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## RESOURCES FOR FAMILIES AT DONALD

Key: (L) = locally based or visiting services at Donald



<b>Advocacy</b>	
Council of the Single Mothers and Their Children: Links for help in meeting education costs; negotiating with agencies.	1300 552 511 (9.30 am -3.00 pm). <a href="http://www.csmc.org.au/">http://www.csmc.org.au/</a>
<b>Autism</b>	
AMAZE (Autism Victoria): Information, Training & Resources	Autism Information Advisor Service Line (funding for children 0-6 with ASD) 1300 308 699 or <a href="mailto:info@amaze.org.au">info@amaze.org.au</a> ; <a href="http://www.amaze.org.au">www.amaze.org.au</a>
Autism assessments:	Private: BEARS Clinic, Bendigo Community Health 5430 0500 (GP Referral needed), <a href="https://www.bchs.com.au/child-health-investment-program">https://www.bchs.com.au/child-health-investment-program</a> Public: Bendigo Health Care Group Psychiatric Triage: 1300 363 788.
Clinical Psychologists working with children on the autism spectrum/Child Psychology	Wimmera Psychology 0488 488 088, Dr Kate Alessia 0400 444 040
<b>Audiologist</b>	
Ballarat Hearing Clinic (L):	5333 2999 (school aged children by appointment at Donald fortnightly. Younger children seen at Ballarat (Doctor's referral required).
Wimmera Health Care Group:	5381 9333 Doctor's referral required. Service for children aged 0-6 and people aged 18+. Refers to Australian Hearing Service for Hearing Aids.
<b>Breast Feeding Support</b>	
Australian Breastfeeding Association	Breast feeding helpline/counselling – 1800 686 268
Breast Feeding Counsellor (ABA)	Deborah Watson, 0423 922 388 (9.00 am – 8.00 pm), <a href="mailto:debjwatson86@gmail.com">debjwatson86@gmail.com</a>
<b>Cancer: Breast Care Nurses</b> (McGrath Breast Care Nurses)	
Horsham: Wendy Crafer	<a href="mailto:wendy.crafer@whcg.org.au">wendy.crafer@whcg.org.au</a> ; 0428 210 105
Swan Hill: Leanne Bibby	5033 9202/0408 013 386 or <a href="mailto:lbibby@shdh.org.au">lbibby@shdh.org.au</a>
<b>Cancer: Canteen</b>	
Support for young people affected by cancer – self, parent, sibling, friend, 1800 835 932 or <a href="http://www.canteen.org.au">www.canteen.org.au</a>	
<b>Carer's Support</b>	
Carer's Victoria	1800 242 636; <a href="http://www.carersvictoria.org.au">www.carersvictoria.org.au</a>
Carer Support	5477 2193, East Wimmera Health Service
<b>Centrelink</b>	
Assistance for Isolated Children	132 318
Carer Allowance Payment	132 717
Family Assistance: Parenting Payment, Family Tax Benefit, Child Care Benefit, Parent Leave Pay	136 150
Emergency Assistance	132 850

