INFORMATION FOR FAMILIES WITH CHILDREN
Family health services

Maternal and child health
Our maternal and child health service is free and supports your child’s health and development from birth until school age. The service provides initial home visits, appointments, new parent groups and clinics.

City of Melbourne maternal and child health centres

Carlton
Family Services at Carlton Baths
248 Rathdowne Street, Carlton

Docklands
Community Hub at The Dock
Level 1, 912 Collins Street
Docklands

Southbank
Family Services at Boyd
207–229 City Road
Southbank

East Melbourne
Powlett Reserve
Corner Grey and Simpson Streets
East Melbourne

Kensington
Altona Street Centre
81A Altona Street
Kensington

North Melbourne
North Melbourne MCH Centre
505 Abbotsford Street
North Melbourne

Breastfeeding clinics and drop in sessions
Free breastfeeding support and advice clinics are run by qualified lactation consultants (no appointments necessary).

Free drop in sessions run by maternal and child health nurses operate weekly (no appointments necessary).

Refer to the family services website for times, days and locations: www.melbourne.vic.gov.au/families

To book a maternal and child health appointment or for more information please call 9340 1444 or email mchbookings@melbourne.vic.gov.au

Immunisation
We provide immunisation services to protect your child’s health and prevent illnesses from spreading. Community immunisation sessions run at various centres for families with children who meet the eligibility criteria. If you are part of our maternal and child health program, nurses offer vaccinations for children 0–4 years in your scheduled check up.

Secondary school students in the City of Melbourne receive vaccinations through the Department of Health School Immunisation Program. For more information call 9340 1451 or email immunisation@melbourne.vic.gov.au

Supporting families in our city
The City of Melbourne provides programs and services to help families and children in our community to learn, be healthy and feel supported.

This is your guide to find out what services are available and where to find your nearest centre. Services include health and parenting support, hire services, immunisation, childcare and are offered to families and children living, working or studying in the City of Melbourne. Also included in this guide are additional support services that may help you and your family.

CONTENTS

Supporting families in our city 1
Family health services 1
Immunisation 1
Parenting services and playgroups 2
Family support and counselling 2
Respite services 2
City of Melbourne hire services 2
Directory 3
Childcare centres 3
Kindergartens 7
Primary schools 7
Holiday and outside school care 8
Recreation and youth services 8
Specialist services for children 9
Libraries 10
Neighbourhood houses 10
Material aid 11
Health services and hospitals 11
Legal support services 12
Emergency contacts 12
Phone support services 12
Child care centres

Child care centres provide care and education programs for children up to six years of age. Types of child care centres available in the City of Melbourne include:

1. City of Melbourne-managed centres
2. Community managed centres
3. Centres providing kindergarten programs
4. Centres offering occasional care

See the list below to find the right child care centre for you.

Directory

Parenting services and playgroups

Our parenting service provides support and resources for families regarding child development and parenting. This is available through:

- Parenting information sessions
- Home based parenting support
- Parenting education groups
- Child developmental screening clinics

For more information email parentingservices@melbourne.vic.gov.au

Playgroups

A range of different playgroups are available for families to join.

To find a playgroup near you go to melbourne.vic.gov.au/families and click on ‘playgroups’ or email playgroups@melbourne.vic.gov.au

Family support and counselling

Our family support and counseling service provides free counselling, social work and family support to families with complex issues and can help families to overcome practical and emotional challenges.

Family support and counselling services are available for families who live, work or study in the City of Melbourne - with children under 18. Advocacy and referrals are provided where required as well as linking families to social support and community activities.

For more information call 9320 4731 or email supportandcounselling@melbourne.vic.gov.au

Respite services

In home respite is available for families who care for a child with a diagnosed disability. Service costs depend on household income.

For more information call 9658 9542.

City of Melbourne hire services

Baby capsules

Baby capsules are available for hire to residents of the City of Melbourne. Bookings are preferred one month prior to due date. Concession rates are available.

To book call 9340 1422 or email familyservices@melbourne.vic.gov.au

Community rooms

Three rooms are available for hire to not-for-profit community groups which are in Kensington, North Melbourne and East Melbourne.

