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
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.
Acknowledgements

The Whittlesea Emergency Relief (ER) Network would like to acknowledge the support from the City of Whittlesea Community Development Grant program (2015-16) which provided funding for the development of this handbook. We would also like to acknowledge the contribution and support of the following people involved in the development of this document:

- Rosa Harrison (WCC Volunteer)

Overview

The Whittlesea Emergency Relief Network is made up of more than 12 local emergency relief service providers from across Whittlesea, with Whittlesea Community Connections as they lead agency. The ER Network aims to collaboratively address issues and concerns around disadvantage in the local community. These services work with vulnerable people in the municipality of Whittlesea who are in financial crisis and seeking assistance. Each year, these services assist thousands of local families with community lunches, breakfast programs, food hampers, financial assistance, housing support, case management, food and petrol vouchers and other material aid assistance. Much of the service delivery is provided by dedicated volunteers.

In early 2015, the Whittlesea ER Network decided to apply for the City of Whittlesea Community Development Grants 2015/16. The objective was to create a resource to assist volunteers from a range of agencies when working with the community. The Community Support Guide was developed which provides information about the range of services available for community members within the City of Whittlesea. Another component of the grant is the provision of training for volunteers within ER services in the City of Whittlesea. The main objective of the training and the guide, is to better resource our volunteers with information and to inform their practice when supporting disadvantaged members of the community. Ultimately the goal is to alleviate and prevent some of the disadvantage experienced by members of the Whittlesea community.
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.
# 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:

<table>
<thead>
<tr>
<th>Financial Ombudsman Service (FOS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>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: <a href="http://www.fos.org.au">www.fos.org.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No Interest Loan Scheme &amp; Low Interest Loans (NILS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>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: <a href="http://goodshepherdmicrofinance.org.au/services/no-interest-loan-scheme-nils">goodshepherdmicrofinance.org.au/services/no-interest-loan-scheme-nils</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Queens Fund</th>
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</thead>
<tbody>
<tr>
<td>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: <a href="http://www.queensfund.org.au">www.queensfund.org.au</a></td>
</tr>
</tbody>
</table>

---

## 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours of Operation and How Support is Organised</th>
<th>Days of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone and information support service for people with dementia, carers, families and friends, as well as people concerned with memory loss.</td>
<td>9:00am–5:00pm Mon to Fri</td>
<td></td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours of Operation and How Support is Organised</th>
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</thead>
<tbody>
<tr>
<td>Provides information and support to carers in the North Metropolitan Region of Melbourne.</td>
<td>9:00am–5:00pm Mon to Fri</td>
<td></td>
</tr>
<tr>
<td>After Hours service also</td>
<td></td>
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</tr>
</tbody>
</table>

### Link Community Transport

- **Phone:** 1300 54 65 28
- **Email:** admin@lct.org.au
- **Address:** 1/62 Keon Pde, Thomastown 3074

Transport services for those who are aged and in need of transport services within the Whittlesea LGA.

<table>
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</table>
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:


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.

For further information on this program please see below:

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

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:


AGED (Continued)

Wesley Do Care North West Region

Conditions: Aged & people with a disability, who live independently in the community and who are socially isolated.

Social Support Program for socially isolated older people and people with disabilities living in the community.

Phone: 8199 6260
Fax: 8199 6298
Level 1, 154 Nicholson St, Footscray 3011

Conditions: Social Support Program for socially isolated older people and people with disabilities living in the community.

Transport services for people who experience transport disadvantage.

Whittlesea Community Connections – Transport

Phone: 9401 6666
9:00am – 5:00pm
Shop 111, Epping Plaza Cnr. High & Cooper Streets, Epping 3076

ALCOHOL, DRUG & GAMBLING

Caraniche

Meets the need for specialised Alcohol and Other Drug treatment services.

Phone: 9401 0600
25 Miller St, Epping 3076

Conditions: Alcohol and drug treatment services.

Direct Line

Alcohol and drug counselling and referral line.

Phone: 1800 888 236

Conditions: Alcohol and drug counselling and referral line.

Transport services for people who experience transport disadvantage.

Conditions: Social Support Program for socially isolated older people and people with disabilities living in the community.

Social Support Program for socially isolated older people and people with disabilities living in the community.

Transport services for people who experience transport disadvantage.

Conditions: Social Support Program for socially isolated older people and people with disabilities living in the community.

Social Support Program for socially isolated older people and people with disabilities living in the community.

