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Active (Hyperactive Children's Association of Victoria)

Attention Deficit Hyperactivity Disorder Support & Information (ADD/ADHD)

Address: 2nd Floor, Ross House, 247-251 Flinders Lane, MELBOURNE 3000

Contact person: President, Adele Lovie

Phone: (03) 9650 2570

Email: active@vicnet.net.au

Website: www.vicnet.net.au/~active

Service Description:

Telephone support, information and personal support for adults, young people and children with Attention Deficit Hyperactivity Disorder and for their families or carers. Community education is conducted about the disability, library resources and newsletters are provided and books and resources are available for sale. Contacts for local groups are available.

Service Details:

AVAILABILITY: Meetings are held on the second Tuesday of even-numbered months, from 7.30pm to 9.30pm, at Ross House.

OFFICE HOURS: Irregular hours, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: State-wide.

ANNUAL MEMBERSHIP: Individuals, \$22; pensioners, \$11; organisations, \$48.50

REFERRAL: Self.

AIDS, Hepatitis & Sexual Health Line

AIDSLINE (Sexual Health & HIV/AIDS Telephone Counselling)

Postal: PO Box 96, CARLTON SOUTH 3053

Contact person: Duty Worker

Phone: (03) 9347 6099

Free STD call: 1800 133 392

Fax: (03) 9347 6299

Email: aidshep@vicnet.net.au

Website: www.aidshep.org.au

Service Description:

Confidential, anonymous, telephone counselling on HIV/AIDS and general sexual health.

Service Details:

AVAILABILITY: 9.00am to 10.00pm, Mon to Fri, including public holidays; 9.00am to 11.00am & 6.00pm to 8.00pm, Sat & Sun; hours may be dependent on the availability of volunteer counsellors.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Hepatitis Helpline

Contact person: Duty Worker

Service Description:

Confidential, anonymous, telephone health advice, counselling, information and referral to appropriate services and testing centres specifically for hepatitis.

A community education outreach program provides presentations to secondary schools, work places and community groups.

Service Details:

AVAILABILITY: 9.00am to 10.00pm, Mon to Fri, including public holidays; 9.00am to 11.00am &



6.00pm to 8.00pm, Sat & Sun; hours may be dependent on the availability of volunteer counsellors.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Australian Community Support Organisation (ACSO)

Disability Program

Address: 357A Spencer Street, WEST MELBOURNE 3003

Postal: PO Box 14278, MELBOURNE CITY MAIL CENTRE 8001

Contact person: Program Manager, Kathy Arentz

Phone: (03) 9320 4000

Fax: (03) 9348 9182

Email: acso@acso.com.au

Website: www.acso.com.au

Service Description:

A residential and outreach support service for adults and young people who have been involved with the criminal justice system, are 18 years old or over and have complex behavioural difficulties or psychiatric or intellectual disabilities.

Regional accommodation in various metropolitan and rural locations is provided for people with psychiatric or intellectual disabilities who display dangerous or challenging behaviour.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Human Services.

Forensic Mental Health Program

Contact person: Program Manager, Mr Aiden Fahey

Service Description:

A residential and outreach support service for adults and young people who have been involved with the criminal justice system, are 18 years old or over and suffer psychiatric disabilities, have complex behavioural problems and are homeless or at risk of homelessness.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self, family, community agency or government agency.

Personal Support Program (PSP)

Contact person: Program Manager, Robb Ritchens

Service Description:

Aids young people and adults who are deemed at risk or in need of high level support resulting from disabilities, psychiatric conditions, criminal justice issues or drug and alcohol problems.

The Program provides psychological counselling, personal & practical support, referral & advocacy, outreach activities and case management to reduce social isolation and help participants enter the workforce & community.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Centrelink occupational psychologist.



Australian Psychological Society (APS)

Psychologist Referral Service

Address: Level 11, 257 Collins Street,
MELBOURNE 3000

Postal: PO Box 38 Flinders Lane Post Office,
MELBOURNE 8001

Contact person: Duty Worker

Phone: (03) 8662 3300

Free STD call: 1800 333 497

Fax: (03) 9663 6177

Email: contactus@psychsociety.com.au

Website: www.psychsociety.com.au

Service Description:

Provides telephone referral to counselling by appropriate APS member psychologists in private practice and low-cost university psychology clinics.

Service Details:

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Referral is free.

MEMBERSHIPS: Inquire

Bouverie Centre

Family Therapy

Address: 50 Flemington Street, FLEMINGTON
3031

Contact person: Reception

Phone: (03) 9376 9844

Fax: (03) 9376 9890

Email: bouverie.centre@latrobe.edu.au

Website: www.latrobe.edu.au/bouverie/

Service Description:

General family therapy and counselling are provided and specialist teams dealing with schizophrenia, sexual abuse, serious psychiatric disabilities and acquired brain injury are available.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary.

REFERRAL: Self.

ASSESSMENT: Interview by an Intake Worker.

Hep C & HIV/AIDS Counselling

Contact person: Reception

Service Description:

The Positive Counselling Team provides individual counselling for young people hepatitis C or HIV/AIDS infected or affected.

Service Details:

AVAILABILITY: Counsellors are available on Fridays only.

Appointments necessary.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Cancer Council Victoria

Cancer Helpline

Address: 1 Rathdowne Street, CARLTON 3053

Contact person: Nurse Counsellor

Phone: (03) 9635 5000

Phone 2: 13 1120



Fax: (03) 9635 5360

Email: cis@cancervic.org.au

Website: www.cancervic.org.au

Service Description:

A telephone information service for health professionals, students and the general public on specific types of cancer.

Nurse counsellors offer one-off counselling for people affected by cancer, for their friends and their families.

Referrals are made to support groups and other community resources and to trained volunteer visitors, if requested, through the Breast Cancer Support Services program for women.

Information is also available on cancer prevention and early detection.

Information for employers about resources for the workplace, information and education for health professionals and speakers for groups are also provided.

Service Details:

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

CARE RING, Your Crisis Line

Crisis Telephone Counselling

Postal: PO Box 33, NORTH MELBOURNE 3051

Contact person: Telephone Counsellor

Phone: 13 6169

Administration & Team Leader: (03) 9326 8522

Fax: (03) 9329 8826

Email: enquiries@carering.org.au

Website: www.carering.org.au

Service Description:

A twenty-four-hour telephone counselling, information and referral service available to children, young people, adults, families and the aged.