Farmer Assistance	132 316
Students & Trainees; Youth Allowance; Austudy; Health Care Card	132 490
<p><i>If you are having issues with Centrelink, please ask for telephone contact or an appointment with the social worker. Alternatively, consider chatting or visiting with one of Buloke's Centrelink Advocate - Agents at either Charlton 5491 2204 (9.00-10.30 am) or Donald 5497 1707 (8.30 am – 5.00 pm). Centrelink contacts: <a href="https://www.humanservices.gov.au/individuals/contact-us/phone-us#centrelink">https://www.humanservices.gov.au/individuals/contact-us/phone-us#centrelink</a></i></p>	
<b>Chances for Children (L)</b>	Financial assistance and mentoring for young people in the Mallee, 5021 7480, <a href="http://www.chancesforchildren.com.au">www.chancesforchildren.com.au</a>
<b>Chemist (L)</b>	Donald Pharmacy <b>(L)</b> 5497 1240.
<b>Childcare</b>	Long Daycare at the Donald Family Centre <b>(L)</b> : through Wimmera Uniting Care, 5362 4000; YMCA 5493 7253; St Arnaud: Children's Precinct (Long Daycare), 5495 2666. Nanny Pilot Project (until June 2018), <a href="https://www.education.gov.au/nannypilot">https://www.education.gov.au/nannypilot</a> ; <a href="http://www.education.gov.au/nanny-pilot-programme-frequently-asked-questions">http://www.education.gov.au/nanny-pilot-programme-frequently-asked-questions</a> ; Call Placement Solutions 1300 854 624 re: places available.
<b>Child First</b>	
Family Services <b>(L)</b>	Practical <i>help, advice and advocacy to help keep kids, the family and the household safe and happy.</i> 1300 625 53 or <a href="mailto:childfirst@masp.org.au">childfirst@masp.org.au</a>
<b>Child Support</b>	Enquiry line: 131 272, <a href="https://www.humanservices.gov.au/individuals/child-support">https://www.humanservices.gov.au/individuals/child-support</a>
<b>Clubs/Groups: (L)</b>	For leisure time activities: <a href="http://www.buloke.vic.gov.au/community-directory">www.buloke.vic.gov.au/community-directory</a> or enquire at the Donald Neighbourhood House.
<b>Community Connections Worker: Mallee Family Care (L)</b>	Covering the Buloke Shire: 0488 110 989 (Information and connections for families with children aged 0-12).
<b>Community Grants</b>	Through the Donald & District Community Bank (Bendigo Bank). Application forms in store. Government Grants: <a href="http://www.vic.gov.au/grants">www.vic.gov.au/grants</a>
<b>Community Health Nurse</b>	5477 2193, East Wimmera Health Service
<b>Contenance Nurse</b>	(Including bed wetting and bowel issues) Bendigo Health Care Group, Bendigo 5454 6960 or Swan Hill 5033 9452; Swan Hill District Health 5033 9321; Wimmera Health Care Group, 5381 9333.
<b>Counselling:</b>	See categories – <b>D</b> rug, Alcohol or Gambling Counselling; <b>M</b> ental Health and Counselling or <b>R</b> elationship Counselling.
<b>Cubs &amp; Scouts (L)</b>	Cubs: 0410 452 284 (Shane); Scout: 0407 858 417 (Kelly).
<b>Dental</b>	
St Arnaud Family Dental	5495 2559
Swan Hill Dental Group	5032 1408
Warracknabeal	5398 1553
East Wimmera Health Service <b>(L)</b> ,	connect through Central Intake on 5477 2193 (Health Care Card Holders);
Wimmera Health Care Group	(Health Care Card Holders with children up to 17 free) 5381 9248.
<b>Dietician</b>	EWHS, connect through Central Intake on 5477 2193 <b>(L)</b> ; Rural Northwest Warracknabeal 5396 1238.
<b>Disability</b>	
Advocacy (Child Disability)	Association of Children with Disability, 1800 654 013, <a href="mailto:mail@acd.org.au">mail@acd.org.au</a>
Carer Support	Emotional and crisis support for carer's with children under 6 with a diagnosis, Bendigo Health Care Group Swan Hill, 5036 1900.
Department of Human Services - Disability Services Swan Hill & Bendigo	Swan Hill 5032 0100 (including respite for children over 6 with diagnosis); 1800 783 783 (Bendigo, 9.00am –5.00 or <a href="https://services.dhhs.vic.gov.au/intake-and-response-service#">https://services.dhhs.vic.gov.au/intake-and-response-service#</a> ).
Home and Community Care <b>(L)</b>	1300 520 520 (Buloke Shire Home & Community Care Coordinator) or for further information <a href="http://www.buloke.vic.gov.au/how-to-access-aged-and-disability-services-">http://www.buloke.vic.gov.au/how-to-access-aged-and-disability-services-</a>
Information and Advocacy	RIAC (Rights, information and Advocacy Centre), 5443 0550; <a href="http://www.riac.org.au">www.riac.org.au</a>
Mallee Sports Assembly	Access to sports activities regardless of abilities, 0427 780 109 / 5493 7796; <a href="mailto:wycheproof@malleesportsassembly.org.au">wycheproof@malleesportsassembly.org.au</a>

Respite Care & holiday programs	Through Mallee Family Care for children aged 6+ with diagnosed disability and funding package. 5032 4479.
<b>Doctor</b>	
Donald Family Clinic (including referrals to paediatricians and other services)	5497 1100.
After Hours GP Helpline	1800 022 222

