

Strengthening Parents Support Program

Parent to Parent West

A newsletter for parents of children with a disability or developmental delay (0 –18) and living in the western region of Melbourne.

April – June Issue 2020

“ Let your smile change the world, but dont let the world change your smile.”



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Emergency After-Hours Respite Service (EARS)

EARS provide FREE in-home and emergency assistance for people with disabilities. The service operates Monday to Friday 5pm - 9am and 24 hours a day on weekends and public holidays.

Contact: 1800 727 280

Welcome to this issue of the *Parent to Parent West* Newsletter from the Strengthening Parents Support Program (SPSP) at MacKillop Family Services. Due to the Corona Virus and the impact it is having on our everyday lives this is a different edition of the Newsletter. This Newsletter provides some key information about the Corona Virus, about supports and services to parents/carers and resources to support children during this time.

It is a stressful time for most families and in particular for families caring for children with a disability or other additional needs.

As many remind us, we can get through this a bit easier if we support each other. Therefore, I want to encourage you to reach out to someone for support or to support someone. Most agencies are open and continue to provide support over the phone and on-line.

MacKillop Family Services is not offering face to face Parent Support Groups but we are exploring other options for Parent Support for Term 2 if we are not able to meet during that time.

The Strengthening Parents Support Program is open for assistance, and I can be contacted on mb 0448 015 023 or email: spsp@mackillop.org.au

Feel free to contact me with any issues, suggestions, or questions you may have.

The warmest of regards,

Annette Jorgensen

Ph: 0448 015 023

spsp@mackillop.org.au

If you would like to receive the newsletter please email me on spsp@mackillop.org.au or you can sign up on the MacKillop website www.mackillop.org.au/spsp

COVID-19 Information Update

National Hotline COVID-19 virus

- If you suspect you may have the coronavirus disease call the dedicated DHHS hotline – open 24 hours, 7 days on **1800 675 398**.
- If you are an NDIS participant you can also call the national hotline on **1800 020 080**
- Please keep Triple Zero (000) for emergencies only.
If you need an interpreter, please call 131 450 first.

Carers should refer to the DHHS website www.dhhsvic.gov.au/coronavirus or the National Coronavirus Health Information Line on **1800 020 080** for further information

Translated COVID-19 information

COVID-19 translated information for people from culturally and linguistically diverse backgrounds, health professionals and industry. Information includes factsheets and promotional materials.

Interpreting service:

If you need an interpreter, call TIS National on **131 450**. Triple Zero: Please keep Triple Zero (000) for emergencies only. Access it here: www.dhhsvic.gov.au/translated-resources-coronavirus-disease-covid-19

Ethnolink have also translated a number of resources. Access it here: www.ethnolink.com.au/covid-19-coronavirus-translated-resources

SBS launches multilingual Coronavirus news and information portal to further support multicultural Australia

SBS has launched the [SBS Multilingual Coronavirus Portal](http://www.sbs.com.au/coronavirus), a dedicated online information hub for multicultural communities to easily access accurate and trusted news and information about COVID-19, in their language.

The SBS Multilingual Coronavirus Portal can be accessed at sbs.com.au/coronavirus. The portal highlights key information and updates about COVID-19, including the latest news in English, and visitors can then select one of more than 60 languages to browse coverage produced by SBS in that language

Looking after your mental health during this time

Beyond Blue-

[Looking After Your Mental Health During the COVID-19 Virus](#)

eMHprac

[Looking after Your Mental Health - COVID-19 Fact Sheet Resources](#)

COVID-19
PROTECT YOURSELF

WASH YOUR HANDS

STAY INFORMED
AND FOLLOW ADVICE

MAINTAIN SOCIAL DISTANCING

Practical Assistance during COVID-19 time

Food and Personal Care Package for self-isolating Victorians

Victorians in mandatory self-isolation running short on food and unable to have any dropped-off by friends are now eligible for a food and personal care package, with a two-weeks supply of items like long-life milk, pasta, canned fruit, cereal and sugar, as well as some personal care items. People wishing to request a pack should call Victoria's dedicated Coronavirus hotline on **1800 675 398**

Find more here: www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19

Western Metro Emergency Relief

Department of Health and Human Services (DHHS) has released an Emergency Relief document, which outlines all the emergency services in the West Metro area. These include services such as:

- a. Emergency relief food parcels or vouchers
- b. Community meals
- c. Drop in services
- d. Financial assistance

Download it [here](#)

Food and basic supplies

If it's hard for you to get to the shops because of your child with disability, you can register for priority online delivery with [Woolworths](#) and [Coles](#).

