

Health & Wellbeing Directory



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Background

This service directory was originally created by the Hume Whittlesea Primary Care Partnership in 2020 with an aim to assist people in Melbourne's north to locate and access much needed local health and community services.

DPV Health took responsibility for maintaining the service directory and making it more broadly available when the Hume Whittlesea Primary Care Partnership ceased operating in 2022. Since then Northern Health and DPV Health have worked together and contributed funds to update the Service Directory to ensure information is current and expand the list and type of services included.

Directory

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ABORIGINAL & TORRES STRAIT ISLANDER SPECIFIC SERVICES

ABORIGINAL COMMUNITY ELDERS SERVICES INC (ACES)



The Aboriginal Community Elders Services Inc (ACES) is a Not-For-Profit Aboriginal community controlled organization.

ACES have two co-located residential aged care facilities – the Nursing Home and the Hostel. The other aged care programs are the Koori Community aged Care Packages (KCACP) Program and the Out of Home and Community Care Planned Activity Group (PAG).

Telephone	9383 4244
Online enquiry	https://acesinc.org.au/contact/
Location	5 Parkview Avenue, East Brunswick 3057
Website	https://www.acesinc.org.au/

ABORIGINAL HOSTELS LIMITED



Our national network of 42 accommodation facilities Provides accommodation for First Nations individuals and families awaiting housing, seeking employment, or other services and opportunities away from their homes and communities. Provides accommodation for First Nations people who need to be away from home to access health services including renal dialysis, and antenatal or postnatal care for mothers and babies. Provides a safe and supportive environment for First Nations students needing a place to call home to progress their education.

Telephone	Various – see hostels directory
Find a Hostel	https://www.ahl.gov.au/hostels
Website	https://www.ahl.gov.au/



ABORIGINAL ADVANCEMENT LEAGUE

Family support, neighbourhood house, advocacy, counselling and education programs, drug & alcohol awareness, Aboriginal funeral service provider	
Telephone	9480 7777
Online contact form	https://www.aal.org.au/contacts/
Location / Sites	2 Watt Street Thornbury, 3071 9416 9092
Lady Gladys Nicholls Hostel - Northcote	56-58 Cunningham Street, Northcote 3070 9489 0032
Gurwidj Neighbourhood House	43 Clapham Street, Thornbury 3071 9489 0032
Facebook site	https://www.facebook.com/Aborigines-Advancement-League-Inc-Vic-104737216256618/
Website	https://www.aal.org.au/



ABORIGINAL HOUSING VICTORIA

AHV owns 1,556 properties in Melbourne and regional Victoria providing affordable housing to over 4,000 low income Aboriginal and Torres Strait Islander Victorians. AHV's vision is that Aboriginal Victorians are able to secure appropriate, affordable housing as a pathway to better lives and stronger communities. Its housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal landlord, AHV helps strengthen and maintain Aboriginal communities and cultural ties.	
Free call Telephone	1800 248 842 9403 2100
Email	clientservices@ahvic.org.au
Website	https://ahvic.org.au/

ACCESS SERVICE FOR KOORI'S (ASK)

ASK provides Aged Care information and referral, carer support, culturally tailored support groups, health information/referral and patient transport.	
Telephone	8679 2000
Address	Level 1, 238-250 Plenty Road Preston Vic 3072
Email	info@askhealth.org.au

AUSTRALIAN GOVERNMENT CARER GATEWAY



Carer Gateway is a safe place where you can find information and get support and services in your area and online including phone counselling and free courses - or you can connect with other carers through our peer support groups and online forum. You can also get a support package that could help you with work, study and your caring role.	
Telephone	1800 422 737
Links for Aboriginal & Torres Strait Islander Carers	https://www.carergateway.gov.au/first-nations
Carer Gateway Service Provider in Victoria Merri Community Health	https://www.merrihealth.org.au/services/aboriginal-and-torres-strait-islander-health/aboriginal-and-torres-strait-islander-families-2/
Website	https://www.carergateway.gov.au/

AUSTRALIAN INDIGENOUS HEALTH INFONET



Helping to close the gap by providing the evidence base to inform practice and policy in Aboriginal and Torres Strait Islander health	
Telephone	(08) 9370 6336
Location	Edith Cowan University, 2 Bradford Street Mt Lawley WA 6050
Email	healthinonet@ecu.edu.au
Contact us form	https://healthinonet.ecu.edu.au/contact-us/
Organisations in Victoria	https://healthinonet.ecu.edu.au/learn/locations/vic/organisations/
Website	https://healthinonet.ecu.edu.au/

BROTHER TO BROTHER

The Brother to Brother 24 hour crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.

Telephone	1800 435 799
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BUBUP WILAM



Bubup Wilam provides Aboriginal children, families, and the community with access to an integrated range of health and wellbeing services and programs centering around the child through attending our long day and kindergarten programs. This is then extended to their school aged siblings and the family.

Telephone	8459 4800
Email	Workforcedevelopment@bubupwilam.org.au
Website	http://bubupwilam.org.au/

BUNJILWARRA KOORI YOUTH ALCHOL & DRUG HEALING SERVICE



12 bed Alcohol and Other Drugs residential rehabilitation and healing service for Aboriginal young people (male and female) aged between 16 and 25 years. It is a purpose-built, statewide service situated on a 1.7-hectare site in Hastings, Victoria.

Telephone	5979 2011
Email	info@bunjilwarra.org.au
To make a referral	info@bunjilwarra.org.au
Website	https://ysas.org.au/locations/bunjilwarra/

The City of Whittlesea is home to a significant Aboriginal and Torres Strait Islander population. We're committed to working closely with local Aboriginal communities to provide support and services that promote health, wellbeing and cultural connection. Learn about our initiatives, history, and programs designed to foster inclusion and reconciliation.	
Telephone	9217 2170
Email	info@whittlesea.vic.gov.au
Contact our Aboriginal Liaison Officer	aboriginalofficer@whittlesea.vic.gov.au
Whittlesea Reconciliation Group	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Aboriginal-community/Whittlesea-reconciliation-group
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Aboriginal-community

CONNECTING HOME

Connecting Home is a service for the Stolen Generations working across South East Australia. Connecting Home works using different programs to support survivors on their journey of healing through walking with individuals and families on this journey and using goal setting principles. At Connecting Home we believe that everyone is unique and will require tailored supports and programs to assist with an individual's journey of healing.	
Telephone	8679 0777
Make a referral	https://connectinghome.org.au/make-a-referral/
Contact us form	https://connectinghome.org.au/contact-us/
Website	https://connectinghome.org.au/

DARDI MUNWURRO



Dardi Munwurro delivers a range of family violence, healing and behaviour change programs and services, to break the cycle of inter-generational trauma in Aboriginal families and communities, by empowering and inspiring individuals to heal the past, acknowledge the present and create a positive vision for the future.	
Telephone	1800 435 799
Email	info@dardimunwurro.com.au
Website	https://www.dardimunwurro.com.au/

DJIRRA



Djirra is a place where culture is shared and celebrated, and where practical support is available to all Aboriginal women and particularly to Aboriginal people who are currently experiencing family violence or have in the past.	
Telephone	1800 105 303
Email	info@djirra.org.au
Website	https://djirra.org.au/who-we-are/

DPV HEALTH



<i>Do you need access to quality healthcare support? Our services include: Women’s Health, Child, Family and Paediatric Services, Planned Activity Groups, Podiatry, Diabetics, Physiotherapy, Disability, Housing Support, Financial Counselling. We have other programs available to you through our Priority Access Clinics: Dental: Fortnightly on Monday, Nephrology/Renal, Endocrinology, Respiratory, Mental health: Fortnightly appointments. A referral from your GP is required, Optometry, Ear Health: Audio testing in just 15 minutes</i>	
Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/community-support/aboriginal-and-torres-strait-islander-health/

DYING TO TALK

Dying to Talk aims to reach into the community to normalise early conversations about the end of life, rather than waiting until more time critical or medical focused discussions need to occur. The resources have been developed to help Australians work out what’s right for them if they were very sick or at the end of their lives.	
Aboriginal & Torres Strait Islander Discussion Starter	https://palliativecare.org.au/campaign/aboriginal-torres-strait-islander-discussion-starter/
Website	https://dyingtotalk.org.au/

FIRST PEOPLES' HEALTH & WELLBEING



First Peoples' Health and Wellbeing is a dynamic Aboriginal community controlled health service aiming to improve access to affordable primary health care in urban Melbourne. The organisation was previously known as Access Services for Koories which was set up to improve primary health care access for First Peoples in the north west of Melbourne. In 2018 the organisation expanded to set up a clinic in an area with unmet primary health care need in Thomastown. To reflect this development the name of the organisation was changed to First Peoples' Health and Wellbeing

Telephone	9070 8181
Thomastown Clinic	258 Settlement Road, Thomastown 3074
Email	info@fphw.org.au
Contact us Form	https://www.fphw.org.au/contact
Website	https://www.fphw.org.au/

KIDNEY HEALTH AUSTRALIA



We are the peak body for kidney disease in Australia. We have been providing trustworthy resources, support services and research funding to the Australian community for over 50 years, to tackle kidney disease and work towards a future where every Australian can enjoy good health.

They have specific information and resources on kidney cancer related to prevention, detection and support.

Telephone	1800 454 363
Email	careteam@kidney.org.au
Aboriginal & Torres Strait Islander people resources	https://kidney.org.au/your-kidneys/what-is-kidney-disease/types-of-kidney-disease/kidney-cancer
Website	https://kidney.org.au/

KOORI YOUTH JUSTICE PROGRAM



The program employs Koori youth justice workers to support young Aboriginal people who are at risk of offending as well as those on community-based and custodial orders. The workers assist in providing access to appropriate role models, culturally sensitive support, advocacy and casework.	
Telephone	
The Northern Metropolitan Regional Aboriginal Justice Advisory Committee	8256 9276 0438 413 358 troy.austin@justice.vic.gov.au
Website	https://www.aboriginaljustice.vic.gov.au/node/52/northern-metropolitan
Website	https://www.justice.vic.gov.au/justice-system/youth-justice/koori-youth-justice-programs https://www.aboriginaljustice.vic.gov.au/the-agreement/aboriginal-justice-outcomes-framework/goal-23-fewer-aboriginal-people-progress-6

KOORI JUSTICE UNIT



The Koori Justice Unit is responsible for coordinating the development and delivery of Aboriginal justice policies and programs across the Victorian Government and justice agencies.	
Email	koori.justice@justice.vic.gov.au
Website	https://www.aboriginaljustice.vic.gov.au/about-the-partnership/the-koori-justice-unit

KOORIE WOMEN MEAN BUSINESS



Koorie Women Mean Business seeks to enhance the status of Koorie women by fostering personal wellbeing and economic independence through building their capabilities as businesswomen, and ensuring they are able to operate successfully as individuals and businesswomen in both Indigenous and non-Indigenous environments.	
Telephone	9670 3460
Contact us Email	info@kwmb.org.au
Website	http://www.kwmb.org.au/default.htm

LINK UP VICTORIA



We provide a support service to the Stolen Generations to find their family and for family to find members who are Stolen Generations.	
At Link-Up Victoria we assist the Stolen Generations to confidently reclaim their Aboriginal identity, to wholeheartedly embrace their Aboriginal heritage, to happily return back into the caring arms of their people and to proudly walk on their traditional country.	
Telephone	7002 3700 1800 OUR MOB – 1800 687 662
Address	340 Bell Street, Preston, 3072
Email	linkup@vacca.org
Website	http://linkupvictoria.org.au/

MELBOURNE ABORIGINAL YOUTH, SPORT & RECREATION



Melbourne Aboriginal Youth, Sport and Recreation Co-operative aims to provide services to promote healthier lifestyle for the Aboriginal and Torres Strait Islander community of Melbourne, Victoria. The service helps with low cost access to gym facilities for all people and provides access to healthy activities room hire.	
Telephone	9416 4255
Location	184-186 Gertrude Street, Fitzroy
Email	maysarboard@gmail.com
Facebook	https://www.facebook.com/MAYSARcooperative

NGWALA WILLUMBONG



Ngwala Willumbong is an Aboriginal Community Controlled Organisation that is dedicated to delivering a variety of services such as alcohol and drug treatment and recovery, housing, homelessness and a variety of other services to meet the needs of Aboriginal people and their families.	
Telephone	9510 3233
Email	reception@ngwala.org.au
Website	www.ngwala.org.au
Alcohol & Other Drug Outreach Programs	https://ngwala.org.au/programs/#alcohol-drugs
Recovery Centres	https://ngwala.org.au/recovery-centres/

OONAH BELONG PLACE

Oonah Health & Community Services Aboriginal Corporation is a not-for-profit Indigenous Health Service. We offer a range of services to support the health and wellbeing of the Community in the Inner and outer East of Melbourne. We are in Healesville and Kilsyth	
Telephone	5962 2940
Email	engagementworker@hicsa.org.au
Contact us	https://oonah.org.au/contact-us/
Website	https://oonah.org.au/

QUIT – ABORIGINAL COMMUNITIES



Quitline has proven to be one of the most successful methods to support people to quit for good, and it is an increasingly popular support method for Aboriginal Victorians to cut down or quit.	
Telephone – Quit Line	13 78 48
Request a Call Back	https://www.quit.org.au/request-callback/
Website	https://www.quit.org.au/communities-and-places-resources

THE KORIN GAMADJI INSTITUTE

The Korin Gamadji Institute is a centre of cultural strength and learning for Indigenous youth within the Richmond Football Club	
Telephone	9426 4478
Got questions?	https://kgi.org.au/contact/
Website	https://kgi.org.au/home/

TURNING POINT

This service provides intensive and culturally responsive support, clinical services and holistic wrap around care to improve the health and wellbeing of Aboriginal people impacted by alcohol and other drug (AOD) issues. We are in Box Hill.	
Telephone	9843 1288 (reception) 1800 778 278 (central intake team)
Email	info@turningpoint.org.au
Website	https://www.turningpoint.org.au/treatment/aboriginal-alcohol-and-other-drug-service



We deliver more than 75 programs across Victoria aligned to our Vision, Purpose and Principles. Together with the Aboriginal community, we design, develop and deliver programs that build on peoples’ strengths. We understand intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country. Our services can also be accessed by non-Aboriginal people who have an Aboriginal family member, such as children or a partner.

Telephone	9287 8800
Email	vacca@vacca.org
Email Contact us	https://www.vacca.org/page/contact
Our Services	https://www.vacca.org/page/services
Children & Families	https://www.vacca.org/page/services/children-and-families
Youth Services & Programs	https://www.vacca.org/page/services/youth-services-and-programs
Cultural Strengthening Programs	https://www.vacca.org/page/services/cultural-strengthening-programs
Community Support	https://www.vacca.org/page/services/community-support
Family Violence	https://www.vacca.org/page/services/family-violence
Justice Support	https://www.vacca.org/page/services/justice-support
Website	https://www.vacca.org/

VICTORIAN ABORIGINAL COMMUNITY CONTROLLED ORGANISATION INC. (VACCO)



The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) is the peak body for Aboriginal and Torres Strait Islander health and wellbeing in Victoria, with a membership of 33 <u>Community-controlled</u> organisations.	
Telephone	9411 9411
Contact us	https://www.vaccho.org.au/contact-us/
Location	17–23 Sackville Street PO Box 1328 Collingwood, 3066
Website	http://www.vaccho.org.au/



VICTORIAN ABORIGINAL COMMUNITY SERVICES ASSOCIATION

The Victorian Aboriginal Community Services Association Ltd (VACSAL) is a state-wide agency that provides advice to Government on a range of community development issues as well as being a major provider of extensive services to the Aboriginal community in both the metropolitan and some regional communities these services include: Bert Williams Koorie Youth program and residential support, Aboriginal Best Start Project, Gambling Awareness Project, Indigenous Men’s Support Programs and more	
Telephone	9416 4266
Email	reception@vacsal.org.au
Contact us	https://www.vacsal.org.au/contact/
Head Office Address	496 High Street, Northcote, VIC 3070
Aboriginal Centre for Males	201 Bell Street, Preston, 3072 9487 3000
Bert Williams Aboriginal Youth Services	21 Normanby Ave, Thornbury, 3071 9484 5310
Website	http://www.vacsal.org.au/

VICTORIAN ABORIGINAL HEALTH SERVICES



<p>VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.</p> <p>Our website is designed to provide information about the services and events offered by VAHS, as well as document the history, significance and ongoing development of the organisation.</p>	
Telephone – General Enquiries	9419 3000
Email	info@vahs.org.au
Get in touch	https://www.vahs.org.au/contact/
Sites	
Fitzroy	186 Nicholson Street, Fitzroy, 3065 9419 3000 Oral Health & Dental Unit: 9419 3680
Preston	238-250 Plenty Road, Preston, 3072. 9403 3300 Family Counselling Services: 9403 3300
South Morang	855 Plenty Road South Morang, Victoria, 3752
Epping	The Hub, Showroom 15 560-650 High Street, Epping, 3076 8592 3920
Website	https://www.vahs.org.au/

VICTORIAN ABORIGINAL LEGAL SERVICE



<p>VALS maintains a strong client service focus which is achieved through the role of Client Service Officers (CSOs) who act as a bridge between the legal system and the Aboriginal and Torres Strait Islander community. VALS is actively involved in community education, research and advocacy around law reform and policy development.</p>	
Telephone (Melbourne Office)	1800 064 865
Online contact form	https://vals.org.au/contact-us/
Website	https://vals.org.au/about/

VINCENTCARE



The Young Adults Diversity Program provides medium to long-term support to young people aged 17-25 years old who identify as Aboriginal and/or Torres Strait Islander and who are homeless or at risk of homelessness in the North Western Metropolitan region.	
Telephone	9304 0100 9304 0116 (Young Adults)
Address	VincentCare Northern Community Hub 175 Glenroy Road, Glenroy 3046
Email	tenancy@vincentcare.org.au
Website	https://www.vincentcare.org.au/our-services/aboriginal-and-torres-strait-islander-support/

WADAMBA WILAM

Wadamba Wilam (Renew Shelter) supports Aboriginal And Torres Strait Islander people who are experiencing homelessness and mental health challenges. They work in a holistic way to provide support in areas including mental health, housing, physical health, social and cultural wellbeing, substance use, employment and education.	
Telephone	(03) 9481 0323
Website	Neaminational.org.au/services/wadamba-wilam

WELLMOB



Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People	
Telephone	08 9370 6336
Email	healthinfont@ecu.edu.au
Website	https://wellmob.org.au/

WORKING WITH THE MOB –FAMILY HEALING

Workin' with the Mob's Family Healing program is a specialist therapy service for Aboriginal and Torres Strait Islander people and their families to help them resolve worries, make relationships stronger, and support healing	
Telephone	9385 5100

Email	bouverie.centre@latrobe.edu.au
Website	https://supportconnect.org.au/support-options/workin-with-the-mob-family-healing

YARNING – SAFE N STRONG



Yarning SafeNStrong is a free and confidential 24-hour counselling service for all Aboriginal and Torres Strait Islander Peoples and their families who need to have a yarn with someone about their wellbeing. Yarning SafeNStrong (YSNS) is a counselling service for Aboriginal and Torres Strait Islander Peoples and their families provided by the Victorian Aboriginal Health Service	
Telephone	1800 959 563
Email	ysns@vahs.org.au
Facebook	https://www.facebook.com/victorianaboriginalhealthservice
Website	https://www.vahs.org.au/yarning-safenstrong/

YARNING TO MAKE HEALTH DECISIONS TOGETHER



'Finding your way' is a shared decision making model created with mob, for mob. It is a holistic, two-way process where Aboriginal people and their healthcare professionals make decisions together	
View the video	https://vimeo.com/616648758
Website	https://aci.health.nsw.gov.au/shared-decision-making

YSAS – YOUTH SUPPORT & ADVOCACY SERVICE

We walk beside young people and families as they work towards improving mental health and reducing both substance use-related harm and unwanted involvement with the criminal justice system	
Telephone	9415 8881 Epping: 9478 0786
Email	reception@ysas.org.au Epping: northernad@ysas.org.au
Website	https://ysas.org.au/

AGED CARE

Before you can access government-subsidised aged care services for the first time, you need to apply for an assessment. Using the online application is quick and easy and will only take 15 to 20 minutes to complete.

It's the same form to apply for all types of care and support – including help at home, short-term care, and care in an aged care home.

MY AGED CARE – COMPARE PROVIDERS

Compare providers is a useful feature in the [Find a provider](#) tool that helps you shortlist aged care providers and find the right one for your needs. Here, you can save the providers you are interested in and compare them side by side.

Website	https://www.myagedcare.gov.au/find-a-provider/compare/
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ARCARE

Arcare Aged Care is a leading residential aged care provider dedicated to the highest standards of services. Garnering a deep and rich history for over 40 years, today we have grown to over 40 unique residences in Queensland, NSW and Victoria. Arcare has a wealth of understanding and expertise to provide the care you need and want.

Telephone	1300 297 189
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Contact us form	https://arcare.com.au/contact/
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7 Civic Drive, Epping	https://arcare.com.au/residence-locations/civic-manor/
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Telephone: 1300 293 896

251 Waterview Blvd, Craigieburn	https://arcare.com.au/residence-locations/waterview/
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Telephone: 1300 293 896

Website	https://arcare.com.au/how-it-works/
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AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES

AMCS provide reliable and flexible home care support to seniors from many cultures and diverse backgrounds. With over 35 years of experience, we offer tailored support for individuals over 65 to stay living independently and safely at home.	
Telephone	9689 9170
Email	info@amcservices.org.au
Social support & respite for carers	https://www.amcservices.org.au/social-support/
Website / Contact us	https://www.amcservices.org.au/home-care-support/

AUSTRALIAN GOVERNMENT – AGED CARE QUALITY & SAFETY COMMISSIONER

Access performance information about individual aged care services including performance reports in relation to performance assessment activities undertaken, decisions relating to accreditation of residential services and other historical performance information.	
Website	https://www.agedcarequality.gov.au/reports
My Aged Care Non-compliance notices	https://www.myagedcare.gov.au/find-a-provider/search-by-name

AUSTRALIAN GOVERNMENT – MY AGED CARE



Telephone	1800 200 422
Contact us	https://www.myagedcare.gov.au/contact-us
Apply for an Assessment online	https://www.myagedcare.gov.au/assessment/apply-online
Types of Care	https://www.myagedcare.gov.au/types-care
Website	https://www.myagedcare.gov.au/

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH & AGED CARE - AGED CARE VOLUNTEER VISITORS SCHEME (ACVVS)

The scheme involves volunteers visiting older people to provide friendship and companionship. Find out how it works, how to become a volunteer and how to request a visit.	
Website	https://www.health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs?language=ru

BAPTCARE BROOKVIEW COMMUNITY – WESTMEADOWS

Baptcare Brookview Community is a modern, comfortable aged care community that opened in Westmeadows in March 2018. It provides excellent care for older people who can no longer live at home.	
Telephone	13 22 78
Website / contact us	https://www.baptcare.org.au/services/aged-care-homes/residential-aged-care-homes/baptcare-brookview-community

BAPTCARE WATTLE GROVE COMMUNITY – LALOR

At our brand new aged care community in Lalor our friendly staff deliver the highest quality of respite and residential care. Our residents enjoy light-filled, private rooms with an en-suite bathroom, beautifully designed courtyards and shared areas.	
Telephone	13 22 78
Website / contact us	https://www.baptcare.org.au/services/aged-care-homes/residential-aged-care-homes/baptcare-wattle-grove-community

BETHEL AGED CARE

Bethel Aged Care is one of Melbourne’s most respected residential aged care providers. With locations in Coburg North and Mill Park, we provide outstanding person-centred care, exceptional accommodation, lifestyle and dining experiences.	
Telephone	Mill Park - 8467 2222 Coburg North – 9353 5000
Email	marketing@bethelagedcare.au
Contact us	https://bethelagedcare.au/contact-us/
Webpage	https://bethelac.com.au/

BLUE CROSS

<p>A leading private aged care provider, BlueCross has been providing a wide range of flexible and responsive aged care services across metropolitan and regional Victoria since 1993. From residential care to in-home support and respite care, we are committed to helping older people live the best life possible every day. We currently operate 33 aged care residences in Victoria, supporting more than 2600 residents and over 1000 clients living in their own homes. BlueCross is proudly supported by over 4000 dedicated employees and hundreds of volunteers.</p>	
Telephone	1300 133 414
70 Heaths Court, Mill Park	https://www.bluecross.com.au/residences/the-boulevard/ Telephone: 9407 3200
54 Box Forrest Road, Glenroy	https://www.bluecross.com.au/residences/glengowrie/ Telephone: 9358 4600
858 Pascoe Vale Road, Glenroy	https://www.bluecross.com.au/residences/monterey/ Telephone: 9304 5400
Respite Care	https://www.bluecross.com.au/respite-care/
Home Care	https://www.bluecross.com.au/home-care/
Website	https://www.bluecross.com.au/

BOLTON CLARKE



<p>Our Home and Community Support offers a range of flexible services covering home nursing, home assistance and other specialised care including dementia support.</p>	
Telephone	1300 22 11 22
Contact us form	https://www.boltonclarke.com.au/contact-us/
Referral form	https://www.boltonclarke.com.au/referrals/
Website	https://www.boltonclarke.com.au/support-at-home/

BROTHERHOOD OF ST. LAURENCE AGED CARE

For almost 80 years, the Brotherhood of St Laurence (BSL) has supported older people to maintain their independence and maximise quality of life. Through our Care at Home program, Social Connections hubs and Residential Care services, you are supported to make choices about getting the care you need to live a healthy life, keep your independence and remain connected to your community.

Telephone	1300 147 147
Email	agedcare@bsl.org.au
Contact us	https://agedcare.bsl.org.au/contact-us/
Homecare	https://agedcare.bsl.org.au/home_care/
Residential care	https://agedcare.bsl.org.au/residential_aged_care/
Independent Living Units	https://agedcare.bsl.org.au/independent-living-units/
Social Connections and Respite	https://agedcare.bsl.org.au/social-connections-and-respite/
Website	https://agedcare.bsl.org.au/

BUPA AGED CARE SOUTH MORANG

Discover the charming Bupa South Morang, a modern care home set in a quiet suburban area in South Morang just minutes from transport links, local shops and a large shopping centre.

Telephone	1800 780 038
Contact us form	https://www.bupaagedcare.com.au/contact-us
Website	https://www.bupaagedcare.com.au/aged-care-homes/bupa-south-morang

Helping you age well and live happy! DPV Health offer a wide range of services and programs customised to your needs. We are dedicated to providing ongoing person-centred care support and care to ensure your health and well-being.	
Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/aged-care/

ELDAC



The Residential Aged Care Toolkit provides information and guidance to support palliative care and advance care planning for residents and their families. Within each section of the toolkit you will find information, assessment tools, forms, templates and/or family resources.	
Email	eldac.project@flinders.edu.au
Website	https://www.eldac.com.au/Toolkits/Residential-Aged-Care

ESTIA HEALTH EPPING

Conveniently located close to public transport and shopping centres including Epping Plaza, Estia Health Epping provides a warm, secure and friendly home-like environment for residents with a range of care needs. Location: 30 Epping Road, Epping.	
Telephone	9408 8564 or 1300 682 833
Website / enquire	https://www.estiahealth.com.au/locations/epping-vic

ESTIA HEALTH SOUTH MORANG

Estia Health South Morang is a genuinely charming home with a big heart and strong links to the local community. Just moments from Westfield Plenty Valley, and situated on a quiet road, our two-level residence is also close to public transport. Location: 879 Plenty Road, South Morang	
Telephone	9404 8600 or 1300 682 833
Website / contact	https://www.estiahealth.com.au/locations/south-morang

ESTIA HEALTH PLENTY VALLEY

Estia Health South Morang is a genuinely charming home with a big heart and strong links to the local community. Just moments from Westfield Plenty Valley, and situated on a quiet road, our two-level residence is also close to public transport. Location: 806 Plenty Road, South Morang.	
Telephone	9404 8000 or 1300 682 833
Website	https://www.estiahealth.com.au/our-homes/vic-melbourne/plenty-valley/

GRACE OF MARY GREEK CYPRIOT ELDERLY HOSTEL

In the pleasant suburb of Epping, situated in peaceful McDonalds Rd is Grace of Mary Greek Cypriot Hostel. This is a 42-room residential home, which provides permanent and respite care, dementia care, palliative care, and nursing services to the elderly. Location: 190-200 McDonalds Road, Epping, 3076.	
Telephone	9408 8169
Website	https://www.cypacs.com.au/grace-of-mary-hostel

HUME CITY COUNCIL – ACTIVE AGEING

Being healthy, physically active and socially engaged throughout your life has many benefits, especially as you grow older. Our Active Ageing Program supports our community to participate socially and engage with others in a fun and friendly atmosphere, contributing to your overall health and wellbeing, by strengthening your sense of belonging and creating social relationships.	
Telephone	9205 2513
Contact	https://surveys.hume.vic.gov.au/s3/Active-Hume
Website	https://humeleisure.vic.gov.au/active-hume/active-ageing

We are located at the Bundoora campus of Northern Health provides what is called custodial care, including getting in and out of bed, and providing assistance with feeding, bathing, and dressing. We also provide a high level of medical care with skilled nursing care available on site 24 hours a day. Our philosophy is about encouragement, kindness and compassion, and to uphold dignity, privacy and comfort.

