

Windermere Counselling Services

Who we assist as an organisation

We work with children, families and individuals who are dealing with issues such as physical, emotional and sexual abuse, neglect, family violence, lack of housing, being the victim of a violent crime, living with a disability or a child with a developmental delay.

We provide emotional and practical support, counselling, advice, education, advocacy, and other therapeutic interventions to those affected by these issues. We also provide quality childcare in the home as an affordable alternative to long day care centres and in-home care for families with high needs.

Services and programs we offer:

Counselling Services
Family Services
Allied Health Care
Disability Services
Early Childhood Development Services
Victims Assistance and Counselling Program
Housing Support
Family Day Care
In-Home Child Care
Cranbourne Communities for Children

Windermere's heritage of caring for the disadvantaged and vulnerable

For over 150 years, Windermere has been making a positive difference to the lives of the most disadvantaged and vulnerable children and families. When Melbourne was a tent city, the wife of the Bishop of Melbourne was concerned about the growing number of abandoned children.

As a result, she opened a boys' home that eventually resided in Windermere Crescent, Brighton – hence our name. Today we are the largest and fastest-growing, independent welfare agency in Melbourne's South-East. We provide services from 21 locations with major centres at Narre Warren, Cranbourne, Pakenham and Springvale.

Our mission is to improve wellbeing in children, families and communities by helping to realise their potential, building resilience and connecting people to the community. We believe that for children, individuals and families to enjoy wellbeing, we first need community wellbeing.

Windermere Child and Family Services
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REV 0609



Windermere

*everyone is someone
in our community*

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About Windermere Counselling Services



At times people experience some form of difficulty, stress or trauma in their lives and need someone to talk with that will enable them to process what has happened and move forward in their life. Often they turn to their friends, parents, siblings or others for support but with limited success in achieving real change. Our skilled and highly qualified counsellors can assist children and adults alike to sort through the issues and discover meaningful lasting solutions

How can we help?

Counsellors work with children, adults and families to promote personal growth, build resilience and develop supportive relationships. When working with children and adolescents we involve parents and other family members to strengthen family relationships.

What we do

Our focus is to help individuals and families to identify and use their strengths to resolve difficulties they may be experiencing for positive outcomes

What services do we provide?

- Counselling for individuals & families
- Family therapy
- Group work

Who can use our service?

For Children who have experienced:

- Behavioral or emotional problems
- Difficulty with peer relationships
- Sexual assault

For Children who require:

- Educational &/or developmental assessment

For Women & Children who have experienced:

- Family violence

For Adults who experience:

- Behavioral or emotional difficulties

For Parents to:

- Improve their skills

For Families dealing with:

- Change due to separation, divorce or death

Referrals

Can be made by contacting the Counselling Intake Officer at Windermere on (03) 9705 3200.

Appointments

During office hours 9.00am to 5.00pm Monday to Friday.

Is there a waiting list?

Counselling services are in high demand and waiting periods fluctuate throughout the year, but if it's an urgent issue, counsellors will attempt to see you as soon as possible.

How much does it cost?

Many services are free. Some are fee-based, dependent on an 'income' means-test. If you are experiencing financial difficulties please let us know.

Your rights

Files and records relating to you will be kept secure at all times as required under the *Information Privacy Act 2000 (Vic)* and the *Health Records Act 2001 (Vic)*. Personal information will only be disclosed to a third party if Windermere has your consent or is required to do so by law. If you believe your privacy has been breached, or you are not happy with the service you have received, please contact the Privacy Officer.