Presenting problems include loneliness, stress, depression, loss and grief, child abuse, violence in relationships, drug or alcohol abuse, suicidal thoughts, psychiatric illness or disability and family and relationship problems.

Service Details:

AVAILABILITY: Twenty-four hours, seven days a week.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Local telephone call in Victoria.

REFERRAL: Self.

Carlton/Fitzroy Financial Counselling Service

Outreach Service

Address: 22 Pitt Street, CARLTON 3053

Contact person: Financial Counsellor

Phone: (03) 9349 2562

Fax: (03) 9348 2011

Email: cffcs@labyrinth.net.au

Service Description:

A financial counselling outreach service is available from the Fitzroy Legal Service. Referrals and appointments are made at the Fitzroy Legal Service on (03) 9419 3744.

Service Details:

AVAILABILITY: Tuesdays & Thursdays.

Appointments necessary. Waiting list applies.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.



Centre Against Sexual Assault, CASA House

Sexual Assault Crisis Care

Address: 270 Cardigan Street, CARLTON 3053

Contact person: Duty Worker

Phone: (03) 9344 2210

After hours: (03) 9347 3066

Fax: (03) 9347 1505

Email: casa@rwh.org.au

Website: www.casahouse.casa.org.au

Service Description:

Twenty-four-hour crisis counselling and support, and coordination of medical and legal services if requested for female and male young people and adults 17 years old and over who are recent victims of sexual assault.

Telephone counselling, support, advice and information; an after-hours, State-wide counselling service; and follow-up gynaecological care including testing for sexually transmitted diseases are available to recent or past victims or survivors of sexual assault.

Interpreters are available.

Consultations for professionals seeking advice on sexual assault and advice on medical and legal options and support for family and friends of victims are also offered.

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

After-hours rural telephone: 1800 806 292

TTY: (03) 9349 2466

COST TO CLIENTS: Nil.

REFERRAL: Self.

Centre for Adolescent Health

Clinical Services

Address: William Buckland House, 2 Gatehouse Street, PARKVILLE 3052

Contact person: Duty Worker

Phone: (03) 9345 5890

Fax: (03) 9345 6502

Email: denise.spence@rch.org.au

Website: www.rch.org.au/cah

Service Description:

General and specialist clinical services provide health care for children and young people 10 to 24 years old.

Clinical services include the following:

Access, a state-wide telephone referral service for health workers, teachers, young people and parents.

An assessment service, with some psychiatric & counselling services, is available for young people with medical and/or emotional and behavioural problems.

Specialist clinics including a Young People's Asthma Clinic, a Healthy Eating Clinic and a Young Women's Health Clinic.

The Adolescent Unit at the Royal Children's Hospital provides inpatient hospital care.

The centre provides outreach health clinics in the city, through FrontYard, for young people who are homeless or socially disadvantaged.

Service Details:

AVAILABILITY: Access telephone referral service, 10.00am to 12noon, Mon to Fri.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, parent, community youth service, school or general medical practitioner.



Community Peer Support Programs

Contact person: Peer Support Worker

Service Description:

Three adolescent support programs are provided.

ChIPS (Chronic Illness Peer Support), a support program for children and young people who have continuing illnesses that affect them throughout their lives, such as arthritis, colitis, epilepsy, diabetes, cystic fibrosis, asthma, haemophilia or cancer.

PATS (Paying Attention to Self), for young people 13 to 18 years old who have a parent or sibling with a mental illness.

CHAT (Confident, Happy Adolescents Talking), a social skills peer support program for young people 13 to 17 years old.

Active-8, a peer support program for overweight adolescents 13 to 17 years old and for their parents.

18-Plus, a continuing therapy group for young people and adults 18 years old and over experiencing emotional, social or mental health concerns, to assist their transition into adulthood.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Clarendon Clinic

Psychiatric Assessment & Treatment

Address: 52 Albert Street, EAST MELBOURNE 3002

Contact person: Reception

Phone: (03) 9417 5696

Inquiries & 24-hour Psychiatric Triage,

Emergency Department: 1300 558 862

Fax: (03) 9417 1231

Website: www.svhm.org.au

Service Description:

Assessment, crisis intervention and referral to the Crisis Assessment & Treatment (CAT) Team where appropriate, for young people and adults 18 to 65 years old with psychiatric disorders.

Psychiatric assessments are conducted at the clinic or in clients' homes.

Continuing treatment, counselling and support are provided for clients with serious psychiatric disorders.

As the clinic only deals with people with serious psychiatric disorders, clients are referred to other appropriate services if they do not meet the Clinic's criteria.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Abbotsford, Collingwood, Fitzroy, Richmond, East Melbourne, parts of Clifton Hill & Fairfield; small area of Alphington & Carlton.

COST TO CLIENTS: Nil.

REFERRAL: Self or medical.

ASSESSMENT: At first visit.

Dignity Financial Counselling Service

Financial Counselling

Address: Doutta Galla Community Health Service, 12 Gower Street, KENSINGTON 3031

Postal: 25 Norwood Crescent, MOONEE PONDS 3039

Contact person: Doutta Galla Community Health Service, for appointments

Phone: (03) 9376 0523



Dignity Financial Counselling Service,

Moonee Ponds: (03) 9376 0522

Fax: (03) 9326 0951

Email: dignity@infoxchange.net.au

Service Description:

Provides information and support for individuals, families and groups of consumers who are experiencing debt problems. Provides advice on debt management, negotiating with creditors and budgeting. Information on bankruptcy, credit laws and government assistance is available.

Service Details:

AVAILABILITY: 9.00am to 5.00pm, Mon & Thur.
Appointments necessary.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Flemington, Kensington, North Melbourne, West Melbourne & parts of the City of Moonee Valley.

COST TO CLIENTS: Nil.

REFERRAL: Self.

ASSESSMENT: At first visit.

Dignity Financial Counselling Service

Financial Counselling

Address: Tenants' Union of Victoria, 12 Holland Court, FLEMINGTON 3031

Postal: 25 Norwood Crescent, MOONEE PONDS 3039

Contact person: Financial Counsellor

Phone: (03) 9326 0522

Fax: (03) 9326 0951

Email: dignity@infoxchange.net.au

Service Description:

Provides information and support for individuals, families and groups of consumers who are

experiencing debt problems. Provides advice on debt management, negotiating with creditors and budgeting. Information on bankruptcy, credit laws and government assistance is available.

Service Details:

AVAILABILITY: 9.00am to 4.00pm, Tuesdays.
Appointments necessary.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Flemington, Kensington, North Melbourne, West Melbourne & Niddrie.