Telephone Nurse Unit Manager	9495 3188
Website	https://www.nh.org.au/service/ian-brand-nursing-home/

KINCARE AGED CARE

If you are aged 65 and over and looking for help and support to stay living in your home longer, our Aged Care services can help you. We provide government-subsidised and privately-funded aged care packages specifically tailored to suit individual needs.

Telephone	1300 733 510
Email	mail@kincare.com.au
Website	https://www.kincare.com.au/aged-care/

LEVANDE (PREVIOUSLY STOCKLAND RETIREMENT VILLAGE)

A Swedish word that means 'vivid' and 'full of life', Levande's communities embody the positivity inherent in our name. With over 9,000 residents, across 59 communities, Levande offers its residents the luxury of independence and all the possibilities that brings.

Telephone	1800 72 71 70
Arilla Village South Morang	https://www.levande.com.au/community/arilla/
Highlands Retirement Village Craigieburn	https://www.levande.com.au/community/highlands/
Gowanbrae Village	https://www.levande.com.au/community/gowanbrae/
Mernda Retirement Village	https://www.levande.com.au/community/mernda/
Plenty Valley Village	https://www.levande.com.au/community/plenty-valley/
Website	https://www.levande.com.au/

MCLELLAN HOUSE– BROADMEADOWS

Northern Health

Residential Care Facility – Northern Health McLellan House Is a Specialised 32 beds facility providing care for older people living with a Dementia and/or Psychiatric Illness and who require specialist care	
Telephone	9302 4002
Daily Care Website	https://www.dailycare.com.au/residential-aged-care/in-vic/mclellan-house-hostel

MERV IRVINE NURSING HOME – BUNDOORA

Northern Health

Nursing Home - Northern Health Merv Irvine Is a Specialised 30 bed Nursing Home providing care for older people living with Dementia and/or Psychiatric Illness and who require specialist care	
Telephone	9495 3240
Health Direct Website	https://www.healthdirect.gov.au/australian-health-services/20030051/merv-irvine-nursing-home/services/bundoora-3083-1231-plenty-road
Daily Care Website	https://www.dailycare.com.au/residential-aged-care/in-vic/merv-irvine-nursing-home

MORAN AGED CARE – ROXBURGH PARK

Moran Roxburgh Park is nestled in a picturesque location between recreational parkland and a lake, in the residential area of Roxburgh Park. Our home has been designed on one level to capture the sun and provide easy access, resulting in a bright modern residential aged care home set in lush gardens. Five spacious households are tastefully furnished with quality furnishings and fittings throughout including a superior display of artworks. Each residential household has dedicated dining, lounge and sitting areas with smaller tranquil spaces, reading areas and sunny nooks for residents to use and enjoy. Location: 3 Wedgewood Rd, Roxburgh Park	
Telephone	9303 6333
Email	roxburghpark@morangroup.com.au
Website	https://morangroup.com.au/locations/roxburgh-park/

A Home Care Package is a coordinated package of services tailored to meet your specific care and support needs. These packages aim to help older people to live at home and to introduce more choice and flexibility for those receiving care at home. The Consumer Directed Care approach (CDC) puts you - the consumer - in the driver’s seat if you wish. A range of services can be provided under a Home Care Package, including care services, support services, clinical services and other services to support living at home.

Telephone	9495 3219
Email	HomeCarePackages@nh.org.au
Website	www.nh.org.au/service/home-care-packages/

OPAN – OLDER PERSONS ADVOCACY NETWORK

The Older Persons Advocacy Network (OPAN) is a national network comprised of nine state and territory organisations that have been successfully delivering advocacy, information and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years. Older Persons Advocacy Network’s free services support older people and their representatives to address issues related to Commonwealth funded aged care services.

Telephone	1800 700 600
Contact us	https://opan.org.au/contact-us/
Website	https://opan.org.au/

OPAL HEALTHCARE

We offer a range of accommodation options and living spaces – including private and companion rooms – giving you comfort and privacy. Everything we do is designed to help make your life as enjoyable and comfortable as possible.

Telephone	1300 362 481
Contact us form	https://www.opalhealthcare.com.au/contact-us
Epping Meadows 202 McDonalds Rd, Epping	https://www.opalhealthcare.com.au/residential-aged-care/epping-meadows Telephone: 8405 5200
Meadow Heights 90 Lightwood Cres, Meadow Heights	https://www.opalhealthcare.com.au/residential-aged-care/meadow-heights Telephone: 9303 6800
Website	https://www.opalhealthcare.com.au/

PEOPLE FIRST HEALTHCARE

People First Healthcare is a Commonwealth Government Registered Home Care Provider, offering aged care services.	
Telephone	9402 9533
Email	info@peoplefirsthealthcare.com.au
Contact us form	https://www.peoplefirsthealthcare.com.au/contact
Website	https://www.peoplefirsthealthcare.com.au/

SAN CARLO HOMES FOR THE AGED

Built on our rich Italian heritage, San Carlo offers the comfort and security that has been tailor-made for our vibrant senior community. Location: 970 Plenty Road, South Morang.	
Telephone	9404 1490
Contact us form	https://sancarlo.com.au/contact-us/
Email	sancarlo@sancarlo.com.au
Website	https://sancarlo.com.au/

SUNLIGHT TLC AGED CARE

Located in the heart of Whittlesea, with convenient access to nearby shops, our aged care residence in Whittlesea – ‘Sunlight’ – is a modern and dignified residential aged care home. With all the charm of a rural setting, Sunlight proudly offers a comprehensive array of senior care services, catering to the diverse needs of older people seeking quality nursing home and aged care options in Whittlesea.	
Telephone	8775 1100
Contact us form	https://www.tlchealthcare.com.au/location/whittlesea/aged-care/contact/
Website	https://www.tlchealthcare.com.au/location/whittlesea/aged-care/

VASEY RSL CARE BUNDOORA

Our services include home care and residential aged care, affordable housing and veteran support. As a not-for-profit organisation, we welcome all community members	
Telephone	9810 5500
5-7 Tower Avenue, Bundoora, 3083	https://www.vaseyrslcare.org.au/care-options/residential-care-facilities/bundoora/ Telephone: 9466 9615 Email: bundoora@vaseyrslcare.org.au
Website	https://www.vaseyrslcare.org.au/

VILLA MARIA CATHOLIC HOMES – BUNDOORA

As a Catholic organisation our Mission is to continue the caring ministry of Jesus by creating choices, offering hospitality and building inclusive, compassionate and sustainable communities. We are especially committed to people who are disadvantaged and marginalised.	
Telephone	9467 9011 1300 698 624
Email	hello@vmch.com.au
Website	https://vmch.com.au/services/residential-aged-care-melbourne-vic/bundoora/

VICTORIAN ARABIC SOCIAL SERVICES VASS – AGED CARE

VASS has many programs and activities across the State under its Aged Care and Disability Support Services banner. Broadmeadows area	
Telephone	9359 2861
Email	mail@vass.org.au
Website	https://www.vass.org.au/services/#aged-care-and-disability-support-services

WHITTLESEA LODGE AGED CARE

Whittlesea Lodge is a newly refurbished Aged Care Facility that encompasses Elegance, Quality and Functionality. The leisurely atmosphere is complimented by our spacious building, excellent interior design, multiple common areas and relaxing courtyards. Location: 30-32 Fir Street, Whittlesea	
Telephone	9719 1600
Email	info@whittlesealodge.com.au
Contact us form	https://www.whittlesealodge.com.au/contact-us/
Website	https://www.whittlesealodge.com.au/

ALCOHOL & OTHER DRUGS

ALCOHOL & DRUG FOUNDATION



Our purpose is to prevent and minimise the harm caused by alcohol and other drugs in Australia. We work in partnership with others to support and create evidence-based policies and practice that prevent and minimise the harm caused by alcohol and other drugs.	
Telephone	9611 6100
Email	adf@adf.org.au
Text the Effects is an anonymous SMS service that provides confidential info about the effects of drugs in a quick and easy way. Simply text the name of the drug you want to know more about for an immediate answer – anywhere, anytime	0439 835 563 https://adf.org.au/resources/text-the-effects/
Website	https://adf.org.au/

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.	
Telephone – 24 hours	9429 1833
Email General Secretary	generalsecretary@aavictoria.org.au
Administration	administration@aavictoria.org.au
Website	http://www.aavictoria.org.au/

We know the impact that alcohol and drugs can have on families. Our dedicated staff and effective programs empower many families to overcome their challenges. Anglicare Victoria’s Alcohol and Other Drugs services aim to reduce harm and prevent relapse. Our trauma-informed clinicians meet young people, adults and families where they are at in their journey and work to support safety, understanding and compassion for everyone involved in the recovery process.	
Craigieburn Community Services Hub 120 Hothlyn Drive, Craigieburn	8470 9999
Telephone (main)	1800 809 722
Contact us form	https://www.anglicarevic.org.au/contact-us#contact
Locations – Northern Metro Region	https://www.anglicarevic.org.au/contact-us/locations/?lc_region=northen
Website	https://www.anglicarevic.org.au/our-services/alcohol-and-drug-support/

AUSTIN HEALTH – DRUG & ALCOHOL SERVICE

The Drug and Alcohol Service is a clinic led by psychiatrists, nurses and allied health staff. You can use our service if you live in the north or north-east of Melbourne and have a complicated substance use disorder. For example, you also have a mental illness, a physical health problem or other problems that are making your substance use disorder difficult to treat.	
Telephone	9496 6500
Website	https://www.austin.org.au/mental-health/adult/drug-and-alcohol-service/

BANYULE COMMUNITY HEALTH – EPPING

Rehabilitation, counselling and care for people living with addiction, and their families, friends and carers.	
Telephone	9450 2000
Email	banyule@bchs.org.au
Contact us	https://bchs.org.au/contact-us/
North East Recovery and Support Program (NeRASP) – Day Rehabilitation	https://bchs.org.au/services/alcohol-and-drug-support/day-rehabilitation/
Website	https://bchs.org.au/services/alcohol-and-drug-support/

BETEL AUSTRALIA – REHABILITATION

Betel offers a free residential program for those struggling with addiction, social exclusion and homelessness.	
Telephone	0422 709 664
Website	https://betel.org/about-betel/

CARANICHE

The CARE (Counselling and Recovery Empowerment) team is funded by the Department of Health to provide free alcohol and other drug (AOD) treatment services in Melbourne’s outer northern suburbs. The team is staffed by psychologists, social workers, AOD Clinicians and Care & Recovery Co-ordinators. The CARE team supports the local communities in Epping and Whittlesea. This means anyone who lives in, works in, or has an association with these areas and has AOD concerns can contact us.	
Telephone	9401 0600
Email	eppingaod@caraniche.com.au
Website	https://caraniche.com.au/community-counselling-programs/

CATHOLIC CARE VICTORIA – EPPING

Support for individuals and families struggling with the effects of addiction. We provide counselling for individuals who are struggling with addiction, and their family members or loved ones who may be affected.	
Telephone	8407 8856
Email	epping@ccam.org.au
Contact us	https://www.catholiccarevic.org.au/locations/epping/
Website	https://www.ccam.org.au/page/11/alcohol-other-drug-family-service

cohealth provides a range of specialised services for people who use drugs or/and alcohol and their families and loved ones. We can offer you options including harm reduction, physical health and wellness, integrated mental health care, and an integrated recovery approach to meet your individual goals.

Telephone Central Intake

1800 700 514

Website

<https://www.cohealth.org.au/service-category/drugs-and-alcohol/>

COUNSELLING – ONLINE

Counselling Online is a free, confidential service that provides 24/7 support to people affected by alcohol or drug use across Australia. Our counsellors will listen to you, provide you with the information you need and help you figure out what you can do next. If you want, they can connect you to appropriate supports.

Telephone

1800 888 236 (Directline)

Forums

<https://community.counsellingonline.org.au/s/>

Website

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



CRACKS IN THE ICE

Cracks in the Ice was developed to support families, health workers and communities respond to crystal methamphetamine ('ice') related issues. The Community Toolkit provides local councils, parents and citizen groups, community organisations or concerned community members with the appropriate tools (including fact sheets, brochures, booklets and PowerPoint presentation) for use at community forums and events.

Contact us form

<https://cracksintheice.org.au/contact>

Website

<https://cracksintheice.org.au/community-toolkit>

CRAIGIEBURN COMMUNITY SERVICES HUB

Craigieburn Community Services Hub brings together a range of community service providers in one convenient location to support the local community. The range of services delivered from the facility can vary at times however the current service offerings include alcohol and other drugs counselling.	
Telephone	9658 5701
Email	CCSHAdmin@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/Community-Facilities/Community-Centres/Craigieburn-Community-Services-Hub

CRYSTAL METH ANONYMOUS

Crystal Meth Anonymous is a fellowship and support group of people who share their experience with crystal meth ('ice') and offer strength and hope with each other so that they may solve their common problem of addiction to crystal meth.	
Telephone	0493 142 522
Email	info@cma-australia.org.au
Website	https://cma-australia.org.au/

DELMONT PRIVATE HOSPITAL

Delmont Private Hospital has a specialised inpatient and outpatient Substance Use and Addiction Program (SUAP) for suitable patients who require detoxification and/or support in the management of addiction in their lives. Delmont Private Hospital offers a range of services to treat people with both mental health disorders and drug and alcohol issues. Location: Glen Iris	
Telephone	9805 7370
Email	delmont@delmonthospital.com.au
Website	https://www.delmonthospital.com.au/services/substance-use-addiction-program

<p>The Victorian Government has appointed intake service providers in each local catchment across Victoria for triage and referral of people for alcohol and other drug treatment. The listed service providers offer catchment-based intake services.</p>	
<p>North & West Metropolitan Region</p>	
<p>Inner North Melbourne City of Moreland City of Moonee Valley City of Melbourne City of Yarra</p>	<p>UnitingCare ReGen-Odyssey House consortium 1800 700 514 Email: n.intake@nwmetroaod.org.au Website: https://www.unitingvictas.org.au/services/alcohol-other-drugs/</p>
<p>North Melbourne City of Whittlesea City of Darebin City of Banyule Shire of Nillumbik</p>	<p>UnitingCare ReGen-Odyssey House consortium 1800 700 514 Email: n.intake@nwmetroaod.org.au Website: https://www.unitingvictas.org.au/services/alcohol-other-drugs/</p>
<p>North West Melbourne Shire of Melton City of Brimbank City of Hume City of Maribyrnong</p>	<p>Odyssey House-UnitingCare ReGen consortium 1800 700 514 Email: n.intake@nwmetroaod.org.au Website: https://www.unitingvictas.org.au/services/alcohol-other-drugs/</p>
<p>South West Melbourne City of Hobsons Bay City of Wyndham</p>	<p>Odyssey House-UnitingCare ReGen consortium 1800 700 514</p>
<p>Hume Region</p>	
<p>Goulburn Valley Shire of Moira Shire of Greater Shepparton Shire of Strathbogie Shire of Mitchell Shire of Murrindindi</p>	<p>Australian Community Support Organisation 1300 022 760</p>
<p>Website</p>	<p>https://www.health.vic.gov.au/aod-treatment-services/catchment-based-intake-services</p>

To get an assessment and be referred to a service, you can either call DirectLine on 1800 888 236 or visit their website at [directline.org.au](https://www.directline.org.au) where you can access 24-hour counselling, information and referral. Free and confidential alcohol and drug counselling and referral in Victoria.

Telephone	1800 888 236
Service Finder	https://www.directline.org.au/service-finder
Peer Support Finder	https://www.directline.org.au/peer-support
Online contact form	https://www.directline.org.au/contact-us
North catchment	https://www.directline.org.au/hubs/north-and-west-metro-alcohol-drug-service-north-catchment
Website	https://www.directline.org.au/

DRUMMOND STREET EPPING

Drummond Street is a not-for-profit community service organisation that delivers a range of mental health and wellbeing programs to support the local community, including children, families and members of LGBTIQ+ communities. Drummond Street is one of the longest serving welfare organisations in Victoria. Drummond Street seeks to meet the needs of its diverse community through its programs for people and families across the life cycle.

Telephone	9663 6733 1800 161 327
Location	Epping Community Hub, 713 High Street, Epping, Victoria 3076
Contact	https://thezone.org.au/contact-us/
Website	https://ds.org.au/

EACH – EPPING

<p>At EACH, our Alcohol & Other Drug Counselling Teams provide therapeutic recovery-oriented services assisting individuals and their families who are affected by substance use. We work with you to address any alcohol and drug dependence problems in a holistic, non-judgmental and family inclusive environment. We also support with co-occurring mental health concerns.</p>	
Telephone	9809 8200 1300 003 224
Location	1/763 High Street Epping VIC 3076
Email	admin@reconnexion.org.au
Website	https://www.each.com.au/services/alcohol-other-drug-counselling/
Website – Reconnexion Program Epping	https://www.each.com.au/service/reconnexion/

FAMILY DRUG HELPLINE

<p>SHARC Family Drug Helpline provides practical help, information and support to families and friends affected by someone’s drinking, drug use or gambling. Our program combines specialist skills and personal understanding to support and empower families. We know what it’s like because we’ve been there.</p>	
Telephone	1300 660 068
Contact us	https://www.sharc.org.au/contact-us/
Website	https://www.sharc.org.au/sharc-programs/family-drug-gambling-help/

HELLO SUNDAY MORNING



<p>Change your relationship with alcohol.</p>	
To get urgent help – National alcohol & other drug hotline	1800 250 015
Email	support@daybreakprogram.org
Download the APP	https://hellosundaymorning.org/daybreak/
Website	https://hellosundaymorning.org/

ICE ADVICE HELP LINE



The Help Line directs users and families to treatment and support services and provides general information about ice and its effects to the community. It also provides important clinical advice to healthcare professionals who work with ice users and their families. The Help Line is open 24 hours a day, 7 days a week and is free to call from landlines.

Telephone	1800 ICE ADVICE 1800 423 238
Website	https://supportconnect.org.au/support-options/1800-ice-advice-vic-helpline
Ice Action Plan	https://www2.health.vic.gov.au/alcohol-and-drugs/aod-policy-research-legislation/ice-action-plan

MEDICALLY SUPERVISED INJECTING ROOM

A medically supervised injecting room is a hygienic place where people can inject drugs in a supervised health setting. This means that if someone overdoses in the room, a staff member can respond immediately. It's also a place to access other health services like mental health support, drug treatment, wound care and blood testing.

Telephone	9418 9811
Location	North Richmond Community Health 23 Lennox St Richmond, VIC 3121
Website	https://nrch.com.au/services/medically-supervised-injecting-room/

MEDICATION SUPPORT & RECOVERY SERVICE

The Medication Support and Recovery Service (MSRS) is a service for people who might be having problems with their use of prescription and over-the-counter medications. Our service includes specialist counsellors, nursing staff and peer support workers. We are based within local community health services— you can find us in multiple locations throughout Inner East and Outer Eastern Melbourne

Telephone	1800 931 101 9810 3080
Service also provided at Whittlesea Community Connections, Epping Plaza. Banyule Community Health. 21 Alamein Road, West Heidelberg.	
Locations	https://msrs.org.au/locations/
Make a referral	https://msrs.org.au/make-a-referral/
Website	https://msrs.org.au/

NARCOTICS ANONYMOUS



Narcotics Anonymous is a nonprofit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. We have found through our group experience that the therapeutic value of one addict helping another is without parallel.

Telephone	1300 652 820 0488 811 247
Website	https://www.navic.net.au/

NEXUS PRIMARY HEALTH

Nexus Alcohol and Other Drugs (AOD) service helps you if Alcohol and other drugs affect the way you want to live your life. This service is free and confidential. Our counsellors will make a program to suit your needs. Sites: Wallan, Broadford, Kinglake

Telephone	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/alcohol-and-other-drugs

ODYSSEY HOUSE

Odyssey Victoria is a state-wide, specialist treatment organisation dedicated to improving the lives of individuals who experience significant or long-term problems from alcohol and other drug use.

Telephone	1300 007 873 9420 7600 general enquiries
Email	odyssey@odyssey.org.au Intake.sure@each.com.au
Contact us	https://odyssey.org.au/getting-help/contact-us/
Website	https://odyssey.org.au/

ODYSSEY VICTORIA - KIDS IN FOCUS

Kids in Focus is a specialist child and family support program that provides a range of intensive services for families affected by parental alcohol and other drug problems. The program aims to identify and address both the needs of the parents and their children. KIF provides outreach case management providing evidenced based interventions for highly vulnerable families	
Phone	9420 7600
Referral	KIFReferrals@odyssey.org.au
Website	https://odyssey.org.au/what-we-do/community-services/kids-in-focus/

PHARMACOTHERAPY ADVOCACY MEDICATION SUPPORT (PAMS)

A phone service that assists with methadone / Suboxone / long-acting bupe injection (<i>Buvidal / Sublocade</i>) issues between clients and prescribers and dispensers.	
Telephone	1800 443 844
Email	pams@hrvic.org.au
Website	https://www.hrvic.org.au/pams



REACH OUT

Addiction happens when someone compulsively engages in behaviour such as drug taking, gambling, drinking or gaming. Even when bad side effects kick in and people feel like they're losing control, people who have addictions usually can't stop doing the thing they're addicted to without help and support. Located in NSW	
Telephone	(02) 8029 7777
Email	info@reachout.com
Relevant information	https://au.reachout.com/
Under 25	
Parents / carers	https://parents.au.reachout.com/
Work in Schools	https://schools.au.reachout.com/
Website	https://au.reachout.com/tough-times/addiction

RECONNEXION

Reconnexion offers treatment, support, and information about benzodiazepine dependency and withdrawal symptoms. Reconnexion is a counselling service for individuals needing information, support, and advice from benzodiazepine withdrawal and support for overcoming the issues that emerge such as anxiety, insomnia, and depression.	
Telephone	1300 273 266
Contact us form	http://www.reconnexion.org.au/contact
Website	http://www.reconnexion.org.au/services/overview

ROYAL WOMEN'S HOSPITAL

Women's Alcohol and Drug service (WADS) is the only state-wide drug and alcohol service providing specialist clinical services to pregnant women with complex substance use dependence. WADS also provides secondary consult services for health professionals.	
Telephone	8345 3931
Email	wads@thewomens.org.au
Website	https://www.thewomens.org.au/health-professionals/maternity/womens-alcohol-and-drug-service#a_information

SHARC

Recovery Support Service (RSS) is an alcohol and other drug treatment service offering community-based housing and a day program for young people aged between 16-25 years who want to learn to live without using drugs.	
Telephone	9573 1759
Email	info@sharc.org.au
Contact us	https://www.sharc.org.au/contact-us/
Website	https://www.sharc.org.au/sharc-programs/residential-peer-programs/recovery-support/

SMART RECOVERY

SMART Recovery is an evidence-based recovery method grounded in Cognitive Behavioural Therapy (CBT), that supports people with substance dependencies or problem behaviours to: Build and maintain motivation, Cope with urges and cravings, Manage thoughts, feelings and behaviours and Lead a balanced life

Contact us form	https://smartrecoveryaustralia.com.au/contact-us
Website	https://smartrecoveryaustralia.com.au/

SOBER IN THE COUNTRY



We're a national charity creating radical social change and saving the lives of rural and remote Australians affected by alcohol harm through our advocacy, straight talk, lived experience, partnerships with leading Alcohol and Drug (AOD) organisations, and our online peer-support group, the Bush Tribe.

Contact us	https://www.soberinthecountry.org/contact-us/
Facebook	https://www.facebook.com/soberinthecountry/
Website	https://www.soberinthecountry.org/

THE BASIN REHAB

A residential Alcohol and Drug recovery program enabling transformed lives through engendering hope. Location: The Basin

Telephone	9760 9200
Website	https://www.salvationarmy.org.au/locations/victoria/v158/salvocare-eastern-the-bridge-programme/

THE HADER CLINIC

The Hader Clinic is a specialist facility for drug and alcohol treatment in Melbourne. We offer a medical psychosocial model of care for clients seeking alcohol rehabilitation and drug rehabilitation. Our holistic approach treats all facets of substance addiction and mental health issues.

Telephone	1800 957 455
Contact us form	https://www.rayhaderclinic.com.au/contact
Email	melbourne@thehaderclinic.com.au
Website	https://www.rayhaderclinic.com.au/

THE MELBOURNE CLINIC

The Melbourne Clinic is Australia's largest private mental health service providing 203 inpatient beds, standalone Day Program centre, an Outreach Program, consulting suites at three locations and a Consultation Liaison service. (Location: Richmond)	
Telephone	9429 4688
Contact us form	https://themelbourneclinic.com.au/contact-us
Website	https://themelbourneclinic.com.au/

THE FIRST STOP



Victorians can access a range of different alcohol and other drug treatment services. This page explains the different types of treatment options available to your family member and how to 'navigate the system' to find services in your local area.	
Website	https://thefirststop.org.au/navigating-the-system/

TURNING POINT

The Turning Point Alcohol and Other Drug counselling team work with individuals to help change harmful AOD use behaviour. Clients are supported to learn harm reduction and relapse prevention strategies and are collaborated with to develop recovery plans that address their needs. Counselling can be provided face-to-face, online or via telephone.	
Telephone Intake Reception	1800 778 278 9843 1288
Email	Info@turningpoint.org.au
SMART Recovery	https://www.turningpoint.org.au/treatment/group-programs/smart-recovery
Website	https://www.turningpoint.org.au/treatment/alcohol-and-other-drug-counselling

UNITING – DRUG & ALCOHOL SERVICES

Alcohol and other drug (AOD) use can impact physical or mental health, relationships, employment, and community connections. We work with you to understand your needs, your resources, and your goals to help you find the right support.

Telephone	1800 700 514
Contact us form	https://www.unitingvictas.org.au/contact-us/
Website	https://www.unitingvictas.org.au/services/alcohol-other-drugs/

VAADA



Victoria's peak body representing Alcohol and Other Drug (AOD) services. VAADA leads AOD policy, workforce development, and policy discussion across membership, related sectors and the community to prevent and reduce AOD harms in Victoria.

Telephone	9412 5600
Contact us	https://www.vaada.org.au/contact/
Website	https://www.vaada.org.au/

VINCENTCARE



Find information and referrals to specialised treatment for drug and alcohol dependency and issues.