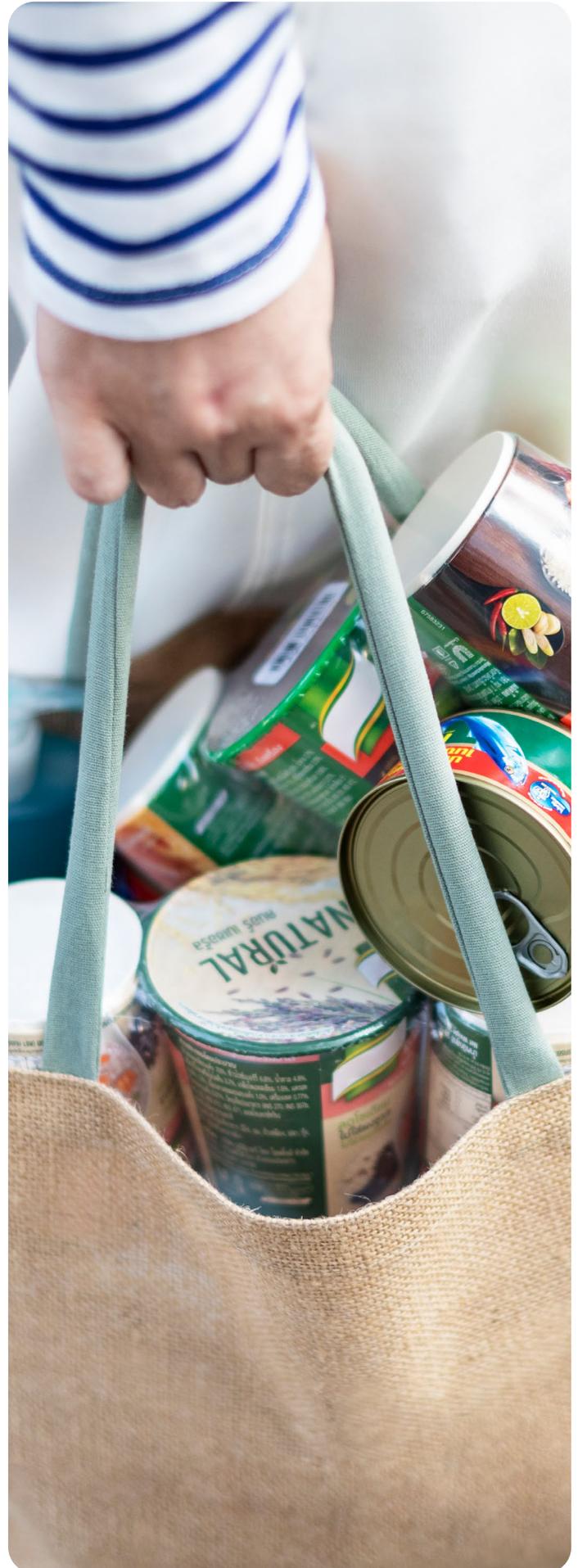
As a carer, you can also access Community Hour from 7am-8am Monday, Wednesday and Friday.

If you or your child has a chronic medical condition you can now get [prescriptions via free home delivery](#).

Emergency Care Plan

An emergency care plan has all the information about the person you care for in one place, so you can get it quickly and easily. An emergency care plan makes it easy for someone to take over from you in a hurry.

It should have all the information someone else would need to know to look after the person you care for. If you need help filling in your emergency care plan, call Carer Gateway on 1800 422 737. Make sure you save the plan to your computer or phone, and print out copies. Keep a copy somewhere safe and easy to see in your home, and take a copy with you when you leave home or travel with the person you care for. Give a copy to each of your emergency contacts. [More Details](#)



Carer Support Services update during COVID-19

MacKillop Family Services Update

All services at MacKillop Family Services are open and providing support to families

Strengthening Parents Support Program (SPSP)

Support for parents and carers who have a child with a disability or developmental delay aged 0 - 18 years of age.

The Strengthening Parents Support Program offers:

- Opportunities for parents to connect with other families in their local community on a regular basis. In Term 2 this will be offered via Online Support Group meetings as face to face meetings are on hold.
- Quarterly 'Parent to Parent West' newsletter, informing the community in the West what is happening in the disability and inclusion sector
- One to one short term phone support to provide information and linkage to services

Contact: Annette Jorgensen, Strengthening Parents Support Program Facilitator

E: spsp@mackillop.org.au or **M:** 0448 015 023

MacKillop Family Services NDIS Support Co-ordination

Open for support and referrals for NDIS Support Co-ordination

Contact: Glenn Turville -

E: glenn.turville@mackillop.org.au

Western Regional Parenting Service (WRPS)

WRPS can support parents/carers over the phone and via a number of different on-line platforms.