COST TO CLIENTS: Nil.

REFERRAL: Self.

ASSESSMENT: At first visit.

Doutta Galla Community Health Services, Kensington Centre

Financial Counselling

Address: 12 Gower Street, KENSINGTON 3031

Contact person: Reception

Phone: (03) 9376 0523

Fax: (03) 9372 1558

Email: info@dgchs.com.au

Website: www.dgchs.com.au/

Service Description:

Provides information and support for individuals, families and groups of consumers who are experiencing debt problems. Advice on debt management, negotiating with creditors and budgeting. Information on bankruptcy, credit laws and government assistance is also available.

The service is provided by Dignity Financial Counselling Service.

Interpreters are available by prior arrangement.

Service Details:

AVAILABILITY: 9.00am to 5.00pm, Mon & Thur.



OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

CATCHMENT AREA: Flemington, Kensington, North Melbourne, West Melbourne & parts of the City of Moonee Valley.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Generalist Counselling

Contact person: Reception

Service Description:

Provides counselling, support and referral for a range of personal and family problems.

Interpreters are available by prior arrangement.

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: \$6.50 per session for low-income families; \$10 for medium-income families; fee-for-service for high-income families.

Clients will not be disadvantaged through inability to pay.

AVAILABILITY: Appointments necessary.

REFERRAL: Self.

Drummond Street Relationship Centre

Relationship Counselling

Address: 195 Drummond Street, CARLTON 3053

Contact person: Duty Worker

Phone: (03) 9663 6733

Fax: (03) 9639 3363

Email: enquiries@drummond.org.au

Website: www.drummondstreet.com.au

Service Description:

The service provides marriage, relationship and family counselling and cultural & ethnic issues counselling. The service is provided for individuals, couples, families, young & adolescent children and gay men and lesbians with relationship problems.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Sliding scale according to income.

\$20 charge for after-hours appointments.

AVAILABILITY: Appointments necessary. Evening appointments are available.

REFERRAL: Self.

ASSESSMENT: At first visit.

Financial & Consumer Rights Council

Referral Services

Address: Level 1, Ross House, 247 Flinders Lane, MELBOURNE 3000

Contact person: Referral & Administrative Officer, Chris McAleer

Phone: (03) 9663 2000

Free STD call: 1800 134 139

Fax: (03) 9663 7677

Email: fcrc@vicnet.net.au

Website: www.vicnet.net.au/~fcrc

Service Description:

The council provides referrals for low-income and vulnerable consumers to financial counsellors and/or consumer support workers.



Service Details:

AVAILABILITY: 10.00am to 4.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Nil.

FORWARDS

State Wards Support Group

Address: Adoption Information Service, 589 Collins Street, MELBOURNE 3001

Postal: PO Box 155, CARLTON SOUTH 3053

Contact person: Duty Worker

Phone: (03) 9616 2822

Fax: (03) 9616 2833

Service Description:

Provides self-help and referral services and practical and emotional support for former and current wards of State. Assistance is also provided in finding personal and wardship files.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

Gatehouse Centre for Assessment & Treatment of Child Abuse

Child Abuse Assessment

Address: 5th Floor, South East Building, RCH, Flemington Road, PARKVILLE 3052

Contact person: Duty Worker

Phone: (03) 9345 6391

After-hours emergency assessment:

(03) 9345 5522

Fax: (03) 9345 6453

Email: gatehouse.centre@rch.org.au

Service Description:

Assessment for infants, children and young people 0 to 16 years old who have suffered any form of abuse including sexual abuse, physical injury, neglect or emotional abuse. After-hours emergency assessment is available.

Service Details:

AVAILABILITY: Twenty-four hours a day, seven days a week.

According to need.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Child Abuse Counselling

Contact person: Duty Worker

Service Description:

Counselling and long-term treatment for 0 to 16 year old infants, children and adolescents who have suffered any form of abuse including sexual abuse, physical injury, neglect or emotional abuse.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western Metropolitan DHS Region.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self, community agency or within agency.



Child Abuse Medical Examination

Contact person: Duty Worker

Service Description:

Medical examination for 0 to 16 year old infants, children and adolescents who have suffered any form of abuse including sexual abuse, physical injury, neglect or emotional abuse.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.
CATCHMENT AREA: Western Metropolitan DHS Region.
COST TO CLIENTS: Nil.
AVAILABILITY: According to need.
REFERRAL: Self or agency.

Child Abuse Outreach Services

Contact person: Duty Worker

Service Description:

Outreach support including counselling and assessment is provided for 0 to 16 year old infants, children and adolescents who have suffered any form of abuse including sexual abuse, physical injury, neglect or emotional abuse.

Service Details:

LOCATIONS:
Dianella Community Health, Broadmeadows Centre, 35 Johnston Street, Broadmeadows.
Family Planning Action Centre, 277 Flinders Lane, Melbourne.
Djerawarra, Melton Community Health Centre, High Street, Melton; telephone, (03) 9747 0700
OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.
CATCHMENT AREA: Western Metropolitan DHS Region.
COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or agency.

Information & Referral on Child Abuse

Contact person: Duty Worker

Service Description:

Information and referral to appropriate agencies for 0 to 16 year old infants, children and adolescents who have suffered any form of abuse including sexual abuse, physical injury, neglect or emotional abuse.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.
CATCHMENT AREA: Western Metropolitan DHS Region.
COST TO CLIENTS: Nil.
AVAILABILITY: According to need.
REFERRAL: Self.

Inner West Area Mental Health Service (IWAMHS)

Continuing Care Team

Address: 2nd Floor, 641 Mount Alexander Road, MOONEE PONDS 3039

Contact person: Manager, Ms Gail Bradley

Phone: (03) 9377 3400

After-hours Psychiatric Triage, Royal Melbourne Hospital: (03) 9342 2333

Fax: (03) 9375 7211

Service Description:

Provides continuing assessment and treatment through a case management system for people with psychiatric disabilities.

A twenty-four-hour crisis service is available.



Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Triage via self, agency or medical.

Crisis Assessment & Treatment Services (CAT)

Contact person: Duty Worker

Service Description:

Crisis Assessment & Treatment (CAT) services provide twenty-four-hour, seven-day-a-week, outreach assessment and treatment service for those who, in the acute phase of their mental illness, would otherwise be admitted to hospital. The service reduces admissions, facilitates early discharge and provides acute, community-based treatment.