Telephone	1800 700 514
Contact us	https://www.vincentcare.org.au/contact/
Website	https://www.vincentcare.org.au/our-services/drug-alcohol/

YOUR COMMUNITY HEALTH

<p>This free service brings injecting drug users clean injecting equipment, health information and referral to other services.</p> <p>It is available to anyone who is an injecting drug user in northern Melbourne. The service comes to you every night of the week, all year round, between 7.30pm and 11.30pm.</p> <p>We also offer pharmacotherapy and steroid education services. This is all part of our commitment to reduce the potential harm caused by alcohol and drug use.</p>	
Telephone	8470 1111
Needle Syringe Program	0418 545 789 between 7.30pm and 11.15pm
Contact us form	https://www.yourch.org.au/contact-us/contact/
Email	info@yourcommunityhealth.org.au
Website – Needle & Syringe Program	https://www.yourch.org.au/our-services/alcohol-other-drug/needle-and-syringe-program/
Website – Pharmacotherapy	https://www.yourch.org.au/our-services/medical/opioid-substitution-pharmacotherapy/

YOUTH PROJECTS

<p>Our Youth Northern Outreach Team (YNOT) provides personalised, confidential outreach counselling, support, education and referrals for individuals dealing with substance use, vaping or other dependencies.</p>	
Telephone	9304 9100
Contact us	https://www.youthprojects.org.au/forms/contact-us
Website	https://www.youthprojects.org.au/youth-outreach-drug-counselling

YOUTH SUPPORT & ADVOCACY SERVICE



Since 1998, we've been walking beside young people and families as they work towards improving mental health and reducing both substance use-related harm, and unwanted involvement with the criminal justice system. We do this with a deep commitment to creating the conditions in which young people and their support networks can overcome, and even be strengthened by, adversity.

Telephone	9415 8881
Email	reception@ysas.org.au
Website	https://ysas.org.au/

ASTHMA

ASTHMA AUSTRALIA



Asthma is a serious condition that leads to the deaths of almost 400 Australians each year. But, in many cases, asthma is also a manageable condition, and people can live a full and uninhibited life unhindered by its symptoms	
Telephone - Melbourne	9326 7088
Speak to an Asthma Educator	1800 ASTHMA 1800 278 462
Email	info@asthma.org.au
Contact us	https://asthma.org.au/contact/
Website	https://asthma.org.au/about-asthma/

BETTER HEALTH CHANNEL – EPIDEMIC THUNDERSTORM ASTHMA



Grass pollen season brings a seasonal increase in asthma and hay fever. It also brings the chance of thunderstorm asthma. When a large number of people develop asthma symptoms over a short period of time, caused by high amounts of grass pollen and a certain type of thunderstorm, it is known as epidemic thunderstorm asthma.	
Website	https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/thunderstorm-asthma

DPV HEALTH – PAEDIATRIC ASTHMA PROGRAM

We offer free asthma self-management education and support for children and their families. Our services are developed for people who frequently attend the GP (Doctor) or the Emergency Department with asthma. Families entering our program will receive one-on-one education and support from one of our registered nurses, who have advanced skills in asthma education and atopic conditions.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/referrers/
Website	https://www.dpvhealth.org.au/all-services/child-services/community-asthma-program/

Asthma is a common condition that affects the airways (breathing tubes) in your lungs. People with asthma have sensitive airways that become inflamed when exposed to triggers. Inflamed airways make it difficult to breathe which leads to mild symptoms like wheezing, coughing or breathlessness.

Website	https://www.healthdirect.gov.au/asthma
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NATIONAL ASTHMA COUNCIL



The National Asthma Council Australia is the leading national authority for asthma knowledge, setting the standard for asthma care.

Email	nac@nationalasthma.org.au
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Website	https://www.nationalasthma.org.au/about-us
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NORTHERN HEALTH – ASTHMA & ALLERGY CLINIC

Northern Health

The Asthma and Allergy Clinic is multidisciplinary service coordinated by the Department of Respiratory Medicine. This clinic specializes in the diagnosis and treatment of Severe Asthma and all types of allergies.

Telephone – General enquiries	8405 2444
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Telephone to enquire about your referral	Outpatient Clinics: Phone (03) 8405 8335 Lung function Lab: Phone (03) 8405 2444
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Email	respiratoryenquiries@nh.org.au
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Website	https://www.nh.org.au/service/asthma-and-allergy-clinic/
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Melbourne experienced the world’s largest epidemic thunderstorm asthma event on 21 November 2016, with thousands of people developing breathing difficulties in a very short period of time. Following this event, the Department of Health and Human Services developed a multi-faceted, comprehensive Epidemic Thunderstorm Asthma Program to address potential future impacts.

Epidemic Thunderstorm Asthma Forecast	https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/thunderstorm-asthma/forecasting
Resources for Health Professionals	https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/thunderstorm-asthma/professionals
Website	https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/thunderstorm-asthma

AUDIOLOGY

AMPLIFON



Free online hearing tests	
Telephone	1800 676 149
Take an online hearing test	https://www.amplifon.com/au/online-hearing-test
Find a clinic	https://www.amplifon.com/au/audiologist-hearing-test-clinics/hearing-aids-clinics-melbourne
Website	https://www.amplifon.com/au/online-hearing-test

COCHLEAR IMPLANT

As the global leader in implantable hearing solutions, we have provided more than 750,000 implantable devices – more than any other company – helping people of all ages to hear and connect with life’s opportunities.

Telephone	1800 620 929
Email	customerservice@cochlear.com
Contact us form	https://www.cochlear.com/au/en/connect/contact-us/contact-us-recipient
Find a clinic	https://www.cochlear.com/au/en/connect/find-a-clinic
Website	https://www.cochlear.com/au/en/home

DPV HEALTH – AUDIOLOGY



Our Audiologists are committed to focusing on your needs and providing you with diagnostic hearing assessments.

Telephone	1300 234 263 (select option 4)
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Contact us form	https://www.dpvhealth.org.au/contact-us/
Website	https://www.dpvhealth.org.au/all-services/physical-health/audiology-service/

HEALTH DIRECT – HEARING LOSS



Hearing loss makes it difficult or impossible to hear speech and other sounds. There are different types of hearing loss, and they can range from mild to severe. Some types of hearing loss are temporary, and some are permanent.	
Hearing Test	https://www.healthdirect.gov.au/hearing-test
Website	https://www.healthdirect.gov.au/hearing-loss

HEARING AUSTRALIA

With our dedicated team, we're the nation's largest provider of government-funded hearing services for children, young adults up to the age of 26, eligible Aboriginal and Torres Strait Islander people, pensioners and veterans.	
Telephone	134 432
Contact us form	https://www.hearing.com.au/contact-us
Online hearing assessment	https://www.hearing.com.au/OnlineHearingCheck
Find a hearing centre	https://www.hearing.com.au/Our-services/Find-a-hearing-centre
Website	https://www.hearing.com.au/

SPECSAVERS AUDIOLOGY

At Specsavers Audiology, you'll find the same high-quality expertise and unbeatable value for money that Specsavers has long been known for.	
Find a store	https://www.specsavers.com.au/hearing/stores
Website	https://www.specsavers.com.au/hearing?gclid=Cj0KCQjAwMP9BRCzARIsAPWTJ_EsIEzG6F2U9uxfUpTC09aqNzUzh2IV03tE-auZ8NJeMKonmSDdLTEaAsX4EALw_wcB&gclid=aw.ds

Our Audiologist can test your hearing and check the health of your middle ears. Children from 9 months to 18 years.	
Telephone	9744 4455
Email	admin@sunburychc.org.au
Website	https://www.sunburychc.org.au/services/audiology/

BUSHFIRE & DISASTER RECOVERY

CENTRAL HUME PRIMARY CARE PARTNERSHIP



Central Hume
Primary Care Partnership

An age friendly approach to disaster recovery	
Website	https://www.centralhumepcp.org/wp-content/uploads/2020/04/Central-Hume-PCP_Working-With-Older-People_Single.pdf

VICTORIAN COUNCIL OF SOCIAL SERVICE

VCOSS advocates for organisations involved in emergency management, researches the uneven impacts of disasters on people already experiencing disadvantage, and leads projects to enhance community and personal resilience.	
Telephone	9235 1000
Website	https://vcoss.org.au/projects/disaster-resilience/

CANCER

Australian Cancer
Survivorship Centre

AUSTRALIAN CANCER SURVIVORSHIP CENTRE



This website by the Australian Cancer Survivorship Centre (ACSC) has information for survivors and carers - including a Common Survivorship Issues Directory.

www.petermac.org/patients-and-carers/support-and-wellbeing/life-after-treatment

www.petermac.org/patients-and-carers/support-and-wellbeing/life-after-treatment/common-survivorship-issues-directory

BOWEL CANCER AUSTRALIA



Bowel Cancer Australia is the leading national charity dedicated to prevention, early diagnosis, research, quality treatment and care, so everyone affected by bowel cancer can live their best life.

Telephone	1800 727 336
Online form	https://www.bowelcanceraustralia.org/contact-us
Website	https://www.bowelcanceraustralia.org/

BRAIN TUMOUR ALLIANCE AUSTRALIA



BTAA is the only national brain tumour patient and caregiver organisation in Australia and was established by a group of brain tumour patients and current and former caregivers. Focused on support for Brain Tumour patients, their carers and families. Located in ACT

Telephone	1800 857 221
Email	enquiries@BTAA.org.au
Website	https://btaa.org.au/

BREAST CANCER NETWORK AUSTRALIA



Breast Cancer Network Australia is Australia's leading breast cancer consumer organisation. We have worked tirelessly to ensure that all Australians who are affected by breast cancer receive the very best care, treatment and support.

Telephone	1800 500 258
Contact us	https://www.bcna.org.au/get-in-touch/
Website	https://www.bcna.org.au/

BREAST CARE VICTORIA



Victoria's leading mastectomy and surgical compression garment retailer. By appointment only.

Website	https://breastcarevictoria.com.au/
Phone	0427 889 038
Email	info@breastcarevictoria.com.au

CANCER AUSTRALIA



Australian Government
Cancer Australia

Cancer Australia was established by the Australian Government in 2006 to benefit all Australians affected by cancer, and their families and carers. Cancer Australia aims to reduce the impact of cancer, address disparities and improve outcomes for people affected by cancer by leading and coordinating national, evidence-based interventions across the continuum of care.

Telephone	1800 624 973
Online contact form	https://canceraustralia.gov.au/about-us/contact-us
Website	https://canceraustralia.gov.au/

CANCER AUSTRALIA – CHILDREN’S CANCER



Australian Government
Cancer Australia

When a child is diagnosed with cancer, it marks the beginning of a journey full of practical, emotional, psychological and physical challenges for them and their parents and families. It’s important to have ready access to information you can trust. On this website you will find a wide range of information about children’s cancer, types of children’s cancer, living with and life after cancer, finding support and participating in clinical trials. You will also find children’s cancer statistics and guidance for health professionals.

Telephone	1800 624 973
Online contact form	https://canceraustralia.gov.au/about-us/contact-us
Website	https://childrenscancer.canceraustralia.gov.au/

<p>Cancer Council Victoria has developed an international reputation for our innovative work in cancer research, prevention and support. As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.</p> <p>When you call the Cancer Council support line, you'll talk to a cancer nurse and get the support you need. It's free, confidential, and available for anyone affected by cancer who has a question – those diagnosed as well as their family, friends, and carers. We don't provide individual medical advice.</p>	
Telephone Information & support Mon – Fri 9.00 am – 5.00 pm	13 11 20
Email	enquiries@cancervic.org.au
Email a cancer nurse	https://www.cancervic.org.au/get-support/connect-and-learn/ask-a-nurse
Your guides to best cancer care	https://cancer.org.au/cancercareguides
Support in your own language	https://www.cancervic.org.au/languages/multilingual_cancer_information_line Telephone: 13 14 50 https://www.cancervic.org.au/languages
Aboriginal Communities	https://www.cancervic.org.au/about/aboriginal-communities#support-services
Website	https://www.cancervic.org.au/

CANCER COUNCIL VICTORIA – PRO-BONO ASSISTANCE

<p>Our Legal Support Program provides practical legal support services to Victorians with advanced cancer. Legal support is confidential and provided free to eligible Victorians, in partnership with participating Victorian law firms.</p>	
Telephone	13 11 20
Email	https://www.cancervic.org.au/get-support/cancer-support/email-question
Website	https://www.cancervic.org.au/get-support/legal-and-financial/pro-bono-services

<p>Counselling services include:</p> <ul style="list-style-type: none"> • Nurse Counselling Service, staffed by experienced cancer nurses who have completed further education to become Registered Counsellors. • Psychology service - In partnership with Cancer Council Queensland that can connect people with registered and specialised psychologists, all with training and experience in helping people affected by cancer. Eligibility criteria applies. 	
Website	http://www.cancervic.org.au/get-support/cancer-counselling-services
Contact:	Call Cancer Council 13 11 20 to speak to one of the team who can assess your needs and eligibility* and refer you to the Counselling service . You can call between 9am and 5pm Monday to Friday (excluding public holidays). Counselling appointments are available Monday to Friday during business hours.

CANCER MIND CARE



<p>The Cancer Mind Care self-help online platform was developed and launched in 2021. It provides Australia’s first ‘one-stop-shop’ for tailored mental health support for people with cancer, their support persons, clinicians and First Nations peoples. It is a free and accessible online platform, which can anonymously provide a non-threatening first step to access cancer psychology support and services.</p>	
Website	https://cancermindcare.org.au/

CANTEEN: 12 – 25 YEARS



Canteen supports 12-25 year-olds dealing with their own diagnosis, a close family member's cancer or the death of a loved one. Our services also now extend to parents, because when they cope better with cancer and communicate openly, their children are likely to experience less distress and anxiety.	
Telephone	1800 226 833
To talk to a health professional	1800 835 932
Email	vic@canteen.org.au
Contact form	https://www.canteen.org.au/contact/
Website	https://www.canteen.org.au/

CHINESE CANCER & CHRONIC ILLNESS SOCIETY OF VICTORIA



The Society aims to provide direct relief and support services and programs to people of Chinese descent who are affected by cancer and or chronic illness; deliver information and community education about cancer and or chronic illness in the Chinese language to people of Chinese descent; advocate for cultural needs of people who are affected by cancer and or chronic illness.	
Telephone	9898 9575
Email	enquiry@cccis.org.au
Contact us form	https://www.cccis.org.au/enquiry-2/
Make a referral online	https://www.cccis.org.au/referral-form/
Website	https://www.cccis.org.au/

COUNTERPART



Counterpart connects, supports and informs women living with cancer to live well. Our trained and experienced Peer Support Volunteers understand what it is like to be a woman who has cancer, as they have had a cancer diagnosis themselves.	
Telephone	1300 781 500
Email	info@counterpart.org.au
Contact us form	https://counterpart.org.au/contact-us/
Refer a woman with cancer	https://counterpart.org.au/peer-support/refer-a-patient/
Website	https://counterpart.org.au/about-counterpart/



DISCUSSION STARTERS

Palliative Care Australia’s (PCA) Discussion Starter series and Card packs have been developed to reach into communities to normalise early conversations about the end-of-life, rather than waiting until more time-critical or medical-focused discussions need to occur. The resources have been developed to help Australians work out what’s right for them if they were to become very sick or at the end of their lives.	
Dying to Talk Discussion Starter	https://palliativecare.org.au/campaign/discussion-starters/
Aboriginal & Torres Strait Islander Discussion Starter	https://palliativecare.org.au/campaign/aboriginal-torres-strait-islander-discussion-starter/
Website	https://palliativecare.org.au/campaign/discussion-starters/

DYING WITH DIGNITY



The purpose of Dying With Dignity Victoria is to relieve distress, helplessness and suffering for Victorians with untreatable, painful or terminal illnesses. We continue to encourage all Victorians to complete an Advance Care Directive, and provide specific education and advice in this regard.	
Telephone	0491 718 632
Contact us form	https://www.dwdv.org.au/contactus
Website	https://www.dwdv.org.au/
Health Victoria	https://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/end-of-life-care/voluntary-assisted-dying
Voluntary Assisted Dying Care Navigators	8559 5823 0436 848 344 vadcarenavigator@petermac.org

A free resource of evidence-based, consensus driven cancer treatment protocols and information for use at the point of care. eviQ is developed for the Australian context and supports health professionals in the delivery of cancer treatments. NSW SITE	
Email	contactus@eviq.org.au
Website	https://www.eviq.org.au/



FINDING MY WAY

Finding My Way is an internet-based intervention that provides a convenient, user friendly way to gain information and/or skills to improve your physical and mental well-being during your treatment for cancer.	
Website	www.findingmyway.org.au/

KIDNEY HEALTH AUSTRALIA



For more than 55 years Kidney Health Australia has been the recognised voice for kidney disease in Australia, creating a healthier community through increased awareness and early detection of kidney disease. We connect kidney consumers to vital resources and services to help them manage their condition and achieve a better quality of life while advocating for large-scale industry change. We support health professionals and researchers to ensure early diagnosis and treatment innovation so that one day, every Australian will have healthy kidneys.	
Telephone	1800 454 363
Email	careteam@kidney.org.au
Kidney cancer	https://kidney.org.au/your-kidneys/what-is-kidney-disease/types-of-kidney-disease/kidney-cancer
Website	https://kidney.org.au/

The Leukaemia Foundation offers wraparound health services, powered by a team of trained healthcare professionals who provide emotional and practical support. We fund leading-edge research, translating to life-saving new treatments and rapid access to clinical trials. We also campaign for change, pushing for better policies and equitable access to treatment and care.	
Telephone	1800 620 420
Email	info@leukaemia.org.au
Website	https://www.leukaemia.org.au/

LEUKAEMIC FOUNDATION OF VICTORIA – PATIENT SUPPORT



If you or someone you know has been diagnosed with blood cancer, we're here as Australia's only dedicated blood cancer support service. Our experienced team will help navigate the emotional, physical, and practical challenges of blood cancer.	
Telephone	1800 620 420
Email	info@leukaemia.org.au
Contact us form	https://www.leukaemia.org.au/about-us/contact-us/
Website	https://www.leukaemia.org.au/how-we-can-help/

LUNG FOUNDATION AUSTRALIA



Lung Foundation Australia is the only charity and leading peak body of its kind in Australia that funds life-changing research and delivers support services that give hope to people living with lung disease or lung cancer. Since 1990, we have been working to ensure lung health is a priority for all, from promoting lung health and early diagnosis, advocating for policy change and research investment, raising awareness about the symptoms and prevalence of lung disease and championing equitable access to treatment and care.	
Telephone	1800 654 301
Email	enquiries@lungfoundation.com.au
Contact us form	https://lungfoundation.com.au/contact/
Lung cancer	https://lungfoundation.com.au/patients-carers/living-with-a-lung-disease/lung-cancer/overview/
Website	https://lungfoundation.com.au/

LOOK GOOD FEEL BETTER



The Look Good Feel Better program free, national community service program managed by a small team of staff. The program relies on the support of 800 trained cosmetic, beauty and hairdressing professionals who volunteer their time and expertise to help deliver the workshops across Australia.	
Telephone	02 9056 7105 or freecall 1800 650 960
Website	lgfb.org.au
Post	Look Good Feel Better A1 / 35-39 Bourke Road Alexandria NSW 2015

HEAD TO HEALTH

HEAD TO HEALTH

Head to Health helps all Australians access the mental health and wellbeing services that are right for them. It makes it easier to navigate and choose the most suitable care options, whether that's face-to-face, via phone, or online. Visit the website, or call between 8:30 am and 5 pm weekdays (except public holidays).	
Website	www.headtohealth.gov.au
National phone line	1800 595 212

LYMPHOMA AUSTRALIA



Our Lymphoma Australia Nurses are professional, qualified nurses who care for patients across Australia. These Lymphoma specialist nurses deliver an essential service to patients and cancer nurses. Lymphoma Australia nurses can help you navigate the lymphoma journey and connect you with others and the appropriate support networks	
Telephone Nurse Hotline	1800 359 081 or 0431 483 204 1800 953 081
Email Email Nurse	enquiries@lymphoma.org.au nurse@lymphoma.org.au
Website	https://www.lymphoma.org.au/

AUSTRALASIAN LYMPHOLOGY ASSOCIATION



The Australasian Lymphology Association is committed to promoting the development of lymphology in Australasia.	
Website	www.lymphoedema.org.au/accreditation-nlpr/find-a-practitioner/
Email:	admin@lymphoedema.org.au
Address	Australasian Lymphology Association PO Box 1011 Berwick VIC 3806 Office Hours: Monday - Friday 9am - 5pm
Phone:	0401 970 629

THE LYMPHOEDEMA CLINIC AT YOUR COMMUNITY HEALTH



The YourCH Lymphoedema Clinic is located at the Preston (PANCH) Health Centre. The clinic operates on Tuesday, Thursday and Friday, with the assessment clinic being held on Thursday mornings.	
Website	Lymphoedema@yourch.org.au
Address	300 Bell Street, Preston VIC 3072
Telephone	03 8470 1111

MELANOMA PATIENTS AUSTRALIA



Melanoma Patients Australia is here to help you. We are committed to providing patient-focused services for all Australians affected by melanoma. We provide information, guidance, support and assistance for family, friends and carers of those affected by melanoma.	
Telephone	1300 884 450
Email	info@melanomapatients.org.au
Website	https://melanomapatients.org.au/

MUMMY'S WISH



Mummy's Wish support mums of children under 13, while they are receiving treatment for cancer.	
Website	https://mummyswish.org.au/
Phone	1800 257 600.



NICAN

The National Indigenous Cancer Network provides information about what cancer is, cancer risks and prevention as well as different types of cancers and treatments, aimed to improve health outcomes for indigenous people with cancer. Located in Qld	
Website	https://www.menzies.edu.au/page/Research/Indigenous_Health/Cancer/National_Indigenous_Cancer_Network/



VICTORIAN ADOLESCENT AND YOUNG ADULT(AYA) CANCER SERVICE

Specialises in the care and support of Victorians experiencing cancer aged 15 to 25 years. We understand the unique challenges of dealing with cancer at this stage of life. Staying engaged with the people, places and activities that matter to you is important. Our approach is about providing personalised care that is tailored to you and your needs. We consider your wellbeing as a whole and support your connections to life outside of cancer. Our approach is also inclusive of families, including support for partners and peers.	
Telephone	8559 6880
Email	aya@petermac.org
Online enquiry	https://www.petermac.org/contact
Website	https://www.petermac.org/patients-and-carers/children-and-young-people/adolescents-and-young-adults-aya-for-patients

The Otis Foundation is a National not for profit providing retreat stays at no cost to those dealing with the challenges of breast cancer.	
Website	https://otisfoundation.org.au/
General enquiries	Call: (03) 5444 1185 Email: info@otisfoundation.org.au

ORAL CANCER HUB

The oral cancer learning hub contains information and resources about prevention, early detection and referral that are intended for oral health professionals.	
Better Health Channel - Mouth Cancer	https://www.betterhealth.vic.gov.au/health/ConditionsAndTreatments/mouth-cancer
DHSV – Oral Cancer	https://www.dhsv.org.au/oral-health-advice/teeth-tips/oral-cancer
Peter Mac – Dental Oncology	https://www.petermac.org/services/treatment/dental-oncology
Website	https://www.oralcancerhub.org.au/

OVARIAN CANCER AUSTRALIA



The leading national body taking action for Australians affected by ovarian cancer. The team at Ovarian Cancer Australia is made up of 35 passionate nurses, psychologists, counsellors, advocates, fundraisers and more who deliver our free and holistic evidence-based support services and advocate for increased research funding and better treatment options for women living with ovarian cancer.	
Telephone	1300 660 334
Have us call you – submit details	https://www.ovariancancer.net.au/find-support/helpline
Email	support@ovariancancer.net.au
Website	https://www.ovariancancer.net.au/

PALLIATIVE CARE VICTORIA



Palliative care is person and family-centred care provided for a person with a life limiting illness, for whom the primary goal is to optimise the quality of life.	
Telephone	9662 9644
Email	info@pallcarevic.asn.au
Contact us	https://www.pallcarevic.asn.au/contact/
Website	https://www.pallcarevic.asn.au/

PALLIATIVE CARE AUSTRALIA



Palliative Care Australia is the peak national body for palliative care. Its website includes information for patients, carers and health professionals, as well as contact details for the State and Territory Palliative Care Associations.	
Telephone	(02) 6232 0700
Email	pca@palliativecare.org.au
National Palliative Care Service Directory	https://nsd.palliativecare.org.au/s/search-service
Website	http://palliativecare.org.au/

PANCARE FOUNDATION – PANCREATIC CANCER



Pancare Foundation are a leading charity committed to inspiring hope, raising awareness, supporting families and funding research for upper gastrointestinal cancers.	
Telephone	1300 881 698
Email	info@pancare.org.au
Contact us Form	https://www.pancare.org.au/contact/
Support Services	https://www.pancare.org.au/support/
Website	https://www.pancare.org.au/

Prostate Cancer Foundation of Australia (PCFA) is a broad-based community organisation and the peak national body for prostate cancer in Australia. Dedicated to reducing the impact of prostate cancer on men, their partners, families and the wider community. Provides information on prostate cancer, treatments and supports available, as well as the latest research.	
Telephone	1800 22 00 99
Contact us	https://www.prostate.org.au/contact/
Website	https://www.prostate.org.au/

FIND A PSYCHOLOGIST: APS - AUSTRALIAN PSYCHOLOGICAL SOCIETY

Access thousands of APS psychologists who are in private practice. Seek qualified and trusted psychologists for assistance in a range of areas.	
Website	https://psychology.org.au/find-a-psychologist

WE CAN



WeCan is an Australian supportive care website to help people affected by cancer find the information, resources and support services they may need following a diagnosis of cancer. The site provides easy access to the many excellent resources, services and information developed by other organisations who specialise in cancer and community support.	
Website	https://wecan.org.au/

WELLAHEAD PROGRAM



WellAhead is a wellness program co-designed with consumers to support and empower those living with and beyond cancer. It includes activities like yoga, qigong, volunteer programs, the Northern Health Community Choir, and classes for seniors from Whittlesea U3A.	
Website	www.nh.org.au/wellahead/
Email	wellahead@nh.org.au

WIGS ON WHEELS

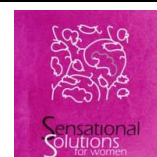
A mobile wig service that comes to you	
Website	melbourne@wigsonwheels.com.au
Telephone:	All Melbourne Kirsten 0424 920 799

THINK PINK FOUNDATION



Think Pink Foundation focus is on helping people who have breast cancer – at every stage of the journey from initial diagnosis, through treatment and onto survivorship. Their mission is to enable a better journey through breast cancer for patients and their families. They primarily, do this by providing direct emotional, practical and physical support through a comprehensive range of programs we offer at their unique wellness centre called The Living Centre.

