

Example of services offered at Tuggeranong Child and Family Centre Transcript

- Sally Duncan: My passion is to work with children and families, so I love working with the families being able to make a difference.
- Kellie Jones: The best thing is working with the children and parents and to support people to have better outcomes for their families.
- Linda McDonald: We love working here and working with the staff here, and we often share clients.
- Amy Bolitho: Parents can expect when they come to a playgroup to have a lot of fun with their children, to meet other parents, and to be supported by staff here at the Tuggeranong Child and Family Centre.
- Sally Duncan: The kind of people that come to the centre are generally people who have children, and sometimes they're needing some support, some parenting support. That way if they come to the centre we can link them into the different programs that are here, refer them on to other programs that might be happening in the community.
- Paul Wyles: Whether they're new parents or parents of several children, we want to make sure that they can come here and access services. Government or community services.
- Linda McDonald: I guess it provides a place for parents to meet, to access service at a single point. We often use the intake workers here to point parents into the right direction, the place to go.
- Kellie Jones: The centre provides one on one parenting information, support and education and advice. We also provide playgroups for parents Monday to Friday. The centre is co-located for a number of different services, so we have community partners who attend the service, and we'll provide playgroups here, we provide counselling, match services for people with newborn babies, immunization programs. We also do a casework program where social workers have a multidisciplinary team, and social workers, teachers, psychologists can go and visit people in their homes.

- Emma: This centre has a great team of people, they're all very friendly, very approachable. They organize a lot of things for different people coming to talk to us about services that are available to mothers and to women and to children.
- Kellie Jones: We provide in the centre developmental checks for babies and children. We also provide immunization up until the age of five. We also run groups from the centre such as the new parent group, the sleep group, and we also visit some of the groups that are here already, such as the Learn, Giggle and Grow and the Poppy play group.
- Paul Wyles: The centre provides a range of services, government and community services. In the centre we have health services, so maternal and child health nurses are a key part of that. They'll see parents prior to the birth of a child but also in the important couple of months behind the birth of a child.
- Speaker 1: We have a wonderful team here of social workers and community development workers. Everyone is geared to providing better outcomes for families, and we are all enthusiastic about working with clients. We love working with the children. We're delighted to work with parents and we look forward to seeing better outcomes for them and their children and to support them during the difficult times in their lives.
- Paul Wyles: Then we've got a range of community partners, be it The Smith family, or Relationships Australia, Domestic Violence Crisis Service, the Migrant and Refugee Settlement Program Workers, Women's Information Service. They'll come with a range of backgrounds appropriate to engaging and working with the community.
- Kellie Jones: Families can approach the Tuggeranong Child and Family Centre by phoning us 9 to 5, Monday to Friday. We have an intake service, but ideally we encourage people to come down to the centre and drop in, meet the staff and speak about whatever issues that they need support with.