To book or check eligibility criteria call 9340 1422 or email familyservices@melbourne.vic.gov.au
## Melbourne CBD, Southbank and Docklands area

- **City Kids Early Learning Centre**  216–222 Normanby Road Southbank, 9681 7774 citykids.com.au
- **Giraffe Early Learning Centre**  Level 1, 25 Star Crescent Docklands, 9670 0880 giraffedocklands.com.au
- **Goodstart Early Learning Centre - Melbourne**  Level 1, 211 Latrobe Street Melbourne, 1800 222 543 www.goodstart.org.au
- **Kool Kidz @ Goods Shed**  Corner Village and McCrae Streets Docklands, 9614 2900 koolkidzchildcare.com.au
- **Little Assets Early Learning Centre**  Ground Floor, World Trade Centre 18–38 Siddely Street Melbourne, 9999 0885 littleassets.com.au
- **Little Flyers: Kids on Collins**  Level 3, 600 Collins Street Melbourne, 9629 4099 littleflyers.vic.edu.au
- **Little Flyers: Melbourne City**  Level 4, McPherson Building 544–546 Collins Street Melbourne, 9614 3011 littleflyers.vic.edu.au
- **Little Stars at Bourke**  1st Floor, 500 Bourke Street Melbourne, 8622 1400 ku.com.au

## Carlton and Parkville area

- **Central Carlton Children’s Centre**  483 Drummond Street Carlton, 9347 4788 melbourne.vic.gov.au
- **Lemon Tree Children’s Centre**  2–10 Grattan Street Carlton, 9347 4949 lemontreecc.com.au
- **Melbourne University Family Club Co-op**  427 Cardigan Street Carlton, 9347 3518 familyclub.org.au
- **Penguin Childcare Parkville**  14 Kirrip Crescent Parkville, 9380 4333 penguinchildcare.com.au
- **Royal Children's Hospital Early Learning**  Level 1, North West Building Flemington Road Parkville, 9345 5370 rch.org.au/rchcreche
- **Royal Women’s Hospital Creche**  Ground Level, 20 Flemington Road Parkville, 8345 2098 thewomens.org.au/Childcarecentre
- **Swanston Street Children’s Centre**  856 Swanston Street Carlton, 9347 3000 services.unimelb.edu.au/childcare
- **Thinking Kids Children’s Centre**  77 Popular Road Parkville, 9388 0777 ecms.org.au/thinking-kids-children’s-centre
- **Tommaso Fiaschi Child Care Centre**  65 Station Street Carlton, 9347 1484 coasit.com.au

## East Melbourne and South Yarra area

- **Alfred Child Care Centre**  11 Alfred Lane East Melbourne, 9207 1099 ku.com.au
- **East Melbourne Child Care Cooperative - Powlett Reserve Children’s Centre and Kindergarten**  Cnr Grey and Simpson Streets East Melbourne, 9419 4301 emcc.org.au
- **East Melbourne Child Care Co-operative - Yarra Park Children’s Centre and Kindergarten**  27 Berry Street East Melbourne, 9428 0896 emcc.org.au
- **Fawkner Park Childcare Centre & Kindergarten**  65 Toorak Road West South Yarra, 9820 2758 fawknerpark.com
- **Grosvenor Street Occasional Care Centre**  53–55 Grosvenor Street South Yarra, 8290 8201
- **Headstart Early Learning Centre**  Level 3, 120 Jolimont Road East Melbourne, 9639 9778 headstartelc.com.au

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**QV Children’s Centre**  Level 8, 10 Artemis Lane QV Building Melbourne, 8616 0350 ecms.org.au

**RMIT City Campus Children’s Centre**  Level 1, 97 Franklin Street Melbourne, 9662 1295 rmit.edu.au/ssg/childcare/city

**Sentia Early Learning**  Level 5, 450 Flinders Street Melbourne, 9629 9860 sentia.net.au

**The Harbour Family and Children’s Centre**  1 Seafarer Lane Docklands, 8624 1000 ku.com.au

**Mission Australia Early Learning Centre**  Victoria Barracks 32 Coventry Street Melbourne, 9282 5009 maearlylearning.com.au

