

Our Service Approach

Achieving the best outcome for you is at the heart of everything we do.

We work closely with you and your family to identify and understand what is most important. Together, we partner with you to develop realistic personal goals and targets that matter to you; we use your individual strengths and capabilities to help you reach them.

With the benefit and continuity of one dedicated worker, you'll also receive access to the expertise of our entire team – a team who understand your immediate and long term goals and are committed to helping you get there.

Through our practical and measured approach, we are committed to ensuring your health and wellbeing goals are met effectively.



About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

1. **Family Wellbeing** to help families achieve safety and stability
2. **Disability Support** to enable people of all abilities to participate in their communities
3. **Development & Early Childhood Education** to help children reach their full potential
4. **Victims Assistance** to support victims of trauma, assault and/or violent crime
5. **Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.



Windermere®



1300 946 337

www.windermere.org.au

Windermere is committed to equity, inclusion and belonging for consumers and employees, by building diverse and inclusive services and work environments.

We are located at a number of sites in Victoria and offer services state-wide.

Registered Charity Number: A0025460D
NDIS Registration Number: 4050001510

If you require an interpreter, we can arrange for one to be provided.



Information on our services

Our Services & Programs

We aim to get in early to make a difference for you, your family and your community. Our programs and services focus on providing you with the help you need - including practical intervention and timely support across four primary areas.



Development & Early Childhood Education

Disability & Early Childhood Intervention Services

If you or someone in your family is living with disability or a development delay we can help you to identify the support that matters most. Together we will implement changes that will make a real difference in your life. We work alongside you, your family and your community to establish the right goals and the best way to start achieving them. We can also help you understand and navigate NDIS.

Through flexible and focused support and supportive staff, we can help you achieve a more independent life.

Early Childhood Education and Care Services

Every family's care needs are different. You and your partner might work long hours or you may be a single parent without family support. You might prefer the smaller home-based care environment that Family Day Care offers over centre-based child care. Your child may also have special needs or allergies that require extra attention. Whatever your specific needs, we have a child care solution that fits your family's situation.

Family Wellbeing

We provide confidential support for you and your family to help manage issues or difficulties.

This includes:

- Counselling
- Managing difficult behaviour
- Advice and practical support in regards to housing and financial issues
- Support for families facing issues affecting your children and their development.
- Working with you on effective parenting skills
- Responding to family violence situations

Our primary aim is to keep you and your family connected and communicating with each other.

Crisis, Assault & Trauma

Being affected by crime, assault or trauma can be a difficult and confusing experience.

Our services can help to get you back on track and include:

- Counselling
- Support to access short or long term housing
- Practical assistance (eg. Victim Impact Statements, submissions to the Adult Parole Board or Victims of Crime Assistance Tribunal).
- Specific programs to help you cope and gain confidence

We know that certain situations can cause much pain and heartache; left alone these can sometimes lead to long term issues – our aim is to help you find your way so you can move forward confidently with your life.

Community Strengthening Programs

Our group-based programs are designed to meet the needs of our community.

We run a number of school based programs designed to help kids make better decisions and communicate with their families, community and each other in a positive way. In a fun classroom environment, our programs tackle some of the issues facing children today, including:

- Drug & alcohol education
- Cyber bullying
- Family violence
- Discrimination based on gender, lifestyle, race or religion.

We also run a number of group style programs that teach effective strategies to cope with anxiety, stress associated with substance abuse and/or mental health issues.

A number of our community strengthening programs are funded by the generosity of our community donors for which we are truly grateful. Their gifts allow us to provide additional supports to our community in addition to our Government funded programs.



For more information on all of our specific programs & services, visit windermere.org.au/services