We offer the following via phone, Facetime, Zoom, Skype:

- 1:1 support
- 1:1 parenting program
- 1:1 positive behavior support
- Group parenting programs
- Parent support groups
- Story time and other activities for children

Parenting Programs that will still be offered either 1:1 or via an online group are:

- Circle of Security 0-5yrs
- Bringing up Great Kids 3 - 10yrs
- Tuning into Kids 3 - 12yrs
- Tuning into PreTeens & Teens 11 - 16yrs
- Stepping Stones Triple P Group, 2 - 12yrs (with a disability or delay)
- Group Triple P 2 - 12yrs Positive parenting & Strategic Positive Behaviour Support

Contact

E: regionalparentingservice@mackillop.org.au or **P:** 9680 8444 and ask for the parenting team

MacKillop Family Services Child FIRST/ Family Services

Brimbank/Melton **P:** 1300 138 180

Western Melbourne **P:** 1300 775 160

Carers Victoria offers essential services to carers

Carers Victoria is maintaining essential services for carers. These include the **1800 514 845 telephone advisory** line, NDIS advisory service, telephone and skype counselling, emergency respite and other carer support services, such as purchasing goods and equipment.

Other carer support services will continue via telephone, skype and email communication.

Regular respite services will continue to be delivered until Carers Victoria is informed otherwise.

We are working closely with other carer support organisations across Victoria to ensure essential services to carers remain a priority and continue to be delivered.



Association for Children with a Disability (ACD)

ACD is open and you can call them on **9880 7000** or **1800 654 013** (regional callers)

ACD Latest Information COVID-19

You can read more about ACD support at - [our advocacy](#) and [follow us @acdvic](#)

Other Community Support Services

Most community services are still open and have implemented strategies in line with social distancing and safety guidelines. These include transitioning from group work or face to face contact to digital platforms such as phone or video services. It is important to note that services such as food banks, family violence or homelessness services remain open and are still able to be utilised.

Contact your support agencies directly to find out the supports they are offering during the COVID-19 pandemic.

Community Asthma Program Cohealth Update, now available for phone consultations only.

It's Hay fever season which can be an unwanted trigger for asthma! The Community Asthma Program (CAP) is a FREE service for Children diagnosed with asthma or pre-school wheeze in the Northern and Western Regions of Melbourne. We provide information to help families and children understand asthma, identify triggers (such as Hay fever) educate families and children on how to use puffers and spacers, develop a written asthma action plan and teach asthma first aid.

Time: Monday to Friday, 9.00 - 5.00 pm.

Where: Via Phone

Cost: Free

Enquiries: 9448 6408 Footscray or email CAP@cohealth.org.au

Carer Support Groups and other Supports

Parent Support Groups

MyTime

For updates about group meetings please check on Tweddle's website or Facebook page

www.tweddle.org.au/our-work/our-programs/mytime

www.facebook.com/TweddleAustralia

For Playgroup Victoria MyTime groups

Please contact on **1800 171 882** to find out what MyTime groups they may be offering.

Other Parent Support Groups

MacKillop SPSP Parent Support Groups

Face to face groups are cancelled until further notice. Contact Annette on **0448 015 023** to find out what is happening.

Melbourne's West ASD Network

Melbourne's West ASD Network is a wonderful group of over 1000 parents and carers of Autistic children living in the western suburbs of Melbourne.

Join our online community

Our Facebook group is 'secret' so you will need to email us for an invite to the online group.

Website: www.mwasdnetwork.org

Email: info@mwasdnetwork.org

Safety Card Project

Autism Lanyard - Create a safer and understanding environment

Safety Cards & Products. Deliver important messages in a simple way. Make users feel safer when they go out alone! Funded by Pick My Project, Victoria Government, and with the partnership with Victoria Police, Metro Trains and Travellers Aid, our Safety Card Project is handing out FREE safety cards and products in all of Victoria if you order before the end of April. Go to Website and make your order and they will post it out to you for free.

adid.org.au

Advocacy Support

If you are looking for support to resolve an issue with the NDIS, your child's school or access to other services you may want to engage an advocate.