Website	www.thinkpink.org.au/
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SENSATIONAL SOLUTIONS FOR WOMEN

Sensational Solutions for Women, is a mobile breast prosthesis and lingerie fitting service for women who have undergone surgery for Breast Cancer (Mastectomy)

Website	https://www.facebook.com/SensationalSolutionsforWomen/
Email	kerrymartin_2011@bigpond.com
Telephone	0417 119 748

CARDIAC

HEALTH DIRECT



The heart is a vital organ for human life. It pumps blood around the body to supply tissues with nutrition and oxygen. Understanding how the heart works can help you look after your heart health.	
Telephone	1800 022 222
Symptom Checker	https://www.healthdirect.gov.au/
Website	https://www.healthdirect.gov.au/heart

HEART FOUNDATION



We are leading the fight to save Australian hearts. In 2022, more than 4 million Australians live with heart disease. We continue to lead the fight for their hearts through funding research, developing treatment guidelines for health professionals, supporting patient care and helping Australians to live heart-healthy lifestyles. The Heart Foundation's work is purpose-driven, with a focus on stopping Australia's number one killer: heart disease, which takes 48 lives every day.	
Telephone Victorian office	13 11 12 9329 8511
Email	contactus@heartfoundation.org.au
General contacts	https://www.heartfoundation.org.au/about-us/get-in-touch/general-contact
Cardiac rehabilitation info	https://www.heartfoundation.org.au/your-heart/support/cardiac-rehabilitation
Find a cardiac rehabilitation service near you	https://www.heartfoundation.org.au/cardiac-services-directory
Website	https://www.heartfoundation.org.au/

Cardiac Rehabilitation is a multidisciplinary program that provides education and graded supervised exercise program which follows the guidelines of the Heart Foundation. It helps clients to optimize their heart health, minimize further risk factors, and enhance self-management.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website – DPV Health	www.dpvhealth.org.au/cardiac-rehabilitation/

NORTHERN HEALTH – CARDIAC REHABILITATION **Northern Health**

Cardiac Rehabilitation is a comprehensive education and exercise program for all people who have had a recent cardiac event or are at high risk of developing coronary Heart disease. The program is run by a specialist cardiac trained nurse and physiotherapist or exercise physiologist. There are other allied health professionals who are involved in the education components of the program. Cardiac Rehabilitation program is offered during the day and the evening.	
Telephone Community Access Service Team	1300 128 539
Referrals - fax	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website – NH Cardiology	https://www.nh.org.au/service/cardiology/
Website – NH Cardiac Rehab	https://www.nh.org.au/service/cardiac-rehabilitation/

SUNBURY COBAW COMMUNITY HEALTH – CARDIAC REHABILITATION

Cardiac rehabilitation is twice weekly group exercise and education sessions that help you recover from your recent heart event or surgery and help prevent future heart problems. We support your physical, emotional and social recovery and help improve your confidence with your heart health management.	
Telephone	Sunbury - 9744 4455 Kyneton – 5421 1666
Email	admin@scchc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/cardiac-rehabilitation/

AUSTRALIAN GOVERNMENT CARER GATEWAY

Over the phone and in person support such as coaching, counselling, peer support, information, advice and access to emergency respite.	
Telephone	1800 422 737
Community Forum	https://forum.carergateway.gov.au/s/
Carer Coaching Online	https://coaching.carergateway.gov.au/
Financial Support	https://www.carergateway.gov.au/financial-help
Links for First Nations Carers	https://www.carergateway.gov.au/first-nations
Carer Gateway Service Provider in Victoria Merri Community Health	https://www.merrihealth.org.au/services/carers-support/
Website	https://www.carergateway.gov.au/

AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES – NORTH METROPOLITAN COMMONWEALTH RESPITE AND CARELINK CENTRE



Commonwealth Respite and Carelink Centre offers information and referrals on all respite options and provisional planned short term respite for emergency and unplanned for Carers by a brokerage model	
The nearest CRCC will be found by contacting Telephone (business hours)	1800 052 222
For emergency respite	1800 059 059
Website	https://www.healthdirect.gov.au/australian-health-services/healthcare-service/virtual/north-metropolitan-commonwealth-respice-and-carelink-centre/general-counselling/4e67b99d-723b-aa8c-1f73-a7052d12b9f5

AUSTRALIAN MULTICULTURAL COMMUNITY SERVICES

We provide opportunities for seniors to participate in culturally appropriate social interactions, make and maintain friendships. The AMCS centre-based Respite Program gives carers a break to take care of their own health and wellbeing.	
Telephone	9689 9170
Email	info@amcservices.org.au
Website	https://www.amcservices.org.au/social-support/

CARERLINKS NORTH



Respite is a short period of rest or break. It allows carers to take a break to focus on their own wellbeing. Respite can be for a few hours, days or for longer periods, depending on the carers needs, eligibility and what services are available.	
Telephone	1800 422 737
Contact us	https://www.merrihealth.org.au/about/contact-us/
Merri Health Website	https://www.merrihealth.org.au/services/carer-support/respite/

CARERS AUSTRALIA VIC



Carers Victoria is the statewide voice for family carers, representing and providing support to carers in Victoria.	
Telephone	1800 514 845 9396 9500
Email	reception@carersvictoria.org.au
Website	https://www.carersvictoria.org.au/about-us/about-carers-victoria

We provide flexible respite during the day to give carers a break from their caring role. This can be in the home or in the community. Our in-home support service is designed for carers of people needing assistance within the home, such as older people with dementia. We also offer centre-based respite that is run through our social connections program. This is a dementia-friendly program that runs on Mondays in Mernda and Thursdays in Thomastown.

Telephone	9217 2170 (option 4)
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Services-available-for-people-over-65-years-old

DPV HEALTH – SOCIAL SUPPORT PROGRAMS



Are you a carer in need of rest or respite? Are you an elder person who would like to meet new people, go on outings, or participate in group activities? DPV Health can help you. Our Social Support Programs assist people and their carers to maintain and enhance their wellbeing, prevent social isolation and maintain independence within their community.

For a referral to these services contact My Aged Care and asked to be referred to DPV Health	1800 200 422
For Flexible Respite opportunities – Commonwealth Home Support Program	8301 6704 1300 234 263
Website	https://www.dpvhealth.org.au/all-services/social-support-programs-for-elders-and-seniors/

LINK COMMUNITY TRANSPORT



LINK Community Transport Inc is a not for profit organisation providing transport solutions for people and communities in the Northern and Western suburbs of Melbourne. LINK connects you to an Integrated Community of Care of volunteers, services, transport, health systems, outings, and friendships.

Telephone	1300 54 65 28
Contact us	https://www.lct.org.au/contact/
Website	http://www.linkcommunitytransport.org.au/

MILL PARK COMMUNITY HOUSE



Our Disability section offers a wide range of support services including a day service, after hours recreation programs, respite and we also provide Support Co-ordination under the National Disability Insurance scheme.

Telephone	9404 4565
Contact us	https://millparkcommunityhouse.com/contact-us/
Website	https://millparkcommunityhouse.com/disability-care/

RESPIRE ALLIANCE WHITTLESEA (RAW)

You can also seek support from the Respite Alliance Whittlesea (RAW), a community group that advocates for the rights of people with disability and for respite services in the City of Whittlesea

Telephone	0418 513 304 – waiting on confirmation
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SCOPE



Respite Services 108 Vincent Drive South Morang

Telephone	1300 472 673
Email	regentstreetrespite@scopeaust.org.au
Website	https://www.scopeaust.org.au/about-scope/

SPECTRUM AGED CARE SERVICES



We have a whole range of services to help older people to come together, stay active, live independently and engage in the community. Offer support for carers, centre based respite in Preston & Whittlesea and flexible respite care at home or in the community

Telephone	1300 735 653
Email	info@spectrumvic.org.au
Support for Carers	https://spectrumvic.org.au/service/aged-care-services/
Website	https://spectrumvic.org.au/

SPECTRUM RESPITE SERVICES



Our aged care respite services aim to support and maintain caring relationships between carers and care recipients by providing access to respite care and other support services. These include ethno-specific centre-based respite services, National Respite for Carers-funded, in-home or community-based respite care, ethno-specific planned activity groups and an activity group for older Italian people with dementia.

Telephone	1300 735 653
Email	info@spectrumvic.org.au
Website	https://spectrumvic.org.au/service/aged-care-services/aged-care-respite-services/

SPECTRUM SUPPORT FOR CARERS



You're considered a carer if you provide care and support to someone with a disability, a medical condition, mental illness, or someone who is ageing and frail. Carers come from all walks of life – you might be a parent, partner, spouse, young person, child, other family member, friend, or neighbour. Our support services are available to any carer, at any stage in their caregiving journey, providing the assistance and support you need, whenever you need it.

Telephone	1300 735 653
Email	connect@spectrumvic.org.au
Support for Carers	https://spectrumvic.org.au/service/aged-care-services/support-services/support-for-carers/
Website	https://spectrumvic.org.au/

WHITTLESEA DISTRICT ADULT TRAINING SUPPORT SERVICES (ATSS)

Telephone	9401 1844
Address	851 High Street, Epping, 3076
Email	admin@wdatss.org

The Young Carers Network (YCN) is a nationally coordinated resource to raise young carer awareness, provide information, and direct young carers to appropriate pathways for support. We work to enable young carers to engage with each other through a range of opportunities to share and connect.

Contact us	https://youngcarersnetwork.com.au/YCNContact
Website	https://youngcarersnetwork.com.au/about



COMMUNITY HEALTH

BANYULE HEALTH



We are here to support a happy, healthy community.

We have been providing health care and welfare support services across multiple locations for over 40 years. We exist to improve the health and wellbeing of the community and pride ourselves on listening and responding to what you need.

Telephone	9450 2000
Book an Appointment	https://bchs.org.au/contact-us/book-an-appointment/
Sites	<ul style="list-style-type: none">• 21 Alamein Road, West Heidelberg 3081• 3/25-33 Grimshaw Street, Greensborough, 3088
Contact us	https://bchs.org.au/contact-us/contact-us/
Email Contact form	https://bchs.org.au/contact-us/contact-form/
Website	https://bchs.org.au/
Services	
Medical, Dental Services, Dietetics, Occupational Therapy (Adult & Children), Physiotherapy, Podiatry, Speech Pathology, Diabetes Education, Mental Health, Counselling, LIFT Stepped Care Model, HeadtoHealth, Alcohol & Drug Support, Gambling Support, Community Legal Service, Social work support & Emergency Relief, Financial Support, Himilo Community Connect, Men's Shed, NDIS, First Nations Health, Kids, Youth & Families, Midwifery & Reproductive Health, Dietetics & Nutrition for Children, Youth Foundation, Carer Support, SPOT-ON (Strengthening school readiness), Carer Support.	

<p>cohealth is a not-for-profit community health organisation that strives to improve health and wellbeing for all and lead the way in reducing health inequity in partnership with people and the communities in which they live. We have developed a unique model that provides a financially sustainable and impactful way to address social and environmental challenges and make a real difference.</p>	
Services	https://www.cohealth.org.au/our-services/
Telephone – Doctor	
Collingwood	9448 5528
Braybrook	9884 5507
Fitzroy	9448 5531
Footscray	9448 5502
Kensington	9448 5537
Laverton	9448 5534
Telephone – Dental	
Footscray	9448 5502
Kensington	9448 5538
Niddrie	9448 5520
Allied Health Telephone Request an appointment online	9448 5521 https://www.cohealth.org.au/our-services/using-our-services/appointments-and-cancellations/request-appointment/#/steps/1
Website	https://www.cohealth.org.au/
Locations	https://www.cohealth.org.au/location/?lat=-37.6948854&lng=145.0622727
Braybrook Community Hub, 107 – 139 Churchill Avenue, Braybrook, 3019. 9448 5507	
Central City, 53 Victoria Street, Melbourne, 3000. 9448 5536	
Kensington, 12 Gower Street, Kensington, 3031. 9448 5537	
Kensington, 6 Gower Street, Kensington, 3031. 8378 1670	
Collingwood Innerspace, 4 Johnston Street, 3066. 9448 5530	
Collingwood, 365 Hoddle Street, Collingwood, 3066. 9448 5528	
Collingwood, 3 Cambridge Street, Collingwood, 3066.	
Fitzroy, 75 Brunswick Street, Fitzroy, 3065. 9448 5531	
Fitzroy Medical Centre, 75 Brunswick Street, Fitzroy, 3065. 9448 5531	
Footscray, 215 Nicholson Street, Footscray, 3011. 9448 5510	
Footscray, Health Works, 4-12 Buckley Street, Footscray. 3011. 9448 5511	
Footscray, 78 Paisley Street, Footscray, 3011. 9448 5502	
Footscray West, 575A Barkly Street, West Footscray, 3012. 9688 9588	
Laverton Sexual Reproductive Hub, 95 – 105 Railway Avenue, Laverton, 3028. 9448 5534	
Niddrie, 3-15 Matthews Avenue, Niddrie, 3042. 9448 5520	
Glenroy, Community Hub, Wheatsheaf Road, Glenroy 3046	
North Melbourne, Child & Family Health, 1/508 Queensberry St, North Melbourne, 9448 5521	
Sunshine, 45 Dickson St, Sunshine, 3020. 9448 5522	

DPV Health is a not-for-profit organisation that offers exceptional health care services to people of all ages. We are an inclusive organisation that celebrates the diversity of all people within our communities. We are passionate about helping to support people to lead happy healthy lives.	
Telephone	1300 234 263
Request a call back	https://www.dpvhealth.org.au/contact-us/request-a-call-back/
For referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Email	Info@dpvhealth.org.au
Website	https://www.dpvhealth.org.au/
<p>Services</p> <p>Medical: General Practice, Health Assessments, Vaccinations & Immunisations, Chronic Disease Management, Family Planning, Men’s & Women’s Health, Minor Surgical Procedures, Paediatric Services, Skin Clinic/Skin Checks, Mental Health Support, Workcover & TAC, Allied Health</p> <p>Dental: Public Dental Services, Emergency Dental Treatment, Affordable Private Dental, Oral Health Program.</p> <p>Mental Health: Head to Health, Counselling, Psychology & Social Work, Child & Youth Psychology, Health Psychology, Newbould Mental Health Program</p> <p>Physical Health: Audiology, Physiotherapy, Speech Pathology, Cardiac Rehab, Women’s Health Nursing, Exercise Physiology, Nutrition and Dietetics, Occupational Therapy, Podiatry, Diabetes Connect Program, Endocrinology</p> <p>Disability: NDIS Support Coordination, Adult Community Options, Early Childhood Intervention Services, Speech Pathology, Occupational Therapy, Physiotherapy, Social Support Programs, Disability Medical Assessment, Adult Allied Health, Teen & Young Support</p> <p>Aged care: Home Care Packages, Aged Care Assist, Community Phone Connect Program, Social Support Programs, Hospital Admission Risk Program (HARP)</p> <p>Children’s: Early Childhood Intervention (NDIS), Speech Pathology, Physiotherapy, Audiology, Occupational Therapy, Dietetics, Community Asthma Program, Pathway to Good Health</p> <p>Community Support Programs: Aboriginal & Torres Strait Islander, Family & Domestic Violence, Men’s Behaviour Change Program, Refugee Asylum Seeker, LGBTIQ Community Services, Homelessness Service, Healthy Mothers Healthy Babies, Pathway to Good Health, School Focused Youth Service, Victims Assistance Program</p>	
Locations	
<p>Broadmeadows</p> <p>42-48 Coleraine Street, Broadmeadows, 3047.</p> <p>Broadmeadows Hospital, 35 Johnston Street, Broadmeadows, 3047.</p> <p>42-48 Coleraine Street, Broadmeadows, 3047.</p> <p>1 Sorrento Street, Broadmeadows, 3047</p>	
<p>Caroline Springs</p> <p>1 Darebin Place, Caroline Springs, 3023.</p>	
<p>Craigieburn</p> <p>55 Craigieburn Road, Craigieburn, 3064</p> <p>6 Newbold Avenue, Craigieburn, 3064.</p>	
<p>Epping</p> <p>Northern Hospital Site 187 Cooper Street, Epping, 3076.</p>	

Meadow Heights

21-27 Hudson Circuit, Meadow Heights, 3048.

Mill Park

20 Civic Drive, Mill Park, 3082.

31a Morang Drive, Mill Park, 3082.

20 Civic Drive, Mill Park, 3082.

Roxburgh Park

12-14 Bluebird Way, Roxburgh Park, 3064.

South Morang

Farm Vigano Community Cultural Centre, 10 Bushmans Way, South Morang, 3752.

Whittlesea

40 – 42 Walnut Street, Whittlesea, 3757

We're a non-for-profit community health provider committed to creating and supporting healthy and connected communities.	
Telephone	
All services, enquiries & NDIS	1300 637 744
Brunswick Community Medical	1300 056 300
Carer Support	1800 422 737
Dental Services	1300 637 744
Ovens Murray, regional Vic: NDIS Early Childhood, Early Intervention	1300 665 437
My Aged Care	1800 200 422
Contact us	https://www.merrihealth.org.au/about/contact-us/
Make a Referral	https://www.merrihealth.org.au/services/make-a-referral/
Website	https://www.merrihealth.org.au/
Services	https://www.merrihealth.org.au/services/
<p>Aboriginal & Torres Strait Islander – Closing the health gap, Reconciliation Action Plan, carer support, key links</p> <p>Aged Care – What is my aged care, home care packages, home care package health services, social groups, allied health & nursing, carer support, education groups, exercise groups, living well programs, stepped care for older adults: support your mental health, memory loss & dementia, rapid reablement, respite</p> <p>Carer Support – Carer gateway/Vic, Activities events & carer engagement, carer card, carer services</p> <p>Child & Family – Children’s health, counselling, family foundations: support for new parents, education, family services, family violence, respite, early childhood approach</p> <p>Chronic conditions- Cardiac and respiratory support, diabetes education, healthy eating and lifestyle, knee & hip osteoarthritis management, support for people with chronic conditions/pain management</p> <p>Dental - Children’s dental, general dental</p> <p>Disability –carer support, early childhood, NDIS, Merri Mates – matching volunteers with people with a disability, health services</p> <p>Health & Wellness – Health services, living well programs, education groups, education groups, healthy eating and lifestyle</p> <p>LGBTIQA+ Health – Gay, Lesbian, Bisexual, Transgender, Intersex and Queer inclusive, LGBTIQA+ health: alcohol and drugs, Rainbow crew, Rainbow young carers</p> <p>Medical Centre Brunswick</p> <p>Mental Health – Community nursing, counselling, drop-in support, LGBTIQA+ health: alcohol & drugs, supported residential services, victim’s assistance program</p> <p>Young Adults – carer support, drop-in support, education, respite, family violence, LGBTIQA+ health: alcohol & drugs, counselling</p>	
Locations	https://www.merrihealth.org.au/about/contact-us/
Brunswick. 11 Glenlyon Road, Brunswick VIC 3056	
Brunswick West. 382-386 Moreland Road, Brunswick West VIC 3055	

Chifley Drive, Preston. Level 2, 110 Chifley Drive, Preston VIC 3072
Bell Street, Coburg. 93 Bell Street, Coburg VIC 3058
Pentridge Boulevard, Coburg. Ground floor, Unit 4, 19 Pentridge Boulevard, Coburg 3058
Fawkner. CB Smith Reserve, 79 Jukes Road, Fawkner VIC 3060
Glenroy. 5D Cromwell Street Glenroy VIC 3046
Vic Place Coburg. 21 Victoria Street Coburg VIC 3058
Wangaratta Level 3, 62-68 Ovens Street, Wangaratta, VIC 3677

NEXUS PRIMARY HEALTH



Nexus Primary Health provides a comprehensive range of services covering the communities of Mitchell, Murrindindi and Strathbogie Shires and beyond to support you to live well in your community	
Telephone	1300 77 33 52
Services	https://www.nexusprimaryhealth.org.au/our-services
Access & Support Services	https://www.nexusprimaryhealth.org.au/our-services/access-and-support-services
Email	Info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/
Locations	
Nexus GP Superclinic Wallan, 7-11 High Street, Wallan.	
Kinglake Ranges Health Centre, 19 Whittlesea-Kinglake Road, Kinglake.	
Seymour, 22 Emily Street, Seymour.	
Broadford, Allied Health, 72 Ferguson Street, Broadford.	

SUNBURY COBAW COMMUNITY HEALTH



Sunbury Cobaw Community Health is a not-for-profit community health organisation, providing a range of services that respond to the needs of Sunbury and its surrounding communities	
Telephone	9744 4455 Sunbury 5421 1666 Kyneton/Romsey
Email	admin@sunburychc.org.au
Services	https://sunburycobaw.org.au/a-z-services/
Website	https://www.sunburychc.org.au/

We enable health, wellbeing and dignity for all people in northern Melbourne by providing responsive and accessible services. Your Community Health is a Registered NDIS Provider. We offer medical, dental and allied health services and support programs at our health centres. Some services and activities may be available in your home or in community settings

Telephone	8470 1111
Email	info@yourch.org.au
Make a referral	https://www.yourch.org.au/contact-us/forms/
Website	https://www.yourch.org.au/
Sites	
East Reservoir Health Centre, 125 Blake Street, East Reservoir	
Northcote Health Centre, 42 Separation Street, Northcote, 3070	
PANCH Health Centre, 300 Bell Street, Preston, 3072.	

COMMUNITY HUB

COOLIBAH CRAIGIEBURN SOCIAL CONNECTIONS HUB

This program offers social connections and a packed schedule of stimulating activities each Friday to older people and those with a disability in the Craigieburn area of northern Melbourne. The activities at the social connection hub include creative arts, music, cultural celebrations, games, interesting guest speakers and regular outings.	
Telephone	9483 1345
Email	agedcare@bsl.org.au
Website	https://www.bsl.org.au/services/service-centres/coolibah-craigieburn-social-connections-hub/

CRAIGIEBURN COMMUNITY SERVICES HUB

Craigieburn Community Services Hub brings together a range of community service providers in one convenient location to support the local community	
Telephone	9658 5701
Email	CCSHadmin@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/Community-Facilities/Community-Centres/Craigieburn-Community-Services-Hub

EPPING COMMUNITY SERVICES HUB

The Epping Community Services Hub is a welcoming and inclusive place providing support and services to the local community. It was set up in 2016 as a partnership between BSL and the City of Whittlesea. The Hub is home to many services delivered by BSL and other partner organisations	
Telephone	9483 1183
Email	info@bsl.org.au
Website	https://www.bsl.org.au/services/service-centres/epping-community-services-hub/

MEADOWS COMMUNITY HUB

Community hubs build social cohesion in Australia. They are welcoming places where families from diverse backgrounds, particularly mothers with pre-school children, come to connect, share and learn	
Telephone	9309 2573
Email	dl.0252.info@schools.sa.edu.au
Website	https://www.communityhubs.org.au/hubs/meadows-primary-school-hub/

COMPUTER & I/T SKILLS

GLENROY NEIGHBOURHOOD LEARNING CENTRE

Glenroy Neighbourhood Learning Centre is a community development and education services provider, and neighbourhood house.	
Telephone	9304 3910
Email	admin@gnh.org.au
Courses	https://gnh.org.au/classes-%26-courses
Website & Contact us	https://gnh.org.au/

HUME UNIVERSITY OF 3RD AGE (U3A)

This course has been relocated to Gladstone Park Community Centre as a BRING YOUR OWN DEVICE class. Mondays 10.00am. Please contact Tutor for further information. Beginners to Intermediate skill level depending on your needs. The purpose of this class is to share skills and experiences among students, rather than a formal programme to learn about standard computer products. We cover Microsoft products such as Word Excel PowerPoint and Publisher. Use of the Internet is also reviewed. You can also bring your current issues or challenges in using your home computer to the class and hopefully another student can assist you in overcoming your issues.	
Telephone	9330 3239
Email	secretary@humeu3a.org.au
Website Courses/Activities	https://humeu3a.org.au/courses-activities/

LALOR LIVING & LEARNING CENTRE

Lalor Living & Learning Centre has a dedicated classroom for courses and activities in information technology, digital media and basic computing. If you want to learn how to use your new computer or device, we may be able to help you with access to our facilities or with a short course.	
Telephone	9465 6409
Email	office@lalorllc.vic.edu.au
Website	https://lalorllc.vic.edu.au/courses/computers/

MILL PARK COMMUNITY HOUSE

Build confidence in how you use technology with our range of computer training courses. Build essential computer skills in a supportive environment with Mill Park Community House.	
Telephone	9404 4565
Contact us form	https://millparkcommunityhouse.com/contact-us/
Website	https://millparkcommunityhouse.com/adult-education/computer-training-courses/

PRACE

Prace runs a number of computer and information technology courses for beginners and more advanced students. Please see our current course information – including Computers for Beginners; iPADS & Tablets for seniors; Computers for older adults	
Telephone	9462 6077
Email	office@prace.vic.edu.au
Locations	https://prace.vic.edu.au/training-locations/ Includes: Reservoir, Mernda, Northland, Thomastown, Keon Park, East Preston, Donnybrook, Beveridge, Wallan, Wollert
Website	https://prace.vic.edu.au/computer-info-tech/

SIKH COMMUNITY

To help older Australians get online confidently and securely, Sikh Community Connections is working with The Good Things Foundation – a strategic partner who specialises in digital connection and education.	
Contact us form	https://docs.google.com/forms/d/e/1FAIpQLSdpKZJ5C-mFijwMbcp4QGyoYNpBF2dX61CxY-CFs6wNlaylkQ/viewform
Website	http://sikhcc.org.au/portfolio-items/education/

TELSTRA – TECH SAVVY SENIORS

Our Tech Savvy Seniors program helps you build the skills and confidence to use computers, tablets and smartphones. It includes face-to-face training; how-to guides and more.	
Quick Reference Guides (in languages)	https://www.telstra.com.au/tech-savvy-seniors/quick-reference-guides
Website	https://www.telstra.com.au/tech-savvy-seniors

UNIVERSITY OF 3RD AGE (U3A) ONLINE

This course aims to explain how computers work, and how they have achieved such phenomenal growth in such a short time. This course is about understanding computers and understanding the IT revolution in which we all live.	
Contact us form	https://www.u3aonline.org.au/contact
Website	https://www.u3aonline.org.au/content/understanding-computers

WHITTLESEA UNIVERSITY OF 3RD AGE (U3A)

Courses include Computer/Android/Social Media Support, Laptop Windows, Laptop Win 10 For Beginners, Computer - Excel & More, Digital Literacy Training, Apple iPhone & iPad Self Help – (online), Apple iPhone & iPad, Computer Level 2 Including Internet, More Than Just A Phone (online), Technology and Computers for Seniors, Computer Very Basic - Total Beginners	
Telephone	9464 1339 0404 119 189
Email	info@whittleseau3a.org.au
Courses/Activities 2022	https://whittleseau3a.org.au/courses-activities/
Website	https://whittleseau3a.org.au/

CONTINENCE

BINS 4 BLOKES



1.34 million men and boys live with incontinence. BINS4Blokes can help them live an active life again. For boys and men who use incontinence products, there are very few or no places for them to throw them out. This can make them want to stay put, not wanting to leave their homes and join in everyday activities.

Email	info@bins4blokes.org.au
Contact us form	https://bins4blokes.org.au/contact/
Website	https://bins4blokes.org.au/

CONTINENCE FOUNDATION OF AUSTRALIA



The Continence Foundation of Australia exists to serve all Australians by promoting bladder, bowel and pelvic floor health.