Transport services for people who experience transport disadvantage.
### CITY OF WHITTLESEA HELP GUIDE (Continued)

<table>
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<tr>
<th>CONTACT DETAILS</th>
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</table>

### 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: Interpreters available.
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:


### 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:


### 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. There website is:

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

### CONTACT:

- (03) 9628 9800
- (03) 9479 0700
- (03) 9401 6666
- (03) 9479 0700
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.tuv.org.au
(03) 9416 2577

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.tuv.org.au
(03) 9416 2577

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

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

DAYS OF OPERATION

CONTACT

WHITTLESEA COMMUNITY CONNECTIONS ER COMMUNITY SUPPORT GUIDE
CITY OF WHITTLESEA HELP GUIDE (Continued)

CONTACT DETAILS | SERVICE | HRS OF OPERATION | 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 | Conditions: Non-English speaking backgrounds. |
| Phone: | 9480 1666 | 9:00am – 5:00pm | Mon to Fri |
| 175 Plenty Rd, Preston 3072 | 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. |

Northern Support Services

| Phone: 9486 5077 | 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 |
| 30 Union St, Northcote 3070 | |

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:

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.tio.com.au

1800 062 058

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:


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: 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

Scope
Scope support people with physical, intellectual and multiple disabilities to achieve their goals in life. They offer a range of services to all ages. This can be found:

www.scope.org.au

Contact: 1300 472 673

YMCA Whittlesea
Working with people living with a disability to ensure they are given the opportunity to participate in recreational and leisure activities of their choice.

Contact: 9407 6200

8:30am – 5:00pm
Mon to Fri

Conditions:
People living with a disability of all ages.

DAYS OF OPERATION

CONTACT

CONTACT DETAILS SERVICE HRS OF OPERATION AND HOW SUPPORT IS ORGANISED

Disability (Continued)

Plenty Valley Community Health – Disability Services
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.

Contact: 9407 9699
31a Morang Dr, Mill Park 3082

8:30am – 4:30pm
Mon to Fri

Conditions:
People with a disability and/or their family.

Scope

Contact: 1300 472 673
830 Whitehorse Rd, Box Hill 3128

8:30am – 5:00pm
Mon to Fri

Conditions:
People living with a disability of all ages.

YMCA Whittlesea

Contact: 9407 6200

9:00am – 5:00pm
Mon to Fri

Conditions:
People living with a disability to ensure they are given the opportunity to participate in recreational and leisure activities of their choice.
**CITY OF WHITTLESEA HELP GUIDE** (Continued)

<table>
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**EMERGENCY RELIEF**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone details</th>
<th>Conditions</th>
<th>HRS of Operation</th>
<th>Days of Operation</th>
</tr>
</thead>
</table>
| St Vincent De Paul | 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 | 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 | 0411 394 494 | **Conditions:**  
Call for appointments Monday to Wed between 10am – 4pm.  
Free Food. | Pick up from 10:00am | Thurs |
| Encompass Care | 9467 6777  
31 - 61 McLeans Rd,  
Bundoora 3083 | **Conditions:**  
No Appointments necessary.  
COW residents.  
Non-perishable food and toiletries. | 9:30am – 3:00pm  
9:30am – 12:30pm | Tues, Wed |

The delivery of emergency relief (ER) to the community is not just the provision or 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.
### Youth (Continued)

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Hours of Operation</th>
<th>Days of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kildonan – Reconnect</td>
<td>Phone: 8401 0100 188 McDonalds Rd, Epping 3076</td>
<td>Conditions: 12-18 years.</td>
<td>9:00am – 5:00pm</td>
</tr>
<tr>
<td>Mind Connect</td>
<td>Phone: 1300 286 463 Carer Helpline: 1300 554 660 Mind Central Office, PO Box 592, Heidelberg 3084</td>
<td>Conditions: Across a range of years dependent on program.</td>
<td>9:00am – 5:00pm</td>
</tr>
<tr>
<td>YMCA – Youth Services</td>
<td>Phone: 9407 6200 Head Office Suite 27b, First Floor, 797 Plenty Rd, South Morang 3752</td>
<td>Conditions: Teens.</td>
<td>9:00am – 5:00pm</td>
</tr>
</tbody>
</table>

