

Accommodation

North East Housing Service 9479 0700
Crisis access point, transitional accommodation & emergency accommodation, provide housing establishment funds

Front Yard Youth Services 9611 2411 1800 800 531
Youth refuge referral support & young women's crisis initiative- after hours referral

Catchment Youth Refuge 9470 5592
Counselling, outreach support & accommodation

Hope Street 9304 0100
Housing service in Whittlesea- outreach support and case management for 16-25 yr olds. Longer term housing

DHS Housing Preston 9479 0122
Public housing applications, information and supported referral

If a young person aged 12-18 is not homeless although is at risk of becoming homeless in the local government areas of Yarra, Darebin & Whittlesea call the **RECONNECT** program @ Kildonan Uniting Care **8401 0100**

Alcohol & Other Drugs

Caraniche 9719 1300
Free counselling and support for alcohol and other drug use. Located in Whittlesea Township.

Banyule Community Health 9409 8724
A drug and alcohol counselling service located at Plenty Valley Community Health- Epping & Whittlesea sites. After hours service available.

Youth Support & Advocacy Service (YSAS) 1800 014 446
Intake & Outreach 24 Hours

Youth Northern Outreach Team (YNOT) 1800 170 556
Hotline

Family Drug Helpline 1300 660 068
Directline 24 hours 1800 888 236

Anger Management

Plenty Valley Community Health 9409 8724
Keeping It Cool Program & Men's Behaviour Change Program

Kildonan UnitingCare 9471 0108
Men's behaviour change program

Berry Street 9450 4700
Teenage Aggression Responding Assertively Program for parents experiencing violence from their adolescent child/ren

Men's Referral Service 1300 776 491
Assists men with aggressive behaviour, relationship and parenting issues

Relationships Australia 9431 7777 1300 364 277
Counselling and support services to assist those with violence or abuse in relationships

Bushfire Support Services

The Salvation Army 9716 2387
Outreach support, individual case management drop in service, and referral support till 30th June 2013

Berry Street 9765 0300
Free and confidential Youth Bushfire Counselling outreach service for 10-26 yr olds & their families

Nexus Primary Health 1300 773 352
Counselling and referral support to residents in Murrumbidgee & Mitchell Shires till November 2014

CALD/ Multicultural

Multiple specific services with settlement and community development workers in a range of Local Government, community agencies, & peak bodies.

Whittlesea Community Connections 9401 6666
Settlement assistance, programs for newly arrived, emergency relief, free legal service, information, support and referral service

Foundation House 9388 0022
Trauma advocacy, individual counselling, professional training & programs.

Centrelink Multilingual Service 13 12 02
Spectrum MRC 9496 0200
Multicultural Resource Centre

Spectrum Immigration Service 9470 2311
Centre For Multicultural Youth (CMY) 9340 3700
Delivers a range of programs, research and advocacy

VICSEG 9383 2533
Victorian Co-op of Children's Services for Ethnic Groups

Australian Muslim Women's Centre for Human Rights 9481 3000
Provides info, support, advocacy to Muslim women

CALD/ Multicultural continued

Victorian Arabic Social Services (VASS) 9359 2861
Provides family, youth, & settlement support

Translation Interpreting Service 1300 655 820
Free interpreting services to non-English speaking Australian citizens and permanent residents communicating with selected approved groups & individuals

Carers Support 1800 242 636
Practical & emotional support for young carers

CarerLinks North 1800 059 059
Provide free information and assistance to carers and the broader community

Child FIRST & Child Protection

Child First 9450 0955
Family Information, referral and support team. Central intake for significant concerns regarding children and young people

Child Protection 13 12 78
After hours: 1300 664 977
Intake
Notifications of suspected child abuse

Community Agencies

Kildonan UnitingCare 8401 0100
Family and youth support services & programs counselling, Financial Counselling

Berry Street 9450 4700
Family & youth services, family violence support and counselling programs

The Salvation Army Crossroads 9716 2387
Outreach support program, individual case management, youth support, advocacy and referral support

Anglicare Plenty Valley (Lalor) 9465 0322
Provides family support (including children), Family Violence group work

Anglicare (Preston) 8470 9999
Family & youth support, counselling, Northern foster care, Home help, Parenting skills, Adolescent community placement

Disability

Northern Disability Linkages 9430 3132
Provides information, referral & case mgt

Co Care- Merri Community Health Services 9355 9900
Sexual health & relationships education for young people with intellectual disability

Disability Rights Vic 9489 2999
Information & support

National Disability Coordination Officer Program 9686 2354
Support for people with a disability to participate in education or employment

Wheelchair Accessible Taxis 1300 658 222

Education & School Support

Youth Connections 1800 136 614
Provides education, employment and pathway support for young people 12-19 yrs

Hume Whittlesea Local Learning Employment Network (HWLLEN) 9309 5500
Assist in brokering sustainable partnerships between schools, business, community groups and parents to improve education outcomes for young people. Also produce range of useful resources

School Focused Youth Services (SFYS)

8401 0100
Provides Information & referral support, assists in partnership development between schools & community agencies to support at risk young people aged 10-18 to be connected and engaged in education

Emergency Relief

Whittlesea Community Connections 9401 6666
Salvation Army Plenty Valley 9436 9200
Phone appointments required

Plenty Valley Uniting Church 9408 0958
Health care card required

St Vincent De Paul 1300 305 330

Family Mediation

Berry Street 9450 4700
Matters Program- Provides youth & family mediation for families experiencing difficult relationships

Relationships Australia 9431 7777
Counselling and family dispute resolution with relationship, separation and parenting matters

Family Violence

Northern Family & Domestic Violence Service 9450 4700
Berry Street - Provides a range of services for those experiencing family violence. Key access point for referrals.

