



Whittlesea Community Connections is a not-for-profit incorporated association and an income tax organisation endorsed as a Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR).

ABN 49 881 724 827
Reg. No. A0008867P

CONTACT

Shop 111 Epping Plaza
Cnr Cooper & High Sts
Epping, VIC 3076
03 9401 6666

admin@whittleseacommunityconnections.org.au
[facebook.com/whittleseacommunityconnections](https://www.facebook.com/whittleseacommunityconnections)
www.whittleseacommunityconnections.com.au

WCC acknowledges the traditional owners of the land on which we provide our services, the Wurundjeri Willum Clan of the Kulin Nations. We pay our respects to their Elders past and present, and express our hope for reconciliation, justice and the recognition of the ongoing living culture of all Aboriginal people.



2016

HANDY HINTS (Continued)

Refugees and asylum seekers

Refugees and asylum seekers are a highly disadvantaged group within the community. They are faced with multiple barriers that other community members may not face when settling in a new community. This can include: language barriers, lower incomes, limited family and friend support and a lack of knowledge and about different systems within the community and how they work (i.e. access to Centrelink.) This can create an increased demand on ER services to ensure that good outcomes are reached for refugees and asylum seekers.

Definitions

It is important to understand the difference in the definitions between refugee and asylum seeker to provide the best service possible:

A refugee is a person who has fled persecution because they have a well-founded fear of being persecuted for reasons of their race, religion, nationality, political opinion or membership of a particular social group. They have sought protection and have been granted refugee status. Refugees arrive in Australia under the Refugee and Humanitarian Program and have permanent visas. Refugees have work rights and access to all mainstream services, including Centrelink services.

An Asylum Seeker is someone seeking protection because they have a well-founded fear of being persecuted for reasons of their race, religion, nationality, political opinion or membership of a particular social group. They are in the process of applying for a Protection Visa so their visa outcome not yet been determined. The individual circumstances of an asylum seeker can vary, some people will have work and study rights and some may not. Furthermore, some may receive financial support from the Department of Immigration and Border Protection and some may receive no financial support at all. Not every asylum seeker will ultimately be recognised as a refugee, but every refugee is initially an asylum seeker.

There are three registered agencies who provide casework support for asylum seekers: Life Without Barriers, AMES and Red Cross (details for these agencies listed in the guide.) Most asylum seekers will have a caseworker from these agencies, so best to contact the caseworker to ensure you provide a comprehensive service. Additionally, the guide lists details for agencies providing other support for asylum seekers, including legal and employment. The Asylum Seeker Resource Centre (ASRC) and the Refugee Immigration and Legal Centre (RILC.) Lastly, it is important to use translating services such as Translating and Interpreting Service (TIS National) when working with clients from non-English speaking backgrounds.



CITY OF WHITTLESEA HELP GUIDE

Aged	2
Alcohol, Drug & Gambling	3
Crisis phonedlines	5
Disability	6
Emergency Relief	8
Family	10
Family Violence	12
Government	13
Health	13
Housing Services	15
Indigenous	17
Legal	18
LGBTIQ	18
Meals	19
Men	20
Migrant, Refugee & Asylum Seekers	20
Whittlesea Council	22
Women	22
Youth	23

HANDY HINTS

Energy & Water	26
Telecommunications & Internet	27
Housing	28
Education	30
Financial Hardship	31

CITY OF WHITTLESEA HELP GUIDE



CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

AGED

Alzheimer's Australia (National Dementia Helpline)			
Phone: 1800 100 500 National Relay Service: 13 36 77	Telephone and information support service for people with dementia, carers, families and friends, as well as people concerned with memory loss.	9:00am – 5:00pm	Mon to Fri
Commonwealth Respite and Carelink Centre/Carers Links North			
Phone: 9495 2500 Freecall: 1800 059 059 (After Hours Emergency Respite) 1800 052 222 Entrance 2, Level 2, 110 Chifley Dr, Preston 3072	Provides information and support to carers in the North Metropolitan Region of Melbourne.	9:00am – 5:00pm After Hours service also	Mon to Fri
Link Community Transport			
Phone: 1300 54 65 28 Email: admin@lct.org.au 1/62 Keon Pde, Thomastown 3074	Transport services for those who are aged and in need of transport services within the Whittlesea LGA.	9:00am – 5:00pm	Mon to Fri