Service Details:

AVAILABILITY: Seven days a week.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

REFERRAL: Triage via self, agency or medical.

Eating Disorders Program

Contact person: Duty Worker

Service Description:

Provides health assessment and treatment for adults suffering from bulimia or anorexia nervosa.

Service Details:

LOCATION: Level 1, John Cade Building, Royal Melbourne Hospital, Parkville.

OFFICE HOURS: Twenty-four hours, seven days a week.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

REFERRAL: Triage via self, agency or medical.

Mobile Support & Treatment Services (MST)

Contact person: Duty Worker

Service Description:

Mobile services provide intensive long-term support for adults with substantial and prolonged severe mental illness and associated disabilities. Services assist adults living in the community and those living in special residential services and boarding homes.

Extended after-hours services are available seven days a week.

Service Details:

AVAILABILITY: Seven days a week.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

REFERRAL: Triage via self, agency or medical.

Waratah Homeless Outreach Psychiatric Services

Contact person: Duty Worker

Service Description:

Provides psychiatric outreach services to homeless people including those in inner-city emergency night shelters and private hotels and those sleeping on the streets. Services are also provided to agencies working with the homeless.

After-hours services are available.



Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Triage via community or government agency.

Lifeline, Melbourne

Lifeline Telephone Counselling

Address: 148 Lonsdale Street, MELBOURNE 3000

Contact person: Local call to nearest Lifeline Centre

Phone: 13 1114

Administration: (03) 9662 1677

Fax: (03) 9663 1135

Email: lifelineadmin@wesley.org.au

Website: www.wesley.org.au/lifeline

Service Description:

A twenty-four-hour crisis telephone counselling, information and referral service available nationally that provides an immediate and confidential opportunity to discuss a problem or emergency.

The service responds to callers of all ages with a wide range of concerns and emergencies including matters relating to relationships, domestic violence, family matters, youth issues, child abuse, depression & anxiety, loneliness, unemployment, grief, problems at work or school, homelessness, money worries, drug & alcohol problems and suicide.

A particular focus is suicide prevention with an emphasis on young people and men.

Training and consultancy services are offered on a fee-for-service basis to workers in the field.

Service Details:

AVAILABILITY: Twenty-four hours, seven days a week.

Statewide Suicide Helpline Victoria, 1300 651 251

CATCHMENT AREA: State-wide.

LifeWorks Relationship Counselling & Education Services

Relationship Counselling

Address: Level 5, 227 Collins Street, MELBOURNE 3000

Contact person: Duty Worker

Phone: (03) 9654 7360

Fax: (03) 9650 8440

Email: lifeworks@lifeworks.com.au

Website: www.lifeworks.com.au

Service Description:

Counselling is provided for relationship difficulties, separation & divorce, violence in relationships, workplace problems including retrenchment & retirement, life change, loss & bereavement and personal adjustment.

Parenting issues include development of parenting skills, bringing up teenagers, new parenthood and step-family adjustment.

Service Details:

AVAILABILITY: 9.00am to 8.00pm, Mon, Tue & Wed; 9.00am to 7.00pm, Thur; 9.00am to 5.00pm, Fri.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: A sliding scale according to income and ability to pay. (\$1.50 per \$1,000 gross annual income, negotiable)

REFERRAL: Self or agency.



Macaulay Program

Common Ground Day Program

Address: 115 Melrose Street, NORTH
MELBOURNE 3051

Contact person: Coordinator

Phone: (03) 9328 5711

Fax: (03) 9328 5744

Email: macaulay.outreach@infoxchange.net.au

Service Description:

A day program for adults and young people 16 years old and over with psychiatric disabilities. Drop-in, structured activities and individual support are provided.

Service Details:

LOCATION: 14 Epsom Road, Kensington.

AVAILABILITY: Drop-in, 1.00pm to 3.30pm, Mon, Wed & Fri.

Contact Common Ground for details of structured activities.

Transport can be arranged.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil for most activities.

REFERRAL: Self, family, carer, agency or medical.

Inner West Community Connections

Contact person: Coordinator, Dawn Humrich

Service Description:

An assertive outreach program for people in low-cost housing or for homeless people with complex needs who are experiencing difficulty in gaining access to services. The program assists people with psychiatric or intellectual disabilities,

acquired brain injury and alcohol & drug abuse problems.

Assistance with accessing a wide range of services is available.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, carer, agency or medical.

Outreach Support

Contact person: Coordinator

Service Description:

Provides outreach support and psychosocial rehabilitation for adults and young people 16 years old and over with psychiatric disabilities.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, carer, agency or medical.

Supported Housing

Contact person: Coordinator

Service Description:

Individual support provides psychosocial rehabilitation and development of independent living skills for adults and young people 17 years old and over with psychiatric disabilities.

Supported accommodation is provided in twenty-six flats and six houses in a suburban setting.



Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil, support service. Public housing rental applies.

REFERRAL: Self, family, carer, agency or medical.

Youth Rehabilitation Service (Rocket Program)

Contact person: Coordinator, Judy Walter

Service Description:

Provides rehabilitation for young people 16 to 24 years old living in the Western region and experiencing mental health problems. The service assists clients to gain the skills and resources they need to live independently.

Service Details:

LOCATION: Moonee Valley Family Support Service, 2/75 Bulla Road, Essendon.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, carer, agency or medical.

Men's Line Australia

Telephone Counselling

Postal: PO Box 33, NORTH MELBOURNE 3051

Contact person: Telephone Counsellor

Phone: 1300 789 978

Administration: (03) 9326 8522

Fax: (03) 9329 8826

Email: talkitover@menslineaus.org.au

Website: www.menslineaus.org.au

Service Description:

Provides a twenty-four-hour telephone counselling, information and referral service for men with family and relationship concerns.

Service Details:

AVAILABILITY: Twenty-four hours, seven days a week.

CATCHMENT AREA: Australia-wide.

COST TO CLIENTS: Cost of a local telephone call from anywhere in Australia.

Mental Health Legal Centre

Education Worker

Address: Level 4, 520 Collins Street, MELBOURNE 3000

Contact person: Reception

Phone: (03) 9629 4422

Fax: (03) 9614 0488

Email: Mental_HealthVIC@fcl.fl.asn.au

Website: www.vicnet.net.au/~mhlc

Service Description:

The education worker provides information to tertiary institutions, clients and community groups on the legal rights of people with mental illnesses.

Service Details:

OFFICE HOURS: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self, community group or tertiary institution.