### Emergency Relief (Continued)

<table>
<thead>
<tr>
<th>Service</th>
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<th>Hours of Operation</th>
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</tr>
</thead>
<tbody>
<tr>
<td>North Point Centre</td>
<td>Phone: 9338 1898 19 Bell St, Preston 3072</td>
<td>Conditions: No appointments necessary. Proof of Centrelink Health Care Card/Concession Card.</td>
<td>2:30pm – 4:30pm</td>
</tr>
<tr>
<td>Whittlesea Community Connections</td>
<td>Phone: 9401 6666 Shop 111, Epping Plaza, Cnr. High &amp; Cooper Streets, Epping</td>
<td>Conditions: Appointment necessary. COW resident. Proof of ID.</td>
<td>Ring at 8:30am on a Monday for ER appointment 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Whittlesea Ministries Inc. Foodshare</td>
<td>Phone: 9716 2340 / 0407348599 Whittlesea Uniting Church, 26 Forest St, Whittlesea 3757</td>
<td>Conditions: No appointments necessary. Resident of Whittlesea township, Doreen, Mernda, South Morang, Donnybrook, Kinglake, Flowerdale, YanYean.</td>
<td>10:00am – 2:00pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fruit, Vegetables, bread, etc.</td>
<td>12:00pm – 2:00pm</td>
</tr>
</tbody>
</table>
## 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
- **9:00am – 5:00pm**
  - 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

## 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

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<th>DAYS OF OPERATION</th>
</tr>
</thead>
</table>

## 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:
- Aged & Disability Services  
- Community Cultural Development  
- Community Grants  
- Families and Young People  
- Halls and Venues for Hire  
- Health and Safety  
- General Information.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>

## 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.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>

**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.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>

## 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.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>

### 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.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>

### 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.

<table>
<thead>
<tr>
<th>DAYS OF OPERATION</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
</table>
### Family Violence

**Berry Street**
- **Phone:** 9450 4700
- For reporting suspected child abuse.
- **HRS OF OPERATION:** 24 hours
- **DAYS OF OPERATION:** 7 days

**Intouch**
- **Phone:** 1800 755 988
- Services, programs and responses to issues of family violence in CALD communities.
- **HRS OF OPERATION:** 24 hours
- **DAYS OF OPERATION:** 7 days

**Safe Steps**
- **Phone:** 1800 015 188
- No cost range of professional support services for women and children experiencing family violence.
- **HRS OF OPERATION:** 24 hours
- **DAYS OF OPERATION:** 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.
- **HRS OF OPERATION:** 9:00am – 5:00pm
- **DAYS OF OPERATION:** 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.
- **HRS OF OPERATION:** 5:00pm – 9:00am
  24 hours
- **DAYS OF OPERATION:** Weekends & Public Holidays

**Victorian Police**
- **Phone:** 000
- Addressing the immediate safety of those experiencing family violence.
- **HRS OF OPERATION:** 24 hours
- **DAYS OF OPERATION:** 7 days

### Migrant, Refugee & Asylum Seekers

**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.
- **HRS OF OPERATION:** 10:00am – 2:00pm
- **DAYS OF OPERATION:** 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.
- **HRS OF OPERATION:** 10:00am – 5:00pm
- **DAYS OF OPERATION:** 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.
- **HRS OF OPERATION:** 9:00am – 5:00pm
- **DAYS OF OPERATION:** 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.
- **HRS OF OPERATION:** 9:30am – 4:30pm
- **DAYS OF OPERATION:** Mon to Fri
## City of Whittlesea Help Guide (Continued)