FINANCIAL HARDSHIP:

There are many Emergency Relief agencies that can assist with general financial hardship people may be experiencing. Here are some additional resources that might be useful:



Financial Ombudsman Service (FOS)

The FOS handles complaints about banks, credit unions, building societies, life insurance companies, superannuation providers, financial planners and multiple other financial institutions. This service will look at any claims that are under \$500,000. Further information please see:

www.fos.org.au

CONTACT 1800 367 287

No Interest Loan Scheme & Low Interest Loans (NILS)

No Interest Loan Schemes are provided through Good Shepherd and provide access to interest free loans for people who are on low incomes. There are no fees or charges related to the loan which can be used for items such as whitegoods or car repairs. Please see the website for further details:

www.goodshepherdmicrofinance.org.au/services/no-interest-loan-scheme-nils

[goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans](http://www.goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans)

Step Up loans here:

www.goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans

[goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans](http://www.goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans)

The Queens Fund

The Queens Fund is a philanthropic agency that can assist single women, with or without children, financially with up to \$350. This is for women who have resided in Victoria for 12 months or more. The fund can be used for educational grants, short-term emergency relief or creating opportunities for women and their children to rebuild their lives. Further application process please see website:

www.queensfund.org.au

www.queensfund.org.au

HANDY HINTS (Continued)

EDUCATION:

Educational costs can be a contributing factor for financial hardship in households. Whittlesea Community Connections ER Survey (2014) showed that 30.4% of respondents said school related expenses were a cost causing financial hardship for their household. Here are some resources that families and singles can access to reduce some of this financial stress:



Department of Education & Training

The Department of Education and Training provide financial assistance for families and education costs. This includes; the State Schools' Relief, Camps, Sports and Excursions Fund (CSEF), Schoolkids Bonus, and Child Care Benefit and Family Assistance. For further information on any of these incentives please see:

[www](#)

www.education.vic.gov.au/school/parents/financial/Pages/families.aspx

Brotherhood of St Laurence - Saver Plus

The Saver Plus program is run by Brotherhood of St Laurence and aims at assisting and improving financial capabilities and building assets of families and single parent families on low incomes. This program is offered locally across 60 different locations across Australia.

30

For further information on this program please see below:

[www](#)

www.bsl.org.au/services/money-matters/saver-plus

[CONTACT](#)

1300 610 355

Smith Family – Learning for Life Program

The Learning for Life program provides financial assistance from sponsors to families who are disadvantaged and needing assistance with school costs. The program also connects the child and family to local learning opportunities and access to any educational programs Smith Family may offer. For further information see:

[www](#)

www.thesmithfamily.com.au/what-we-do/how-we-help/learning-for-life

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

AGED (Continued)

Wesley Do Care North West Region

Phone: 8199 6260 Fax: 8199 6298 Level 1, 154 Nicholson St, Footscray 3011	Conditions: <i>Aged & people with a disability, who live independently in the community and who are socially isolated.</i> Social Support Program for socially isolated older people and people with disabilities living in the community.	9:00am – 5:00pm	Mon to Fri
---	---	-----------------	------------

Whittlesea Community Connections – Transport

Phone: 9401 6666 Shop 111, Epping Plaza Cnr. High & Cooper Streets, Epping 3076	Transport services for people who experience transport disadvantage.	9:00am – 5:00pm	Mon to Fri
--	--	-----------------	------------

ALCOHOL, DRUG & GAMBLING

Caraniche

Phone: 9401 0600 25 Miller St, Epping 3076	Meets the need for specialised Alcohol and Other Drug treatment services.	9:00am – 5:00pm	Mon to Fri
--	---	-----------------	------------

Direct Line

Phone: 1800 888 236	Alcohol and drug counselling and referral line.	24 hours	7 days
-------------------------------	---	----------	--------

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

ALCOHOL, DRUG & GAMBLING (Continued)

Family Drug & Alcohol Helpline			
Phone: 1300 660 068 140 Grange Rd, Carnegie 3163	Support for family members, information about treatment programs, referral, self-help support group information.	24 hours	7 days
Gamblers' Help (Victorian Responsible Gambling Foundation)			
Phone: 1800 858 858 Youth Phone: 1800 262 376 Level 6, 14 - 20 Blackwood St, North Melbourne 3051	Conditions: <i>Interpreters available.</i>	24 hours	7 days
Narcotics Anonymous			
Phone: 9525 2833 67 Argyle St, St Kilda 3182	Helpline and meetings for those recovering from drug addiction.	24 hours	7 days
Turning Point:			
Phone: 8413 8444 54 - 62 Gertrude St, Fitzroy 3065	Drug and alcohol related problems. Users & their families.	9:30am – 5:00pm	Mon to Fri