Legal Advocacy

Contact person: Reception

Service Description:

The Mental Health Legal Centre provides a legal advocacy service for people with psychiatric disabilities. Issues include discrimination, crimes compensation, guardianship, family & criminal law, health problems, freedom of information, child welfare law, mental health review board, administration board hearings and some civil litigation.

Services are also provided for people who have had a mental illness or have been in contact with a mental health service.

Service Details:

OFFICE HOURS: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

ASSESSMENT: At first contact.

Telephone Advice Service

Contact person: Reception

Service Description:

Legal advice is given by telephone on a range of issues for people with psychiatric disabilities.

Services are also provided for people who have had a mental illness or have been in contact with a mental health service.

Service Details:

AVAILABILITY: Information service, 3.00pm to 5.00pm, Mon, Wed & Fri.

OFFICE HOURS: 9.00am to 1.00pm & 2.00pm to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Moonee Valley Psychiatric Disability Services (Boomerang Club)

Getting Together Program (HACC)

Address: 34 Wilson Street, MOONEE PONDS 3039

Contact person: Program Worker, Anna Lelli or Viv Neil

Phone: (03) 9370 5233

Fax: (03) 9326 0476

Email: boomerang@mccc.vic.gov.au

Website:

www.mooneevalley.vic.gov.au/services/psychiatric.asp

Service Description:

Provides social activities and support for people 50 years old and over with emotional issues and psychiatric disabilities.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Psychosocial Rehabilitation

Contact person: Duty Worker

Service Description:

The Boomerang Club provides psychosocial rehabilitation and support for adults with psychiatric disabilities including a drop-in centre for regular users and structured self-development, recreational & leisure activities.

Activities include social support, individual support & counselling, recreation, relaxation, exercise, consumer participation, skills development, a program for people aged over fifty (The Getting



Together Project which includes a group for members of the Italian ethnic community), a drug & alcohol recovery group, an arts group, drama group, parenting group and carers' support group.

Service Details:

AVAILABILITY: 10.00am to 3.00pm, Mon, Tue, Thur & Fri; 6.00pm to 8.00pm, Wed.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS: Evidence of psychiatric disability.

Narcotics Anonymous

Narcotics Anonymous Help Line

Postal: GPO Box 2470V, MELBOURNE 3001

Contact person: Duty Worker

Phone: (03) 9525 2833

Email: navic@vicnet.net.au

Website: www.vicnet.net.au/~navic

Service Description:

Narcotics Anonymous is a fellowship of recovering addicts who meet regularly to help each other stay drug free and build a new way of life. Some regular meetings are targeted to specific groups including women and the gay male & lesbian community.

Service Details:

AVAILABILITY: There are 50 daytime & evening meetings held each week in various metropolitan locations & 27 in country locations. Details are available by telephoning the Help Line or by visiting the web page.

Regular daytime meetings in metropolitan Melbourne include the following.

12noon, Tue & Thur; 7.30pm, Sat, 5 Ellingworth Parade (next door to The Barn), Box Hill.

12noon, Mon, Wed & Fri; 7.00pm, Tue, The Pavilion, 326 Church Street, Richmond.

12noon, Tue, Thur & Sat, The Cathedral, 14 Acland Street, St Kilda.

12noon, Sun; 7.00pm, Mon, Community Health Centre (at rear), 18 Mitford Street, St Kilda.

OFFICE HOURS: Some days & most evenings, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Nil.

REFERRAL: Self.

North Yarra Community Health, Carlton North Centre

Counselling & Casework

Address: 622 Lygon Street, CARLTON NORTH 3054

Contact person: Duty Worker or Caseworker

Phone: (03) 9349 7333

Fax: (03) 9349 7300

Website: www.nych.org.au

Service Description:

Staff are available to help with immediate housing, financial, immigration, domestic violence or other problems.

Counselling for individual, relationship and family issues is available by appointment with a social worker.

Workers speak a number of community languages and interpreters are available by arrangement.



Service Details:

AVAILABILITY: Staff are available on various days from 1.30pm to 4.00pm to help with immediate problems. Appointments necessary.

OFFICE HOURS: 9.00am to 5.00pm, Mon, Tue, Thur & Fri; 11.00am to 5.00pm, Wed.

CATCHMENT AREA: City of Yarra.

COST TO CLIENTS: \$6.50 per session for low-income families; \$10 for medium-income families; fee-for-service for high income families.

Nil for people who are homeless or at risk of homelessness.

REFERRAL: Self.

Family Counselling

Contact person: Duty Worker

Service Description:

Counselling for young people and their parents where the child, young person or family is experiencing unresolved conflict.

Interpreters are available by arrangement.

Service Details:

AVAILABILITY: Mon, Thur & Fri. Appointments necessary.

OFFICE HOURS: 9.00am to 5.00pm, Mon, Tue, Thur & Fri; 11.00am to 5.00pm, Wed.

CATCHMENT AREA: City of Yarra.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Yarra Community Support

Contact person: Duty Worker

Service Description:

The service provides in-home outreach support for young people and adults who suffer from severe psychiatric disabilities so that they can live

as independently as possible within their own communities.

Interpreters are available by arrangement.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon, Tue, Thur & Fri; 11.00am to 5.00pm, Wed.

CATCHMENT AREA: City of Yarra and the suburbs of Carlton, Carlton North & Parkville.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

ORYGEN Youth Health

Child & Adolescent Mental Health Services (CAMHS)

Address: 35 Poplar Road, PARKVILLE 3052

Postal: Locked Bag 10, PARKVILLE 3052

Contact person: Reception

Phone: (03) 9342 2800

24-hour Triage: 1800 888 320

Fax: (03) 9342 2944

Website: www.orygen.org.au

Service Description:

A community-based outpatient service providing case management, assessment and treatment for young people 15 to 25 years old with social, emotional, psychological or psychiatric problems. Support is available for families.

Treatment may include individual, family & group therapy, parent counselling and medication.

Service Details:

OFFICE HOURS: 8.45am to 5.00pm, Mon to Fri.



Early Psychosis Prevention & Intervention

Contact person: Duty Worker

Service Description:

Provides early and intensive intervention for young people 15 to 25 years old with emerging psychotic disorders.

Clinical services offered include twenty-four-hour crisis assessment and intervention via the Youth Access Team (YAT), acute in-patient services, out-patient case management, family work services, group programs, emergency and medium-term accommodation services and a prolonged recovery clinic.

The Intensive Mobile Youth Outreach Service (IMYOS) provides mobile outreach teams addressing the mental health needs of high-risk adolescents and their families and carers.

