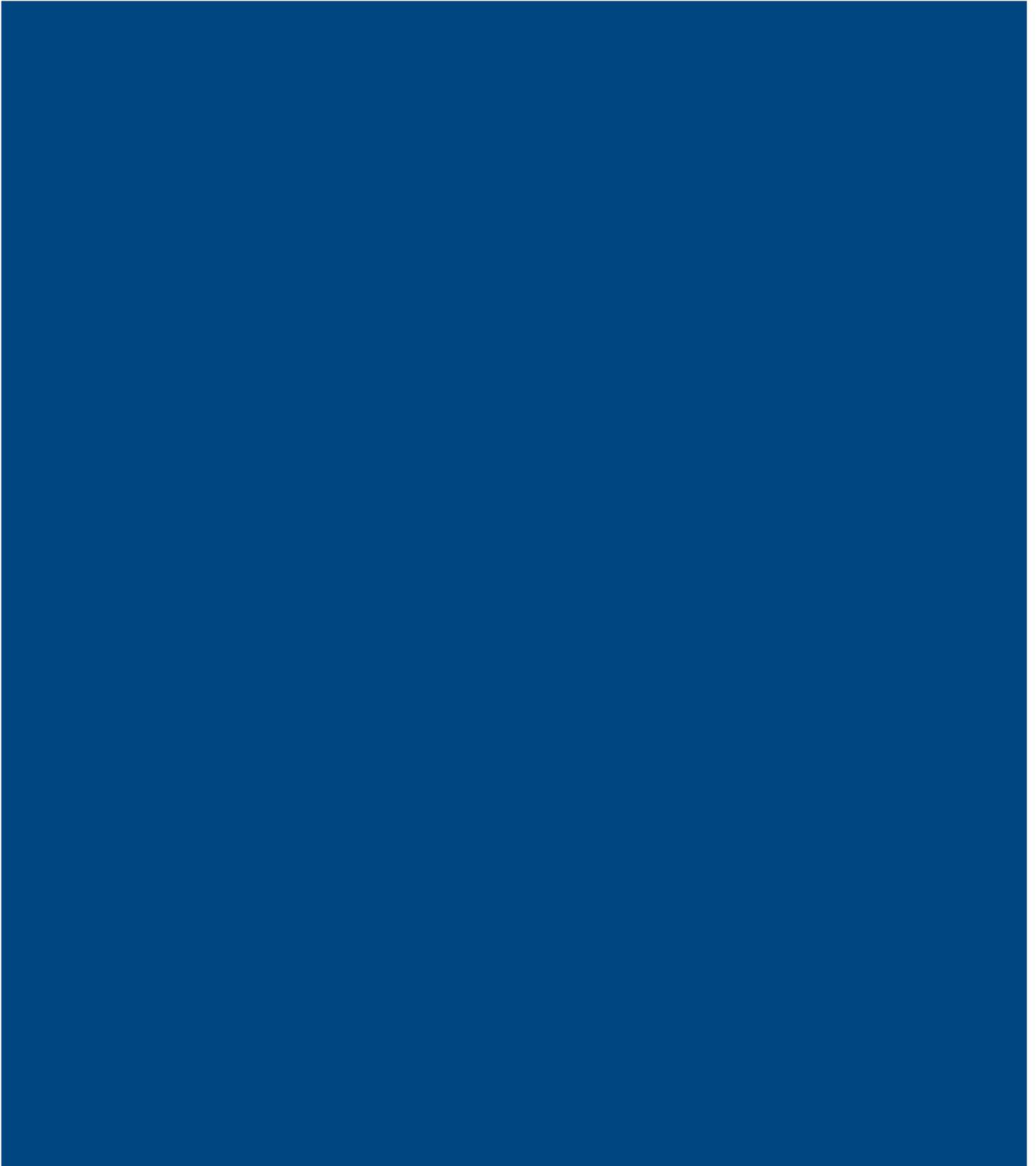
http://www.fcs.wa.gov.au/templates/looking_after_kids/content.cfm?file=parenting_information/aboriginal_families.inc&folder=parenting_information

Victorian Aboriginal Child Care Agency Limited (VACCA)

- Provides information and support services to Koori children and their families. Codeveloper of Koori ABCD Parenting Program.

<http://www.vacca.org>

Evidence-Based Parenting Interventions & Professional Training



Evidence-Based Parenting Interventions & Professional Training

This Toolkit provides a range of information and resources for including parenting in your assessment and ongoing work with a client. It is not a manual or standardised parenting program. Many clients will benefit from participating in a specific parenting program, whether on an individual basis or as part of a parenting group. There are a range of these programs available across the state. As a worker you have the option of helping your client to access these programs via a referral or alternatively you may wish to be able to offer your clients these programs yourself. The following information outlines some of the evidence-based programs available in Victoria and details for obtaining professional training in these programs. For details on other programs run around the state contact Parentline on ☎ **13 22 89** or the Regional Parenting Services – see the Quick Reference Card for regional contact details.