<table>
<thead>
<tr>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
<th>HRS OF OPERATION AND HOW SUPPORT IS ORGANISED</th>
<th>DAYS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEN</strong></td>
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<tr>
<td><strong>Kildonan (Men's behaviour change program)</strong></td>
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<tr>
<td>Phone: 9457 0500</td>
<td>Working with men who use abusive behaviours and changing these behaviours.</td>
<td>9:00am – 5:00pm</td>
<td>Mon to Fri</td>
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<tr>
<td>Freecall: 1800 002 992</td>
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<tr>
<td><strong>Men's Referral Service</strong></td>
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<tr>
<td>Phone: 9428 2899</td>
<td>For men with concerns about their own violence/abuse in the home.</td>
<td>12:00pm – 9:00pm</td>
<td>Mon to Fri</td>
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<tr>
<td>Freecall: 1800 065 973</td>
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<tr>
<td><strong>Plenty Valley Community Health (Men's behaviour change program)</strong></td>
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<tr>
<td>Phone: 9409 8787</td>
<td>Support group in changing abusive behaviours.</td>
<td>9:00am – 5:00pm</td>
<td>Mon to Fri</td>
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<tr>
<td>187 Cooper St, Epping 3076</td>
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<tr>
<td><strong>GOVERNMENT</strong></td>
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<tr>
<td><strong>Centrelink</strong></td>
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<tr>
<td>Self Service Line: 136 240</td>
<td>Government agency delivering payments and services to people at times of major change.</td>
<td>8:00am – 5:00pm</td>
<td>Mon to Fri</td>
</tr>
<tr>
<td>Retirement Services: 132 300</td>
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<tr>
<td>Disability, Sickness and Carers: 132 717</td>
<td></td>
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<tr>
<td>Youth and Student Services: 132 490</td>
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<tr>
<td>ABSTUDY: 132 317</td>
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<tr>
<td>Refugees: 132 850</td>
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<tr>
<td><strong>HEALTH</strong></td>
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<tr>
<td><strong>Northern Hospital</strong></td>
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<tr>
<td>Phone: 8405 8000</td>
<td>Multiple medical services and 24 hour emergency department.</td>
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<tr>
<td>Fax: 8405 8524</td>
<td></td>
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</tr>
<tr>
<td>185 Cooper St, Epping 3076</td>
<td>Emergency department open 24 hours and is free. All other services please call for times</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### HEALTH (Continued)

#### EACH Social & Community Health

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Each offers a range of services for health &amp; clinical, counselling, disability, child &amp; family, youth, employment, older adults, mental health and Aboriginal health. COW may not be eligible for some services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1300 00 3224</td>
<td>9:00am – 5:00pm Mon to Fri</td>
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</tbody>
</table>

#### Mind

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Mind Victoria services include information &amp; advice, residential services, dual disability residential services, family &amp; carer support, group support, care coordination, Mind Recovery College, psychological services and youth services.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1300 286 463</td>
<td>9:00am – 5:00pm Mon to Fri</td>
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</tbody>
</table>

#### NEAMI – Thomastown

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Neami Thomastown offers community outreach support, community and group programs, homelessness and housing support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9464 6455</td>
<td>8:30am – 5:00pm Mon to Fri</td>
</tr>
</tbody>
</table>

#### National Home Doctor Service

<table>
<thead>
<tr>
<th>Phone:</th>
<th>After hours GP Home visits.</th>
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</thead>
<tbody>
<tr>
<td>137425</td>
<td>From 6pm Mon to Fri</td>
</tr>
<tr>
<td></td>
<td>From 12pm Sat</td>
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<td></td>
<td>All day Sun &amp; Public Holidays</td>
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</tbody>
</table>

### MEALS

#### Mill Park Baptist Church

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Conditions: No Appointments necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9436 8797</td>
<td>1:00pm – 3:00pm Every Sat</td>
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</tbody>
</table>

#### Plenty Valley Church Community Meals Kitchen

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Conditions: No Appointments necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0409 354 633</td>
<td>11:00am – 5:00pm Every Tues</td>
</tr>
</tbody>
</table>

#### St Vincent De Paul

<table>
<thead>
<tr>
<th>Phone:</th>
<th>Conditions: No Appointments necessary.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>10:00am – 1:00pm Thurs</td>
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</tbody>
</table>
## Legal

### Legal Aid

<table>
<thead>
<tr>
<th>Phone:</th>
<th>1300 792 387</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides assistance to people with legal problems in areas of criminal law, family law and some civil law matters.</td>
<td>8:45am – 5:15pm Mon to Fri</td>
</tr>
</tbody>
</table>

### Whittlesea Community Connections – Community Legal Service

<table>
<thead>
<tr>
<th>Phone:</th>
<th>9401 6655</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shop 111 Epping Plaza Cnr. Cooper &amp; High St, Epping 3076</td>
<td>Provision of legal advice to the residents of the City of Whittlesea. 9:00am – 5:00pm Mon to Fri</td>
</tr>
</tbody>
</table>

## LGBTIQ

### Rainbow Project (Baseline / City of Whittlesea)

<table>
<thead>
<tr>
<th>Phone:</th>
<th>9404 8800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shop MM1 Westfield, Plenty Valley, 415 McDonalds Rd, Mill Park 3082</td>
<td>Conditions: LGBTIQ Youth. Safe and supportive environment for the LGBTIQ community. Making new friends and learning new skills. 8:30am – 5:00pm Mon to Fri</td>
</tr>
</tbody>
</table>