Service Details:

OFFICE HOURS: 8.45am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western metropolitan region including the Cities of Brimbank, Hobsons Bay, Hume, Maribyrnong, Melton, Moonee Valley, Moreland & Wyndham.

COST TO CLIENTS: Nil.

AVAILABILITY: Case management is provided for a period of 18 months.

REFERRAL: Agency or medical.

ASSESSMENT: Via Intake Worker.

Youth Program

Contact person: Reception

Service Description:

An integrated mental health service for young people 15 to 25 years old.

The Program provides assessment and treatment services including individual and family intervention, case management, group programs,

inpatient treatment, assertive outreach and home-based treatment. It also contributes to training, professional education and applied clinical research and development at a broader level.

A twenty-four-hour triage service is available.

Service Details:

LOCATIONS: Clinical services are delivered at Parkville & community locations.

OFFICE HOURS: 8.45am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western Metropolitan DHS Region including the Cities of Brimbank, Hobsons Bay, Hume, Maribyrnong, Melton, Moonee Valley, Moreland & Wyndham.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Agency or medical.

Anyone may call to discuss problems without making a formal referral. Information about referral processes & the most appropriate service is available.

Parentline

Telephone Counselling Service

Postal: PO Box 703, KEW 3101

Contact person: Counsellor

Phone: 13 2289

TTY: 13 6388

Fax: (03) 9854 5512

Email: parentline@dhs.vic.gov.au

Website: www.parentline.vic.gov.au

Service Description:

An after-hours telephone counselling, information and referral service providing assistance with a wide range of concerns about parenting of infants, children and young people 0 to 18 years



old. The service is staffed by professional counsellors.

Translating services are available.

Service Details:

AVAILABILITY: 8.00am to 12midnight, Mon to Fri; 10.00am to 10.00pm, Sat & Sun. A telephone answering machine is available when the office is unattended.

Alternative contact, administration, (03) 9854 5526

CATCHMENT AREA: State-wide.

Royal Children's Hospital, Mental Health Service (Travancore Campus)

Banksia Adolescent Inpatient Unit

Address: 50 Flemington Street, FLEMINGTON 3031

Contact person: Banksia Unit

Phone: (03) 9345 6011

Fax: (03) 9345 6010

Website: www.wch.org.au/mhs

Service Description:

The Unit provides inpatient psychiatric programs for children and young people 12 to 18 years old. The program can also admit whole families.

Service Details:

OFFICE HOURS: 8.45am to 5.00pm, Mon to Fri.

Youth Access Team (YAT): (03) 9342 2846

Community Group Program

Contact person: Team Leader

Service Description:

The Community Group Program deals with mental health issues for children and young

people in a school setting by providing intervention through early identification, the maintenance of students in their local school and a train-the-trainer approach.

Service Details:

OFFICE HOURS: 8.45am to 5.00pm, Mon to Fri.

Hospital Consultation & Liaison

Contact person: Reception

Service Description:

Children who have mental health problems in addition to illnesses or disabilities requiring continuing hospital care are seen by teams from the Department of Psychiatry based within the hospital. These staff provide direct mental health services to children and young people who are inpatients or regular outpatients of the hospital and to their families.

Indirect services such as consultation and liaison with other professionals who work with children and families in this setting are also provided.

Service Details:

LOCATION: Royal Children's Hospital, Flemington Road, Parkville.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Information & Referral

Contact person: Reception

Service Description:

Hospital telephone duty and intake workers are available to provide information about child psychiatry services in Victoria; mental health programs available at RCH and through community-based teams in the western metropolitan area of Melbourne; consultation and advice about potential referrals; consultation about children and their psychological and social development; and psychiatric emergencies in children and adolescents.



Service Details:

OFFICE HOURS: 8.30am to 6.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

Mental Health Services for Infants & Children

Contact person: Reception

Service Description:

A team of professional mental health intake workers provide services for infants, children and adolescents 0 to 15 years old.

Services include information about mental health services, consultation & advice about potential referrals, psychological & social development consultations, initial appointment with a mental health clinician and case manager, crisis assessment arrangements, information about groups & inpatient programs, advice & information about community resources and information about other child mental health services.

Service Details:

AVAILABILITY: Intake, 9.00am to 5.00pm, Mon to Fri.

Mental health clinician & case manager, waiting list applies.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western Metropolitan DHS Region including the Cities of Brimbank, Hobsons Bay, Hume, Maribyrnong, Moonee Valley, Moreland & Wyndham & Melton Shire.

COST TO CLIENTS: Nil.

REFERRAL: Agency or medical.

Anyone may call to discuss problems without making a formal referral. Information about referral processes and the most appropriate service is available.

Salvation Army Melbourne Counselling Service

Problem Gambling Counselling Service

Address: 1st Floor, 69 Bourke Street,
MELBOURNE 3000

Postal: PO Box 18137, COLLINS STREET
EAST 8003

Contact person: Central Region Coordinator,
Tim McCorriston

Phone: (03) 9653 3250

Fax: (03) 9653 3232

Email: mcs@aus.salvationarmy.org

Website: gambler'shelp.org

Service Description:

Counselling for individuals, couples and families experiencing gambling related difficulties including financial and relationship difficulties and legal and emotional problems. Information and education about issues relating to problem gambling and gaming facilities are also provided.

Interpreter services for community languages can be arranged.

Online e-mail support is available for people not comfortable with face-to-face counselling.

Community languages spoken include, Cantonese & Mandarin

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Thur; 9.00am to 4.00pm, Fri. A telephone answering machine is available when the office is unattended.

COST TO CLIENTS: Nil.

AVAILABILITY:

Counselling sessions, usually about fifty minutes in length, are conducted by psychologists or social workers.



There is no limit to the number of appointments a client may need.

Evening appointments are available on Wednesdays & Thursdays.

REFERRAL: Self or agency.

ASSESSMENT: By Intake Worker.

Sexual Assault Crisis Line (Telephone Service Against Sexual Assault)

Sexual Assault Crisis Line (Telephone Service Against Sexual Assault)

Contact person: Duty Worker

Phone: (03) 9349 1766

Free STD call: 1800 806 292

TTY: (03) 9349 2466

Service Description:

Telephone support, advice and information; an after-hours, State-wide crisis counselling service for children, female and male young people and adults 17 years and over who are recent victims of sexual assault.

The service is provided by Centre Against Sexual Assault, CASA House.