DARU (Disability Advocacy Resource Unit)

Advocacy assistance

Call: 9639 5807

www.daru.org.au/organisation-type/individual-advocacy

Amaze Advocacy and advisory organisation for people with Autism and their families and carers

amaze.org.au

For COVID-19 Amaze update:

AMAZE - www.amaze.org.au and click on Coronavirus, Amaze Community Information

Contact the Amaze Autism Advisor service. Open from 8am to 7pm, Monday to Friday

Phone: 1300 308 699

Email: info@amaze.org.au

Webchat: Click the live chat icon on your screen, or the speech bubble icons in the top menu

VALID (Victorian Advocacy League for Individuals with Disability)

www.valid.org.au

VALID is an Advocacy Organisation. VALID provides a range of advocacy and information strategies to support people with a disability towards empowerment, inclusion and a good life in the community.



ADEC (Action on Disabilities within Ethnic Communities)

Open for non-face to face supports

ADEC Services: Access and Support, Advocacy, Social Support Groups, NDIS, Aged Care, Disability Support, Capacity Building

Contact:

ADEC Preston Office

10:00 - 2:00pm

175 Plenty Road, Preston, VIC 3072

Ph: 1800 626 078 or 9480 7000

Email: info@adec.org.au

ADEC Werribee Office

10:00 - 2:00pm

4A Watton Street, Werribee VIC 3030

Ph: 03 9480 7000

NDIS

Latest Advice from NDIS

25 March 2020 NDIS Latest Advice

The NDIA is making some changes to the plan review process in response to the coronavirus (COVID-19) pandemic.

- If a participant has a scheduled plan review, the NDIA will contact them by phone or email to undertake their review.
- As part of this plan review process, a participant can discuss having a new plan in place for up to 24 months.
- In addition, the NDIA will be making changes to NDIS systems over the weekend to make sure participants have the funding they need during the coronavirus (COVID-19) pandemic.
- To ensure participant plans don't end, on the day a plan is due to expire, it will be automatically be extended by 365 days.
- Previously these automatic plan extensions were for 28 days but will now will be 365.
- Participants who have plans that expires soon, do not need to do anything to have their plans automatically extended by 365 days.

Update on provider coronavirus (COVID-19) measures

The NDIA understands that coronavirus (COVID-19) may significantly impact providers.

To help you to continue to deliver supports to participants through this time, the NDIA is introducing a number of changes, including:

- [An advance payment to registered providers](#)
- [A temporary 10 per cent increase to the price limit of some Core and Capacity Building supports](#)
- [Changes to the cancellation rules](#)
- [Introducing three new support coordination items under Core Supports](#)

Read the latest news item in full.



How to get access to NDIS Funded Supports

If you are a person with a disability or you care for a person with a disability and would like to join the NDIS, you will need to meet its Access Requirements and make an Access request to NDIA. To find out more, visit the [NDIS Access criteria](#) page and read the [evidence requirements](#) section.

Access Request form

You can get an Access Request form from your Local Area Coordinator, Early Childhood Early Intervention partner (if your child is under 7), or your local NDIA office or you can call 1800 800 110.

The NDIS website has a lot of useful information, including translations in many different languages.

<https://www.ndis.gov.au/lote.html>

If you live in Western Melbourne the Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) Partner is Brotherhood of St Laurence.

Contact Details:

Local Area Coordination (LAC) -
Phone: 1300 BSLNDIS (1300 275 634)
Email: ndis.info@bsl.org.au

Early Childhood Early Intervention (ECEI) -
Phone: 1300BSL ECEI (1300 275 323)
Email: ECEI.access@bsl.org.au

www.bsl.org.au

For update regarding Brotherhood of St Laurence NDIS to the COVID-19 Virus please see [NDIS BSL COVID-19 Update](#)

NDIS Carer Support

Multilingual Disability Hub

Disability Hub is a national multilingual hotline and website that provides relevant and easily accessible information about disability and NDIS in your language.

The Hub has two components, both of which provide information in 14 languages:

Hotline: Phone lines are set up where people can call and ask questions directly to a disability specialist in their first language, without the need for interpreters. There is a different hotline number for each language, so calls go directly to a specialist who speaks that language.

Website: <https://www.multilingualdisabilityhub.info/language/>. The preferred language can be selected, and information and fact sheets can be accessed which is all in that language. This includes information on NDIS, service providers and the Disability Standards to just name a few.

Mackillop Family Services

MacKillop Disability Services is a registered NDIS provider and offer the following high-quality services.

- Support Coordination
- Behaviour Support

For more information or to refer to our services contact Glenn Turville, Disability Services Manager, mob:

0428 484 703 or 9680 8444.