Victorian Civil & Administration Tribunal (VCAT)

The Civil Division of VCAT hears and determines various civil disputes, including residential tenancy disputes. The Residential Tenancies List can hear disputes that include tenant versus landlord, landlord versus tenant, rooming house owner versus rooming house resident and Director of Housing versus Tenant. For further information please see:

[www](http://www.vcat.vic.gov.au)

www.vcat.vic.gov.au/adv/disputes/residential-tenancies

CONTACT (03) 9628 9800

Haven Home Safe

Haven Home Safe (formerly known as North East Housing) is the housing agency for the City of Whittlesea. They provide a variety of housing services and support programs for clients who are homeless or in housing crisis. Their website is:

[www](http://www.havenhomesafe.org.au)

www.havenhomesafe.org.au

CONTACT (03) 9479 0700

Whittlesea Community Connections Housing Brokerage Project

This project can assist people who are homeless or at risk of homelessness by providing people with an interest free loan for the first month of rent for private rental properties. Case work, education and advocacy with the real estate and other housing agencies also provided. Please see website for specific details:

[www](http://www.whittleseacommunityconnections.org.au/housing-brokerage-project.html)

www.whittleseacommunityconnections.org.au/housing-brokerage-project.html

CONTACT (03) 9401 6666

HANDY HINTS (Continued)

HOUSING:

In Victoria there has been increasing housing shortages leading to people spending a larger amount of their income on housing. The Whittlesea Community Connections Emergency Relief Survey (2014) showed that 40.3% of respondents spent 50-75% of their total weekly family income on housing costs. Further, 22% of respondents spent over 75% of their income on housing. Limited, unaffordable and unstable housing greatly affects people in the community and many people are needing ER assistance with housing. Here are some agencies that can provide some support:



Department of Human Services / Office of Housing – Preston

Department of Human Services offers multiple services and provision of information about housing. This includes; assistance with bond loans, applications for public housing, crisis and emergency accommodation, community housing information, supported accommodation information, advice, movable units, Home Options finder, Home ownership and private rental information. The contact details are as follows:

WWW

www.housing.vic.gov.au/housing-options

CONTACT

Preston office:
1300 664 977

Tenants Union of Victoria (TUV)

The TUV is a service that informs and educates tenants about their housing rights, aims to improve conditions for tenants, and they represent the collective interests of tenants in law and policy making. They provide advice, assistance and advocacy for a range of tenants. This includes; tenants of private and public residential properties, rooming houses and caravan parks. For further information on TUV please see below:

WWW

www.tuv.org.au

CONTACT

(03) 9416 2577

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

CRISIS PHONELINES

Police/Fire Emergency			
Phone: 000	For Police, Fire or Ambulance.	24 hours	7 days
North Eastern CAT Service			
Phone: 1300 859 789	Crisis mental health service.	24 hours	7 days
Lifeline			
Phone: 13 11 14	Telephone crisis support and suicide prevention.	24 hours	7 days
After Hours Child Protection Service			
Phone: 13 12 78	For reporting suspected child abuse.	24 hours	7 days
Safe Steps			
Phone: 9928 9600 1800 015 188	Provides telephone crisis counselling, referral, information and support for women experiencing family violence.	24 hours	7 days
Kids Help Line			
Phone: 1800 551 800	Conditions: 5-25 years old. Free 24 hour counselling service for children kids and young people.	24 hours	7 days
Men's Line			
Phone: 1300 789 978	Telephone counselling, information and referral service for men.	24 hours	7 days

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

CRISIS PHONELINES (Continued)

Parentline			
Phone: 13 22 89	Telephone counselling, information and referral service for parents with children from birth to 18 years. Interpreter service and TTY available.	8.00am – 12:00 midnight	Mon to Fri
		10.00am – 10.00pm	Sat & Sun