Service Details:

AVAILABILITY: 5.30pm to 9.00am the next day on weekdays; twenty-four hours a day on weekends and public holidays.

Suicide Bereavement Support

Telephone Counselling

Address: No street address, MELBOURNE 3000

Contact person: Joan

Phone: (03) 9397 2358

Service Description:

Provides a support service with a trained telephone counsellor for people who are bereaved because of the suicide of a family member or friend. After-hours service is available.

Service Details:

AVAILABILITY: 9.00am to 9.00pm, seven days a week, with a telephone answering machine available when the office is unattended.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Suicide Helpline Victoria

Telephone Counselling

Postal: PO Box 33, NORTH MELBOURNE 3051

Contact person: Telephone Counsellor

Phone: 1300 651 251

TTY: (03) 9662 9030

Fax: (03) 9329 8826

Email: emyrehed@wesley.org.au

Website: www.infoxchange.net.au/suicidehelpline

Service Description:

A twenty-four-hour crisis telephone counselling, information and referral service available State-wide for callers who are themselves suicidal, who have been bereaved by suicide or who are concerned about someone else who may be suicidal. The service is available for adults, young people, children and their families for whom depression or anxiety is critical.

Service Details:

AVAILABILITY: Twenty-four hours, seven days a week.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Cost of a local telephone call from anywhere in Victoria.



The Common Ground

Open Access Drop-In Centre

Address: 15 Gracie Street, NORTH
MELBOURNE 3051

Contact person: Duty Worker

Phone: (03) 9372 3922

Fax: (03) 9328 5711

Email: commonground@infoxchange.net.au

Service Description:

The centre provides opportunities for recreation and social interaction for people with psychiatric disabilities.

Service Details:

AVAILABILITY: 1.30pm to 3.30pm, Mon; 1.00pm to 3.30pm, Wed & Fri.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Melbourne & Mooney Valley.

Recreational & Educational Activities

Contact person: Duty Worker

Service Description:

A program, varying from time to time, provides recreational, educational, social and health related activities for people with psychiatric disabilities. Activities may include: Computer skills; Internet access; Nutritious cooking; Aqua movers; Group for men from the Vietnamese ethnic community; Women's group; Rainbow Ripples art group; Football; Bowling; Bush walking & Drama group.

Evening & weekend events include dining out, barbecues, films and art gallery walks.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Melbourne & Mooney Valley.

COST TO CLIENTS: Minimal fee.

REFERRAL: Self, family, agency or medical.

Tribe

Contact person: Duty Worker

Service Description:

Various recreational and educational activities are provided for young people 17 to 30 years old with psychiatric disabilities.

Service Details:

AVAILABILITY: 2.00pm to 5.00pm, Tuesdays.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Melbourne & Mooney Valley.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, agency or medical.

Travancore School

Mental Health Education

Address: 50 Flemington Street, FLEMINGTON
3031

Contact person: Reception

Phone: (03) 9345 6053

Mental Health Intake: 1800 445 511

Fax: (03) 9345 6052

Email: travancore.sch@edumail.vic.gov.au

Website: www.travancoresch.vic.edu.au



Service Description:

Travancore provides community group programs in school environments to maintain the mental health of children and young people 5 to 18 years old in situations of stress and disadvantage. Literacy programs, grief counselling and professional development for teachers are provided.

Service Details:

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.
COST TO CLIENTS: Nil.
REFERRAL: Department of Mental Health or School Guidance Officer.

Victims Referral & Assistance Service (VRAS)

Victims Referral & Assistance Service Help Line

Address: Level 5, 235 Queen Street, MELBOURNE 3000

Postal: PO Box 4349QQ, MELBOURNE 3001

Contact person: Duty Worker

Phone: (03) 9603 9797

Administration: (03) 9603 9700

Fax: (03) 9603 9777

Email: vras@vdoj.vic.gov.au

Website: www.vras.vic.gov.au

Service Description:

The telephone help line provides access to counselling, referrals to appropriate support services and information about legal services and financial assistance for victims of crime in Victoria.

A Victims' Information Brochure is available in a range of community languages.

Service Details:

AVAILABILITY: Helpline, 9.00am to 4.00pm, Mon to Fri.

Lifeline, 13 1114

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

Victorian AIDS Council/Gay Men's Health Centre

Counselling Program

Address: 6 Claremont Street, SOUTH YARRA 3141

Contact person: Duty Worker

Phone: (03) 9865 6700

Free STD call: 1800 134 840

Fax: (03) 9804 7978

Email: enquiries@vic aids.asn.au

Website: www.vic aids.asn.au

Service Description:

Victorian AIDS Council coordinates the HIV/AIDS counselling services at the centre's clinics in Northcote & St Kilda, and the Gay Men's Health Centre, South Yarra.

Counselling is provided for a variety of issues including coming out, self-esteem, health and gay relationships, and is available for the HIV positive, gay male, lesbian, bisexual and transgender communities.

Service Details:

OFFICE HOURS: 9.00am to 9.00pm, Mon to Thur; 9.00am to 5.00pm, Fri.

TTY: (03) 9827 3733

SPECIAL REQUIREMENTS: In order to obtain counselling appointments, clients need to contact the Centre between 2.00pm & 4.00pm, Mon to Fri.



Victorian Deaf Society (Vicdeaf)

Counselling

Address: Level 4, 340 Albert Street, EAST
MELBOURNE 3002

Contact person: Reception

Phone: (03) 9473 1111

TTY: (03) 9473 1199

Fax: (03) 9473 1122

Email: info@vicdeaf.com.au

Website: www.vicdeaf.com.au

Service Description:

Individual counselling is available for deaf or hard-of-hearing people and their families or carers. Counselling is available on a variety of issues including relationships, tinnitus and hearing loss.

Service Details:

OFFICE HOURS: 8.30am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil

AVAILABILITY: According to need.

REFERRAL: Self.

ASSESSMENT: By interview with the Duty Worker, who will then refer clients to the appropriate service(s).

Duty Hours: 10.30am to 3.00pm, Mon & Fri;
1.00pm to 5.00pm, Tue & Thur; 1.00pm to 4.00pm, Wed.

Mental Health Services

Contact person: Reception

Service Description:

Vicdeaf coordinates a range of mental health support services and lobbies for the development of mental health services for deaf or hard-of-hearing people.

Service Details:

OFFICE HOURS: 8.30am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self or agency.

ASSESSMENT: By interview with the Duty Worker, who will then refer clients to the appropriate service(s).

