

Community Support Services

Haven Home Safe (North Eastern Melbourne) - Homelessness support/crisis accommodation and low income housing assistance

Phone: 9479 0700 **Hours:** 9am – 5pm (Monday – Friday)

St Kilda Crisis Centre - Victoria's state wide after-hours emergency accommodation contact point

Phone: 1800 627 727 (Free Call) **Hours:** After 5pm (Monday – Friday), 24 hours on weekends and Public Holidays

Orange Door (North Eastern Melbourne) - Support service for women, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children

Phone: 1800 319 355 (Free Call) **Hours:** 9am – 5pm (Monday – Friday)

Safe Steps - Victoria's state wide response centre for women, transgender women, young people and children experiencing family violence

Phone: 1800 015 188 (Free Call) **Hours:** 24 hours a day 7 days a week including Public Holidays

If you cannot safely call the 24/7 phone line, please email safesteps@safesteps.org.au and a support worker will reply to you ASAP.

In Touch - Support service for refugee and migrant women who are experiencing or have experienced family violence - Bilingual workers and interpreters are available

Phone: 1800 755 988 (Free Call) **Hours:** 9am – 5pm (Monday – Friday)

MensLine Australia - Victorian state wide support service for men and transgender men with family and relationship concerns or who are experiencing or have experienced family violence

Phone: 1300 789 978 (Free Call) **Hours:** 24 hours a day 7 days a week including Public Holidays

QLIFE - Support service for LGBTQI+ who are experiencing or have experienced family or domestic violence or are having relationship concerns

Phone: 1800 184 527 (Free Call) **Hours:** 3pm – Midnight 7 days a week including Public Holidays

Djirra - Support service for Aboriginal people who are experiencing family violence or have in the past

Phone: 1800 105 303 (Free Call) **Hours:** 9am – 5pm (Monday – Friday)

DPV Health - Medical, Dental and Allied Health Services including Psychology & Counselling appointments across Hume and Whittlesea Local Government Areas. You can book Telehealth appointments via phone and video or face to face appointments with no out-of-pocket cost. Free interpreter service is available if required.

Phone: 1300 234 263 or visit www.dpvhealth.org.au

Red Cross - Provides a broad range of support services to community including: Migrant & Refugee support, Indigenous & Torres Strait Islander support, Emergency Relief, Homelessness and Mental Health support

Phone: 1800 733 276 (free call) **Hours:** 9am – 5pm (Monday – Friday)

Asylum Seeker Resource Centre - Asylum Seeker support service

Phone: 9326 6066 **Hours:** 10am – 5pm (Monday – Friday)

Life Line - Provides 24/7 crisis support and suicide prevention services

Phone: 13 11 14 (Free Call) **Hours:** 24 hours a day 7 days a week including Public Holidays

Beyond Blue - Mental health support service

Phone: 1300 224 636 (Free Call) **Hours:** 24 hours a day 7 days a week including Public Holidays

<https://www.beyondblue.org.au/>

<https://bb.org.au/3ae2aF7> (Coping during Coronavirus)

LIFT Stepped Care Model for Mental Health - LIFT ensures that every person seeking help with a mental health concern receives the right care at the right time from the right person

Phone: 9450 2005

Gamblers Help Central Intake - Financial counselling and Therapeutic counselling to address gambling harm

Phone: 1300 133 445

ghnintake@bchs.org.au

Kids Helpline - Telephone and counselling support service for young people aged between 5 -25.

Phone: 1800 551 800 (Free Call) **Hours:** 24 hours a day 7 days a week including Public Holidays

Northern Centre Against Sexual Assault - Support service for women, men and young people over the age of 12 who have experienced sexual assault (past or recent) and their non-offending family and friends.

Phone: 9496 2240 **Hours:** 9am-5pm (Monday – Friday)

After hours: 1800 806 292 (Free Call)

Kildonan Financial Counselling - Supports people on low incomes and those experiencing financial difficulties to achieve financial security and independence.

Phone: 1800 002 992 (Free Call) **Hours:** 9am-5pm (Monday - Friday)

Centrelink - Government service which provides financial support to Australians who face financial hardship

Emergency Help: 132 850

Languages (Multilingual): 131 202

Families: 136 150

People with disability: 132 717

Indigenous Australians: 1800 136 380

Older Australians: 132 300

Job Seekers: 132 850

Students & trainees: 1800 132 317

Whittlesea Community Connections - Community Information & Support service

Response Line Phone: 9401 6644 **Hours:** 9am -1pm (Monday – Friday)

Legal Information and support Phone: 9401 6655 **Hours:** 9am – 5pm (Monday – Friday)

Volunteering Opportunities & Social Support Phone: 0473019831 **Hours:** 9am -5pm (Monday – Friday)

City of Whittlesea – your local Council

If you have been financially affected by COVID-19, please call 9217 2170 to discuss Council's COVID-19 Financial Hardship Policy and options for paying any Council rates and charges.

If you have been threatened or you are fearful for the safety of yourself, a child, family member or community member – please contact the Police immediately on 000 - (Free Call)