<b>Donald</b>	<a href="http://www.donald.org.au">www.donald.org.au</a> ; See Neighbourhood House listing or local telephone book available at the newsagency.
<b>Drug, Alcohol or Gambling Counselling</b>	
ACSO Assessment Line for Alcohol and Drug issues	1300 022 760 ACSO (Australian Community Support Organisation) for intake into local providers
Alcohol & Drug Information/telephone counselling Service	1800 888 236 (24 hours), <a href="http://www.directline.org.au">www.directline.org.au</a>
Northern District Community Health (visits for Drug & Alcohol Counselling/Withdrawal service)	5451 0200 (L). Please call ACSO for intake 1300 022 760
Swan Hill Counselling Service	5033 9880 for drug 1-1 counselling and or withdrawal programs – Please call ACSO 1300 022 760 for intake
Wimmera Uniting Care (Alcohol and Other Drugs Counselling), Gamblers Help	entry to the service through ACSO 1300 022 760, 9 am – 5 pm 1800 858 858
Gambling Assistance: Anglicare Victoria Gambler's Helpline	(9am-5pm): 1800 244 323
<b>Early Childhood Intervention Service Central Intake</b>	1300 363 514 or <a href="mailto:ecis.intake.nwvr@edumail.vic.gov.au">mailto:ecis.intake.nwvr@edumail.vic.gov.au</a>
<b>Education (L)</b>	
Primary & Secondary School	Accept enrolments throughout the year. General information (birth to 18 years): <a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a>
<b>Donald Kindergarten (L):</b>	5497 1465.
<b>Donald Primary School (L)</b>	5497 1581; school counsellors available. *Serviced by buses from surrounding rural area.
<b>Donald St Mary's Primary School (L):</b>	5497 1116
<b>Donald High School (L):</b>	5497 1205
<b>Dynamic Butterflies' Playgroup (L)</b>	Playgroup Thursday morning at Donald Primary School, East Laen Building, 0488 110 348. Transport available by prior arrangement
<b>Kindergym (L)</b>	Donald Primary School gymnasium Tuesday morning, 0400 923 092 (Lauren)
Wimmera Home Educators Group	5394 1178
<b>Emergency</b>	
<b>000</b>	(Ambulance, Police or Fire)
<b>Employment</b>	
Charlton	E Works Employment Solutions, 5491 1033
Donald	E Works Employment Solutions, 5497 1707
<b>Family Relationship Centre</b>	Visiting Mallee Family Care Swan Hill: 1300 667 382.
<b>Family Support</b>	See <b>Child First</b> .
<b>Hospital (L)</b>	Donald Hospital ( <b>L</b> ) East Wimmera Health Service, 5478 6200.
<b>Housing</b>	
Homeless as a result of domestic violence	Mallee Domestic Violence Service; 5033 1899 (24 hrs)
Housing Crisis Line	1800 825 955 (24 hrs); <a href="https://services.dhhs.vic.gov.au/getting-help">https://services.dhhs.vic.gov.au/getting-help</a>
Specialist Homelessness Service	Northern District Community Health, Mon – Fri, 5451 0200; After hours homelessness service, 1800 825 955 or <a href="https://services.dhhs.vic.gov.au/getting-help">https://services.dhhs.vic.gov.au/getting-help</a>
Office of Housing (public housing) Swan Hill	9.00 – 5.00 p.m., 5032 0100; <a href="http://www.housing.vic.gov.au">www.housing.vic.gov.au</a>
<b>Immunisation (L)</b>	
Buloke Shire Council	For pre-school children/secondary school immunisation program: (bookings) 1300 520 520 or <a href="http://www.buloke.vic.gov.au/immunisation-services">http://www.buloke.vic.gov.au/immunisation-services</a>
Immunisation Register (check your child's records)	Register enquiries 1800 653 809.
<b>Kids Helpline</b>	1800 551 800; <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a>
<b>Kinship Support</b>	Centacare Swan Hill – 5036 3200; Mirabel Foundation – 0395 279422 or <a href="mailto:mirabel@mirabelfoundation.org.au">mirabel@mirabelfoundation.org.au</a>
<b>Koori Support Services</b>	

**Goolum Goolum Aboriginal Cooperative**

5381 6333, [reception@goolumgoolum.org.au](mailto:reception@goolumgoolum.org.au) (provides health & wellbeing services, including a doctor at the Hamilton Street Medical Clinic, women's health (5381 6330), allied health services, counselling (5381 6306) and home and community care services.