Duty Hours: 10.30am to 3.00pm, Mon & Fri;
1.00pm to 5.00pm, Tue & Thur; 1.00pm to 4.00pm, Wed.

Self-Help & Support Groups

Contact person: Reception

Service Description:

A variety of groups and clubs provide self-help and support, information, recreational and social activities for deaf or hard-of-hearing people.

Groups available include the following.

The Deaf Mental Health Support Group provides support and information for deaf or hard-of-hearing people with mental illnesses.

The Vision & Hearing Support Club provides an opportunity for people with dual sensory disabilities to meet and socialise.

Club 101 and Club 30+ are bridging programs for deaf or hard-of-hearing adults 18 to 30 years old or over 30 years old. The groups meet in alternate weeks and provide support in developing independent living skills and social and communication skills.

Hyperdeafies is a youth group providing social activities and camps for 13 to 18 year old deaf or hard-of-hearing children and young people. The group encourages development of personal and leadership skills.

101 Ways of Communicating is a support group for people with a severe or total hearing loss who communicate verbally.



Service Details:

AVAILABILITY:

Duty Worker, 10.30am to 3.00pm, Mon & Fri;
1.00pm to 5.00pm, Tue & Thur; 1.00pm to
4.00pm, Wed.

Hyperdeafies, last Saturday of each month.

OFFICE HOURS: 8.30am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self or agency.

ASSESSMENT: By interview with the Duty Worker who will then refer clients to the appropriate service or services.

Victorian Foundation for Survivors of Torture

Counsellor Advocate Team

Address: House 23, 35 Poplar Road, Royal Park, PARKVILLE 3052

Postal: PO Box 96, PARKVILLE 3052

Contact person: Counsellor Advocate Team

Phone: (03) 9388 0022

Fax: (03) 9387 0828

Email: administrator@survivorsvic.org.au

Website: www.survivorsvic.org.au

Service Description:

The Counsellor Advocate Team assists ethnic communities through direct service delivery, advocacy and community development. The workers provide information, referral, counselling and support to assist newly arrived migrants with special needs to gain access to basic services such as education, training, income support, health and language services. The workers also identify and meet the settlement needs of migrants and ethnic communities, analyse

government policies and their impact on ethnic communities and provide advocacy on policy issues.

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self or agency.

Victorian Multi-Ethnic Slavic Welfare Association, Melbourne Office

Individual & Family Trauma Counselling

Address: 2nd Floor, 313-315 Flinders Lane, MELBOURNE 3000

Contact person: Duty Worker

Phone: (03) 9620 1200

Fax: (03) 9620 0564

Email: vmeswa@bigpond.com

Service Description:

A trauma assessment and counselling service, by appointment, for individuals and families of the Slavic ethnic community.

Community languages spoken include, Bosnian, Croatian, Macedonian, & Serbian.

Service Details:

OFFICE HOURS: 10.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

ASSESSMENT: At first visit.



Vietnamese Welfare Resource Centre

Domestic Violence Counselling & Referral

Address: 58 Holland Court, FLEMINGTON 3031

Postal: PO Box 55, FLEMINGTON 3031

Contact person: Social Worker, Kim Phuong Nguyen

Phone: (03) 9376 4646

Contact person 2: Social Worker, Son Nguyen

Phone 2: (03) 9376 6791

Fax: (03) 9376 4687

Email: vwrc@jss.org.au

Website: www.jss.org.au

Service Description:

Counselling and referral for members of the Vietnamese ethnic community including women and children who are experiencing or have experienced family violence.

Community languages spoken include Vietnamese

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

CATCHMENT AREA: State-wide, with an emphasis on the northern & western metropolitan area.

COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or agency.

Gambling & Drug & Alcohol Counselling

Contact person: Social Worker, Son Nguyen

Service Description:

Provides gambling and drug & alcohol counselling for young people and adults from the Vietnamese ethnic community.

Community languages spoken include Vietnamese

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

CATCHMENT AREA: State-wide, with an emphasis on the northern & western metropolitan area.

COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or agency.

General Counselling

Contact person: Social Worker, Kim Phuong or Son Nguyen

Service Description:

Provides a counselling service for youth, women, the elderly and families from the Vietnamese ethnic community.

Community languages spoken include the following.

Vietnamese

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

CATCHMENT AREA: State-wide, but particularly the northern & western metropolitan area.

COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or agency.

Women's Domestic Violence Crisis Service of Victoria

Women's Domestic Violence Crisis Service of Victoria (SAAP)

Address: Confidential, MELBOURNE 3000

Postal: GPO Box 4396QQ, MELBOURNE 3001



Contact person: Crisis Telephone Worker

Phone: (03) 9373 0123

Crisis Line, free STD call: 1800 015 188

Fax: (03) 9377 9601

Email: finance@wdvcs.org.au

Service Description:

A State-wide, twenty-four-hour telephone information, support, counselling, advocacy and referral service for women and children experiencing or escaping domestic violence.

The service provides referral to local support services and to refuges and emergency housing including special refuges catering for family violence, incest, young women, aboriginal women and women with mental health problems.

The service assists in the development of a safety plan with strategies that assist women to remain safely in their own homes.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Crisis Line, twenty-four hours, seven days a week.

Alternative contact

Administration Worker, (03) 9377 9600

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Nil.

REFERRAL: Self, medical, police or community agency.

Phone 2: (03) 9611 2411

Fax: (03) 9614 3622

Email: dot.henning@rch.org.au

Website: www.frontyard.org

Service Description:

Doctors and nurses from the Centre for Adolescent Health provide clinical health services for children and young people 12 to 22 years old. The health care service provides health information, resources, referral, advocacy and liaison on health and related issues. Health education activities are provided for individuals or groups of young people, carers or youth workers.

A counsellor and mental health worker are available.

The service targets young people at risk, those in refuges or supported housing services, the homeless and those otherwise disadvantaged.

Service Details:

AVAILABILITY: 12noon to 5.00pm, Mon to Fri & 5.30pm to 8.30pm, Wed.

Counsellor, 1.30pm to 5.00pm, Mon, Wed & Fri.

Mental Health Worker, 1.30pm to 5.00pm, Tue.

Available by appointment or drop in.

COST TO CLIENTS: Nil. A Medicare Card is not essential.

REFERRAL: Self or agency.

Young People's Health Service at Frontyard Youth Services

Young People's Health Service

Address: 19 King Street, MELBOURNE 3000

Contact person: Coordinator, Dot Henning

Phone: (03) 9611 2409