

INFORMATION ABOUT OUR SERVICE

What you can expect?

- Consultation with a qualified Maternal and Child Health Nurse
- Parenting information, education and assistance
- Referral to council and other community services
- Interpreter assistance for appointments as required

What would we like from you?

- Notification of a change to or a cancellation of your appointment
- Information to enable the Maternal and Child Health Nurse to plan and assist you as needed

Customer Satisfaction

The Darebin Maternal and Child Health Nurses are committed to providing the best service possible to families with babies and young children. We value your input. If you have something you would like to say:

- 1 Speak directly to the Maternal and Child Health Nurse, or
- 2 Contact the Maternal and Child Health Co-Ordinator on 8470 8441 or send a letter to 270 Gower Street, Preston 3072.

Your feedback will assist us to maintain our high level of service. You will receive a response to confirm your feedback has been received and acted on.

June 2015

MATERNAL AND CHILD HEALTH SERVICE



the place
to live

CITY OF DAREBIN

274 Gower Street, Preston
PO Box 91, Preston, Vic 3072
T 8470 8888
F 8470 8877
E mailbox@darebin.vic.gov.au
darebin.vic.gov.au



National Relay Service

TTY dial 133 677 or
Speak & Listen 1300 555 727
or iprelay.com.au, then enter
03 8470 8888



Speak Your Language
8470 8470

MATERNAL AND CHILD HEALTH (MCH) SERVICE

The Darebin MCH service is a confidential and free service to Darebin families with children from birth to school age. The MCH services provides support, information and discussion on child health and development, parenting and family wellbeing.

Our nurses are Division 1 Registered Nurses with further qualifications in Midwifery and Maternal and Child Health Nursing.

Information about your family is confidential and is maintained in accordance with the Information Privacy Act 2000 (Vic) and Health Records 2001.

Darebin Maternal and Child Health Centre locations

SUBURB	ADDRESS
Bundoora	Darebin North East Community Hub 35 Copernicus Crescent
East Preston	2 Sylvester Grove
Fairfield	84 Arthur Street
Keon Park	1-7 Dole Avenue
Kingsbury	14 Maryborough Avenue
Northcote	4 Oldis Avenue
Oakhill	Cnr North Road and Acheron Ave
Preston	270 Gower Street
Reservoir	6 Kenilworth Street 89 Hughes Parade 23 Edwardes Street
Thornbury	8A Newcastle Street 2B Watt Street 55 Clifton Street
West Preston	Cnr Gilbert Road and Regent Street

Your child's development is monitored at the following visits

Home and Centre Visits

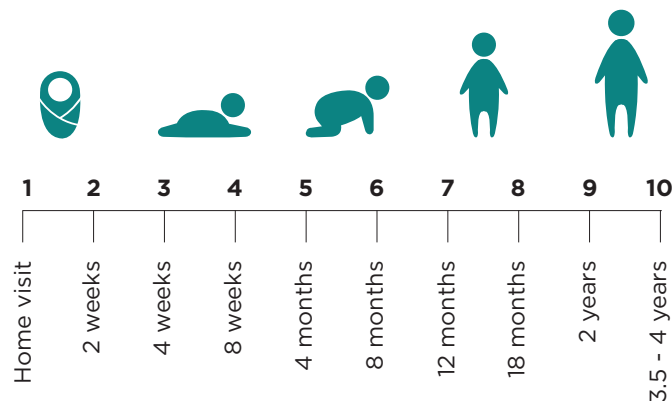
The MCH service contacts parents in the week following discharge from hospital, when a home visit is arranged with you.

Following the home visit, parents are invited to attend a MCH centre in their local area for ongoing support and follow-up.

Ten Key Visits

The ten 'key age and stages' program recognises the change accompanying growth between birth and 4 years. It is recommended that every child be assessed at ten key points during their development. These key points are shown below.

KEY AGES AND STAGES



Additional Maternal and Child Health Services within Darebin

SMS Reminders

An SMS reminder will be sent to your mobile 48 hours prior to your appointment.

Additional Consultations

We provide additional support for families as required.

Immunisation information

We provide information and advice regarding immunisations for the community.

Group Activities

Parent sessions are offered periodically throughout the year on a range of topics.

We run sessions for:

- New parents groups – offering the opportunity to meet other new parents in the area, and provide information on a variety of parenting topics
- Post natal depression

Enhanced Maternal & Child Health

We provide additional support for families experiencing significant early parenting difficulties. Referrals available via the Maternal and Child Health Nurse.

Lactation Consultant

Referral available via the Maternal and Child Health Nurse.

To make or change an appointment

Call the MCH Booking Officer on **8470 8298**
Monday to Friday, 9-4 pm

For administration enquiries

Call the Administration Officer on **8470 8648**
or email maternalchildhealth@darebin.vic.gov.au

Maternal and Child Health 24 hour service

Call **13 22 29** for help 24 hours 7 days a week