<b>Legal Assistance</b>	
Central Highlands Community Legal Centre	5331 5999 or <a href="mailto:info@chclc.org.au">info@chclc.org.au</a>
Legal Aid Victoria	Bendigo office: 03 5448 2333. Visits Mallee Family Care Swan Hill and Kerang; Horsham office: 03 5381 6000
Murray Mallee Community Legal Service	Phone intake worker on 1800 243 002 for an appointment. Outreach to Birchip, Swan Hill & Kerang, <a href="http://www.murraymalleelegal.com.au">www.murraymalleelegal.com.au</a>
<b>Legal (User Pays)</b>	
Charlton	Oakley Thompson (L) 5492 7550 (visits Birchip, not family law);
St Arnaud	MCL Legal 5495 1033 (including property settlement/divorce; not child work); Karen Probst (not family law) 5495 2595
Horsham	Power & Bennett 5382 0061 (family law).
<b>Library (L)</b>	Wimmera Regional Library visits Friday fortnightly until July 1, 2018; small static collection at 'The Hub'. Ph. 53 825707. <a href="https://www.hrcc.vic.gov.au/arts-culture/library">https://www.hrcc.vic.gov.au/arts-culture/library</a> (Buloke Shire will run its own service after July 1, ph 1300 520 520).
<b>Little Athletics</b>	St Arnaud – 5495 2097
<b>Maternal Child Health Nurse (L)</b>	<i>Key ages and stages by appointment; parenting advice</i> 0417 506 174; 1300 520 520; email: <a href="mailto:buloke@buloke.vic.gov.au">buloke@buloke.vic.gov.au</a> ; <a href="http://www.buloke.vic.gov.au/community-directory">http://www.buloke.vic.gov.au/community-directory</a>
<b>Maternal Child Health Line</b>	(24 hrs) 132 229.
<b>Mental Health &amp; Counselling Assistance</b>	
ACSO	Assessment Line for Mental Health 1300 022 760
Bendigo Health Care Group Psychiatric Triage	<i>Are you Depressed, Anxious or suicidal? Need help with a child's complex behaviours?</i> Call 1300 363 788 for Mental Health Advice on what to do or where to go. Phone anytime – 24 hours a day, 7 days a week
Beyond Blue	1300 224 636; <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
Children's counselling	Wimmera Psychology, 0488 488 088; Dr Kate Alessia 0400 444 040
Grief Line	12 noon – 3 am; 1300 845 745
Headspace (12- 25 years)	Swan Hill 4010 7100 ( <a href="mailto:headspace@shdh.org.au">headspace@shdh.org.au</a> ), Bendigo 5434 5345 or Horsham 5381 1543.
Horsham based counselling	Droylsden House 0425 742 994 Goolum Goolum Aboriginal Cooperative 5381 6306 Grampians Community Health 5362 1200 Wimmera Health Care Group 5381 9333 Wimmera Psychology, 0488 488 088 Wimmera Uniting Care 5362 4000.
Lifeline	<b>131 114.</b> <i>For when you're in crisis or need someone to talk to.</i>
Mental Health Carer's Support	Northern District Community Health 5451 0200
Partners in Recovery (L)	Northern District Community Health outreach – <i>finds services to assist with recovery from mental illness:</i> 5451 0200 or 5441 7004 or <a href="mailto:pir@murrayphn.org.au">pir@murrayphn.org.au</a> ; <a href="http://www.pir.net.au/">http://www.pir.net.au/</a>
Social Worker/Emotional Wellbeing Counsellor/Counsellor	East Wimmera Health Service (L); 5477 2193; Rural North West Health Warracknabeal 5396 1238
Standby Response (for those bereaved by suicide, 24 hour line)	0439 173 310; <a href="http://www.lifelinecvm.org.au/standby-murray/">http://www.lifelinecvm.org.au/standby-murray/</a>
Suicide Call-back Service	1300 659 467 (24hrs); <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
<b>Money, Debt &amp; Practical Assistance – Emergency Relief</b>	
Donald Friends & Neighbourhood Society (L)	Food, fuel, emergency accommodation, 5497 2037 (11 am – 3 pm, Mon, Tues, Wed & Fri at 'The Hub' on Woods Street/The Mall).
Salvation Army	Swan Hill 5033 1718; Horsham, 5382 1770 Tuesday lunch, Lifeskills program, court support chaplain, Christmas Cheer. Food from Christian Emergency Food Centre, 28 Fibrace St 5381 2311.
St Vincent de Paul	Birchip, Chris: 0407 058 193; St Arnaud, David: 0438 074 007 - Thurs please call assistance centre 5495 2507 (1-3). Warracknabeal: Noel 5398 2141