E: glenn.turville@mackillop.org.au
www.mackillop.org.au

Association for Children with a Disability (ACD)

ACD has a workbook to assist in planning for the NDIS, in a clear and easy to read format. *You may need to cut and paste the below link into your browser.*

www.acd.org.au/wp-content/uploads/2017/03/acd-ndis-workbook-V1.2-FINAL.pdf

ACD fact sheets: NDIS

Wherever you are in your NDIS journey, we have information and tips

to help you navigate the NDIS with confidence. Our new NDIS Fact Sheets cover the following topics and more:

- 10 tips for your child's NDIS planning meeting
- Getting ready for your child's NDIS plan review meeting
- Getting respite under the NDIS

We also have information on Early Years, Teenage Years, and Help for you and your family.

<https://www.acd.org.au>

ADEC (Action on Disabilities within Ethnic Communities) – Still Open please call them

ADEC Services: Access and Support, Advocacy, Social Support Groups, NDIS, Aged Care, Disability Support, Capacity Building

Contact:

ADEC Preston

10:00 - 2:00pm
 175 Plenty Road, Preston, VIC 3072
 Ph: 1800 626 078 or 9480 7000
 Email: info@adec.org.au

ADEC Werribee Office

10:00 - 2:00pm
 4A Watton Street, Werribee VIC 3030
 03 9480 7000

ADEC's NDIS Transition Support service can provide:

- Information regarding eligibility for the NDIS
- Guidance and support through access requests
- Assistance to gather quality supporting documentation from medical and health professionals
- Support through pre-planning process and preparing participants and carers for their planning meetings
- Advocacy in NDIS planning meetings
- Support to submit plan reviews

Please contact ADEC on 03 9480 7000 or email werribee@adec.org.au for more information

Resources and Activities to support Children during COVID-19 and to keep them busy

Resources for children to explain the COVID-19 virus and how to keep protected from the virus

For children with autism - <https://www.pactautism.com/coronavirus>

COVID-19 For Young Children in different languages <https://www.mindheart.co/descargables>

COVID-19 and impact on children's behaviour (From Association of Children with a Disability (ACD))

Notice board April Newsletter [Sign up to ACD Newsletter](#)

Children react to the situation around them and they will be aware of the stress caused by COVID-19. Changes in behaviour can also be how children communicate their feelings and emotional needs.

It's important to talk about what's happening in ways your child understands, and to answer their questions as best you can. The Australian Childhood Foundation has put together a social story called [Understanding Coronavirus for kids](#).

Connecting with your child in lots of little ways throughout the day can help them to feel more calm. You could play a game, read a story or draw a picture together.

If your child has challenging behaviour or behaviours of concern, these might become worse because their normal routine has changed so much. Sometimes talking through the situation can help you come up with a plan for each day. Parentline has experienced counsellors available 8am to midnight every day, call [13 22 89](tel:132289).

MacKillop Family Services Strengthening Parents Support Program (SPSP) and the Western Regional Parenting Service are also available to take your call and discuss ideas to support children during this time

Contact SPSP on mob: 0448 015 023 or via email: spsp@mackillop.org.au or

Email regionalparentingservice@mackillop.org.au or **phone** 9680 8444 and ask for the Parenting Team

Contact Us

If undeliverable or if you would like to contact us please write or call:
MacKillop Family Services, Strengthening Parent Support Program
118 Commercial Rd, Footscray, Vic 3011
Telephone: 03 9680 8444



You might like to look up activities on the following websites:

- Raising Children Network low cost activities for children aged 0 - 6 years. [raisingchildren.net.au/guides/activity-guides](https://www.raisingchildren.net.au/guides/activity-guides)
- Raising Children Network Play at home ideas for school aged children [Raising Children Network School Age Play at Home Ideas](#)
- Sensory Play Ideas for home [Click here](#)
- [Amaze Website](#) - Fitness and relaxation
- Gymnastics Victoria has an online introductory [Aerobics](#) program called Aerobase which parents and kids can do together at home.
- Cosmic Kids Yoga - yoga, mindfulness and relaxation [videos](#)
- Rainbow Therapies has a One Minute Meditation [video](#).
- Kiddipedia has [5 Tips for a Calmer Sleep](#) for any age
- Museums Victoria has introduced virtual tour Museum at Home to continue to be able to enjoy parts of their exhibitions. Meander through Melbourne Museum with the Listies' LOLtastic tour etc. Available at museums.vic.gov.au/museum-at-home
- Raising Children Network - The Australian Parenting Website www.raisingchildren.net.au - website with a very comprehensive range of information about parenting

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Want to subscribe?

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spsp@mackillop.org.au

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Please call or email a request to Annette:

[03 9680 8444](tel:0396808444)

spsp@mackillop.org.au

All returned copies will be taken off mailing list

Not all events listed in this newsletter are run by MacKillop Family Services. If further event information is required, please call the hosting organisation via the contact details provided.



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