Telephone	1800 33 00 66
Resources	https://www.continence.org.au/get-support/resources
Children – Toilet Tactics	https://www.continence.org.au/who-it-affects/children/toilet-tactics
Service Providers	https://www.continence.org.au/get-support/directories/service-providers
Website	https://www.continence.org.au/about-continenence/understanding-incontinence

CONTINENCE SUPPORT NOW



The pocket guide for disability and aged care workers providing bladder and bowel support

Telephone National Continence Helpline 8am – 8pm M-F	1800 330 066
Contact us form	https://www.continencesupportnow.com/contact-us
Website	https://www.continencesupportnow.com/

NATIONAL CONTINENCE PROGRAM (NCP)

The National Continence Program (NCP) is a national program to support the prevention and management of incontinence.	
Telephone National Continence Helpline 8am – 8pm M-F	1800 330 066
Website	https://www.health.gov.au/initiatives-and-programs/national-continence-program-ncp

NEXUS COMMUNITY HEALTH

Nexus Continence Service helps people of all ages and abilities who have bladder and/or bowel issues, such as incontinence. Incontinence is when you unable to control your bladder, bowel or both your bladder and bowel. It can be a small amount or more severe. Our specialised Continence Nurse will work with you. We can give you education to help you manage your incontinence.	
Telephone	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/continence-services

NORTHERN HEALTH – ADULT CONTINENCE

Our Continence Nurses are experienced clinicians specialised in the management of needs relating to continence. The service will provide advice and support for adults	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/adult-continence/

NORTHERN HEALTH – NDIS CHILDREN’S CONTINENCE

Our Continence Service at Bundoora is for children with a disability requiring assessment and management for incontinence of bladder and or bowel dysfunction. This service is offered through the NDIS as we are a provider for this scheme	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/ndis-childrens-continance/

NORTHERN HEALTH - NDIS ADULT CONTINENCE

At our Bundoora campus we offer a Continence Service that is for adults with a disability who require assessment and management of bladder and or bowel dysfunction. This service is offered through the NDIS as we are a provider for this scheme. All referrals to this service will need to come from NDIA via your plan. This service is only offered to adults living in the council areas of Banyule, Whittlesea, Nillumbik, Darebin, Yarra, Hume and Moreland	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/ndis-adult-continance/

PELVIC FLOOR FIRST



Encouraging pelvic floor friendly exercises	
Telephone – Helpline	1800 33 00 66
General enquires	info@continence.org.au
Clinical enquiries	helpline@continence.org.au
Website	http://www.pelvicfloorfirst.org.au/

COOKING

COOK WITH ROSA

Anna Rosa's cookery courses are hands-on cooking classes, focussing on mastering techniques for kneading, cutting pasta and gnocchi, creating desserts and much more. Bundoora area	
Telephone	0437 975 793
Email	anna_pascuzzo@bigpond.com
Contact Form	https://www.rosastraditionalitaliancooking.com/contact/
Website	https://www.cookwithrosa.com.au/

CITY OF WHITTLESEA – MEAL PREPARATION IN THE HOME

Have our staff assist you with meal preparation. Our trained staff can assist by:	
<ul style="list-style-type: none">• accompanying you on your grocery shop• doing your grocery shop for you based on your shopping list• setting up and ordering online groceries through your nearest supermarket (you will need a computer, smartphone or tablet)• cutting up ingredients ready for you to cook.	
Telephone Customer Engagement Team	9217 2170 (option 4)
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Services-available-for-people-over-65-years-old

CULTURE IN THE KITCHEN

Welcome to Culture in the Kitchen, where we learn to cook dishes of cultural significance and meet some incredible community chefs. Each episode is filmed in real time so you can cook along.	
Website	https://www.multiculturalaustralia.org.au/news/culture-in-the-kitchen/#:~:text=Welcome%20to%20Culture%20in%20the%20Kitchen!%20Cook%20along%20with%20ou r

COUNSELLING & PSYCHOLOGY

AUSTRALIAN COUNSELLING ASSOCIATION



ACA serves as a cornerstone for the counselling community, ensuring accreditation, professional development and growth, ethical conduct, and high standards in education and practice	
Telephone	(07) 3356 4255 QLD
Find a registered counsellor	https://www.theaca.net.au/find-registered-counsellor.php
Website	https://www.theaca.net.au/

AUSTRALIAN PSYCHOLOGICAL SOCIETY



We are the peak body for psychologists in Australia and represent over 24,000 members. We advocate for the profession of psychology, support high standards, promote community wellbeing, and are dedicated to providing benefits to support members	
Telephone	1800 333 497
Find a psychologist	https://www.psychology.org.au/Find-a-Psychologist
Website	https://www.psychology.org.au/

BETTER HEALTH CHANNEL



<p>Counsellors use talk-based therapy to help people who have personal concerns such as relationship issues, grief, substance abuse or anxiety. They are not doctors and do not prescribe medication. Treatment is usually short-term and for a specific problem. Sometimes they work with a doctor to provide comprehensive health care.</p> <p>Psychologists are educated in the science of how people feel, behave and react. They provide help with issues such as anxiety, depression, stress and eating disorders. Psychologists do not prescribe medications but use a number of scientifically supported tests to determine the mental health and wellbeing of people.</p>	
Website – Counselling	https://www.betterhealth.vic.gov.au/health/serve/profiles/counsellor-service
Website – Psychologist	https://www.betterhealth.vic.gov.au/health/serve/profiles/psychologist-service

BLUE KNOT

We are the National Centre of Excellence for Complex Trauma. That means that we advocate for and provide support to people who have experiences of complex trauma, and those who support them, personally and professionally.	
Helplines & Redress Support Service	1300 657 380
Email	helpline@blueknot.org.au
Contact us form	https://blueknot.org.au/about-us/contact-us/
Website	https://blueknot.org.au/about-us/

CARE IN MIND



CAREinMIND™ Wellbeing Support Service is a free phone and online counselling support service for anyone aged 18 years and older who is feeling the pressures and stresses of everyday life. It is for people who live, work or study in northern, western and central Melbourne. Professional counsellors are available 24-hours a day, seven days a week.	
Telephone	1300 096 269
Online counselling	https://careinmind.com.au/phone-and-online-counselling/careinmind-online-counselling/
Website	https://careinmind.com.au/about/

DPV HEALTH



DPV Health social workers, psychologists and mental health nurses offer a safe, respectful and confidential service to suit your needs. By using current research evidence and professional experience, our qualified team members observe your wishes and preferences to help address any mental health and wellbeing concerns.	
Telephone	1300 234 263 (select option 4)
Contact us form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/counselling-psychology-and-social-work-services/

FULL STOP AUSTRALIA

<p>Our organisation supports people affected by sexual, domestic or family violence. We believe every person deserves to be listened to and supported in their recovery. Our expert counsellors are all trauma specialists. This means they understand the impacts of violence. Our counsellors are available 24 hours a day, seven days a week by telephone or online</p>	
Telephone	1800 FULL STOP 1800 385 578
Contact us form	https://fullstop.org.au/contact-us
Website	https://fullstop.org.au/about

FAMILY RELATIONSHIPS ADVICE LINE



<p>The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.</p>	
Telephone Monday to Friday 8am to 8pm local time Saturday 10am to 4pm local time Closed Sundays and national public holidays	1800 050 321
Find Local Help	https://www.familyrelationships.gov.au/find-local-help
Website	https://www.familyrelationships.gov.au/relationship-difficulties

RELATIONSHIP MATTERS

At Relationship Matters we provide counselling, mediation and relationship learning programs for couples and individuals and families. We are the relationships people who build connected families, workplaces and communities, by providing professional and affordable relationship services. Preston site - 648 High Street, Reservoir 3073	
Telephone	1300 543 396
Services	https://relationshipmatters.com.au/all-services/
Programs	https://relationshipmatters.com.au/programs/
Relationship Matters' Online Relationship Matters provides counselling and certain education programs via phone or online. We use a closed video link service to provide counselling and education to your desktop or mobile device.	
Contact us form	https://relationshipmatters.com.au/contact/#contact-form
Website	https://relationshipmatters.com.au/

<p>We offer a range of specialised services including family violence support, help couples who are separating or divorcing to resolve their family law disputes, counselling for individuals, couples, families, and children. We focus on providing family dispute resolution. We offer workshops, short courses and support groups to help individuals, couples and families connect with others and learn new skills. We offer professional and accredited training opportunities across a range of areas related to family relationships</p>	
Telephone Central Office	8573 2222
Email	reception@rav.org.au
Contact us form	https://www.relationshipsvictoria.com.au/contact
Website	https://www.relationshipsvictoria.com.au/
Sites	
Greensborough	9431 7777 greensborough@rav.org.au
Greensborough Family Relationship Centre	9404 7800 enquiries@greensboroughfrc.org.au
Forced Adoption Support Service	1800 21 03 13 fass@rav.org.au
Redress Support Services	1800 052 674 redress@rav.org.au
Open Place - Support Service for Forgotten Australians	1800 779 379 info@openplace.org.au
Website	https://www.openplace.org.au/

SANE AUSTRALIA - COUNSELLING SERVICES

<p>SANE offers a range of free digital and telehealth support services for people over 18 years of age with complex mental health needs, and their family, friends and carers. We also provide mental health support to people with intellectual disability, autism or acquired brain injury.</p>	
Telephone	1800 187 263
Email	getsupport@sane.org
Contact us	https://www.sane.org/contact-us
Website	https://www.sane.org/
Ways we can support you	Choose from a range of support services, including counselling, peer support, online groups and events, 24/7 community forums, and online information and resources.
Referral Process	<p>https://www.sane.org/referral</p> <p>To be eligible for SANE’s guided service, you/they must have complex mental health needs or be a family member, close friend or carer of someone who does, be over 18 years of age, and live within an eligible Primary Health Network (PHN) area. Reliable telephone and internet access is also required to access the service.</p>

THE BOUVERIE CENTRE

We are an integrated practice-research organisation that draws on our history of bringing family therapy to Australia to promote healthy relationships in families, organisations and communities	
	* A "walk-in" family therapy clinic on Monday afternoons where families contact us that day to be seen via telehealth for a family therapy session that afternoon.
Telephone	8481 4800
Email	bouverie.centre@latrobe.edu.au
Website	https://www.latrobe.edu.au/research/centres/health/bouverie
Availability of Service	Ongoing weekdays 9am - 5pm
Walk in together online sessions	https://www.latrobe.edu.au/research/centres/health/bouverie/families-and-communities/therapy/walk-in-together-online-sessions

VICTORIAN ARABIC SOCIAL SERVICES

The Victorian Arabic Social Services Family Services consists of intake, assessment and referral services, family counselling, family strengthening projects, parent information sessions and family support groups and playgroups. VASS has Family Services at its locations in Broadmeadows and Dandenong offices. VASS Family Services deliver a variety of activities to support families including counselling and therapeutic sessions, advocacy, family counselling and support group sessions involving family strengthening projects, parent information sessions, parenting skills training and playgroups. Early intervention, prevention and education are the focal point of Family Services at VASS. VASS works with parents in order to address their children's needs, safety and the transition from childhood to adolescence.	
Telephone	9359 2861
Email	shireen.francis@vass.org.au
Website	http://www.vass.org.au/services/
Eligibility Criteria	Arabic speaking backgrounds, inclusive of all cultures
Referral Process	https://www.vass.org.au/wp-content/uploads/2015/01/family-services-referral.pdf

COVID-19 INFORMATION

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH



Australian Government
Department of Health

Find information on COVID-19, how to protect yourself and those around you, and the current situation in Australia.	
Website	https://www.health.gov.au/topics/covid-19?language=en
Vaccinations	https://www.health.gov.au/our-work/covid-19-vaccines
Aged Care COVID-19 infection prevention and control online training is available for approved aged care providers and employees of approved providers. It covers the fundamentals of infection prevention and control for COVID-19 in an aged care setting	https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training

AUSTRALIAN COMMISSION ON SAFETY & QUALITY IN HEALTHCARE

The Commission has developed a range of resources which provide advice on how to reduce the risk of Coronavirus (COVID-19) exposure and infection. These resources are freely available for Australian health service organisations, healthcare professionals and consumers	
Website	https://www.safetyandquality.gov.au/covid-19-resources



Australian Government
Department of Health

DISABILITY GATEWAY

People with disability and their families, carers and support workers can contact the Disability Gateway to get free, fact-checked information about COVID-19. You can also be referred to other support services if needed, including counselling and advocacy	
Telephone	1800 643 787
Website	https://www.health.gov.au/contacts/disability-gateway?language=und

Information & Resources on Coronavirus (COVID-19)	
Website	https://www.dpvhealth.org.au/coronavirus-covid-19/support-resources/

FUNDED AGENCY CHANNEL DHHS

Supporting the partnership of the Department of Health and Human Services, the Department of Education and Training and the organisations they fund	
Website	https://fac.dhhs.vic.gov.au/

HEAD TO HEALTH



If the last few years have left you stressed, anxious, sad or overwhelmed, you are not alone. Extreme weather events, global conflicts, COVID-19, and cost of living pressures can be challenging and impact our lives in different ways	
Website	https://headtohealth.gov.au/covid-19-support/covid-19

MENZIES SCHOOL OF HEALTH RESEARCH



In response to the COVID-19 pandemic, a team of Menzies researchers have developed a series of videos for people living in Aboriginal communities with health conditions such as chronic kidney, lung and/or heart disease.	
Website	https://www.menzies.edu.au/page/News_and_Events/Latest_News/COVID-19_health_messaging_in_language/

ROYAL CHILDREN’S HOSPITAL – COVID-19 RESOURCES

This page is a collection of trusted resources on COVID-19, including information about the physical effects on children, mental health care and advice about supporting your child to cope through the COVID-19 pandemic. The list of resources are a mix of content created by experts from The Royal Children’s Hospital, trusted campus partners and other health organisations.	
Telephone	9345 5522
Website	https://www.rch.org.au/covid/COVID-19_resources/

SMART TRAVELLER



Providing Australians with the latest information and advice to stay safe overseas	
Website	https://www.smartraveller.gov.au/

VACCINE INFORMATION

Covid-19 Vaccine Enquiries Australian Govt Dept Health	https://www.health.gov.au/our-work/covid-19-vaccines
COVID-19 Vaccination Policy Australian Government	https://www.health.gov.au/sites/default/files/documents/2020/12/covid-19-vaccination-australian-covid-19-vaccination-policy.pdf
Vaccine Clinic Finder	https://covid-vaccine.healthdirect.gov.au/booking/
Frequently asked questions National Centre for Immunisation Research & Surveillance	https://www.ncirs.org.au/covid-19/covid-19-vaccines-frequently-asked-questions
Contact us	https://www.health.gov.au/about-us/contact-us

VICHEALTH



Community transmission is slowing in Victoria, but COVID continues to be a part of our lives. Use these 6 simple steps to protect yourself and those most at risk	
Website	https://www.vichealth.vic.gov.au/media-and-resources/coronavirus

VICTORIAN ABORIGINAL COVID INFOLINE

If you have a question about COVID-19 or the vaccine, talk directly to Aboriginal staff who understand our local community. Ring up and have a yarn	
Telephone (free call) 9am – 5pm 7 days a week	1800 312 911

COVID-19 TRANSLATED MATERIAL

CULTUREVERSE



CultureVerse is a multicultural communication and community engagement consultancy providing services to government, corporate, and non-profit organisations nationally. There are in-language materials available in 54 languages	
Telephone	9682 0259
Website	https://think-hq.com.au/cultureverse
Get Tested Posters	Find translated 'get tested' posters here
3 Ways to Stay Safe Posters	Find translated '3 ways to stay safe' posters here
Social Media Posts	Find translated social media posts here
In Language Audio Messages	Find in-language audio messages here

EMBRACE MUTICULTURAL MENTAL HEALTH



Embrace Multicultural Mental Health is run by Mental Health Australia with funding provided by the Australian Government Department of Health	
Email	https://mhaustralia.org/national-multicultural-mental-health-project
Website This website has links to translated resources	https://embracementalhealth.org.au/news-events/coronavirus-covid-19-translated-resources-0

ETHNOLINK LANGUAGE SERVICES



Information Available in 71 languages	
Website	https://www.ethnolink.com.au/covid-19-coronavirus-translated-resources/#easy-english

MIGRATION COUNCIL AUSTRALIA APP



The MyAus App has been developed to help the broader community get all the knowledge they need in the language they require. The multi-lingual feature is a first, allowing users to switch languages as and when they like without comprising their experience. The App will add additional languages over time

Website	https://www.myauscovid-19.org.au/
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NDIS



Coronavirus information in languages

Telephone	1800 800 110
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Website	https://www.ndis.gov.au/coronavirus/information-languages
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SBS



Coronavirus information in your language

Website	https://www.sbs.com.au/language/coronavirus
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Top 10 tips for better mental health	https://www.sbs.com.au/news/these-10-tips-for-better-mental-health-have-been-translated-into-different-languages
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VICTORIAN MULTICULTURAL COMMISSION



Dedicated Web Pages in Community Languages

Website	https://www.multiculturalcommission.vic.gov.au/coronavirus-language-advice-and-information
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CRAFT & SEWING

CITY OF WHITTLESEA

<p>Let Everyone Actively Participate (LEAP) is a Council program of enjoyable and affordable events and activities for residents aged 50 years and older. As a LEAP member you can participate in art and craft, physical and social activities to improve and maintain health, wellbeing and social connection.</p> <p>It's a great way to meet new people, build new friendships, stay active and learn new skills.</p>	
Telephone	9217 2170
Email	info@whittlesea.vic.gov.au
Location	Mernda Social Support Centre, 70 Mernda Village Drive, Mernda
Cost	CHSP \$18
	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Social-connection-and-positive-ageing-activities

CONTACT COMMUNITY CENTRE – BUNDOORA

<p>Contact Community Centre is delighted to welcome you to join us. We have a large variety of daytime classes for men and women. Contact offers many daytime classes and activities including Basic Sewing, Beading & Jewellery Making, Bobbin Lace, Book Club, Cake Decorating, Card Making, Counted Cross Stitch, Embroidery, Knitting and Crochet, Mahjong, Mosaics, Patchwork, Paper Toile, Clay Beading, Porcelain Dolls, Scrapbooking, Smocking, Spinners, Teddy Bear Making, Tunisian Crochet. Water Colour Painting, as well as a full range of exercise groups such as Yoga, Yoga for Seniors, Pilates, Tai Chi and Zumba Classes. <i>Beginners to advanced students welcome at any time.</i></p>	
Telephone	9467 6305
Email	info@contactbundooramccen.com.au
Classes	https://contactbundooramccen.com.au/class-descriptions/
Website	https://www.contactbundooramccen.com.au/

CRAIGIEBURN EDUCATION & COMMUNITY CENTRE

Arts & Crafts	
Telephone	9308 1477
Email	ceacc@craigieburn.org.au
Website	https://craigieburn.org.au/programs/

MILL PARK COMMUNITY HOUSE

Dressmaking for Beginners and advanced. Cost \$100 per term	
Telephone	9404 4565
Contact us	https://millparkcommunityhouse.com/contact-us/
Website	https://millparkcommunityhouse.com/recreation-programs/arts-and-craft/

SEW TIME

Sew Time is a local, family-owned business servicing the northern suburbs of Melbourne. Students can learn the basics of sewing, including threading and using a machine, or more advanced alterations to garments such as changing zippers and adding sleeves or linings. Ruth can also teach you how to make special occasion wear	
Telephone	0438 899 993
Email	ruth@sewtime.com.au
Location	45-51 Browns Lane Plenty VIC 3090
Facebook	https://www.facebook.com/people/Sewtime/100031928965320/?sk=about

THREAD DEN

Sewing basics for beginners (\$\$). Has online classes and at studio	
Telephone	9486 9821
Email form	https://threadden.com/about/email-or-visit-us/ info@threadden.com
Location	Level 1, 329 Brunswick Street, Fitzroy, 3065
Facebook	https://www.facebook.com/Threadden/
Website	https://threadden.com/workshops/sewing-basics/

U3A WHITTLESEA – CRAFT 2022

Crochet, Self-help card making, quilling, hand sewing for unfinished products, knitters' group, Origami 3D, Busy hands circle, Card making Instructional & Self Help	
Telephone	9464 1339 or 0404 119 189
Email	https://whittleseau3a.org.au/contact-us/
Course Timetable	https://whittleseau3a.org.au/courses-activities/timetable/
Location Peter Lalor Campus	34 Robert Street Lalor, VIC, 3075.
Location May Road Campus	2B May Road Lalor, VIC, 3075.
Website	https://whittleseau3a.org.au/courses-activities/

DANCE

ACADEMY OF DANCE

Fun, friendly and affordable dance classes in Epping. Catering to the beginner dancer, right through to those seeking a professional pathway into the industry	
Telephone	9401 2838
Email	epping@academyofdance.com.au
Website	https://www.academyofdance.com.au/

BELLY DANCE WITH ZABELLE

Welcome to the Belly Dance with Zabelle website! Under the guidance and teaching of our expert belly dancer Zabelle, you will go on an incredible Oriental dance journey that allows you to express yourself through your body and stay fit while doing it! We cannot wait to see your confidence and self-expression flourish	
Telephone	0404 925 502
Email	zabelleydancer@gmail.com
Website	http://www.zabelleydancer.com.au/

BOOTSCOOT'N BASICS COUNTRY LINE DANCING

Teaching Line dancing in the northern suburbs	
Telephone	0408 187 020
Email	stoll.67.caro@gmail.com
Facebook	https://www.facebook.com/people/Bootscootn-Basics-Linedancing-Victoria/100063552402347/

CITY OF WHITTLESEA

<p>Let Everyone Actively Participate (LEAP) is a Council program of enjoyable and affordable events and activities for residents aged 50 years and older. As a LEAP member you can participate in physical and social activities to improve and maintain health, wellbeing and social connection. It's a great way to meet new people, build new friendships, stay active and learn new skills.</p>	
Telephone	9217 2170
Email	info@whittlesea.vic.gov.au
Location	Barry Road Community Centre, 36 Barry Rd, Thomastown
Cost	CHSP \$18
	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Social-connection-and-positive-ageing-activities

DANCE EXPLOSION – RESERVOIR

<p>Dance Explosion is a professionally-run, friendly and fun dancing school, run by two women who have been part of the Performing Arts world for over forty-five years. We have been operating in four locations across Melbourne. We are a non-competitive school, meaning we don't take part in competitions, and we don't run exams. We believe that dancers thrive best in a welcoming environment, and we cater our teaching to every students' individual abilities.</p>	
Telephone	0412 807 044 0413 599 474
Email	info@danceexplosion.com.au
Dance Timetable - Reservoir	https://www.danceexplosion.com.au/timetables https://a92339d6-2995-403a-8fef-4c2a0b628839.filesusr.com/ugd/5912f4_1094c9188b574c13ba8ce4491732ea58.pdf
Website	https://www.danceexplosion.com.au/

DANCEMAJIC

We are one of the longest operating dance studios in Melbourne's north, proudly providing tuition for over 40 years. Location: Thomastown	
Telephone	0409 196 139
Email	dcoonan@bigpond.com
Facebook	https://www.facebook.com/dances01/
Website	http://www.dancemajic.com/?fbclid=IwAR1Fhi4bC5bx-k079LUqERfikA8OcqzMYN66KpYLG4pB7ixpRfgU6bs-lgM

DANCE POWER

Dance Power offers a variety of dance classes for all ages and levels with professional and experienced dance instructors. No costume making – just dancing. We aim to provide an environment where students of all ages can learn a range of dance styles and techniques. We ensure it is an enjoyable experience where fun, fitness and friendships are at the forefront. Dancing is a great way to stay fit and also improves self-esteem, confidence and team building.	
Telephone	9438 5632 0419 133 366
Email	info@dancepower.net.au
Location	Brookwood Community Centre 25 Hazel Glen Drive, Doreen
Website	https://www.dancepower.net.au/

DEE STREET

At Dee Street we consider ourselves experts at teaching absolute beginners to dance. We know from experience how it feels to attend a 'beginner' level class and still not feel like you can keep up or have the time and space to be encouraged, have questions answered and repeat moves so they stick. We support you to embrace a mindset of presence and feeling the moves rather than performing them. This approach maximises fun, confidence & the joy of moving in a group	
Email	sarah@deestreet.com.au
Facebook	https://www.facebook.com/deestreetdance
Website	https://www.deestreet.com.au/

ELECTRIX DANCE STUDIO

We offer a range of classes for the beginner through to the advanced dancer - Jazz, Tap, Ballet, Contemporary/Lyrical, Hip Hop, Acrobatics, Cheerleading and Singing. We also have 2 great studio locations, Epping & Whittlesea.	
Telephone	0423 299 751
Email	electrixdancestudio@outlook.com
Facebook	https://www.facebook.com/ElectrixDanceStudio/

GROOVE THERAPY

Admire dancers but find dance studios intimidating? Learn how to dance at home on your OWN terms. Pause, rewind and replay our online dance lessons from the comfort of your own space	
Email	hello@groovetherapy101.com
Contact us form	https://groovetherapy101.com/contact/
Website – online courses	https://courses.groovetherapy101.com/

HUME CITY COUNCIL – ACTIVE HUME

Programs for all abilities. Includes dancing, swimming and other group activities	
Telephone	9205 2513
Contact us	https://humeleisure.vic.gov.au/visitor-info/contact-us
Website	https://humeleisure.vic.gov.au/active-hume

HUME UNIVERSITY OF 3RD AGE (U3A)

U3As are voluntary Seniors' Groups that provide educational, recreational and social programs. Each U3A is organised by and for people who can best be described as being active in retirement or semi-retirement, the third age of our lives.	
Telephone	9330 3239
Email	secretary@humeu3a.org.au
Website Courses/Activities	https://humeu3a.org.au/courses-activities/

LALOR BELLY DANCING GROUP

Belly Dancing Classes – Tuesday evening 7pm, Wednesday 10am	
Telephone – Marlene	0413 423 926
Email	lalorbellydancing@gmail.com
Location	Peter Lalor Secondary College Gym 35 Duncan Road, Lalor
Website	https://lalorbellydancing.weebly.com/

LAUREN WALL SCHOOL OF DANCE

Our students range in age from 2 to 30 years of age and we cater for beginners through to advanced in all styles of dance. At the Lauren Wall School of Dance we aim to provide a structured, yet fun environment for children of all ages to experience and master the art of dance. Location: Epping	
Telephone	9408 3088
Email	info@laurenwallschoolofdance.com.au
Facebook	https://www.facebook.com/LaurenWallSchoolOfDance/
Website	https://laurenwallschoolofdance.com.au/

MD DANCERS

Offers basic tap dancing lessons for mature women. Mondays 10am (school terms)	
Telephone Marlene D'Andrea	0413 423 926
Email	mddancers@yahoo.com.au
Location	Scout Hall, Waratah Street, Thomastown

SMALL STEPS BALLET

Small Steps Ballet is a daytime pre-school ballet studio located in Greensborough, MacLeod, and Briar Hill	
Telephone	0400 537 527
Email	smallstepsballet@yahoo.com
Facebook	https://www.facebook.com/Small-Steps-Ballet-101834297944379/
Website	https://smallstepsmissmichelle.jimdofree.com/

STUDIO J DANCE

Welcome to Studio J – a world-class dance studio that spreads the love of Indian dance! We teach traditional, semi-classical, modern and cross-cultural Indian dance, with classes available both in-studio and online. Our teachers are independent artists of South Asian heritage, who are top of the industry in their respective art forms	
You Tube Channel	https://www.youtube.com/channel/UCqywplbTiJQFHh1h9xwQ_wg
Website	https://www.studiojdance.com.au/

WHITTLESEA CRUISERS LINE DANCING

Easy/Intermediate Line Dancing. Mondays 1pm, Fridays 7pm	
Telephone Pauline Morrow	9716 2606
Location	Masonic Hall 20 Beech Street, Whittlesea
Cost	\$8

WHITTLESEA DANCE & PERFORMING ARTS

Dance for all ages – from tiny tots to seniors. Location – Whittlesea township	
Telephone Joanne	0421 575 522
Email	whittleseadance@outlook.com
Website	https://whittleseadance.com/

WHITTLESEA U3A

U3A provides course and activities to fulfil the needs of retired and semi-retired members of the Whittlesea community. Current dance programs include Line Dancing (various levels) and Rock n Roll.	
Telephone	9464 1339 0404 119 189
Contact us	https://whittleseau3a.org.au/contact-us/
Website	https://whittleseau3a.org.au/courses-activities/timetable/

DEMENTIA

CITY OF WHITTLESEA

Positive Ageing dementia friendly groups for residents aged 65 and over located in Mernda & Thomastown	
Telephone – City of Whittlesea Intake Officer	9217 2170 9407 5935
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Social-connection-and-positive-ageing-activities

COMPASS – GUIDING ACTION ON ELDER ABUSE

Guiding action on elder abuse. Elder abuse is a confronting issue. Compass understands it can be hard to know where to turn for help. If you or someone you know needs help tackling elder abuse, start here	
Telephone	1800 353 374
Service directory	https://www.compass.info/support
Website	https://www.compass.info/

DEMENTIA AUSTRALIA

Dementia Australia advocates for people of all ages living with all forms of dementia, and for their families and carers. We are here to support people impacted by dementia, and to enable them to live as well as possible. We provide information, support services and research funding as well as education for aged and health care professionals	
National Dementia Helpline	1800 100 500
Victorian Office Email	9816 5799 vic.admin@dementia.org.au
Email	helpline.net@dementia.org.au
Website	https://www.dementia.org.au/

DEMENTIA SUPPORT AUSTRALIA

When a person living with dementia is experiencing changes to their behaviour, we work with you to understand the causes – and help you improve their quality of life. Every person is different, and so are their needs. Our goal is to provide carers and care network with the tools to better understand the causes of behaviour in people living with dementia.	
Telephone 24 hour helpline	1800 699 799
Contact us	https://www.dementia.com.au/contact-us
Download assessment tools	https://dementia.com.au/services/assessment-tools
Website	https://www.dementia.com.au/what-services-are-available

DEMENTIA TRAINING AUSTRALIA

Dementia Training Australia (DTA) provides dementia-specific accredited and non-accredited education, training, and professional development for aged and health care professionals. Our mission is to improve the knowledge and skills of the workforce who are involved in supporting people living with dementia and their carers. We focus on evidence-based standards in the development and delivery of practical education and learning pathways for individuals and organisations.	
Telephone	1300 229 092
Contact us	https://dta.com.au/contact-dta/
Website	https://dta.com.au/