**Penguin Childcare Melbourne**  750 Collins Street (entry via Village St) Melbourne, 9600 3456 penguinchildcare.com.au

**Queensberry Street Children’s Centre**  228 Queensberry Street Carlton, 8344 9470 services.unimelb.edu.au/childcare

**QV Children’s Centre**  Level 8, 10 Artemis Lane QV Building Melbourne, 8616 0350 ecms.org.au

**RMIT City Campus Children’s Centre**  Level 1, 97 Franklin Street Melbourne, 9662 1295 rmit.edu.au/ssg/childcare/city

**Sentia Early Learning**  Level 5, 450 Flinders Street Melbourne, 9629 9860 sentia.net.au

**The Harbour Family and Children’s Centre**  1 Seafarer Lane Docklands, 8624 1000 ku.com.au
Kindergartens

Kindergartens provide early learning programs to children before they start primary school. Some child care centres run kindergartens (see child care centres), however there are also stand alone kindergartens.

Christ Church Grammar Kindergarten
677 Punt Road
South Yarra, 9866 3540
cccgs.vic.edu.au

Melbourne Girls Grammar School Early Learning Centre at the Barbara Tolson Centre
63 Clowes St
South Yarra, 9862 9200
ggs.vic.edu.au

The Preschool Field Officer from Lentara Uniting Care can provide support for children with disabilities or developmental concerns at kindergarten. For more information contact 0417 318 569.

Primary schools

Carlton Primary School
Corner Drummond and Palmerston Streets
Carlton, 9347 6022
carltonprimaryschool.vic.edu.au

Carlton North Primary School
60 Lee Street
North Carlton, 9347 4822
carltonnthps.vic.edu.au

Christ Church Grammar School
677 Punt Road
South Yarra, 9886 3540
cccgs.vic.edu.au

Debney Meadows Primary School
100 Victoria Street
Flemington, 9376 1570
debnemeadowsps.vic.edu.au

Flemington Primary School
Corner of Mount Alexander Road and Padman Lane
Flemington, 9376 7137
flemingtonps.vic.edu.au

Holy Rosary Primary School
37 Gower Street
Kensington, 9376 9455
hrkensington.catholic.edu.au

Kensington Primary School
62-74 McCracken Street
Kensington, 9376 6013
kensingtonps.vic.edu.au

There are a range of additional supports available for families and children attending Children’s Services.

Talk to your centre director for more information.
Holiday and outside school care

Many primary schools in the City of Melbourne provide supervised care activities during school holidays and before or after school.

Holiday programs are also offered at the following centres:

Carlton Baths
Community Centre
248 Rathdowne Street
Carlton, 9658 8330
carltonbaths.ymca.org.au

Kensington Community Recreation Centre
Corner Kensington Road and Altona Street
Kensington, 9376 1633
kensington.ymca.org.au

Recreational and youth services

ArtPlay
Birrarung Marr (behind Federation Square)
Melbourne, 9664 7900
melbourne.vic.gov.au

Carlton Baths
Community Centre
248 Rathdowne Street
Carlton, 9658 8330
carltonbaths.ymca.org.au

CoHealth Youth Services
49–53 Buncle Street
North Melbourne, 8378 1600
cohealth.org.au

Frontyard
19 King Street
Melbourne, 9611 2411
frontyard.org.au

Kensington Community Recreation Centre
Corner Kensington Road and Altona Street
Kensington, 9376 1633
kensington.ymca.org.au

Melbourne City Baths
420 Swanston Street
Melbourne, 9658 9011
melbourne.vic.gov.au

North Melbourne Community Centre
49–53 Buncle Street
North Melbourne, 9320 4700
nmcct.ymca.org.au

North Melbourne Recreation Centre
1 Macauley Road
North Melbourne, 9658 9444

The Drum Youth Services
100 Drummond Street
Carlton, 9663 6733
ds.org.au

The Home Interaction Program for Parents and Youngsters (HIPPY)
Various locations
1300 394 396
hippyaustralia.org.au

The Venny
Kensington Adventure Playground
JJ Holland Park
85 Kensington Road
Kensington, 9376 0589
thevenny.org.au

