

# Cobaw Services

## Children's Services

### Children's Clinic

Physiotherapy, Occupational Therapy and Speech Pathology for children from birth to 15 years.

### Early Childhood Intervention Services

Provides a combination of family education, support and specific interventions for children from birth to school entry with multiple developmental delays and/or complex needs.

### Paediatrician and Autism Services

The Paediatrician provides consultations, multidisciplinary assessments, genetic testing and shared care. Highly skilled Autism assessment services also available. Paediatrician services are for children from birth to 18 years.

## Young People

### WayOut

WayOut works within communities in rural Victoria to raise awareness about homophobia, transphobia, and biphobia and to provide an environment that is welcoming to same sex attracted, and sex and gender diverse young people.

### Youth Crisis Housing

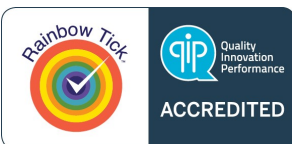
The Housing Support program provides assistance to young people who are homeless or at risk of becoming homeless.

### Youth Outreach

The Youth Outreach program is a free service which provides counselling, support and referral for young people who are using alcohol or other drugs. Young people who are affected by someone else's use of alcohol or other drugs may also use this service to receive support, advice and information.

## Disability Services

Cobaw is a Registered National Disability Insurance Scheme (NDIS) provider. Contact us to find out how we can meet your NDIS plan needs.



## Families

### Family Services

Works with families to promote healthy family relationships, provide parenting education and resources, and assist families to link in with other specialist services. Family Services provide services in families' homes or in local communities.

### Family Violence

A specialist children's family violence counsellor provides individual counselling and group work programs to children and their parent's or carers. Our generalist counselling service is also available to work with people impacted by family violence either in the past or presently.

## Adults

### Allied Health - Aged and Disability

A range of allied health services to support community members both individually and in groups to improve and maintain health and quality of life. Services include physiotherapy, occupational therapy, dietetics and nutrition, and community nursing (cardiac rehabilitation).

### Housing Support

The Housing Support Program works with people who are homeless or at risk of becoming homeless. Information and advocacy are provided whilst supporting people to find affordable accommodation.

### Social Support and Respite Program

A range of social and respite programs designed for older people, those who are socially isolated and people with a disability.

### Alcohol & Other Drugs

The Alcohol and Other Drugs (AOD) team provide information and/or referral to those experiencing AOD problems or those affected by another person's AOD use. Services include counselling (individuals and families), diversion program, and withdrawal support.

### Counselling

Counselling services provide support for people of all ages (including children) in the Macedon Ranges. Counselling can assist in addressing concerns or issues including family relationships, depression and anxiety, separation, grief and loss.

### Emergency Relief

Emergency Relief is available for people who are experiencing an episode of financial stress. Emergency Relief can take the form of food/petrol/chemist vouchers or assistance with a once-off bill. Referral to a range of services for material aid, financial counselling, housing support, and other health services is also available.

### Needle & Syringe Program

At our main office (47 High Street Kyneton) we provide:

- \* Free sterile needles, syringes and other injecting equipment
- \* Plastic disposal containers for the safe disposal of used injecting equipment
- \* A location for the return of used needles and syringes
- \* Free condoms and water-based lubricant to encourage and facilitate safer sex practices
- \* Printed information on a range of health and drug use issues.

## Community Development Programs

Cobaw provides a range of group programs designed to promote health and wellbeing across the community including:

- Walking
- Parenting Skills
- Gentle exercise
- Cobaw Social Peddlars
- Health Education
- Cardiac Rehabilitation

## How to access a service

All services/programs can be accessed by:

- Telephone: 1300 026 229
- Visiting our main office at 47 High Street, Kyneton.

Fees apply to many services and can be discussed with staff.

## Are you interested in volunteering?

Cobaw has a number of volunteer opportunities. Cobaw regards volunteerism as a valuable resource to our community and encourages residents in the Shire to talk with us about the different ways you may contribute. Phone (03) 5421 1666.



Cobaw acknowledges the support of the Commonwealth and Victorian Governments

## Client Rights & Responsibilities

**Consumers involved with the organisation have the right to:**

- A safe, non-discriminatory and supportive environment;
- Privacy and confidentiality;
- Participate and contribute to the processes that guide the programs of the organisation;
- Appropriate and accurate information about the organisation and the service/s being provided;
- Access to accredited interpreters if required;
- Bring a support person or advocate at agreed times during service use;
- An accessible and responsive feedback process;
- Be informed of their rights and responsibilities when entering the organisation.
- Be free from abuse, neglect, violence and preventable injury
- Refuse a recommended activity or action.

**Consumers involved with the organisation have the responsibility to:**

- Respect the integrity and dignity of other people;
- Respect the rights of others;
- Advise Cobaw is unable to attend appointments.

## Feedback

Community feedback is the most effective way the team at Cobaw can ensure services are provided to the highest standard. Let us know about your experiences and any suggestions you may have for improving our services.

You can provide feedback by:

- Online: Complete the feedback form on the Cobaw website [www.cobaw.org.au](http://www.cobaw.org.au)
- Telephone: 1300 026 229. Our reception team will connect you to the person you need to speak with
- Post: Written feedback can be sent to PO Box 146, Kyneton VIC 3444
- Person: Visit one of our offices and ask to speak to someone in person or complete a feedback form.

If you provide your details, we will contact you to discuss your feedback.

If you are not satisfied with our response, you can refer your concern to:

**Health Services Commissioner  
Complaints and Information**

30th Floor, 570 Bourke Street  
MELBOURNE VIC 3000  
Toll Free: 1800 136 066  
TTY: 1300 550 275

## GENERAL INFORMATION

Cobaw provides a comprehensive range of free and low cost services in early childhood, youth, families, adults, aged and disability.

Our Vision is  
**A healthy, resilient community.**



Cobaw values diversity and will be responsive to the health needs of all people including, but not limited to Aboriginal and Torres Strait Islander people; people with a disability; lesbian, gay, bisexual, transsexual and intersex people; people experiencing health inequalities; and culturally and linguistically diverse people.

 <p><b>30+</b> YEARS <b>COBAW COMMUNITY HEALTH</b> <i>Serving Macedon Ranges</i></p>	<p><b>47 High St</b> Kyneton VIC 3444 Tel: 1300 026 2161 Fax: 03 5422 2161 <a href="mailto:admin@cobaw.org.au">admin@cobaw.org.au</a> <a href="http://www.cobaw.org.au">www.cobaw.org.au</a></p>
	<p>Find us on <b>Facebook</b> <a href="https://www.facebook.com/CobawCHS">www.facebook.com/CobawCHS</a></p>