ELDER ABUSE PHONE LINE

Elder Abuse Phone Line is a free-call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory. The phone line has been set up in collaboration with state and territory governments.	
Telephone	1800 353 374 1800ELDERHelp

HEALTHDIRECT

Dementia – an overview	
Website	https://www.healthdirect.gov.au/dementia-overview

MERRI HEALTH

Our dementia carer consultants provide support, advice and education to build carer skills and confidence. We can assist with information about dementia, strategies to help with behaviour changes, planning for the future and links to other dementia services. Group sessions are also available.	
Telephone	1800 422 737
Website	https://www.merrihealth.org.au/services/carer-support/dementia-advice/

NORTHERN HEALTH – COGNITIVE, DEMENTIA & MEMORY SERVICES (CDAMS)

Cognitive Dementia and Memory Service (CDAMS) is a multi-disciplinary, specialist service providing early diagnosis, advice, support and referral for people with cognitive difficulties causing confusion, memory loss or thinking problems. Early diagnosis is important to determine appropriate treatment needs and to plan for the future.	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/cognitive-dementia-memory-service-cdams/

THE DEMENTIA CENTRE – HAMMOND CARE

30 years ago, HammondCare built the first purpose-built dementia cottage, based on principles designed to improve the physical and social environment for people living with dementia. And The Dementia Centre was born. Our dementia-enabling design and care is industry-leading, proven in practice and informed by the voices that matter most to us - people living with dementia, and the people who care for them	
Telephone	1300 426 666
Contact us	https://www.dementiacentre.com/contact
Website	https://www.dementiacentre.com/

DENTAL

BANYULE COMMUNITY HEALTH

Everyone can smile with Banyule Community Health’s dental services. All dental services are available at our West Heidelberg site	
Telephone	9450 2000
Contact us form	https://bchs.org.au/contact-us/contact-form/
Website	https://bchs.org.au/services/dental/

BETTER HEALTH CHANNEL

Dental Health Services Victoria (DHSV) provides quality public oral healthcare for Victorians. These services are provided through the Royal Dental Hospital of Melbourne and through community health agencies throughout Victoria, from whom DHSV purchases dental services for public patients	
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/dental-health-services-victoria-service

DENTAL HEALTH SERVICES VICTORIA

DHSV provides public dental services to eligible Victorians	
Telephone	9341 1000 1800 833 039 (Outside Melbourne Metropolitan area)
Email	info@dhsv.org.au
Website	https://www.dhsv.org.au/

DPV HEALTH

<p>The DPV Health Dental Clinic offers a general dental practice and emergency service program within public sector guidelines.</p> <p>Our clinic offers restorative dental treatment, dentures and emergency care for adults, in addition to a School Dental Program and Early Childhood Oral Health Program. We also provide specialist referrals to the Royal Dental Hospital of Melbourne.</p>	
Telephone	1300 234 263 (select option 2)
Contact us form	https://www.dpvhealth.org.au/contact-us/
Information for referrers	Send referrals by: Fax: 9716 0156 dentalq@dpvhealth.org.au
Website	https://www.dpvhealth.org.au/all-services/dental-services/public-dental-clinic/

HEALTH ABILITY – ELTHAM

Healthy bodies need healthy teeth and gums, so we offer affordable trusted general dental and emergency care to everyone in the community	
Telephone	9430 9100
Contact us	https://healthability.org.au/contact
Website	https://healthability.org.au/services-support/dental/

HEALTH DIRECT

Information about dental care, teeth cleaning, tooth development, wisdom teeth and more	
24 hour health advice	1800 022 222
Find a dentist	https://www.healthdirect.gov.au/australian-health-services
Website	https://www.healthdirect.gov.au/dental-care

MERRI HEALTH

Supporting good oral health	
Telephone	1300 637 744
Contact us form	https://www.merrihealth.org.au/about/contact-us/
Website	https://www.merrihealth.org.au/services/dental/

VICTORIAN DEPARTMENT HEALTH

Public dental services are provided through the Royal Dental Hospital Melbourne (RDHM) and over 50 integrated and registered community health services across Victoria. Includes eligibility and priority access, fees, Australian Government's child dental benefits schedule and Victoria's dental voucher schemes	
Find a dental clinic	https://www.dhsv.org.au/our-services/find-dental-clinics/clinic-search
Royal Melbourne Dental Hospital	https://www.dhsv.org.au/rdhm_patients/royal-dental-hospital-melbourne
Concessions & Benefits	https://services.dffh.vic.gov.au/dental-services
Website	https://www2.health.vic.gov.au/primary-and-community-health/dental-health/access-public-dental-services

YOUR COMMUNITY HEALTH – DENTAL

We provide quality and affordable dental services for you and your family. Our expert dental team are here to help keep your teeth healthy, help prevent oral health problems and provide high quality treatment when needed. Our clinic is open to everyone. You may be eligible for prioritised or subsidised services	
Telephone	8470 1111
Email	info@yourcommunityhealth.org.au
Website	https://www.yourch.org.au/our-services/dental/

DIABETES

AS 1 DIABETES



NSW site for kids, teens, parents & carers & schools	
Telephone	1300 342 238
Email	as1diabetes@diabetesnsw.com.au
Website	https://as1diabetes.com.au/

AUSTRALIAN CENTRE FOR BEHAVIOURAL RESEARCH IN DIABETES



The Australian Centre for Behavioural Research in Diabetes is the first national research centre in Australia and internationally, dedicated to investigating the behavioural, psychological and social aspects of diabetes	
Telephone	9244 6448
Email	info@acbrd.org.au
Contact us	https://acbrd.org.au/contact/
Website	https://acbrd.org.au/about-the-acbrd/

COHEALTH DIABETES SERVICES



Diabetes education service for people living with diabetes or at high risk of developing diabetes Get the knowledge you need to manage your diabetes properly	
Telephone	9448 5537
Contact us	https://www.cohealth.org.au/contact-us/
Website	https://www.cohealth.org.au/service-category/diabetes-support/

Diabetes Australia was established in 1984 and is the national body for people affected by all types of diabetes and those at risk. We put people first and focus on diabetes leadership, prevention, management and research. Diabetes Australia works in partnership with health professionals and services, researchers, communities and governments to reduce the impact of diabetes on the Australian community.	
Telephone NDSS Helpline	1800 177 055
Email	info@diabetesaustralia.com.au
Website	https://www.diabetesaustralia.com.au/

DIABETES KITCHEN DIABETES/ MEALS ON LINE



Welcome to The Diabetes Kitchen - Diabetic-Friendly Meals Delivered to Your Door The only meals in Australia with clearly colour coded carbohydrates and sugars to make mealtime choice a breeze for diabetics. Dietitian designed. Highly nutritious. Ready in just 2 minutes. Specifically tailored to make meal time so much easier for diabetics (we are managing our own diabetes also)	
Telephone	1300 79 89 08
Email	info@diabetesmealsonline.com.au
Meals	https://thediabeteskitchen.com.au/collections/all-meals-diabetic
Website	https://www.diabetesmealsonline.com.au/

DIABETES SHOP

The official store of Diabetes Australia and Diabetes Victoria, we are dedicated to supporting the 1.4 million people living with and at risk of diabetes. By shopping with us, you are supporting others living with diabetes	
Telephone	1800 177 055
Email	service@diabetesshop.com
Contact us	https://diabetesshop.com/pages/contact
Website	https://diabetesshop.com/

We are committed to minimising the impact of diabetes in the community, helping all people affected by diabetes and contributing to the search for a cure. Our work covers type 1, type 2 and gestational diabetes, as well as programs for people at risk.	
Telephone	1300 437 386
<i>Life!</i> Program	13 RISK 13 74 75
NDSS Helpline	1800 637 700
Multilingual Helpline	1300 801 164
Koorie Diabetes Infoline	1300 KOORIE 1300 566 743
Information and Resources	https://www.diabetesvic.org.au/information-and-resources/
Email	mail@diabetesvic.org.au
Contact us form	https://www.diabetesvic.org.au/contact-us/
Programs & Services	https://www.diabetesvic.org.au/programs-and-services
Website	https://www.diabetesvic.org.au/

DPV HEALTH



A Diabetes Nurse Educator guides and supports you to self-manage your diabetes. Diabetes Nurse Educator will work with you, your family/carers and the diabetes team.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/diabetes-nurse-education/

<p>Diabetes is a health condition in which your body has difficulty converting glucose (a type of sugar) into energy. This leads to high levels of sugar in the blood (hyperglycaemia). Your blood glucose levels are normally controlled by a hormone called insulin, which converts glucose into energy. Diabetes occurs when your pancreas can't produce insulin or when your body can't make use of the insulin because it's grown resistant to it</p>	
Check your risk	https://www.healthdirect.gov.au/risk-checker/heart-kidney-diabetes
Website	https://www.healthdirect.gov.au/diabetes

LIFE



<p>Delivered by qualified health professionals, including dietitians and exercise physiologists, <i>Life!</i> gives you ongoing and personalised support to help you reach your long-term health goals. The <i>Life!</i> program is FREE and accessible across Victoria. You can participate in person, online, or through telephone health coaching</p>	
Telephone	13 RISK 13 7475
Contact us form	https://www.lifeprogram.org.au/contact
Website	https://www.lifeprogram.org.au/

MELBOURNE DIABETES EDUCATION & SUPPORT



<p>Our Credentialed Diabetes Educators (CDEs) have been providing individualised, comprehensive education and support to people and their families with Type 1, Type 2 and Gestational diabetes, as well as those at risk of developing diabetes</p>	
Telephone	8804 6877
Contact us form	http://melbournediabetes.com.au/contact/
Referrals & payments	http://melbournediabetes.com.au/referrals-and-payments/
Website	http://melbournediabetes.com.au/

NATIONAL DIABETES SERVICES SCHEME (NDSS)



<p>Our NDSS information, education and support services help you to manage your diabetes. You can access these services through your local diabetes organisation (NDSS Agent). People registered with the NDSS are able to access services, support and subsidised diabetes products to assist them to self-manage their life with diabetes.</p>	
Telephone	1800 637 700
Email	info@ndss.com.au
Contact us	https://events.ndss.com.au/contact-us/
Diabetes organisations (NDSS Agents)	https://www.ndss.com.au/services/local-diabetes-organisations/
Pregnancy & Type 1 Diabetes	https://www.ndss.com.au/about-diabetes/pregnancy/type-1-diabetes/
Pregnancy & Type 2 Diabetes	https://www.ndss.com.au/about-diabetes/pregnancy/type-2-diabetes/
Services	https://www.ndss.com.au/services/
Website	https://www.ndss.com.au/

NEXUS PRIMARY HEALTH



<p>Our Diabetes Education service wants to provide you with the best advice on diabetes management. We are interested in your long-term health and wellbeing. Our advice is based on current, evidence based information.</p>	
To make an appointment	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/diabetes-education

The Diabetes service at Northern Health provides specialised care for both outpatient and hospitalised patients with diabetes living in the Northern region of Melbourne.	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/revision-diabetes-services/

THE WELL COLLABORATIVE - OBESITY POLICY COALITION

Rates of overweight and obesity in Australia are influenced by the physical, social and economic environments. Currently Australia has an obesogenic environment that discourages physical activity and healthy diets, while promoting sedentary activities and consumption of unhealthy foods and beverages. The Obesity Policy Coalition identifies, analyses and advocates for evidence-informed policy and regulatory initiatives to improve diets and address obesity in Australia, particularly among children.	
Email	info@thewellcollaborative.org.au
Contact us form	https://www.opc.org.au/contact/
Website	https://www.opc.org.au/

PARENTS VOICE



Parents' Voice is an online network of parents who are interested in improving the food and activity environments of Australian children	
Email	hello@parentsvoice.org.au
Contact us form	https://parentsvoice.org.au/contact/
Website	https://parentsvoice.org.au/

Diabetes education can help people manage their diabetes. Our diabetes educator can provide one-on-one support to people adapting to life with diabetes, by explaining what it is and how to manage it

Telephone	9744 4455
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Website	https://www.sunburychc.org.au/services/diabetes-education/
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DIETETICS & NUTRITION

DIETITIANS AUSTRALIA

Dietitians treat a range of health conditions. They understand how nutrition affects the body and will give you expert nutrition and dietary advice. Dietitians will provide you with personal support to help you improve your health and wellbeing	
Telephone	1800 812 942
Email	info@dietitiansaustralia.org.au
Find your local dietitian	https://dietitiansaustralia.org.au/find-an-apd/
Website	https://dietitiansaustralia.org.au/

DPV HEALTH



Our Dietitians understand that there is no one-size-fits-all approach to improving health. With compassion and encouragement, we help you to support your health and wellbeing.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/nutrition-and-dietetics/

HEALTH DIRECT



What is a dietitian?	
Find a dietitian	https://www.healthdirect.gov.au/australian-health-services
Website	https://www.healthdirect.gov.au/dietitians

HEALTHY EATING ADVISORY SERVICE

Improved wellbeing through health eating. The Healthy Eating Advisory Service can help your organisation provide and promote healthier foods and drinks	
Telephone	1300 22 52 88
Contact us form	https://heas.health.vic.gov.au/contact-us/
Search for recipes	https://heas.health.vic.gov.au/recipes/
Website	https://heas.health.vic.gov.au/

NEXUS PRIMARY HEALTH



Our Dietitians can help you to understand how food affects your health. We can help you with making the right choices to be healthy. We are respectful to your needs and culture	
Telephone	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/nutrition-and-dietetics-adult

NEXUS PRIMARY HEALTH –NUTRITION & DIETETICS CHILDREN



Our team can help your child to eat the right foods to help them grow. We can help you enjoy family mealtimes and take the stress out of feeding your child	
Telephone	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/nutrition-and-dietetics-children

<p>Dietitians take the most up to date scientific evidence and research and turn it into sensible and easy to understand food related information and education. They assist patients and clients manage, prevent and treat a range of medical conditions by working with them to develop practical, achievable dietary solutions tailored to individual eating habits and lifestyles.</p>	
Email	Alliedhealthenquiries@nh.org.au
Website	https://www.nh.org.au/service/revision-nutrition-and-dietetics-2/

SUNBURY COBAW COMMUNITY HEALTH – NUTRITION & DIETETICS

<p>It can be hard to know what to eat, especially if you want to eat healthier, lose weight or with a health condition. Dietitians are food experts who can teach you how to eat the right foods. Our Dietitian can provide advice, support and information on nutrition topics including healthy eating for children, managing diabetes, coeliac disease, heart disease, weight and food allergies.</p>	
Telephone	9744 4455 Sunbury 5421 1666 Kyneton/Romsey
Contact us	https://sunburycobaw.org.au/contact-us/
Website	https://www.sunburychc.org.au/services/dietetics/

DISABILITY

AMAZE - AUTISM

Amaze is a leading autism organisation driving change so that Autistic people and their families can live their best lives. Amaze builds autism understanding in the community, influences policy change for autistic people and their families/supporters, and provides independent, credible information and resources to individuals, families, professionals, government and the wider community	
Telephone	1300 308 699
Email	info@amaze.org.au
Contact	https://www.amaze.org.au/home/contact-amaze/
Website	https://www.amaze.org.au/

AUSTRALIAN GOVERNMENT SERVICES AUSTRALIA



Information on Disability Support Pension	
Self Service Line	132 307
Website	https://www.servicesaustralia.gov.au/disability-support-pension
Epping Office	Epping Hub Shop 10, 560 High Street, Epping
Broadmeadows Office	Unit 6, 1640 Pascoe Vale Road, Coolaroo
Seymour Office	8 Henry Street, Seymour

The role of the Local Area Coordinator (LAC) is to assist people to navigate the NDIS. As part of this, we provide planning and coordination for people with disability to maximise the choice and control over the services they use. This includes supporting people with disability to navigate mainstream services and increase their capability to be an active part of their community	
Telephone	1300 BSL NDIS 1300 275 634
Email	BSL@ndis.gov.au
Website	https://ndis.bsl.org.au/local-area-coordination/what-is-local-area-coordination/

DISABILITY EMPLOYMENT SERVICES

Disability Employment Services (DES) is the main employment service for people with disability, injury and/or health condition. The current DES program will run until 30 June 2025 when a new specialist disability employment program will commence	
Australian Government Department of Social Services	https://www.dss.gov.au/disability-and-carers-programs-services/employment-services-for-people-with-disability#a1
JobAccess - Website	https://www.jobaccess.gov.au/
Telephone	1800 464 800
Contact us	https://www.jobaccess.gov.au/contacts
Contact us Form	https://www.jobaccess.gov.au/contacts/online-enquiry-form

<p>DPV Health is a registered NDIS Provider. At DPV Health, we have extensive experience in the area of disability services. Our skilled team of experts will tailor a support plan to suit the persons individuals needs and provide ongoing programs and support to achieve the clients' goals.</p>	
Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/ndis-disability/

EXPRESSION AUSTRALIA



<p>Providing Caronavirus Auslan updates Providing regular Auslan only video updates accompanied by a English text summary.</p>	
Telephone SMS Facetime TTY	(03) 9473 1111 0402 217 586 1300 780 235 (toll free)
Email	info@expression.com.au
Website	https://www.expression.com.au/content.asp?id=430&t=coronavirus&cid=3

HEALTH DIRECT



<p>Disability services and the NDIS - If you are a person living with disability, or if you are caring for someone with disability, there may be publicly funded services that provide support for you</p>	
Website	https://www.healthdirect.gov.au/introduction-to-disability-services-and-the-ndis

LINK COMMUNITY TRANSPORT



LINK is a not-for-profit community based social enterprise and operates Victoria's largest Community Transport fleet, serving Northern, North Eastern, North Western & Western Melbourne from four community hub locations. Living well at home needs a village of support. LINK connects you to an Integrated Community of Care of volunteers, services, transport, health systems, outings, and friendships

Telephone	1300 54 65 28
Email	admin@lct.org.au
Website	http://www.linkcommunitytransport.org.au/



MELBOURNE CITY MISSION - EARLY CHILDHOOD INTERVENTION SERVICES

Therapy supports for children with developmental delay and disability aged 0-7 years. Face-to-face and telepractice available

Telephone	1800 343 287
Contact us Form	https://www.mcm.org.au/services/disability-and-ndis/submit-enquiry
Website	https://www.mcm.org.au/disability-and-ndis/early-childhood-intervention-services



MILL PARK COMMUNITY HOUSE

We offer a wide range of services for people with an Intellectual Disability and their caregivers including Individual Support, Day Services, Respite and Support Co-ordination. We are a N.D.I.S. Registered provider

Telephone	9404 4565
Email	admin@millparkcommunityhouse.com
Website	https://www.millparkcommunityhouse.com/

NATIONAL DISABILITY ABUSE & NEGLECT HOTLINE

An Australia-wide telephone hotline for reporting abuse and neglect of people with disability	
Telephone	1800 880 052
Email	crrs@workfocus.com
Website – information sourced from	https://www.jobaccess.gov.au/service-providers/making-complaint-and-reporting-abuse-and-neglect

NATIONAL DISABILITY INSURANCE SCHEME



The NDIS is Australia's first national Scheme for people with disability. It provides funding directly to individuals	
Telephone	1800 800 110
Contact us Webchat Monday – Friday 8am – 8pm	https://www.ndis.gov.au/contact
Contact & feedback form	https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form
Website	https://www.ndis.gov.au/coronavirus

OCTEC

OCTEC's main employment service assisting Disability Employment Service participants. Consultants in Queensland, New South Wales, the ACT and Victoria assist those who live with disability, illness or injury. We will work with together towards your goals and get ready to work	
Broadmeadows Epping Meadow Heights Sunbury	9302 4126 9494 0953 9302 2258 8798 9582
Website for more locations and information	https://octec.org.au/services/disability-employment-services/

PEOPLE WITH DISABILITY AUSTRALIA



People with Disability Australia (PWDA) is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability. We have a vision of a socially just, accessible and inclusive community, in which the human rights, belonging, contribution, potential and diversity of all people with disability are recognised, respected and celebrated with pride

Telephone	1800 422 015
Email	pwd@pwd.org.au
Contact us	https://pwd.org.au/contact-us/
Website	https://pwd.org.au/

RESPIRE ALLIANCE WHITTLESEA (RAW)

You can also seek support from the Respite Alliance Whittlesea (RAW), a community group that advocates for the rights of people with disability and for respite services in the City of Whittlesea

Telephone	0418 513 304
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SPECTRUM DISABILITY SERVICES



Spectrum offers a range of support services and group activities to help you engage with family, friends and the community, no matter what type of disability you have

Telephone	1300 735 653
Email	mhss@spectrumvic.org.au
Website	https://spectrumvic.org.au/service/disability-services/

SCOPE



Scope provides a wide range of disability support services to people with complex intellectual, physical and multiple disabilities. Scope Group is one of the largest not-for-profit disability service providers in Australia, supporting thousands of people with complex intellectual, physical, and multiple disabilities	
Telephone	1300 472 673
Email	contact@scopeaust.org.au
Contact us	https://www.scopeaust.org.au/contact-scope/
Website	https://www.scopeaust.org.au/about-scope/

VICTORIA FAMILIES FAIRNESS & HOUSING

We aim to improve the quality of life for people with a disability through the provision of a broad range of supports and community services	
Disability supports and services contacts	1800 800 110 enquiries@ndis.gov.au
Support Packages	https://services.dffh.vic.gov.au/support-packages-people-disability
Supported Accommodation	https://services.dhhs.vic.gov.au/supported-accommodation
Website	https://servies.dhhs.vic.gov.au/disability

EMERGENCY RELIEF/FOOD PARCELS

ALEX MAKES MEALS

When Alex Dekker made that first meal during the tumultuous times of Covid-19, it was more than just food—it was hope. Now, Alex Makes Meals stands as a beacon of community spirit in Melbourne, tirelessly working to provide nutritious meals to the city's homeless, disadvantaged communities and struggling families. With the combined passion of over 80 volunteers, we're serving 3000+ meals every week across diverse Melbourne locations. Location : Preston, delivers to 50+ locations

Email	info@alexmakesmeals.com
Contact us	https://www.alexmakesmeals.com/contact
Website	www.alexmakesmeals.com

ANGLICARE – CRAIGIEBURN



Emergency Relief services Wednesday & Friday: 10.00am – 2.00pm. Residents of Hume with postcodes: 3063, 3064, 3756 plus Health Care Card required. Walk in or appointment.

Telephone	0408 129 590
Site	Newbury Child and Community Centre, 440 Grand Boulevard, Craigieburn, VIC 3064.
Locations Emergency Relief	https://www.anglicarevic.org.au/contact-us/locations/?lc_region=northern
Website	https://www.anglicarevic.org.au/about-us/

ASK IZZY APP

Ask Izzy is a website that connects people in need with food relief, housing, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.

Website	https://askizzy.org.au/
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AUSTRALIAN RED CROSS

Emergency relief is to help people meet their basic needs, like food, medicine or shelter. This support is for people who do not have access to Commonwealth income support (including SRSS, Special Benefits and Job Seeker).	
Website	https://www.redcross.org.au/get-help/help-for-migrants-in-transition/help-for-migrants-in-transition/vic-relief

BANKSIA GARDENS COMMUNITY SERVICES



Food parcels (\$5), food vouchers, toiletries, phonecards/vouchers. Can supply culturally appropriate food. Concession or Health Care Card. Only claim one parcel per week. Asylum seekers/refugees welcome.	
Telephone	9309 8531
Community Pantry	Wednesdays 12:30pm–2:00pm (or until stock lasts).
Community Lunch	Sunday fortnightly 10:00 – 3:00 pm https://banksiagardens.org.au/community-support-broadmeadows/community-lunch/
Contact us	admin@banksiagardens.org.au
Address	71/81 Pearcedale Parade, Broadmeadows.
Website	https://banksiagardens.org.au/about-us/
Target Group	Hume LGA vulnerable people residing in Broadmeadows or surrounding suburbs
Referral Process	Call to register, self-referral

BAPTIST CHURCH MILL PARK – THE SHAK

The Shak provides frozen meals for pick up Mon, Wed, Thu & Sat 9-5 and a weekly free community lunch on Sat from 1pm	
Telephone	9436 8797
Email	theshak@millparkbaptistchurch.org.au
Address	11 Morang Drive, Mill Park, 3083.
Target Group	Whittlesea LGA (Local Government Area)
Eligibility Criteria	None
Facebook	https://www.facebook.com/millparkbaps/
Referral Process	theshak@millparkbaptistchurch.org.au

BROADMEADOWS UNITING

With a dedicated and compassionate team of staff and volunteers, we provide a safe, welcoming environment where you will be heard and respected. Our emergency relief services offer practical resources such as food, personal care items, material aid, financial support and Links to other services	
Telephone	9192 8100
Address	413-419 Camp Rd, Broadmeadows
Website	https://www.unitingvictas.org.au/services/emergency-relief/

BIG GROUP HUG

We work with local communities to respond to the immediate material needs of vulnerable and disadvantaged children and their families. Are you are a Maternal Health Worker, a social worker, a teacher or some other care worker and have a family in need, then we would love to assist you where we can	
Request for assistance	https://biggrouphug.org/make-a-request/
Email	info@biggrouphug.org
Contact us	https://biggrouphug.org/get-in-touch/contact-us/
Facebook	https://www.facebook.com/BigGroupHug
Website	https://biggrouphug.org/

CAREWORKS SUNRANGES

CareWorks has been serving the Sunbury community for over 20 years. We are a not-for-profit crisis relief centre dedicated to supporting local people and families who find themselves going through a difficult time. CareWorks can offer assistance in a variety of ways. We run a Food Bank, Food Share and Financial Assistance Program	
Telephone	9740 5061
Email	info@careworks.com.au
Site	34 Macedon Street, Sunbury, 3429
Eligibility	Residents of Sunbury or Macedon Based on need
Website	https://www.careworks.com.au/

COMPASSION NORTH FOODBANK (WALLAN)

The Foodbank operates out of the Wallan Gateway Church (7 Commercial Drive, Wallan) each Thursday from 10:30am to 1:00pm during the Victorian school term. (Note: the Foodbank is closed during school holidays). We stock a range of fresh food and pantry items such as fruit and vegetables, bread, milk, cereals, canned and bottled goods, some baby goods and some health and hygiene goods (please note: the stock items may change from time to time). These items are sourced from the food industry's surplus food through Foodbank Victoria and other agencies. This food is available at no cost to those in our local community who need assistance. Conditions: To be eligible for assistance from the Foodbank you will need to hold a current Centrelink Healthcare Card or Pension Card	
Telephone for initial appointment	0491 075 404
Website	http://www.wallangateway.org.au/careworx-community-foodbank-wallan/

CATHOLIC CARE



Financial & material aid for struggling families and individuals living in Broadmeadows and Epping. We can help you if you are experiencing a financial crisis and are unable to pay for necessities. Call us from Monday to Wednesday between 9:30am – 11:30am	
Telephone	8407 8856 or 1800 123 228 and select option six
Email	epping@catholiccare.org.au
Website	https://www.catholiccarevic.org.au/services/crisis-support/emergency-relief/

CITY OF MELBOURNE COMMUNITY FOOD GUIDE

Our Community Food Guide is a resource for community agencies or anyone in the community who needs information about how to access affordable, fresh and healthy food	
Community Food Guide	https://www.melbourne.vic.gov.au/community/health-support-services/health-services/pages/community-food-guide.aspx

COUNTRYWIDE COMMUNITY MISSIONS



Countrywide Community Missions Victoria Inc are dedicated to helping individuals, families and communities across Victoria to overcome poverty and stigma by supplying free food parcels and household items to those in need from their premises on Thursdays in Epping, Melbourne.	
Telephone	0411 394 494
Address	129 Narina Way, Epping, 3076.
Email	kev@ccmv.com.au
Target Group	People experiencing financial difficulty
Referral Process	Self referral
Website	https://www.ccmv.com.au/

CRAIGIEBURN EDUCATION & COMMUNITY CENTRE

We provide nonperishable food parcels for residents of 3064 postcode (bring ID). Pick up Mon-Fri 9-4	
Telephone	9308 1477
Location	20 Selwyn Avenue, Craigieburn