Specialist services for children

Association for children with a disability
1800 654 013 or 9818 2000
acd.org.au

Asthma Foundation of Victoria
1800 278 462 or 9326 7088
asthmaaustralia.org.au

Amaze
(Formerly Autism Victoria)
1300 308 699 or 9657 1600
amaze.org.au

Early Childhood Intervention Services
1300 333 232
education.vic.gov.au

Noah’s Ark Inc
1800 819 840
noahsarkinc.org.au

Royal Children’s Hospital
9345 5522
rch.org.au

Scope
1300 472 673
scopevic.org.au

Twedde Child and Family Health Services
9689 1577
twedde.org.au

Uncle Bobs Child Development Centre
9345 5092
rch.org.au/unclebobs

Yooralla
9666 4500
yooralla.com.au
Libraries

Melbourne’s libraries welcome people to read, connect, create and learn. Enjoy free programs, events and a diverse reading and information collection at one of our local library branches. For more information visit www.melbourne.vic.gov.au/libraries

City of Melbourne libraries

City Library
253 Flinders Lane
Melbourne, 9658 9500

East Melbourne Library
122 George Street
East Melbourne, 9658 9600

Library at The Dock
107 Victoria Harbour Promenade
Docklands, 9658 9998

Southbank Library at Boyd
207 City Road
Southbank, 9658 8300

Kathleen Syme Library and Community Centre
251 Faraday Street
Carlton, 9658 7310

North Melbourne Library
66 Errol Street
North Melbourne, 9658 9700

Other libraries

Melbourne Community Toy Library – Carlton
Victorian Trades Hall Building
The Chapel, 469 Cardigan Street
Carlton, 0425 365 096
melbournecommunitytoylibrary.org.au

Melbourne Community Toy Library – Kensington
Kensington Community Recreation Centre
Corner Kensington Road and Altona Street, 0425 365 096
melbournecommunitytoylibrary.org.au

State Library of Victoria
328 Swanston Street
Melbourne, 8664 7000
slv.vic.gov.au

Material aid

For emergency assistance with food, housing and essential household goods.

Salvation Army
9353 5200
salvationarmy.org.au

St Kilda Crisis Centre
1800 627 727

St Vincent De Paul
1300 305 330
vinnies.org.au

Wesley Mission Melbourne
9662 2355
wesley.org.au

Wombat Housing Support Services
1800 887 775 or 8327 2222
wombat.org.au

North Carlton Railway Neighbourhood House
20 Solly Avenue
North Carlton, 9380 6654
railwayneighbourhoodhouse.org.au

North Melbourne Language and Learning
33 Alfred Street
North Melbourne, 9326 7447
nmll.org.au

The Centre: Connecting Community in North and West Melbourne Inc
58 Errol Street
North Melbourne, 9328 1126
centre.org.au

CoHealth Kensington
12 Gower Street
Kensington, 8378 1600
cohealth.org.au

CoHealth Carlton North
622 Lygon Street
Carlton North, 9349 7333
cohealth.org.au

CoHealth North Melbourne
49-53 Buncle Street
North Melbourne, 8378 1660
cohealth.org.au

Orygen Youth Health
35 Poplar Road
Parkville, 9342 2800
oyh.org.au

Post and Antenatal Depression Association
1300 726 306
panda.org.au

The Bourverie Centre Mental Health Support
9385 5100
bouverie.org.au

Health services and hospitals

The Royal Melbourne Hospital
9342 7000
thermh.org.au

The Royal Children’s Hospital
9345 5522
rch.org.au

The Royal Children’s Hospital Mental Health Service
1800 44 55 11
rch.org.au/mhs

The Royal Dental Hospital of Melbourne
9341 1000
dhs.vic.gov.au

The Royal Women’s Hospital
8345 2000
Women’s Health West
317–319 Barkly Street West
Footscray, 9689 9588
whwest.org.au

Neighbourhood houses

Carlton Neighbourhood Learning Centre
20 Princes Street
Carlton North, 9347 2739
cnlc.org.au

Carlton Primary Lifelong Learning
Corner Drummond and Palmerston Streets
Carlton, 9347 6022
carltonprimaryschool.vic.edu.au

Kensington Neighbourhood House
89 McCracken Street
Kensington, 9376 6366
kensingtonneighbourhoodhouse.com
**Legal support services**