DISABILITY

Action on Disability within Ethnic Communities (ADEC)			
Tollfree: 1800 626 078 Phone: 9480 1666 175 Plenty Rd, Preston 3072	Conditions: <i>Non-English speaking backgrounds.</i> ADEC empowers people with a disability from non-English speaking backgrounds, their carers and families to fully participate in the community. Services offered include access & support, advocacy, respite program, education unit, transcultural mental health resources & program, community development programs, group activities, self-help groups and intake & referral.	9:00am – 5:00pm	Mon to Fri
		Northern Support Services	
Phone: 9486 5077 30 Union St, Northcote 3070	Delivering services to people with a disability including autism and their families with a focus on increasing the person's ability to be involved in the local community.	8:30am – 4:30pm	Mon to Fri

TELECOMMUNICATIONS & INTERNET:

Issues with telecommunication is another common reason for clients to seek assistance with ER. For example, a client may be locked into a contract for their iPad and not receiving an adequate service or has a very high bill. In these situations, it can be helpful to refer the client to the following resources:



Telecommunication Industry Ombudsman (TIO)

The Telecommunication Industry Ombudsman is a similar service to the EWOV, but information provided is specific to the telecommunication industry. TIO is a fast, free, independent, impartial and fair dispute resolution service. This service is for residential customers or small business customers. For further information or to lodge a complaint please see:

www.tio.com.au

CONTACT 1800 062 058

Telstra

Telstra has a program available for agencies that can assist clients with phone cards or other assistance for people finding it difficult to pay their Telstra bill. You can find information on the Telstra Bills Assistance Program or the Telstra Phone card Assistance Program at the following site:

www.telstra.com.au/aboutus/community-environment/community-programs/access-for-everyone/community-agencies

ENERGY & WATER:

The increasing costs of utilities has led to increasing numbers of people who need assistance with Emergency Relief. The following resources can support people needing assistance with their utility bill:



Utility Relief Grant and Non-Mains Utility Relief Grant scheme

The Utility Relief Grant (URG) and Non-Mains Utility Relief Grant scheme (NURGS) is available to Pensioner Concession card holders, Health Care card holders or DVA Gold card holders. The maximum grant available per utility bill is \$500 the grant provided depends on the amount owing on the bill. This is a grant this does not need to be repaid by the client and can only be accessed once every two years. For further eligibility criteria, referral process and specific information about these grants please visit.

[www](http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions/hardship/utility-relief-and-non-mains-utility-grant-scheme)

www.dhs.vic.gov.au/for-individuals/financial-support/concessions/hardship/utility-relief-and-non-mains-utility-grant-scheme

CONTACT 1800 658 521

Energy and Water Ombudsman Victoria (EWOV)

EWOV is useful when clients present with utility issues and need further assistance to resolve a dispute with a utility provider. The Energy and Water Ombudsman (EWOV) are an independent body who resolve disputes between Victorian consumers and electricity, gas and water companies. EWOV's website is very user friendly and has available fact sheets and contact information on there. This can be found:

www.ewov.com.au

CONTACT 1800 500 509

Switch On

Sometimes it may be as simple as providing the client with tips about how to reduce their utility bills. You can direct them to 'Switch On' website which is an independent source with the provision of tips and tools when managing your energy bills. This information can be found here:

www.switchon.vic.gov.au

CONTACT 136 186

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

DISABILITY (Continued)

Plenty Valley Community Health – Disability Services

Phone: 9407 9699 31a Morang Dr, Mill Park 3082	Conditions: <i>People with a disability and/or their family.</i> PVCH offers a range of services. These are inclusive of day services, supported accommodation residential services, community inclusion, flexible support packages and individual support packages.	8:30am – 4:30pm	Mon to Fri
--	---	-----------------	------------

Scope

Phone: 1300 472 673 830 Whitehorse Rd, Box Hill 3128	Conditions: <i>People living with a disability of all ages.</i> Scope support people with physical, intellectual and multiple disabilities to achieve their goals in life. They offer a range of services to all ages.	8:30am – 5:00pm	Mon to Fri
--	---	-----------------	------------

YMCA Whittlesea

Phone: 9407 6200	Working with people living with a disability to ensure they are given the opportunity to participate in recreational and leisure activities of their choice.	9:00am – 5:00pm	Mon to Fri
----------------------------	--	-----------------	------------