Kildonan UnitingCare 9471 0108
Family Violence Intervention Program, Financial Counselling & Families @ Home program

Anglicare Plenty Valley (Lalor) 9465 0322
Family violence support & groups for women

In Touch Inc, Multicultural Centre Against Family Violence 1800 755 988
Services, programs, and responses to issues of family violence in CALD communities

Women's Domestic Violence Crisis Service 1800 015 188
24 hr helpline, outreach support, emergency accommodation, advocacy, information and referral support

Financial Services

Centrelink 13 24 90
Youth and Student Services:

Abstudy: 13 23 17
Interpreter: 13 12 02
Crisis payment: 13 28 50

Kildonan UnitingCare 8401 0100
Financial Counselling

Gamblers Help 1800 858 858

Legal Issues

Whittlesea Community Legal Centre 9401 6655
Whittlesea Community Connections 9401 6666
Legal Aid 9611 2412
Youthlaw 1800 133 302
Located at Frontyard Youth Services

Women's Legal Service 1800 133 302

Gay, Lesbian, Bi, Trans, Intersex & Queer (GLBTIQ) Support

Gay and Lesbian Switchboard 9663 2939 9827 8408
PFLAG
Support for parents, friends & families

Genderqueer 8640 9796
Specialises in the support of gender questioning and genderqueer people, their family, friends and professionals

City of Whittlesea Youth Services 9404 8800
SSA specific portfolio youth worker

The Action Centre

9654 4766

Health Centres
Health Centres provide a wide range of Allied Health Services and are a point of referral to many other services.

Plenty Valley Community Health (PVCH)

9409 8787
Northern Hospital 8405 8000
Centre for Adolescent Health 9345 5890
Provide a range of health services for young people. Based at Royal Children's Hospital

Action Centre 9660 4700
Provides a range of sexual and reproductive health services for young people under 25

Indigenous Services

Bert Williams Aboriginal Youth Service 9484 5310

Victorian Aboriginal Child Care Agency (VACCA) 8388 1855

Victorian Aboriginal Legal Service Co-Operative 9419 3888 1800 064 865

Victorian Aboriginal Health Services 9419 3000

WANNIK- Salvation Army

9353 1085
Indigenous focused transition support program focused on education & pathways

Aboriginal Family Violence Prevention & Legal Service 1800 105 303
Provides assistance to victims of family violence and sexual assault

Centrelink- Indigenous Call Centre 13 63 80

City of Whittlesea Youth Services

9404 8800
Indigenous portfolio youth worker

Local Government

City of Whittlesea Council Office 9217 2170
Youth Services (Baseline) 9404 8800
Offers a range of services to help local young people aged 10 to 25 to actively participate in their community

Mental Health- General Support

Headspace Northern Melbourne 1300 880 218
Offers support with a range of issues. Located in Glenroy & Collingwood

Positive Mental Health Program 9404 3652
Free service through Medicare. Offers support counselling, & care for people experiencing mental health issues

Western Primary Mental Health Team 1300 874 243
Secondary consultation for workers, assessment of young people 15+

Mental Health Advice Line 1300 280 737
Expert advice, information and referral

Mental Health - Support Programs

NEAMI 9464 6455
Support and outreach programs for people 16-64 yrs old. Located in Thomastown

PHAMS Program (MIND) 8401 4525
Personal Helpers & Mentors
Outreach support program, mental health diagnosis not necessary

BFST (MIND) 9384 6544
Building Family Skills Together
For families experiencing serious mental health issues. Outreach capacity

Mental Health - Specialist & Clinical Support

Austin CAMHS Intake: 9496 3620
Child and Adolescent Mental Health Service for ages 18 and under

Whittlesea Community Mental Health 9408 9510
(After hours) 1300 874 243
Provides a range of community based treatment services to individuals and families with mental illness (16-64yrs)

Northern Crisis Assessment & Treatment Team (CAT) 1300 650 295

Parenting Support

Anglicare Vic 8470 9999
Parentzone- Programs & regular newsletters listing local providers of parenting program

ABCD Parenting Young Adolescents Program 9386 2876
Parentline 13 22 89

Phone Counselling & Support

Eating Disorders Vic 1300 550 236
Kids Helpline 1800 551 800
Lifeline 13 11 14
SuicideLine 1300 651 251
Quit Smoking Help Line 13 78 48

Police Youth Resource Officer 9409 8110
Based at Epping Police Station. Covers City of Whittlesea.

Pregnancy Support

Northern Hospital 8405 8000
Open 24 hours

Plenty Valley Community Health Pregnancy Support 9409 8724
Midwifery and outreach support for vulnerable women during pregnancy

Action Centre 9654 4766
Counsellors assist with decision making and referrals

The Young Mother's Clinic 8345 2127
Pregnancy care, postnatal support & outreach to pregnant women 19 & under

Royal Women's Hospital 8345 2000
Support programs

Caroline Chisholm Society 9370 3933
Open 24 hours

Psychological Assessment

Plenty Valley Community Health Service 9409 8787
Do assessments if referred by GP or agency

Psychology Training Clinics RMIT 9925 7603
Latrobe University 9479 2150
Conduct educational, behavioural and neuropsychological assessments. Costs negotiable

PANCH Speech Pathology 9485 9000

Sexual Assault

NCASA Crisis Line: 9496 2240
After hours: 1800 806 292
Northern Centre Against Sexual Assault

SOCA 9409 8153
Victorian Police - Sexual Offences & Child Abuse Unit

Children's Protection Society 9458 3566
Sexual abuse counselling