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<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Aboriginal Family Violence Prevention &amp; Legal Service</td>
<td>1800 505 303</td>
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<tr>
<td>Fitzroy Legal Services</td>
<td>124 Johnston Street&lt;br&gt;Fitzroy, 9419 3744&lt;br&gt;fitzroy-legal.org.au</td>
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<tr>
<td>Inner Melbourne Community Legal</td>
<td>Suite 2/508 Queensberry Street&lt;br&gt;North Melbourne, 9328 1885&lt;br&gt;imcl.org.au</td>
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<tr>
<td>Tenants Union Victoria</td>
<td>55 Johnston Street&lt;br&gt;Fitzroy, 9416 2577&lt;br&gt;tuv.org.au</td>
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<tr>
<td>Women’s Legal Service Victoria</td>
<td>10/277 William Street&lt;br&gt;Melbourne, 8622 0600&lt;br&gt;womenslegal.org.au</td>
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</table>

**Emergency contacts**

- Ambulance, Fire, Police<br>Phone: 000

**Phone support services**

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<tr>
<th>Service</th>
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<th>Phone Numbers</th>
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<tr>
<td>Beyond Blue (24 hours)</td>
<td>1300 22 4636&lt;br&gt;beyondblue.org.au</td>
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<tr>
<td>Centre Against Sexual Assault</td>
<td>1800 806 292&lt;br&gt;casa.org.au</td>
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<tr>
<td>Child Protection</td>
<td>1300 664 977&lt;br&gt;After hours phone: 131 278</td>
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<tr>
<td>DirectLine (24 hour drug &amp; alcohol service)</td>
<td>1800 888 236&lt;br&gt;directline.org.au</td>
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<tr>
<td>Family Drug Support (24 hours)</td>
<td>1300 368 186&lt;br&gt;fds.org.au</td>
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<tr>
<td>Family Relationship Advice Line</td>
<td>1800 050 321&lt;br&gt;familyrelationships.gov.au</td>
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<tr>
<td>Gambling Helpline (24 hours)</td>
<td>1800 858 858&lt;br&gt;gamblinghelpline.org.au</td>
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<tr>
<td>Kids Helpline (24 hours)</td>
<td>1800 55 1800&lt;br&gt;kidshelpline.com.au</td>
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<tr>
<td>Lifeline (24 hours)</td>
<td>13 11 14&lt;br&gt;lifeline.org.au</td>
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<tr>
<td>Maternal and Child Health Line (24 hour)</td>
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<td>13 22 29</td>
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<tr>
<td>Men’s Line Australia (24 hour)</td>
<td></td>
<td>1300 78 99 78&lt;br&gt;menslineaus.org.au</td>
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<tr>
<td>Nurse on Call (24 hour)</td>
<td></td>
<td>1300 60 60 24&lt;br&gt;health.vic.gov.au/nurseoncall</td>
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<tr>
<td>Parentline Victoria</td>
<td></td>
<td>13 22 89&lt;br&gt;parentline.vic.org.au</td>
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<td>Poisons Information Centre (24 hours)</td>
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<td>13 11 26&lt;br&gt;austin.org.au/poisons</td>
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<td>Suicide Helpline Victoria (24 hour)</td>
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<td>1300 651 251&lt;br&gt;suicideline.org.au</td>
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<tr>
<td>Safe Steps Domestic Violence Crisis Service (24 hour)</td>
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<td>1800 015 188&lt;br&gt;safesteps.org.au</td>
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<tr>
<td>Western Child First</td>
<td></td>
<td>1300 775 160&lt;br&gt;</td>
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<tr>
<td>Women’s Information Referral Exchange</td>
<td></td>
<td>1300 134 130&lt;br&gt;wire.org.au</td>
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How to contact us

**Online:**
melbourne.vic.gov.au

**In person:**
Melbourne Town Hall – Administration Building
120 Swanston Street, Melbourne
7.30am to 5pm, Monday to Friday
(Public holidays excluded)

**Telephone:**
03 9658 9658
7.30am to 6pm, Monday to Friday
(Public holidays excluded)

**In writing:**
City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia

**Interpreter services**
We cater for people of all backgrounds
Please call 03 9280 0726

**National Relay Service:**
If you are deaf, hearing impaired or speech impaired,
call us via the National Relay Service: Teletypewriter (TTW)
users phone 1300 555 727 then ask for 03 9658 9658
9am to 5pm, Monday to Friday (Public holidays excluded)

melbourne.vic.gov.au