**Money, Debt & Practical Assistance – Generalist & Rural Financial Counselling/Assistance**

Farm Debt Mediation Officer (Agriculture Victoria):	136 186 and ask for the Farm Debt Mediation Officer; <a href="http://agriculture.vic.gov.au/agriculture/farm-management/business-management/farm-debt-mediation">http://agriculture.vic.gov.au/agriculture/farm-management/business-management/farm-debt-mediation</a>
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Generalist Financial Counselling: Anglicare Victoria	1800 244 323, outreach support with financial counselling.
Mallee Family Care	1800 632 263. Visiting Birchip by appointment.
National Debt Helpline	(9.30 – 4.30 pm): 1800 007 007.
Rural Financial Counselling for North West Victoria	1300 769 489.
<b>Money, Debt &amp; Practical Assistance – Loans/Grants</b>	
No Interest Loans Scheme (L)	(for low income earners needing help with paperwork for a loan to pay for white goods). Call 5497 1707; <a href="http://nils.com.au/">http://nils.com.au/</a>
Utility Relief Grant (URGS) and other concessions	Subsidies for health care/ pension card holders (or low income earners who are in temporary financial crisis and/or registered for hardship with power, gas or water providers). Phone the Concessions Information Line: 1800 658 521 or visit <a href="http://www.dhs.vic.gov.au/concessions">www.dhs.vic.gov.au/concessions</a>
<b>Neighbourhood House (L)</b>	Donald Neighbourhood House/Learning Group, 5497 1707. <i>For a cuppa, chat, courses, Centrelink access and much more.</i>
<b>Nurse on Call</b>	1300 606 024
<b>Occupational Therapist</b>	
Donald	East Wimmera Health Service (L) 5477 2193, adults
Horsham	Little Steps Occupational Therapy (Kirsten), 0438 079 342; Wimmera Health Care Group, 5381 9333.
Swan Hill	Swan Hill District Health 5033 9322 (children's services for developmental delay and sensory processing issues) Swan Hill Kids Therapy 0438 365 067 (Rebecca).
<b>Opportunity Shop (L)</b>	
Donald	Look First Opportunity Shop (Old National Bank, Woods St) The Teal Collective, Women's Cancer Foundation Op Shop, Cnr Woods & Hammill Streets
Horsham	Salvation Army Thrift Shops – 33 Lynott Street & 81 Firebrace Street
Warracknabeal	118 Scott Street, 5398 2166.
<b>Optometrists</b>	
Warracknabeal and Horsham	Wimmera Eye Care, Warracknabeal & Horsham 5382 1429; Specsavers 5382 4433.
<b>Osteopathy</b>	Central Mallee Osteopathy, 5032 2914 (Swan Hill & Kerang).
<b>Palliative Care</b>	Swan Hill District Health 5033 9236, 0429 951 877 <a href="mailto:palliative.care@shdh.org.au">palliative.care@shdh.org.au</a>
<b>Parentline Victoria</b>	<i>Advice on raising children 0-18.</i> Open 8 am to 12 MN. 132 289. Other times, Google 'About Raising Children Network': <a href="http://www.raisingchildren.net.au">www.raisingchildren.net.au</a>
<b>Parks</b>	Apex Park, Sunraysia Highway. Memorial Park & Playground, Cnr Houston & Campbell Streets. Steam Train Park, Cnr Walker & Hammill Streets.
<b>Pathology</b>	
Bendigo	79 Lucan St, 5441 2156
Donald Family Clinic (L)	5497 1100 for an appointment.
Horsham	Wimmera Health Care Group, 5381 9231
St Arnaud	Australian Clinical Labs, 5477 2115.
Swan Hill	Cnr Campbell & McCallum Streets, 5033 2680
<b>Physiotherapist</b>	East Wimmera Health Service 5477 2193 (L); Rural North West Health, Warracknabeal 5396 1238.
<b>Podiatrist</b>	East Wimmera Health Service 5477 2193 (L); Rural North West Health, Warracknabeal 5396 1238.
<b>Poisoning</b>	<b>Victorian Poisons Information Centre</b> 131 126.
<b>Relationship Counselling</b>	
Centre for Non-Violence	(assistance regarding family Violence and Homelessness): 1800 884 038, Mon to Fri, 9am -5pm
Family Relationship Advice Line	1800 050 321