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

EMERGENCY RELIEF

St Vincent De Paul			
Phone: 1300 305 330 Home delivery	Conditions: Call for home visits. Free Food Parcels.	10:00am – 3:00pm	Mon to Fri
Salvation Army Whittlesea City Corps			
Phone: 9436 9200 Cnr. Morang Dr & Fred Hollows Way, Mill Park 3082	Conditions: Appointment necessary. COW residents. Proof of income & Centrelink Health Care Card. Free Food Parcels.	Ring at 9:00am to make appointment. 9:00am – 4:00pm	Tues, Wed & Thurs
Countrywide Community Missions Vic			
Phone: 0411 394 494	Conditions: Call for appointments Monday to Wed between 10am – 4pm. Free Food.	Pick up from 10:00am	Thurs
Encompass Care			
Phone: 9467 6777 31 - 61 McLeans Rd, Bundoora 3083	Conditions: No Appointments necessary. COW residents. Non-perishable food and toiletries.	9:30am – 3:00pm	Tues
		9:30am – 12:30pm	Wed



HANDY HINTS »

The delivery of emergency relief (ER) to the community is not just the provision of food, vouchers or other material aid items. It also involves providing resources and/or information to further assist community members.

Here is a list of some handy resources that can be provided in the delivery of ER when working with the community.



CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

YOUTH (Continued)

Kildonan – Reconnect			
Phone: 8401 0100 188 McDonalds Rd, Epping 3076	Conditions: 12-18 years. This program assists those who are homeless or at risk of homelessness by connecting the youth to family, work, education, training and the local community.	9:00am – 5:00pm	Mon to Fri
Mind Connect			
Phone: 1300 286 463 Carer Helpline: 1300 554 660 Mind Central Office, PO Box 592, Heidelberg 3084	Conditions: Across a range of years dependent on program. Mind offer multiple youth programs and services across Victoria. These include information, outreach, residential services, family & carer services, group support, care coordination, Mind recovery college, psychological services and youth services.	9:00am – 5:00pm	Mon to Fri
YMCA – Youth Services			
Phone: 9407 6200 Head Office Suite 27b, First Floor, 797 Plenty Rd, South Morang 3752	Conditions: Teens. YMCA offer a range of programs to the local LGA. The programs focus on developing leadership, work readiness, peer support, engaging school and creating opportunities to the community.	9:00am – 5:00pm	Mon to Fri

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

EMERGENCY RELIEF (Continued)

North Point Centre			
Phone: 9338 1898 19 Bell St, Preston 3072	Conditions: No appointments necessary. Proof of Centrelink Health Care Card/Concession Card. Free Food Parcels (1 per week).	2:30pm – 4:30pm	Mon to Fri
Whittlesea Community Connections			
Phone: 9401 6666 Shop 111, Epping Plaza, Cnr. High & Cooper Streets, Epping	Conditions: Appointment necessary. COW resident. Proof of ID. Cash Cheque.	Ring at 8:30am on a Monday for ER appointment 9:00am – 5:00pm	Mon to Fri
Whittlesea Ministries Inc. Foodshare			
Phone: 9716 2340 / 0407348599 Whittlesea Uniting Church, 26 Forest St, Whittlesea 3757	Conditions: No appointments necessary. Resident of Whittlesea township, Doreen, Mernda, South Morang, Donnybrook, Kinglake, Flowerdale, YanYean. Fruit, Vegetables, bread, etc.	10:00am – 2:00pm 12:00pm – 2:00pm	Tues Wed

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

FAMILY

Child Protection After Hours Service			
Phone: 13 12 78	For reporting suspected child abuse.	24 hours	7 days
Drummond Street Services			
Phone: 9663 6733 Galada Community Centre 10B Forum Way, Epping North 3076	Outreach and home based support to families within the City of Whittlesea and Wallan.	9:00am – 5:00pm	Mon, Thurs & Fri
		9:00am – 8:00pm	Tues & Wed
Relationships Australia (Victoria)			
Phone: 9431 7777 3/25 - 33 Grimshaw St, Greensborough 3088	Offering services to families inclusive of counselling, family dispute resolution, conciliation, pre-marriage program, early intervention services and relationship skills.	9:00am – 8:00pm	Mon & Wed
		9:00am – 5:00pm	Tue & Thurs
		9:00am – 3:00pm	Fri
Merri Community Health Services			
Phone: 9388 9933 11 Glenlyon Rd, Brunswick 3056	A variety of programs and services available to aged, people living with a disability, youth, carers, adults children and Indigenous people. Some services include activity programs, dietetics, community nursing, podiatry, occupational therapy and counselling.	9:00am – 5:00pm	Mon to Fri

