

Eligibility and Referral Pathway

Click the icons on the service headers to access:



Annual Report



Service Brochure



Website

Early Childhood Education Childcare/ Long Day Care/ Kindergarten

FAMILY DAY CARE

Children from 0-12 can attend. Before and after school care and vacation care is available. Fees apply.

OUT OF SCHOOL HOURS CARE

Tailored before and after school care and holiday care at a number of participating primary schools.

REFERRAL INFORMATION

Contact our Family Day Care team on **1300 946 337**. There is no referral process, just an online **enquiry form on the website**.

REFERRAL INFORMATION

Contact our Out of School Hours Care team on **1300 946 337**.

NDIS, disability support and developmental delays

PLAN MANAGEMENT

Our Plan Managers will help take the worry out of managing your NDIS finances and the day to day administration of your NDIS plan.

SUPPORT COORDINATION & SPECIALIST SUPPORT COORDINATION

Together, with you, your family and your community we assist you to better understand and manage your NDIS plan and funding. We help you to coordinate service provider bookings and to access the most appropriate community supports to meet your needs and achieve your goals.

EARLY INTERVENTION THERAPY SERVICES / KEYWORKER

Our specialist team support young children, who have a disability or developmental delay to reach their full potential. Utilising the Key Worker model, we provide a range of therapy and supports which will best assist your child's wellbeing and development.

PHYSIOTHERAPY

We provide service to children and youth aged 0 - 12 years who may be demonstrating delays or difficulties with their development including gross and fine motor skills.

OCCUPATIONAL THERAPY

Our Occupational Therapists (OTs) work with you and your family to help build the skills you need for independence in day to day activities. We provide advice that meets your goals in a fun and practical way.

SPEECH PATHOLOGY

Our Speech Pathologists improve communication, language, and speech development. They also assist with feeding and swallowing difficulties.

DIETITIAN

Through meeting your food and nutrition needs our dietitians work with you to manage specific conditions and improve your health and wellbeing.

PSYCHOLOGY

Our Psychologists support your child's emotional and psychological needs, for improved mental health and wellbeing.

TAILORED SUPPORT SERVICES

Supporting professional development and training for schools, organisations and health professionals. One on one preplanning support for families and individuals applying for NDIS.

REFERRAL INFORMATION

For consumers without an NDIS plan:

- Early Childhood Early Intervention partners (0-7 yrs)
 - Link Health and Community **1800 546 532** (Southern and Inner Gippsland regions)
 - Brotherhood of St Lawrence **1300 275 323** (Bayside region)
- Local Area Coordinator (7+ years)
 - Latrobe Community Health **1800 242 696** (Southern and Inner Gippsland regions)
 - Brotherhood of St Lawrence **1300 275 634** (Bayside region)

REFERRAL INFORMATION

For Fee for Service and consumers with an NDIS plan:

- Windermere Intake at **1300 946 337**
- **NDIS Enquiry Form**

REFERRAL INFORMATION

For tailored support services, ask for our NDIS Community engagement Coordinator at **1300 946 337** or email **NDIS@windermere.org.au**

Homelessness support

TRANSITIONAL SUPPORT PROGRAM

Families with dependent child/ren in their care who are homeless or at risk of homelessness with complex support needs. (Casey and Cardinia regions) For transitional housing referrals, consideration will be given to the size of families and of properties available.

MUMS AND BUBS

Medium term accommodation for young mums aged 18-25 years with children aged 0-5. Mums are required to participate in a support program and be actively seeking permanent housing.

FAMILIES CASE MANAGEMENT

Intensive support for families with dependent child/ren in their care who are exiting the homelessness service system into long term accommodation with the aim of establishing and maintaining longer term tenancies and/or stabilising tenancies at risk. (Casey, Cardinia, Greater Dandenong, Mornington Peninsula or Frankston regions)

FAMILY VIOLENCE CASE MANAGEMENT

Support for families and individuals who are experiencing or have experienced family violence. (Casey and Cardinia regions)

REFERRAL INFORMATION

Referrals are not directly accepted, and must come from a Front Door Service (i.e. WAYS) who will complete the Initial Assessment and Planning (IAP) process and refer to appropriate services.

REFERRAL INFORMATION

Family Violence and Homelessness Support Services Intake
Phone: **1300 946 337** or via **HSSReferrals@windermere.org.au**

Violence, assault and trauma

VICTIMS ASSISTANCE PROGRAM

Anyone who has experienced or witnessed a violent crime, or who has had a relative pass away as a result of violent crime perpetrated in Victoria is eligible to access this program.

COUNSELLING

Women and children who are experiencing or have experienced family violence, sexual assault or family/close supports who are impacted by the sexual assault. Children under the age of 16 with sexualised behaviours, and their carers. (Casey, Cardinia and Greater Dandenong regions)

ENGAGING FAMILIES

Families with children 12 or under experiencing or who have experienced family violence with issues of drug and alcohol or mental health. (Cardinia region)

CHILD PLACEMENT PREVENTION

Children who have experienced abuse who are currently placed, or are at risk of being placed, in care (referrals through Child Protection Case Management)

REDRESS SUPPORT PROGRAM

Free, confidential support for anyone who has experienced historical institutional childhood sexual abuse and wants to make an application through the National Redress Scheme. Trauma-informed services are offered before, during and after application and help identify individual support needs.

REFERRAL INFORMATION

If you are unsure if you are eligible for this service, call the Victims of Crime Helpline on **1800 819 817**. The helpline is open 8am to 11pm, 7 days a week. Alternatively, you can contact Windermere directly on **1300 946 337** or email **victimassistance@windermere.org.au**. Windermere is open 9am to 5pm, Monday to Friday across Eastern, Western, and Southern metropolitan areas and Gippsland

REFERRAL INFORMATION

Contact our Intake Team through:

- **1300 946 337**
- Email at **emailintake@windermere.org.au**

Referral form:

- Completed by intake over the phone
- Request form, complete and email it to the team

REFERRAL INFORMATION

Phone **1300 946 337** or email **redressupport@windermere.org.au**.

Parenting support and family related issues

INTEGRATED FAMILY SERVICES

Families with children aged 17 years or under needing support with family related issues. (Casey, Cardinia and Greater Dandenong regions)

REFERRAL INFORMATION

Contact Orange Door on **1800 312 820** or contact Windermere IFS Program directly on **1300 946 337**

Disaster Recovery

RECOVERY SUPPORT

Practical support and assistance for individuals and families who have experienced loss or trauma from natural disasters.

REFERRAL INFORMATION

Contact the Recovery Support team at **03 8793 4206**
Email **recoverysupport@windermere.org.au**

Community Partnership

COMMUNITIES FOR CHILDREN CRANBOURNE (CFC)

Cfc funds Community Partners to deliver early intervention and prevention programs to families with children aged 0-12 years experiencing vulnerability and disadvantage in Cranbourne.

REFERRAL INFORMATION

Contact Windermere on **1300 946 337** or visit **www.windermere.org.au/services/communities-for-children-cranbourne** for more details.