DALLAS NEIGHBOURHOOD HOUSE

Food parcels (can supply culturally appropriate food) \$10 food parcels (if cannot pay on day, extension available) By appointment only	
Telephone	Ring 9302 2131 appointment necessary
Address	180-182 Widford Street, Broadmeadows Tuesday's 9:30am - 11.00am 22 Calivil Avenue, Dallas Tuesday's 12:00pm - 1:00pm
Eligibility	Broadmeadows, Dallas, Jacana, Glenroy, Campbellfield, Meadow Heights, Coolaroo residents, Concession card Asylum seeker/refugee welcome Check eligibility criteria: https://www.dallasnh.org.au/copy-of-brat
Email Contact	office@dallasnh.org.au
Website	https://www.dallasnh.org.au/copy-of-brat

ENCOMPASS CARE VIC

Our Food Crisis and Referral Centre is the heart of Encompass Care VIC. We do our best to meet your dietary requirements, we give out non perishable items, fresh fruit and vegetables, school snacks, chilled and frozen goods. We can also assist with toiletries, nappies, sanitary items and baby goods. Our process is easy, either call us here or pop in to one of our Food Rooms in Bundoora or Mernda	
Telephone	0422 461 847
Email	gdonato@encompass.org.au
Locations and hours	31-61 McLeans Road, Bundoora 3083 Tuesday – Wednesday 9AM - 3PM 70 Mernda Village Dr, Mernda 3754 Tuesday 9:30AM - 11.30AM
Website	https://www.encompasscarevic.org.au/food-crisis-centre

ENGAGEMENT HUB ST. KILDA



Operating weekdays from 9.00am to 2.30pm, the Hub (Drop In) provides a range of programmes and support, including breakfast and lunch	
Telephone	9051 1670
Address	163 Chapel Street, St. Kilda 3182
Website	https://stkildaunitingchurch.org.au/101-engagement-hub/

FOODBANK

We believe everyone should have access to good quality food no matter their situation. We work with 2,844 charities around the country to get food and groceries to those who could use a hand every year. We are also the largest supporter of School Breakfast Programs in Australia, regularly supplying to 3,379 schools nationally.	
Telephone	9362 8300
Email	info@foodbankvictoria.org.au
Location	4/2 Somerville Rd, Yarraville
Website	https://www.foodbank.org.au/?state=vic

FROM US 2 YOU

We provide food hampers weekdays and weekends, based on food availability, times can be viewed on our Facebook page	
Telephone	0412 042 069
Facebook Group	https://www.facebook.com/groups/170327629970644/
Target Group	From anywhere as long as they arrange to pick up themselves
Eligibility Criteria	Trust system
Referral Process	Self referral

HEAVENLY FEAST CHURCH

Assistance: Food package call to check times & availability	
Telephone	0420 821 646
Address	2 May Road Lalor (Lalor Library)
Target Group	Whittlesea LGA (Local Government Area)
Referral Process	Self referral

HELPING HANDS MISSION

Helping Hands Mission Inc. deliver a number of programs that focus on providing emergency aid, material aid, food and an opportunity for social inclusion. Each week, Helping Hands Mission Inc. works with a range of different agencies across Victoria to distribute emergency aid to families and individuals who desperately need assistance	
Telephone	1300 892 010
Emergency Food Pantry	To apply for support registration forms can be found at our Airport West office at 14 McIntosh St during office hours (9.30am - 4.30pm)
Email	help@helpinghandsmission.org.au
Website	https://www.helpinghandsmission.org.au/aid

HOPE CAFÉ FAWKNER ST MARK'S CHURCH

Hope Cafe is a community initiative providing FREE home cooked meals every Thursday evening from 5.30-6.30pm. We provide a safe, welcoming space where food is eaten and friendships are made. Please come and share a meal.	
Location	9 Lee St, Fawkner
Email	fawkner@cam.org.au
Facebook	https://www.facebook.com/groups/382429385134365/about

HOPE CENTRE – GLENROY

Groceries for families in need 1 off, emergency drop off	
Telephone	9304 2292
Address	93-95 Station Street, Glenroy
Email	hopecentreglenroy@gmail.com
Facebook Page	https://www.facebook.com/hopecentreglenroy/
Target Group	Hume LGA (Local Government Area)
Hours of Operation	Call church anytime, deliver according to demand
Eligibility Criteria	People in desperate need requiring emergency food
Referral Process	Self referral

LENTARA EMERGENCY RELIEF PROGRAM



Emergency Relief. Food parcels.	
Open Mon – Fri; 9am – 5pm with appointments 10am – 12.30pm	
Must ring at 9.00 am to make an appointment for the next day pickup.	
Telephone	9351 3600
Address	413 Camp Road, Broadmeadows Vic 3047
Website	https://www.unitingvictas.org.au/services/emergency-relief/
Target Group	Hume and Moreland LGA
Eligibility Criteria	Concession Card, Asylum Seekers Call to arrange pick up for next day. Parcels limited.
Referral Process	Self referral or organisation with consent to share info, call to book

LIFEHOUSE KITCHEN

LifeHouse Kitchen has a menu of frozen meals that provide a temporary relief for anyone experiencing a challenging season. If you or someone you know is experiencing a hardship or crisis, sick, unwell emotionally, just had a baby, perhaps just overwhelmed with life at the moment and a few days off of cooking would help provide some rest that is needed, our church care team is passionate about helping you through this time	
Location	Westmeadows
Website	https://lifehouse.global/lifehouse-kitchen/

MERRI-BEK COMMUNITY CUPBOARDS AND PANTRIES

Community cupboards are available for the whole community to access in times of need. You can "take" or "give" products to the cupboards and pantries. You will find them in the following places across the City of Merri-bek.	
Telephone	9350 3737
Email	info@cismerri-bek.org.au
Website	https://www.merri-bek.vic.gov.au/globalassets/website-merri-bek/areas/living-merri-bek/community-services/public-health-and-wellbeing/food-security/food-access-and-security/merri-bek-community-cupboards-and-pantries-feb-2024.pdf

MERRI FOOD HUB

The Journey Project is our food security initiative to ensure households on a lower income are able to access fresh, nutritious, sustainable, culturally appropriate fruits and vegetables	
Telephone	0491627208
Email	hello@merrifoodhub.org
Website	https://openfoodnetwork.org.au/merri-food-hub/shop

NORTHPOINT CENTRE – FOOD BANK

Northpoint Centre Provides over 400 food parcels <u>every week</u> to individuals and families throughout Melbourne who are doing it tough	
Telephone	9338 1898
Sites	
<p>Coburg Newlands Senior Citizen Centre 9-53 Murray Road, Coburg North, VIC (corner Elisabeth & Murray Roads) Tuesday – 11am-12.30 (unless parcel finish prior)</p>	
<p>Craigieburn Community Centre (next to Oval) 20 Selwyn Avenue, Craigieburn Wednesday 11am-12.30 (unless parcels finish prior)</p>	
<p>Sunbury Goonawarre Neighbourhood House (next to shops) 8 Gullane Drive, Sunbury Thursday 11.00am – 12.00pm (unless parcels finish prior)</p>	
<p>Tullamarine Northpoint Centre 3 Trade Park Drive, Tullamarine (second driveway) Tuesday to Thursday 9am-11.30 and 12-2pm</p>	
Contact us	https://northpointcentre.org.au/contact-us/
Website	https://northpointcentre.org.au/

NOURISHING NEIGHBOURS

We provide emergency food relief via support service referrals.	
Email	vaissy@nourishingneighbours.org.au
Refer a client	https://www.nourishingneighbours.org.au/how-to-help/referral-form/
Location	30 Bishop Street, Coburg VIC 3058
Website	https://www.nourishingneighbours.org.au/

OUR DAILY BREAD

Caring for the homeless and those doing it tough in Coburg and surrounding areas while offering Christian hospitality over a meal every Thursday from 4-8pm	
Telephone	0425 853 502
Location	23-29 Victoria Street, Coburg, 3058
Facebook	https://www.facebook.com/ourdailybreadwithlove/

REAL LIFE CHURCH

Foodbank non perishable food items for those in need, pick up only	
Telephone	0488 111 215
Address	49 Freight Road, Tullamarine
Target Group	Anyone who needs food assistance , pick up themself

RED CROSS



Emergency relief support for temporary visa holders, people seeking asylum and people with an uncertain visa status to help meet their basic needs	
Start your application & further information	https://www.redcross.org.au/vicrelief

ST. MATTHEWS ANGLICAN CHURCH

Food Pantry – check website for next date	
Telephone	9306 9528
Address	30 Widford St., cnr. Melbourne Ave, Glenroy
Contact us	https://matthewlinus.org.au/contact
Website	https://matthewlinus.org.au/

ST. VINCENT DE PAUL (VINNIES)

From emergency housing and homelessness support to disaster recovery and general support like home visits and providing food, our help is delivered on a local level throughout our communities	
Telephone	13 18 12
Website	https://www.vinnies.org.au/

ST. VINCENT DE PAUL – NILS

Vinnies NILS (no interest loan). Small loans up to \$1,500 for low income families and individuals.	
Telephone	5229 8829
Website	https://www.vinnies.org.au/nsw/find-help/no-interest-loan-scheme-nils

SALVATION ARMY CRAIGIEBURN



Food parcels, toiletries. Mon, Wed & Thursdays 9.30am – 3.00pm Food vouchers by appointment	
Telephone	8339 4987
Address	75 Interlink Drive Craigieburn
Website	https://www.salvationarmy.org.au/locations/victoria/v106a/craigieburn-community-support-services/

SALVATION ARMY MILL PARK



Food vouchers, food parcels. Call to check times and other details	
Telephone	9436 9200 9437 4997
Address	Cnr Morang Drive & Fred Hollows Way, Mill Park
Website	https://www.salvationarmy.org.au/locations/victoria/v116/whittlesea-city-corps/

SALVATION ARMY SEYMOUR



Emergency Relief and Food Parcels are available on Mondays, Wednesdays and Fridays between 2 and 4pm from our Seymour Front Reception	
Telephone	5735 8400
Address	8 - 10 Victoria St, Seymour
Website	https://www.salvationarmy.org.au/locations/victoria/v183/seymour-corps/

SALVATION ARMY SUNBURY



Food relief, vouchers and other services. Call to check times and other details	
Telephone	9744 2095
Address	27-37 Anderson Road, Sunbury, 3419
Website	https://www.salvationarmy.org.au/locations/?grouped_categories_keywords=Financial%20H&location=sunbury&entity_max=6

SALVATION ARMY WHITTLESEA



Food relief, vouchers and other services. Tuesday, Wednesday and Thursday 9am-3pm. Drop in or call for assistance	
Telephone	9436 9200
Address	1 The Fred Hollows Way (cnr Morang Drv) Mill Park
Website	https://www.salvationarmy.org.au/locations/victoria/v116/whittlesea-city-corps/

SECONDBITE



SecondBite exists to provide access to fresh, nutritious food for people in need across Australia. We rescue surplus food from across the retail network, and redistribute it - free of charge - to more than 1,300 local charities around the country providing food relief to people in need.	
(Only provides food to organisations to distribute to their clients, they do not require client's specific details) Warehouse open 8am-4 pm Monday	
Telephone	1800 263 283
Email	admin@secondbite.org
To donate food	https://www.secondbite.org/donate-food
Find food relief	https://secondbite.org/in-need-of-food/
Website	https://www.secondbite.org/

SIKH COMMUNITY

Sikh Community Connections is committed to providing much-needed food assistance to residents of City of Whittlesea who are struggling with food security	
Contact us text only	0476 850 607
Website	http://sikhcc.org.au/emergency-food-relief/

THOMASTOWN NEIGHBOURHOOD HOUSE

The Food Relief Volunteer Team support Project Us to distribute Halal Fresh Food in Thomastown to financially disadvantaged families, migrants, refugees and asylum seekers, the unemployed, people at risk of homelessness and people experiencing homelessness. Registrations for a Fresh Food Box are essential	
Telephone	0488 224 439
Email	manager@tnh.org.au
Contact us form	https://www.tnh.org.au/contact
Website	https://www.tnh.org.au/

THREAD TOGETHER

Based on the simple idea to donate rather than dispose of unsold clothing. Unsold new clothing is given to people in need, whilst also protecting the environment by saving these items from landfill. Thread Together clothes thousands of people across the country every week.	
Telephone	8376 6939
Website	https://threadtogether.org

UNITING VIC.TAS

Financial hardship can strike at any time, so Uniting provides emergency relief services to those in need. We can provide you with nutritious community meals, bills and expenses assistance and food and material aid relief. Please note that our operating hours for emergency relief services are from 10am to 12.30pm, Monday to Friday and by appointment	
Telephone	9351 3600
Location	413 – 419 Camp Road, Broadmeadows
Community Meals	https://www.unitingvictas.org.au/services/emergency-relief/community-meals/
Website	https://www.unitingvictas.org.au/locations/broadmeadows-413-419-camp-rd/

VICTORIAN ABORIGINAL CHILD CARE AGENCY CO-OPERATIVE LTD



This program gives vulnerable Aboriginal children and families support at home to improve their quality of life. Eligibility: Australian Aboriginal and/or Torres Strait Islander or must have Aboriginal and/or Torres Strait Islander Children in their care	
Telephone	9287 8800
Address	340 Bell Street, Preston 3072
Website	https://www.vacca.org/page/services/children-and-families/family-support/family-services/

WHITTLESEA COMMUNITY CONNECTIONS – WHITTLESEA FOOD COLLECTIVE

Established in 2019, the Whittlesea Food Collective (WFC) is creating a more equitable food system in the City of Whittlesea by supporting households experiencing financial hardship, strengthening community connections and improving health and wellbeing. The Food Collective is also increasing training and employment opportunities through community based food production and distribution.	
Telephone	9401 6666
Email	contact@foodcollective.org.au
Contact form	https://www.whittleseacommunityconnections.org.au/whittlesea-food-collective/how-can-we-help/
Whittlesea Food Collective	https://www.whittleseacommunityconnections.org.au/whittlesea-food-collective/

WHITTLESEA MINISTRIES INC. FOODSHARE

Whittlesea Ministries Inc. Foodshare- can help with fruits and vegetables provided by second bite. Other items such as bread as available. It is located at Whittlesea Uniting Church 26 forest Street, Whittlesea. Phone number is 9716 2340 or 0407 348 599 and is open on Tuesdays
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12.00pm – 3.00pm and Wednesdays from 11.00am to 2.00pm and no appointments are necessary. To be eligible for assistance clients need to have a health, pension or blue fire card, no eligibility required for emergency relief. Eligible areas are Whittlesea township, Doreen, Mernda, south Morang, Donnybrook, Kinglake, Flowerdale, Yan Yean

Telephone	9716 2340 0407 348 599
Address	Behind Whittlesea Uniting Church 26 Forest Street Whittlesea

EXERCISE

ART OF VINYASA

At Art of Vinyasa, we teach Ashtanga Vinyasa Yoga which combines an ancient series of postures with a flowing breath and movement system. This combination increases strength, endurance and flexibility while clearing the body of accumulated toxins and emotional blocks. Locations Mill Park & South Morang	
Telephone Meghala Bhat	0439 523 950
Email	info@artofvinyasa.net
Class enquiry	http://artofvinyasa.net/ClassEnquiry.aspx
Website	http://artofvinyasa.net/Default.aspx

BROADMEADOWS AQUATIC & LEISURE CENTRE



Broadmeadows Aquatic & Leisure Centre is a fitness and recreation facility situated in Broadmeadows. Our team is committed to providing a welcoming and inclusive environment for people of all ages and abilities, and we offer a range of membership options to suit your needs	
Telephone	9205 2670
Email	balc@hume.vic.gov.au
Facebook	https://www.facebook.com/broadmeadowsleisure
Website	https://www.hume.vic.gov.au/Residents/Leisure-Sport-and-Recreation/Leisure-Centres/Broadmeadows-Aquatic-and-Leisure-Centre

CELESTIAL TAI CHI COLLEGE

We run regular beginner and advanced classes in Tai Chi and Qigong around Melbourne throughout the year during our college terms. Your first Tai Chi and Qigong lesson is free and no obligation to join. Locations include: Bundoora, Eltham Preston	
Telephone	9840 2855
Email	info@celestialtaichi.com.au
Contact us form	http://www.celestialtaichi.com.au/contacts/
Website	http://www.celestialtaichi.com.au/

CITY OF WHITTLESEA

Let Everyone Actively Participate (LEAP) is a Council program of enjoyable and affordable events and activities for residents aged 50 years and older. As a LEAP member you can participate in physical and social activities to improve and maintain health, wellbeing and social connection. It's a great way to meet new people, build new friendships, stay active and learn new skills.	
Telephone	9217 2170
Email	info@whittlesea.vic.gov.au
	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Seniors/Social-connection-and-positive-ageing-activities

CONTACT COMMUNITY CENTRE – BUNDOORA

Contact Community Centre is delighted to welcome you to join us. We have a large variety of daytime classes for men and women. Contact offers many daytime classes and activities including Basic Sewing, Beading & Jewellery Making, Bobbin Lace, Book Club, Cake Decorating, Card Making, Counted Cross Stitch, Embroidery, Knitting and Crochet, Mahjong, Mosaics, Patchwork, Paper Toile, Clay Beading, Porcelain Dolls, Scrapbooking, Smocking, Spinners, Teddy Bear Making, Tunisian Crochet. Water Colour Painting, as well as a full range of exercise groups such as Yoga, Yoga for Seniors, Pilates, Tai Chi and Zumba Classes	
Telephone	9467 6305
Email	info@contactbundooramccen.com.au
Our classes	https://contactbundooramccen.com.au/class-descriptions/
Website	https://www.contactbundooramccen.com.au/

CRAIGIEBURN SPORTS STADIUM



Craigieburn Sports Stadium is available to be booked by clubs, schools and for private use. The stadium has: Five sports courts, meeting spaces, three-year old kinder programs, three squash courts	
Telephone	9356 2650
Email	active@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/Leisure-and-Open-Space/Sport-and-Recreation/Sports-Stadiums-and-Facilities/Craigieburn-Sports-Stadium

GET ACTIVE VIC



The Get Active Victoria website is full of useful ideas for getting active, information about parks and outdoor recreational facilities, and expert advice. It's also the place to access our Kids Voucher Program. When you join Get Active Victoria, you unlock free tools to help you be active and a huge library of guided home workouts. That's not to mention joining a community of more than 99,000 people all using Get Active Victoria to inspire more active choices

Workout, Physical Challenge, A game	https://www.getactive.vic.gov.au/around-home/
Contact us Form	https://www.getactive.vic.gov.au/contact/
Website	https://www.getactive.vic.gov.au/

GROWING YOUNG, BILL DOOLEY – EXERCISE SCIENTIST & SENIORS WORKOUT SPECIALIST

Growing Young is an online exercise program specially designed for 65+ers. All you need to do is follow each day's program to help improve your strength, balance and mobility. No fancy gym equipment required. Excellent for beginners .Exercise when and where you like

Contact	https://www.billdooley.com/getintouch
Website	https://www.billdooley.com/

HOMESTEAD COMMUNITY & LEARNING CENTRE

The Homestead Community and Learning Centre in Roxburgh Park, is a warm and friendly place to learn new skills, pursue new interests and meet with friends. It offers a range of education, lifestyle and cultural programs, based on the current needs and interests of our community. At Homestead, lifelong learning is encouraged, with pathways for work or study that provide an emphasis on individual, community and cultural diversity

Telephone	9205 2760
Email	homestead@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/Community-Facilities/Community-Centres/Homestead-Community-and-Learning-Centre

HUME CITY COUNCIL – ACTIVE HUME



We offer a variety of programs for all ages and abilities at each of our Leisure Centres – Active Kids, Active Ageing, Active for All	
Telephone	9205 2513
Contact us	https://humeleisure.vic.gov.au/visitor-info/contact-us
Website	https://humeleisure.vic.gov.au/active-hume

HUME CITY COUNCIL – FIND A LOCAL SPORTS CLUB



Find a local sports club in Hume	
Telephone	9205 2200
Email	contactus@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/Leisure-and-Open-Space/Sport-and-Recreation/Find-a-local-sports-club

HUME UNIVERSITY OF 3RD AGE (U3A)

U3As are voluntary Seniors' Groups that provide educational, recreational and social programs. Each U3A is organised by and for people who can best be described as being active in retirement or semi-retirement, the third age of our lives	
Telephone	9330 3239
Email	secretary@humeu3a.org.au
Website Courses/Activities	https://humeu3a.org.au/courses-activities/



KILMORE & DISTRICT LITTLE ATHLETICS CLUB

Kilmore and District Little Athletics provides a rotating program of events, including sprinting and middle-distance running	
Telephone	0477 333 469
Facebook link	https://www.facebook.com/kilmoreanddistrictlittleathleticsclub/
Website	http://www.kilmoredistrictlac.com.au/
Website	https://www.mitchellshire.vic.gov.au/our-region/community-directory/kilmore-and-district-little-athletics

KILMORE & DISTRICT UNIVERSITY OF 3RD AGE (U3A)



Courses are held Monday to Friday between 9am and 5pm at various locations in Kilmore, Wallan and Broadford and in course conveners' homes. Membership is for any person who has reached the over 55 and lives in the Kilmore and District area.	
Email	info@u3akilmoreanddistrict.com.au
Website	http://u3akilmoreanddistrict.com.au/



KILMORE LEISURE CENTRE

Our Kilmore centre has undergone a complete refurbishment and now feature: Life Fitness cardio equipment with Netflix, Youtube, and wifi connectivity, pin-loaded strength equipment and Australian Barbell Company free-weight equipment including dumbbells up to 50 kg, Olympic bars, bumper plates, pre-loaded barbells, 2 lifting platforms and power cages and a range of benches. Sensory resource guides or social stories are learning tools that help explain social situations. They prepare people for social interactions by providing clear information about specific social situations, outlining why they happen and a typical response.	
Telephone	5734 0600
Email	leisure@mitchellshire.vic.gov.au
Facebook link	https://www.facebook.com/MitchellShireLeisureServices
Website	https://www.mitchellshire.vic.gov.au/leisure/about/our-centres

MILL PARK LEISURE CENTRE

Mill Park Leisure has undergone a \$25 million redevelopment to transform the facility into a state-of-the-art aquatic, recreation and wellbeing hub. Offering a diverse range of health and fitness programs and services, the inclusive centre is the perfect place for people of all ages and abilities to reach their wellbeing goals	
Telephone	8432 7600
Contact us form	https://www.millparkleisure.com.au/contact-us/get-in-touch
Website	https://www.millparkleisure.com.au/

SAFE EXERCISE AT HOME

The Safe Exercise at Home website has been developed by physiotherapists from around Australia with clinical and academic expertise in exercise and other forms of physical activity for older people and people with mobility limitations	
Contact us form	https://www.safeexerciseathome.org.au/contact-us
Information for older people	https://www.safeexerciseathome.org.au/for-older-people
Website	https://www.safeexerciseathome.org.au/



SEYMOUR LEISURE CENTRE

Our Seymour centre has undergone a complete refurbishment and now feature: Life Fitness cardio equipment with Netflix, Youtube, and wifi connectivity, pin-loaded strength equipment and Australian Barbell Company free-weight equipment including dumbbells up to 50 kg, Olympic bars, bumper plates, pre-loaded barbells, 2 lifting platforms and power cages and a range of benches. Sensory resource guides or social stories are learning tools that help explain social situations. They prepare people for social interactions by providing clear information about specific social situations, outlining why they happen and a typical response	
Telephone	5735 1500
Email	leisure@mitchellshire.vic.gov.au
Facebook link	https://www.facebook.com/MitchellShireLeisureServices
Website	https://www.mitchellshire.vic.gov.au/leisure/about/our-centres

SPLASH AQUA PARK & LEISURE CENTRE



Splash Aqua Park and Leisure Centre is Melbourne's newest premium leisure complex. Located in the heart of Craigieburn, Splash provides access to a wide range of health, fitness and lifestyle programs and top of the range facilities and equipment.	
Telephone	9356 6800
Email	splash@hume.vic.gov.au
Website	https://humeleisure.vic.gov.au/our-centres/splash-aqua-park-and-leisure-centre

SPRINT ATHLETICS CENTRE



Sprint Athletics Centre is a multi-purpose facility and athletic track. Sprint Athletics Centre is the home of the Craigieburn Little Athletics Club.	
Telephone	9356 6146
Email	active@hume.vic.gov.au
Telephone Craigieburn Little Athletics Club	0490 152 511
Email Craigieburn Little Athletics Club	craigieburn@lavic.com.au
Craigieburn Little Athletics Club Website	https://www.craigieburnlac.com.au/
Website	https://www.hume.vic.gov.au/Residents/Leisure-and-Sport/Sport-and-Recreation/Sprint-Athletics-Centre

SUNBURY AQUATIC & LEISURE CENTRE



Our centre offers both indoor and outdoor swimming pools, a fully equipped gym and an extensive range of group fitness classes, all of which are operated by helpful and friendly staff who strive to ensure you achieve your health and fitness goals	
Telephone	9356 6820
Email	salc@hume.vic.gov.au
Facebook	https://www.facebook.com/sunburyaquaticandleisurecentre
Website	https://www.hume.vic.gov.au/Residents/Leisure-and-Sport-and-Recreation/Leisure-Centres/Sunbury-Aquatic-and-Leisure-Centre

SUNBURY & COBAW COMMUNITY HEALTH – EXERCISE GROUPS

We run and support a number of exercise groups for people of different ages and abilities. They each have a different focus depending on what you need	
Telephone Macedon	5421 1666
Sunbury	9744 4455
Email	admin@scchc.org.au
Contact us form	https://sunburycobaw.org.au/contact-us/
Website	https://sunburycobaw.org.au/a-z-services/adult-health/exercise-groups/

TAI CHI AUSTRALIA



Tai Chi Australia runs dozens of classes throughout Victoria and Tasmania for students of all skill levels. Tai Chi, or Taijiquan in Chinese, is an outstanding gem of traditional Chinese culture that is valuable in promoting health, developing combat and self-defence skills, and improving concentration and overall well-being	
Telephone	9889 9999
Email	info@taichiaustralia.com.au
Contact us form	https://www.taichiaustralia.com.au/support/contact-us
Our Classes	https://www.taichiaustralia.com.au/classes/about-our-classes
Website	https://www.taichiaustralia.com.au/



TAOIST TAI CHI

All are welcome and encouraged to participate in these Taoist arts as they choose. People from all ages, backgrounds, languages, cultures and walks of life have been learning and practising the teachings of Taoism together. They have diverse motivations, ranging from a simple enjoyment of the Taoist Tai Chi® practice, to an interest in the health benefits.	
Find a class	https://www.taoisttaichi.org/find-a-class/
Website	https://www.taoisttaichi.org/

THOMASTOWN RECREATION & AQUATIC CENTRE

Thomastown Recreation & Aquatic Centre is the premier indoor swimming pool and gym in the City of Whittlesea servicing Thomastown, Lalor, Epping, Mill Park, South Morang, Campbellfield, Bundoora, Reservoir and Fawkner.	
Telephone	9463 0700
Contact us	https://www.trac.com.au/footer-links/get-in-touch
Women's swimming	https://www.trac.com.au/swim/womens-swimming
Website	https://www.trac.com.au/venue/about-us

WALLAN & DISTRICT UNIVERSITY OF 3RD AGE (U3A)



If you want to keep the old joints moving we offer a walking club, Pilates, Social Dancing and strength training.	
Telephone	0438 107 300
Email	secretary@u3awallan.org.au
Website	https://u3awallan.org.au/courses-activities/

WHITTLESEA UNIVERSITY OF 3RD AGE (U3A)



Want to keep your brain and body active and make new friends? Want to share your skills and experience with others? Want to make new friends and social connections? Then join us at Whittlesea U3A where we run programs for 50+ We offer a wide range of activities all managed and run by volunteers	
Telephone	9464 1339 0404 119 189
Email	info@whittleseau3a.org.au
Course Timetable	https://whittleseau3a.org.au/courses-activities/
Website	https://whittleseau3a.org.au/

EXERCISE PHYSIOLOGY

ALLIED HEALTH PROFESSIONALSS AUSTRALIA



Accredited exercise physiologists specialise in clinical exercise interventions for people with a broad range of health issues. Those people may be at risk of developing, or have existing, medical conditions and injuries. The aims of exercise physiology interventions are to prevent or manage acute, sub- acute or chronic disease or injury, and assist in restoring one’s optimal physical function, health or wellness. These interventions are exercise-based and include health and physical activity education, advice and support and lifestyle modification with a strong focus on achieving behavioural change

Telephone	8676 0634
Contact us	https://ahpa.com.au/contact-us/
Find a practitioner	https://www.essa.org.au/find-aep/
Website	https://ahpa.com.au/allied-health-professions/exercise-physiology/

DPV HEALTH – EXERCISE PHYSIOLOGY



An Exercise Physiologist specialises in exercise management for chronic health conditions, including the prescription and delivery of exercise interventions for the management and prevention of various chronic diseases and injuries.