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

YOUTH

Baseline – Youth Services (COW)			
Phone: 9404 8800 Shop MM1 Westfield, Plenty Valley, 415 McDonalds Rd, Mill Park 3082	Conditions: 12-25 years. Baseline has a variety of programs aimed at youth. These programs look at development of skills, supportive environments, family, entertainment and employment.	9:00am – 5:00pm	Mon to Fri
Headspace			
Phone: 8338 0919 Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Rd, Craigieburn 3064	Conditions: 12-25 years. This service offer mental health services, alcohol & drug services, work & study services, youth reference group and youth programs.	9:00am – 5:00pm	Mon to Fri
Hope Street in Whittlesea			
Phone: 9479 0700 (referral thru Haven Home Safe) Unit 1, 55 - 57 Alexander Ave, Thomastown 3074	Conditions: 16-21 years. Hope Street in Whittlesea program offers intensive case management, living skills program and assistance in integration into the community. Specifically addressing youth homelessness.	9:00am – 5:00pm	Mon to Fri

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

WHITTLESEA COUNCIL

City of Whittlesea Council			
Phone: 9217 2170 Fax: 9217 2111 Civic Centre 25 Ferres Blvd, South Morang 3752	Contact point for Council in South Morang. Provides many services for the residents that include: <ul style="list-style-type: none"> • Aged & Disability Services • Community Cultural Development • Community Grants • Families and Young People • Halls and Venues for Hire • Health and Safety • General Information. 	8:30am – 5:00pm	Mon to Fri

WOMEN

Women's Information & Referral Exchange (WIRE)			
Phone: 1300 134 130 372 Spencer St, West Melbourne 3003	Free generalist information, support and referral service run by woman for woman.	9:00am – 5:00pm	Mon to Fri
Women's Legal Service Victoria			
Phone: 8622 0600 Tollfree: 1800 133 302 Level 10, 277 William St, Melbourne 3000	Assisting women experiencing disadvantage who are facing legal issues arising out of relationship breakdown and violence.	6:30pm – 8:30pm	Tues & Thurs

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

FAMILY (Continued)

Victorian Poisons Information Centre			
Phone: 13 11 26	Advice if a person has been poisoned, overdosed, made a mistake with medicine or has been bitten or stung by an animal or insect.	24 hours	7 days
Anglicare Victoria			
Phone: 9412 6133 (Central Office)	Plenty Valley and Preston Anglicare provide in-home support to families living in the LGAs of Whittlesea, Darebin, Banyule, Nillumbik and Yarra.	9:00am – 5:00pm	Mon to Fri
Annecto – the people network			
Phone: 9386 5686 215 - 217 Sydney Rd, Coburg 3058	Work with people with disabilities, older people, families and carers who want advice, advocacy and support. Personal services to help maintain a safe and comfortable quality of living at home.	9:00am – 5:00pm	Mon to Fri

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

FAMILY VIOLENCE

Berry Street			
Phone: 9450 4700	For reporting suspected child abuse.	24 hours	7 days
Intouch			
Phone: 1800 755 988	Services, programs and responses to issues of family violence in CALD communities.	24 hours	7 days
Safe Steps			
Phone: 1800 015 188	No cost range of professional support services for women and children experiencing family violence.	24 hours	7 days
Salvation Army: Crossroads Family Violence Service			
Phone: 9353 1011 2/828 Sydney Rd, North Coburg 3058	Working with youth and families experiencing family violence. Provision of intervention, outreach, case management, counselling and referral.	9:00am – 5:00pm	Mon to Fri
Sexual Assault Crisis Line			
Phone: 1800 806 292	After-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.	5:00pm – 9:00am	Mon to Fri
		24hours	Weekends & Public Holidays
Victorian Police			
Phone: 000	Addressing the immediate safety of those experiencing family violence.	24 hours	7 days

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

MIGRANT, REFUGEE & ASYLUM SEEKERS (Continued)