### Switchboard

<table>
<thead>
<tr>
<th>Phone:</th>
<th>1800 184 527</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free, confidential and anonymous telephone counselling, referral and information service for LGBTIQ communities and supporters.</td>
<td>3:00pm – 12:00 midnight Mon to Fri</td>
</tr>
</tbody>
</table>

## Health (Continued)

### Plenty Valley Community Health Centre

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

## Housing Services

### Aboriginal Housing Victoria

<table>
<thead>
<tr>
<th>Phone:</th>
<th>9403 2100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>9403 2122</td>
</tr>
<tr>
<td>125 - 127 Scotchmer St, Fitzroy North 3068</td>
<td>Providing housing and support services to Aboriginal, Indigenous &amp; Torres Strait Island people. 8:30am – 4:30pm Mon to Fri</td>
</tr>
</tbody>
</table>

### Haven Home Safe

| After hours – Phone: | 1800 825 955 |
| Normal hours – Phone: | 9479 0700 |
| 2 - 56 Mary St, Preston 3072 | Conditions: Any individuals/families requiring housing assistance in the municipalities of Whittlesea, Darebin, Banyule and Nillumbik. 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)

<table>
<thead>
<tr>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOUSING SERVICES</strong> (Continued)</td>
<td></td>
</tr>
<tr>
<td><strong>HomeGround Services</strong></td>
<td>Providing housing and support services around Melbourne.</td>
</tr>
<tr>
<td><strong>Phone:</strong> 1800 048 325 9288 9611 Fax 9288 9602 68 Oxford St, Collingwood 3066</td>
<td></td>
</tr>
<tr>
<td><strong>Housing Choices Australia</strong></td>
<td>Providing housing and support services and affordable housing.</td>
</tr>
<tr>
<td><strong>Phone:</strong> 1300 312 447 Level 4, 333 Queen St, Melbourne 3000</td>
<td></td>
</tr>
<tr>
<td><strong>Office of Housing (DHS) – North West Region</strong></td>
<td>Public housing provider.</td>
</tr>
<tr>
<td><strong>Phone:</strong> 1300 664 977 679 - 685 High St, Preston 3072</td>
<td></td>
</tr>
<tr>
<td><strong>Tenants Union</strong></td>
<td>Providing housing advice.</td>
</tr>
<tr>
<td><strong>Phone:</strong> 9416 2577 Ground Floor, 55 Johnston St, Fitzroy 3065</td>
<td></td>
</tr>
<tr>
<td><strong>Women’s Housing Limited (WHL)</strong></td>
<td>Effective provision of specialist housing services for women. Initial assessment and planning and support services in regards to housing.</td>
</tr>
<tr>
<td><strong>Phone:</strong> 9716 2340 / 0407348599 Whittlesea Uniting Church, 26 Forest St, Whittlesea 3757</td>
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</tbody>
</table>

### CONTACT DETAILS | SERVICE | HRS OF OPERATION AND HOW SUPPORT IS ORGANISED | DAYS OF OPERATION
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>INDIGENOUS</strong></td>
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<tr>
<td><strong>Aboriginal Housing Victoria</strong></td>
<td>To provide and assist Aboriginal and Torres Strait Islander people with housing.</td>
<td>8:30am – 4:30pm</td>
<td>Mon to Fri</td>
</tr>
<tr>
<td><strong>Phone:</strong> 9403 2100 Narrandjeri House 125 - 127 Scotchmer St, Fitzroy North 3068</td>
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</tr>
<tr>
<td><strong>Victorian Aboriginal Child Care Agency (VACCA)</strong></td>
<td>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.</td>
<td>9:00am – 5:00pm</td>
<td>Mon to Fri</td>
</tr>
<tr>
<td><strong>Phone:</strong> 9480 7300 273 High St, Preston 3072</td>
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### INTERPRETERS

<table>
<thead>
<tr>
<th>CONTACT DETAILS</th>
<th>SERVICE</th>
<th>HRS OF OPERATION</th>
<th>DAYS OF OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Translating and Interpreting Service (TIS National)</strong></td>
<td>For information translated into your language. Over 160 languages.</td>
<td>24 hours</td>
<td>7 days</td>
</tr>
<tr>
<td><strong>Phone:</strong> 131 450</td>
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