Mallee Domestic Violence & Sexual Assault Service (L)	5033 1899 (24 hrs, Swan Hill)
Men's Line relationship counselling	1300 789 978, <a href="https://mensline.org.au/">https://mensline.org.au/</a>
Victims of Crime Counselling (Anglicare Victoria)	1800 244 323; AH 1800 819 817
WIRE (Women's Information and Referral Services)	1300 134 130, <a href="https://www.wire.org.au/">https://www.wire.org.au/</a>
1800 Respect (24 hrs)	1800 737 732, sexual assault, domestic violence counselling service
<b>Skip Bin Hire</b>	Active Waste Disposal 0400 273 360 (Matthew);
<b>Sleep School</b>	<b>Tweddle Sleep School (referral required) – 03 9689 1577,</b> <a href="http://www.tweddle.org.au">www.tweddle.org.au</a>
<b>Sleep &amp; Settling</b>	Royal Society for the Welfare of Mothers and Babies Tresillian Nurse; 1300 272 736, free information. <a href="https://www.tresillian.org.au/">https://www.tresillian.org.au/</a> User pays service also available: phone consults on early years issues.
<b>Speech Pathology</b>	
Horsham	Speech Kids, Droylsden House 0409 044 966; Wimmera Health Care Group 5381 9333
Swan Hill	Eloquent Speech Pathology, 5032 3591 / 0438 332 245; Swan Hill District Health Service 5033 9390
Warracknabeal	Rural North West Health, 5396 1200.
<b>Support Group for Mothers</b>	Mothers of Pre-schoolers (MOPS). Creche is available for mothers attending the MOPS group: 0411 890 123 (Teghan)
<b>Swimming Pool</b>	
Donald Swimming Pool	150 Woods Street. <i>Open summer months, around mid-November to mid-March;</i> <a href="http://www.buloke.vic.gov.au/swimming-pools">www.buloke.vic.gov.au/swimming-pools</a>
<b>Transport (L)</b>	
<b>V/Line Bus to Horsham</b>	<a href="https://www.ptv.vic.gov.au/timetables">https://www.ptv.vic.gov.au/timetables</a> or call 1800 800 007.
<b>V/Line Bus to Melbourne, Ballarat, Bendigo and Mildura</b>	Check PTV website. V/Line tickets at Donald Newsagency.
<b>Victorian Transport Patient Assistance Scheme</b>	Travel and accommodation subsidy for rural people needing to travel 100kms+ one way to the nearest specialist. A VTPAS form may be available at your specialist or GP rooms; go to <a href="https://www2.health.vic.gov.au/hospitals-and-health-services/rural-health/vptas-how-to-apply">https://www2.health.vic.gov.au/hospitals-and-health-services/rural-health/vptas-how-to-apply</a> ; email <a href="mailto:vptas@dhhs.vic.gov.au">vptas@dhhs.vic.gov.au</a> or call 1300 737 073.
<b>Youth Services &amp; Programs</b>	<a href="http://www.buloke.vic.gov.au/youth-programs">www.buloke.vic.gov.au/youth-programs</a>

**QUICK REFERENCE LIST:**

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*Service Guide funded by the Australian Government Department of Social Services. For further information go to [www.dss.gov.au](http://www.dss.gov.au)*

**Mallee Family Care (ETR Birchip) – Donald Service Provision for families with children 0-12yrs – Published February 2018.**

For amendments or additions to future versions of this guide  
please email: [whersey@malleefamilycare.com.au](mailto:whersey@malleefamilycare.com.au)