Refugee & Immigration Legal Centre (RILC)			
Phone: 9413 0100 (Advice Line) Level 6, 20 Otter St, Collingwood 3066	Works with children, women and men who are lawfully living in the community awaiting an outcome on their refugee or humanitarian protection claim, but who face destitution without community support.	10:00am – 2:00pm	Wed
Asylum Seeker Resource Centre (ASRC)			
Phone: 9326 6066 214 - 218 Nicholson St, Footscray 3011	Works with children, women and men who are lawfully living in the community awaiting an outcome on their refugee or humanitarian protection claim, but who face destitution without community support.	10:00am – 5:00pm	Mon to Fri
Life without Barriers			
Phone: 8405 4400 Shop 5, 560 - 610 High St, Epping 3076,	Works with children, women and men who are lawfully living in the community awaiting an outcome on their refugee or humanitarian protection claim, but who face destitution without community support.	9:00am – 5:00pm	Mon to Fri
Red Cross			
Phone: 8346 8334 North Melbourne Hub 23 - 47 Villiers St, North Melbourne 3051	Migrant Resource Centre that can help with on the spot migration needs. Can walk in or phone.	9:30am – 4:30pm	Mon to Fri

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

MEN

Kildonan (Men's behaviour change program)			
Phone: 9457 0500 Freecall: 1800 002 992	Working with men who use abusive behaviours and changing these behaviours.	9:00am – 5:00pm	Mon to Fri
Men's Referral Service			
Phone: 9428 2899 Freecall: 1800 065 973	For men with concerns about their own violence/abuse in the home.	12:00pm – 9:00pm	Mon to Fri
Plenty Valley Community Health (Men's behaviour change program)			
Phone: 9409 8787 187 Cooper St, Epping 3076	Support group in changing abusive behaviours.	9:00am – 5:00pm	Mon to Fri

MIGRANT, REFUGEE & ASYLUM SEEKERS

AMES			
Phone: 13 AMES (13 2637)	AMES offer multiple support programs for asylum seekers across Victoria.	9:00am – 5:00pm	Mon to Fri

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

GOVERNMENT

Centrelink			
Self Service Line: 136 240 Retirement Services: 132 300 Disability, Sickness and Carers: 132 717 Youth and Student Services: 132 490 ABSTUDY: 132 317 Refugees: 132 850	Government agency delivering payments and services to people at times of major change.	8:00am – 5:00pm	Mon to Fri

HEALTH

Northern Hospital			
Phone: 8405 8000 Fax: 8405 8524 185 Cooper St, Epping 3076	Multiple medical services and 24 hour emergency department.	Emergency department open 24 hours and is free. All other services please call for times	

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

HEALTH (Continued)

EACH Social & Community Health			
Phone: 1300 00 3224	EACH offers a rang of services for health & clinical, counselling, disability, child & family, youth, employment, older adults, mental health and Aboriginal health. COW may not be eligible for some services.	9:00am – 5:00pm	Mon to Fri
Mind			
Phone: 1300 286 463	Mind Victoria services include information & advice, residential services, dual disability residential services, family & carer support, group support, care coordination, Mind Recovery College, psychological services and youth services.	9:00am – 5:00pm	Mon to Fri
NEAMI – Thomastown			
Phone: 9464 6455 Referrals: 1300 785 358 8 Main St, Thomastown 3074	Conditions: <i>People living with a mental health issue.</i> Neami Thomastown offers community outreach support, community and group programs, homelessness and housing support.	8:30am – 5:00pm	Mon to Fri
National Home Doctor Service			
Phone: 137425	Conditions: Bulk billing. After hours GP Home visits.	From 6pm	Mon to Fri
		From 12pm	Sat
		All day	Sun & Public Holidays

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

MEALS

Mill Park Baptist Church			
Phone: 9436 8797 11 Morang Dr, Mill Park 3082	Conditions: <i>No Appointments necessary.</i> Free Meal.	1:00pm – 3:00pm	Every Sat
Plenty Valley Church Community Meals Kitchen			
Phone: 0409 354 633 9 Danaher Dr, South Morang 3752	Conditions: <i>No Appointments necessary.</i> Free Meal.	11:00am – 5:00pm	Every Tues
St Vincent De Paul			
Lalor Living & Learning Centre 47a French St, Lalor 3075	Conditions: <i>No Appointments necessary.</i> Free Meal.	10:00am – 1:00pm	Thurs