ABCD: Parenting Young Adolescents (Victorian Parenting Centre)

The program is designed for parents who have children between the ages of around 12 to 14. It aims to provide parents with information, skills and strategies for developing and maintaining trusting, positive and accepting relationships with their young adolescents. The program encourages parents to allow their children to develop their independence within safe limits, and thus minimise the chances of their adolescent children engaging in potentially high-risk activities, such as drug misuse.

To Refer Contact:

Parentline – ☎ **13 22 89**

Your local Regional Parenting Service – **see Quick Reference Card**

For information on Professional Training:

Victorian Parenting Centre –

☎ **(03) 9639 4111**

UnitingCare Moreland Hall –

☎ **(03) 9384 8843**

Triple P (Sanders – Triple P International)

The Triple P-Positive Parenting Program is a multi-level, parenting and family support strategy that aims to prevent severe behavioural, emotional and developmental problems in children by enhancing the knowledge, skills and confidence of parents. The program's multi-level framework aims to tailor information, advice and professional support to the needs of individual families. It recognises that parents have differing needs and desires regarding the type, intensity and mode of assistance they may require. Triple P interventions range from the provision of brief information resources such as tip sheets and videos at Level 1, through to brief targeted interventions (for specific behaviour problems) offered by primary care practitioners at Levels 2 and 3. It also covers more intensive parent training programs at Level 4 and Level 5 programs targeting broader family issues such as relationship conflict and parental depression and stress

For Information on Referral Contact:

Victorian Parenting Centre for families living in Northern Metropolitan Region of Melbourne only – ☎ **(03) 9639 4111**

Warrnambool City Council, Warrnambool – ☎ **(03) 5564 7800**

Your Regional Parenting Service – **see Quick Reference Card**

For information on Professional Training Contact:

Victorian Parenting Centre for state of Victoria ☎ **(03) 9639 4111**

Triple P International at www.triplep.net

Signposts (Hudson, Cameron, Gavidia-Payne, Matthews & Nankervis) – RMIT University & Victorian Parenting Centre

Signposts for Building Better Behaviour is a program for parents who have children with an intellectual or developmental disability and difficult behaviour. It aims to provide families with positive strategies for managing problematic behaviours before such behaviours escalate to the point where intensive behavioural intervention is required. This program is offered in group, telephone, self directed and individual formats.

To Refer Contact:

Victorian Parenting Centre –
☎ (03) 9639 4111

For information on Professional Training Contact:

Victorian Parenting Centre
☎ (03) 9639 4111

Exploring Together (Littlefield, Story, Reid, Woolcock, Trinder, & Burke)

The Exploring Together Program for primary school children is a proven, effective group program. The program comprises separate concurrent groups for the children and one for their parents, followed by a combined parent-child interaction group.

For information on Professional Training Contact:

Margot Trinder ☎ (03) 9381 0640

Parenting Adolescents: A Creative Experience (PACE), Jenkins & Bretheron

The program is a broad-based, early intervention program. The PACE program encourages parents to move away from authoritarian, permissive or over-protective parenting styles to a more ‘nurturing’, ‘assertive’ or ‘authoritative’ style. Involvement in a PACE group provides parents with a supportive forum and an opportunity to reflect on their approach to parenting. This facilitates parents’ ability to provide the support and communication strategies that enhance relationships with their children

For referral enquiries contact:

Parenting Australia – ☎ (03) 9427 9899

For information on Professional Training Contact:

Parenting Australia – ☎ (03) 9427 9899

Parenting Under Pressure (PUP) – (Dawe, Harnett, Rendalls, & Staiger)

This 10 unit (12 session) program originally developed in Queensland for methadone maintained mothers aims to improve child behaviour (age 3–6years), decrease parental stress and improve family functioning by targeting affect regulation, mood, views of self as a parent, drug use and parenting skills.

The program has shown good outcomes in a number of populations and is delivered by experienced practitioners using a manual.

For information on Professional Training Contact:

Sharon Dawe at Griffith University, Brisbane ☎ (07) 3875 3371

C-Frame: Parenting Skill Development Framework (Victorian Parenting Centre)

A framework based on an approach to parenting consultation that emphasises the active collaboration of parents in identifying their needs, their strengths and competencies, selecting modes of assessment, setting the pace of assessment and identifying individual skill development goals. The framework is sensitive to diverse family values, beliefs and goals as they relate to raising children. A range of assessment approaches, techniques and resources are included in this substantial package. Professionals from a wide variety of backgrounds are able to use the framework in a flexible manner, tailoring the assessment and engagement process to the needs of individual clients. It is applicable to families experiencing relatively isolated problems, and to families experiencing more complex difficulties.

For information on the Framework contact:

Victorian Parenting Centre –
☎ (03) 9639 4111