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

LEGAL

Legal Aid			
Phone: 1300 792 387	Provides assistance to people with legal problems in areas of criminal law, family law and some civil law matters.	8:45am – 5:15pm	Mon to Fri
Whittlesea Community Connections – Community Legal Service			
Phone: 9401 6655 Shop 111 Epping Plaza Cnr. Cooper & High St, Epping 3076	Provision of legal advice to the residents of the City of Whittlesea.	9:00am – 5:00pm	Mon to Fri

LGBTIQ

Rainbow Project (Baseline / City of Whittlesea)			
Phone: 9404 8800 Shop MM1 Westfield, Plenty Valley, 415 McDonalds Rd, Mill Park 3082	Conditions: <i>LGBTIQ Youth.</i> Safe and supportive environment for the LGBTIQ community. Making new friends and learning new skills.	8:30am – 5:00pm	Mon to Fri
Switchboard			
Phone: 1800 184 527	Free, confidential and anonymous telephone counselling, referral and information service for LGBTIQ communities and supporters.	3:00pm – 12:00 midnight	Mon to Fri

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

HEALTH (Continued)

Plenty Valley Community Health Centre			
Allied Services: 9409 8787 Dental Services: 9409 8766 Fax: 9408 9508 The Northern Hospital Site 187 Cooper St, Epping 3076	Various Allied Services & Dental Services.	8:30am – 5:00pm	Mon, Tues, Thurs & Friday
		8:30am – 8:00pm	Wed
		8:30am – 12:00pm	Sat

HOUSING SERVICES

Aboriginal Housing Victoria			
Phone: 9403 2100 Fax: 9403 2122 125 - 127 Scotchmer St, Fitzroy North 3068	Providing housing and support services to Aboriginal, Indigenous & Torres Strait Island people.	8:30am – 4:30pm	Mon to Fri
Haven Home Safe			
After hours – Phone: 1800 825 955 Normal hours – Phone: 9479 0700 2 - 56 Mary St, Preston 3072	Conditions: <i>Any individuals/families requiring housing assistance in the municipalities of Whittlesea, Darebin, Banyule and Nillumbik.</i> Provide a range of housing services across the North East Region of Melbourne including some transitional and long term tenancy management.	9:00am – 5:00pm	Mon to Fri

CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

HOUSING SERVICES (Continued)

HomeGround Services			
Phone: 1800 048 325 9288 9611 Fax: 9288 9602 68 Oxford St, Collingwood 3066	Providing housing and support services around Melbourne.	9:00am – 5:00pm	Mon to Fri
Housing Choices Australia			
Phone: 1300 312 447 Level 4, 333 Queen St, Melbourne 3000	Providing housing and support services and affordable housing.	9:00am – 5:00pm	Mon to Fri
Office of Housing (DHS) – North West Region			
Phone: 1300 664 977 679 - 685 High St, Preston 3072	Public housing provider.	9:00am – 5:00pm	Mon to Fri
Tenants Union			
Phone: 9416 2577 Ground Floor, 55 Johnston St, Fitzroy 3065	Providing housing advice.	9:00am – 4:00pm	Mon, Tues, & Thurs
Women's Housing Limited (WHL)			
Phone: 9716 2340 / 0407348599 Whittlesea Uniting Church, 26 Forest St, Whittlesea 3757	Effective provision of specialist housing services for women. Initial assessment and planning and support services in regards to housing.	9:00am – 5:00pm	Mon to Fri

CONTACT DETAILS	SERVICE	HRS OF OPERATION AND HOW SUPPORT IS ORGANISED	DAYS OF OPERATION
-----------------	---------	---	-------------------

INDIGENOUS

Aboriginal Housing Victoria			
Phone: 9403 2100 Narrandjeri House 125 - 127 Scotchmer St, Fitzroy North 3068	To provide and assist Aboriginal and Torres Strait Islander people with housing.	8:30am – 4:30pm	Mon to Fri
Victorian Aboriginal Child Care Agency (VACCA)			
Phone: 9480 7300 273 High St, Preston 3072	Aboriginal community controlled organisation advocating for the rights of Aboriginal children, young people and families. Provision of programs and services that reinforce Aboriginal culture and promote best parenting practices.	9:00am – 5:00pm	Mon to Fri

INTERPRETERS

Translating and Interpreting Service (TIS National)			
Phone: 131 450	For information translated into your language. Over 160 languages.	24 hours	7 days