Telephone	1300 234 263 (select option 4)
Contact Us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/exercise-physiology/

HEALTHDIRECT – EXERCISE PHYSIOLOGY



Find a service – Exercise Physiology	https://www.healthdirect.gov.au/search-results/EXERCISE%20PHYSIOLOGY
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NEXUS PRIMARY HEALTH – EXERCISE PHYSIOLOGY



Our Exercise Physiologists can help you manage health problems by using exercise. They can help you prevent injuries from happening or help you recover from an injury	
Telephone	1300 77 33 52
Email	Intake@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/exercise-physiology

NORTHERN HEALTH – EXERCISE PHYSIOLOGY

Northern Health

Exercise Physiologists are part of the Northern Health Physiotherapy Department and work closely with the physiotherapy team. Exercise Physiology offers individual patient assessment and management, and also provides an extensive cohort of group programs.	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
For other enquiries	alliedhealthenquiries@nh.org.au
Website	https://www.nh.org.au/service/exercise-physiology/

SUNBURY & COBAW COMMUNITY HEALTH – EXERCISE PHYSIOLOGY

Do you need help to get motivated to exercise safely or join a exercise group? Exercise Physiologists are health professionals that use exercise to help you to recover from a number of injuries and illnesses	
Telephone	
Kyneton	5421 1666
Sunbury	9744 4455
Email	admin@sunburychc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/exercise-physiology/

FALLS & BALANCE

ACTIVE AGEING AUSTRALIA

Remaining active throughout the whole of life is paramount to health and well-being	
Telephone	0437 321 377
Email	admin@activeageing.org.au
Website	https://learn.activeageing.org.au/

AUSTIN HEALTH – HEALTH INDEPENDENCE PROGRAM

We provide a specialist diagnostic service for people who are having falls or balance related problems. The service is especially targeted towards people who are not sure why they are having falls	
Telephone	9496 4280
Referrals	hipcentralintake@austin.org.au
Website	https://www.austin.org.au/active-well-at-home/

AUSTRALIAN GOVERNMENT – DEPARTMENT OF HEALTH

Don't fall for it. Falls can be prevented! This booklet provides advice to older Australians, their families and carers on preventing falls.	
Website	https://www.health.gov.au/resources/publications/dont-fall-for-it-falls-can-be-prevented

BETTER HEALTH CHANNEL – FALLS PREVENTION

Website	https://www.betterhealth.vic.gov.au/health/healthyliving/falls-prevention-at-home
Falls – Services for older people	https://www.betterhealth.vic.gov.au/health/servicesandsupport/falls-services-for-older-people
Older People – Preventing Falls at Home	https://www.betterhealth.vic.gov.au/health/healthyliving/falls-prevention-at-home
Physical Activity for Seniors	https://www.betterhealth.vic.gov.au/health/healthyliving/physical-activity-for-seniors
Health Benefits Tai Chi	https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/tai-chi-health-benefits
Physical Activity – How to Get Started	https://www.betterhealth.vic.gov.au/health/healthyliving/physical-activity-how-to-get-started

CITY OF WHITTLESEA – SUPPORT TO LIVE INDEPENDENTLY IN YOUR HOME

We provide support and services to assist you to live independently and remain safe in your home. This is part of the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Young People (HACCPYP).	
Apply for services through My Aged Care	1800 200 422 https://www.myagedcare.gov.au/
Customer Service Team City of Whittlesea	9217 2170
Website	https://www.whittlesea.vic.gov.au/community-support/seniors-and-aged/services-for-people-aged-50plus/services-we-deliver/support-for-you-to-live-independently-in-your-home/

Occupational Therapy is beneficial if you have a disability or a chronic condition, or you have experienced a serious health threat. An Occupational Therapist can help to you live longer at home, continue activities that are meaningful and important to you, assess your community access and safety, and prevent falls and injuries in the home and community	
Telephone	1300 234 263 (select option 4)
Contact Us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website – Occupational Therapy	https://www.dpvhealth.org.au/all-services/physical-health/occupational-therapy/
Website – Physiotherapy	https://www.dpvhealth.org.au/all-services/physical-health/adult-physiotherapy/

HEALTH DIRECT – FALLS AND THE ELDERLY

Anyone can have a fall, but falls are a major health concern for older people (those aged 65 and over). Falls are the leading cause of unintentional injury in older Australians	
Website	https://www.healthdirect.gov.au/falls

NATIONAL AGEING RESEARCH INSTITUTE (NARI)

The Victorian Falls and Balance Service Directory provides details of the clinics and programs operated by public hospitals and community health services in Victoria for older people who have had a fall or are at risk of falling. It was developed by NARI in partnership with the Victorian Department of Health, consumers and health professionals from hospitals, community health services and primary care partnerships across Victoria.	
Website	https://www.nari.net.au/victorian-falls-directory

NEXUS PRIMARY HEALTH

We can help you with falls and balance problems	
Telephone	1300 77 33 52
Email	serviceaccess@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/physiotherapy-adult

NORTHERN HEALTH

The Falls and Balance Service (FABS) is for people in the community who have experienced falls. The clinicians in this service will work with you to identify the factors that may cause your falls, help to reduce further falls and assist you to feel more confident when moving	
Telephone Community Access Service Team	1300 128 539
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/falls-balance-service-fabs
Geriatric Evaluation & Management Clinic Broadmeadows, Bundoora, Craigieburn Telephone: 1300 128 539	https://www.nh.org.au/service/geriatric-evaluation-management-gem-clinic/

SUNBURY COBAW COMMUNITY HEALTH

We can help people who are at risk of a fall or those who have experienced a fall to reduce the chance of having another. This could include services such as podiatry, physiotherapy, exercise groups and occupational therapy	
Telephone Sunbury Site	9744 4455
Email	admin@scchc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/falls-prevention/

FAMILY VIOLENCE

000 - AUSTRALIAN COMMUNICATIONS & MEDIA AUTHORITY



If you are unable to speak to the triple zero (000) operator. You can still receive emergency help if it is not safe to speak, or you cannot speak.
When a 000 caller doesn't respond to the operator's question 'Emergency. Police? Fire? Ambulance?' the call is transferred to an interactive voice response (IVR). The IVR asks you to press '55' if you require emergency help. If you don't press '55' after being asked 3 times, your call will be disconnected.
If you press '55' you will be connected to the police. If you are still unable to speak, the police will attempt to call you back and might also send a patrol car to your address.

Website	https://www.acma.gov.au/emergency-calls
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1800 RESPECT



1800RESPECT will continue to operate as per usual during the COVID-19 health emergency. We are open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.

Telephone 24 hours	1800 737 732
Chat online	https://chat.1800respect.org.au/#/welcome
Find services in your area	https://www.1800respect.org.au/services/
Website	https://www.1800respect.org.au/

ANGLICARE VICTORIA



Anglicare Victoria works with children, young people and families. We prevent harm and empower people to overcome challenges and achieve their full potential.	
Telephone	1800 809 722
Fostering & Family Services 32 Railway Cres, Broadmeadows	9301 5200
Parentzone Broadmeadows Women's Community House 2 Hadfield Crt, Broadmeadows	
Contact us	https://www.anglicarevic.org.au/contact-us/#contact
Website	https://www.anglicarevic.org.au/contact-us/locations/?lc_region=northern

ASK IZZY APP

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.	
Website	https://askizzy.org.au/

AUSTRALIAN CHILDHOOD FOUNDATION



Counselling for children and young people affected by abuse	
Telephone	1300 381 581
Email	support@childhood.org.au
Contact us	https://www.childhood.org.au/why-us/contact/
Website	https://www.childhood.org.au/

We offer free specialist family violence services to victim survivors, including LGBTIQ+ people and children, who have experienced any form of family violence	
Telephone	9450 4700
Richmond Office	9429 9266
Email Northern Region	preston@berrystreet.org.au
Website	https://www.berrystreet.org.au/our-work/building-stronger-families/family-violence/service-profile

CENTRE FOR WOMEN’S ECONOMIC SAFETY

The Centre for Women’s Economic Safety exists to raise awareness and understanding of domestic economic abuse and to advocate for social and systemic changes that support women’s economic safety and opportunity. CWES does not provide direct support or advice to victims of economic abuse or women experiencing economic disadvantage. If you are experiencing economic abuse, or you are supporting someone who is, please explore the Directory page for services that can support.	
Contact us form	https://cwes.org.au/contact/
Support Fact Sheet	https://cwes.org.au/wp-content/uploads/2021/01/What-kind-of-support-is-available.pdf
Fact Sheets	https://cwes.org.au/fact-sheets/
Website	https://cwes.org.au/



BLUE KNOT FOUNDATION

Blue Knot provides information and support for anyone who is affected by complex trauma. Complex trauma is repeated, ongoing, and often extreme interpersonal trauma (between people) – violence, abuse, neglect or exploitation experienced as a child, young person and adult	
Telephone Monday – Sunday 9.00 am – 5.00 pm	1300 657 380
Email	helpline@blueknot.org.au
Website	https://www.blueknot.org.au/

COMPASS – GUIDING ACTION ON ELDER ABUSE

If you or someone you know needs help tackling elder abuse, start here, on Compass	
Telephone	1800 353 374
Contact us	https://www.compass.info/about/contact-us
Service directory	https://www.compass.info/support
Website	https://www.compass.info/



CROSSROADS

Crisis Outreach Intervention and support refuge for up to 7 days and longer term refuge for up to 6 weeks for women and children escaping family violence	
Telephone	9353 1013
Website	https://www.salvationarmy.org.au/locations/victoria/crossroads/#tabs-2



DJIRRA

Djirra is a place where culture is shared and celebrated, and where practical support is available to all Aboriginal women and particularly to Aboriginal people who are currently experiencing family violence or have in the past	
Telephone	1800 105 303
Email	info@djirra.org.au
Website	https://djirra.org.au/who-we-are/



DPV HEALTH

At DPV Health we provide a range of support and recovery services and programs for those who use family violence, and for those who are affected by family violence.	
Telephone	1300 234 263
Request a Call Back	https://www.dpvhealth.org.au/contact-us/request-a-call-back/
Contact us form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Counselling, Psychology & Social Work	https://www.dpvhealth.org.au/all-services/mental-health/counselling-psychology-and-social-work-services/
Men’s Case Management	https://www.dpvhealth.org.au/all-services/family-domestic-violence/
Men’s Behaviour Change Program	https://www.dpvhealth.org.au/all-services/mens-behaviour-change-program/
How to make an appointment	mbcintakecoordinator@dpvhealth.org.au or mbcpintakehume@dpvhealth.org.au

ELDER ABUSE PHONE LINE

Elder Abuse Phone Line is a free-call phone number that automatically redirects callers seeking information and advice on elder abuse with the phone service in their state or territory. The phone line has been set up in collaboration with state and territory governments	
Telephone	1800 353 374 1800ELDERHelp
Website	https://www.health.gov.au/contacts/elder-abuse-phone-line

EMERGE



Emerge works across the fields of family violence and homelessness by assisting women and children escape violence	
Contact us form	https://emergesupport.org.au/contact/
Family Violence Safety Plan	https://emergesupport.org.au/safety-plan/
Website	https://emergesupport.org.au/

FULL STOP AUSTRALIA

Full Stop Australia provides free 24/7 telephone and online counselling. If you have experienced violence or abuse, we are here to help. If you are a non-offending family member or friend of someone who has experienced violence, we can also support you.	
Telephone	1800 FULL STOP 1800 385 578
Contact us form	https://fullstop.org.au/contact-us
Website	https://fullstop.org.au/about

INTOUCH



inTouch specialises in working directly with migrant and refugee women who have experienced family violence and their communities. We also provide advice and support to practitioners working across the family violence continuum	
Telephone	1800 755 988
To email	https://intouch.org.au/contact-us/
Website	https://intouch.org.au/

Our specialist service provides support and education to help victim survivors of family violence in the eastern suburbs of Melbourne be safe, take control of their lives, and work towards a better future	
Telephone	9899 5666
Email	admin@karahouse.org.au
Website	https://www.karafvs.org.au/

MEN'S LINE



MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime	
Telephone	1300 78 99 78
On line counselling	https://mensline.org.au/phone-and-online-counselling/
Website	https://mensline.org.au/

NO TO VIOLENCE – MEN'S REFERRAL SERVICE

Offers assistance, information and counselling 24/7 to help men who use family violence. No to Violence specialises in effective evidence-informed engagement with men and its primary concern is the safety and wellbeing of women and children	
Telephone	1300 766 491
Website	https://www.ntv.org.au/

NATIONAL DISABILITY ABUSE & NEGLECT HOTLINE

An Australia-wide telephone hotline for reporting abuse and neglect of people with disability	
Telephone	1800 880 052
Email	hotline@workfocus.com
Website – information sourced from	https://www.jobaccess.gov.au/service-providers/making-complaint-and-reporting-abuse-and-neglect

NORTHERN INTEGRATED FAMILY VIOLENCE SERVICES PARTNERSHIP

for professionals supporting the safety of victim survivors in Melbourne’s northern metropolitan region	
Telephone	9484 1666
Email	info@whin.org.au
Website	https://www.nifvs.org.au/

RED CROSS

Family and domestic violence financial assistance for people on temporary visas who are experiencing domestic and family violence	
Website	https://www.redcross.org.au/get-help/help-for-migrants-in-transition/family-and-domestic-violence-financial-assistance

RELATIONSHIPS AUSTRALIA

Relationships Australia

Support groups and counselling on relationships, training and online resources	
Telephone	1300 364 277
Contact us	https://www.relationships.org.au/contact/
Website	http://www.relationships.org.au/

SAFE + EQUAL

Safe and Equal is the peak body for specialist family violence services that provide support to victim survivors in Victoria. Our vision is a world beyond family and gender-based violence, where women, children and all people from marginalised communities are safe, thriving and respected	
Telephone Mon – Fri 9am – 5pm Training Enquiries	8346 5200 (03) 8346 5266 (03)
Email – fill out the form	https://www.dvrcv.org.au/about/contact-us
Website	https://www.dvrcv.org.au/

SAFE STEPS FAMILY VIOLENCE RESPONSE CENTRE



Assisting women and their children experiencing family violence through our 24/7 phone line and specialist support services. Refuge accommodation can be arranged	
Telephone	1800 015 188
Email	safesteps@safesteps.org.au
Website	https://www.safesteps.org.au/

SIKH HELPLINE AUSTRALIA

The 'SIKH HELPLINE' is Australia-wide confidential support service where anyone can get help, advice, counselling and information on various issues	
Telephone	0401 401 040
Email	info@sikhhelpline.com.au
Website	http://sikhhelpline.com.au/about-us/who-we-are/

SUNBURY & COBAW COMMUNITY HEALTH – MEN'S BEHAVIOUR CHANGE PROGRAM

The Men's Behaviour Change program supports men who create problems in their lives because of intimate partner violence, abuse, or anger. The weekly program works with men to change the way they think and take responsibility for their actions, so they can have more respectful relationships with their families, friends, and colleagues	
Telephone	9744 9574
Email	admin@scchc.org.au
Website	https://www.sunburycobaw.org.au/a-z-services/counselling-mental-health/mens-behaviour-change/

SUNBURY & COBAW COMMUNITY HEALTH – MOVING ON

Support Group assists women who are affected by hurtful relationships and family violence	
Telephone	9744 9574
Email	admin@scchc.org.au
Website	https://www.sunburycobaw.org.au/a-z-services/counselling-mental-health/family-violence/

THE ORANGE DOOR NORTH EASTERN MELBOURNE



The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children	
Telephone (main) Mon – Fri 9am – 5pm	1800 319 355
Email	nema@orangedoor.vic.gov.au
Contact us	https://www.orangedoor.vic.gov.au/contact-us
Locations:	
Broadmeadows 1093 Pascoe Vale Rd, Broadmeadows	Phone: 1800 271 151 Email: hma@orangedoor.vic.gov.au
Epping 571-583 High St, Epping	Phone: 1800 319 355 Email: nema@orangedoor.vic.gov.au
Sunbury 33 Macedon St, Sunbury	Phone: 1800 271 151 Email: hma@orangedoor.vic.gov.au
Wallan 42-80 Bentinck St, Wallan	Phone: 1800 634 245 Email: goulburn@orangedoor.vic.gov.au
Website	https://orangedoor.vic.gov.au/

UNITING CARE – MEN’S BEHAVIOUR CHANGE PROGRAMS

Our Men’s Behavior Change Program in provides group programs for men who use violence against their families. The program provides 20-week sessions to respectfully engage men in dialog to support them in taking responsibility for their violence and abuse. The program also provides support and safety planning for affected family members	
Telephone	9051 2600
Email	fvip.general@vt.uniting.org
Website	https://www.unitingvictas.org.au/services/family-services/family-violence-services/group-programs-family-violence/

UNITING CARE – MEN’S BEHAVIOUR CHANGE PROGRAMS (ARABIC SPEAKING)

The program invites men to consider the impact of violence they use within their family including tactics of coercive control towards current partners, ex partners and children.	
Telephone	9051 2600
Email	fvip.general@vt.uniting.org
Website	https://www.unitingvictas.org.au/services/family-services/family-violence-services/group-programs-family-violence/

VINCENCARE



Our family violence programs provide advocacy and support to women and children escaping family violence to support them to live safely and independently in the community. We provide refuge accommodation and information on future housing options, as well as referrals to specialised counselling, court support, and material and financial assistance	
Telephone	1800 825 955
Email	vincentcare@vincentcare.org.au
Online Contact form	https://www.vincentcare.org.au/contact/
Website	https://www.vincentcare.org.au/our-services/family-violence/

VINCENTCARE – REFUGE ACCOMMODATION OLIVE’S PLACE



Olive’s Place provides specialist support and accommodation to adults, children and family animals fleeing family violence	
All referrals to Olive’s Place must go through Safe Steps	1800 015 188
Website	https://www.vincentcare.org.au/our-services/olives-place/

VINCENTCARE – MARIAN COMMUNITY SHEPPARTON



A 24/7 specialist family violence service that supports victim survivors with immediate intervention that promotes a wraparound model of care, safety and recovery	
Telephone	5821 9458 (business hours) 1800 015 188 (after hours)
Email	vincentcaremariancommunity@vincentcare.org.au
Website	https://www.vincentcare.org.au/our-services/marian-community/

WHAT’S OKAY AT HOME – DOMESTIC VIOLENCE RESOURCE CENTRE



We are an organisation called Safe and Equal, formerly Domestic Violence Victoria and Domestic Violence Resource Centre Victoria, and we make websites, videos, apps, brochures, posters and lots more to help people understand what family violence is, why it happens, how to recognise it and how to help others who are experiencing it. We also run training classes for people who work with people experiencing family violence and professionals who work to prevent more violence from happening	
10 – 13 Year olds	https://woah.org.au/gold/
14 – 17 Year olds	https://woah.org.au/gold/
Adult Allies	https://woah.org.au/indigo/
Website Home Page	https://woah.org.au/

WIRE



WIRE originally stood for 'Women's Information and Referral Exchange Inc'. We have extended our service to respond to the needs of non-binary and gender-diverse people as well. We are the only Victoria-wide free generalist information, support and referral service run by women and gender diverse people, for women and gender diverse people	
Telephone – 9am – 5pm	1300 134 130
Online form to contact or chat	https://www.wire.org.au/find-support/
Email	support@wire.org.au
Website	https://www.wire.org.au/category/topics/family-violence/

WITH RESPECT

16/09/2024 - website currently under construction	
Website	https://www.withrespect.org.au/

YOUR TOOLKIT



Yourtoolkit.com provides a free, step-by-step guide on personal safety, support services and money matters for people facing family and domestic violence	
Note: West Australian Site	
Website	https://www.yourtoolkit.com.au/

FINANCIAL



GOVERNMENT CONCESSIONS

A range of concessions are available to all Victorians who are on low incomes or experiencing hardship and need help meeting the cost of living. If you have a Pensioner Concession Card or Health Care Card, read about your concession entitlements here	
Telephone	1300 475 170
Concessions at a Glance	https://services.dhhs.vic.gov.au/sites/default/files/2017-06/concessions-at-a-glance.pdf
Website	https://services.dhhs.vic.gov.au/concessions-and-benefits

ANGLICARE



Financial counsellors help to tackle hardship by providing support, advice and practical information for a more prosperous future. With one of the largest financial counselling networks in the state, we're well equipped to educate Victorians on their finances.	
Epping Community Services Hub, 713 High Street, Epping	8641 8900
Telephone (main)	1800 809 722
Email	https://www.anglicarevic.org.au/contact-us/#contact
Website	https://www.anglicarevic.org.au/what-we-do/strengthening-communities/alleviating-hardship/

CAREWORKS SUNRANGES

CareWorks offers specific budgeting aid to those in Sunbury who need help in putting together a household budget. Open Tues and Thu 9am-2pm	
Telephone	9740 5061
Email	info@careworks.com.au
Site	34 Macedon Street, Sunbury, 3429
Website	https://www.careworks.com.au/

JOBS VICTORIA MENTORS

<p>Jobs Victoria helps people to find employment. Our services focus on people who need the most support. We provide free services that can help you get job-ready. We can also support you to overcome challenges you might be facing in finding a job.</p>	
Telephone	1300 208 575
Email	info@jobs.vic.gov.au
Mentors	<p>Jesuit Social Services Includes specialist service for people from culturally and linguistically diverse backgrounds and ex-offenders Homemaker Centre, Shop 8/1185 – 1197 Pascoe Vale Road, Broadmeadows, Victoria, 3047. Website: jss.org.au Phone: 0428 678 886 Email: employmentservices@jss.org.au</p> <p>Whittlesea Community Connections Level 5, 61 Riggall Street Broadmeadows, Victoria, 3047. Website: whittleseacommunityconnections.org.au Phone: 03 9401 6666 Email: jyms@whittleseacc.org.au</p> <p>MAX Solutions 771 Pascoe Vale Road Glenroy, Victoria, 3046. Suite D20-03, Level 2 Craigieburn Central Shopping Centre 40 Craigieburn Road Craigieburn Victoria, 3064. Website: maxsolutions.com.au Phone: 1800 156 485 Email: quality@maxemployment.com.au</p>
Website	https://djsir.vic.gov.au/jobs-victoria

NATIONAL DEBT HELPLINE



The National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. We're not a lender and we don't 'sell' anything or make money from you. Our professional financial counsellors offer a free, independent and confidential service. We're simply here to help you get back on track

Telephone	1800 007 007
Email form	https://ndh.org.au/about-national-debt-helpline/contact-us/
Website	https://ndh.org.au/

RURAL FINANCIAL COUNSELLING SERVICES



For primary producers of livestock, milk, honey, fruit, crops, wool, meat, vegetables, eggs, fish, plants, trees and logs. For small businesses who mainly support primary production such as: fencing, shearing sheep, controlling weeds or agricultural pests, managing stock, planting crops etc.

Able to assist farm or small agribusinesses experiencing or at risk of financial hardship

Able to come to your place of business or you can come and see us.

Includes Whittlesea, Mitchell, Murrindindi

Telephone	1300 834 775
Email	info@rfcvicne.org.au
Email contact form	https://www.rfcvicne.org.au/contact
Website	https://www.rfcvicne.org.au/



SALVATION ARMY CRAIGIEBURN

Financial Counselling Wednesdays & Thursdays

Telephone	8339 6106
Address	75 Interlink Drive Craigieburn
Website	https://www.salvationarmy.org.au/locations/victoria/v106a/craigieburn-community-support-services/

SERVICES AUSTRALIA – JOB SEARCH AND FINANCIAL HELP

If you're looking for work, there's support services to help you with your job search, self-employment or financial help.	
Website	https://www.servicesaustralia.gov.au/job-search-and-financial-help-while-getting-disability-support-pension-dsp?context=22276

UNITING VIC TAS



We empower people with the knowledge they need to improve their financial literacy and reduce financial pressure. If you're finding it hard to manage your money, we're here to help with free and confidential financial support programs	
Telephone	9192 8100
Email	hello@unitingvictas.org.au
Sites	188 McDonalds Rd Epping 3076 413-419 Camp Rd, Broadmeadows 3047
Website	https://www.unitingvictas.org.au/services/money-matters-financial-counselling/

WHITTLESEA COMMUNITY CONNECTIONS



Provides food relief, information, resources and support to people living within the City of Whittlesea, who may be experiencing financial hardship. This is not a crisis/emergency service. Due to high demand for this service wait time for appointments is at least two weeks	
Telephone	9401 6666
Email	admin@whittleseacc.org.au
Financial Wellbeing Booklet Also available in 6 Community languages: Arabic, Farsi, Tamil, Punjabi, Macedonian and Simplified Chinese	https://www.whittleseacommunityconnections.org.au/financial-wellbeing-booklet/
Website	https://www.whittleseacommunityconnections.org.au/community-services/community-support/hardship-help/

WORKFORCE AUSTRALIA

Any Australian can use Workforce Australia to search and apply for jobs.	
Telephone	13 26 37
Website	https://www.workforceaustralia.gov.au/individuals/coaching/job-search/jobseekers

YOUR CAREER

The home of career information. Search Industries and Occupations to find a career that's right for you and what you can do to get there.	
Website	https://www.yourcareer.gov.au/

GAMBLING

FAMILY GAMBLING HELPLINE

SHARC Family Gambling Helpline provides practical help, information and support to families and friends affected by someone's drinking, drug use or gambling. Our program combines specialist skills and personal understanding to support and empower families. We know what it's like because we've been there.	
Telephone	1300 660 068
Contact us	https://www.sharc.org.au/contact-us/
Website	https://www.sharc.org.au/sharc-programs/family-drug-gambling-help/

GAMBLER'S HELP VICTORIA



Free, confidential Gambler's Help services, including in other languages, are available 24/7. We'll change the way you think about gambling. Talk to someone who gets it	
Telephone	1800 858 858
Youth line	1800 262 376
Online support	https://www.gamblinghelponline.org.au/
Website	https://gamblershelp.com.au/

GAMBLERS HELP NORTH & NORTH WESTERN



We aim to deliver services and activities that minimise the individual, personal, health, social and financial harms that arise from gambling and improve individual and community capacity to reduce gambling related harm. Services available at Dallas, Epping and Melton as well as Banyule Community Health's centres at West Heidelberg and Greensborough	
Telephone	1300 133 445
Email	ghnintake@bchs.org.au
Website	https://bchs.org.au/services/gambling-support/gamblers-help/

LIBRARIES AFTER DARK

Libraries After Dark supports communities with few recreation alternatives to the local pokies venue. The program funds extended evening opening hours in participating libraries, positioning the local library as a community lounge – an alternative to the gambling lounge	
Locations	Broadmeadows Glenroy Mill Park Preston
Contact us form	https://www.plv.org.au/projects/libraries-after-dark/
Website	https://www.plv.org.au/projects/libraries-after-dark/
Website – Victorian Local Governance Association	https://www.vlga.org.au/advocacy/gambling/libraries-after-dark

REACH OUT

Addiction happens when someone compulsively engages in behaviour such as drug taking, gambling, drinking or gaming. Even when bad side effects kick in and people feel like they're losing control, people who have addictions usually can't stop doing the thing they're addicted to without help and support. Located in NSW – resources available	
Telephone	(02) 8029 7777
Email	info@reachout.com
Relevant information Under 25	https://au.reachout.com/
Parents / carers	https://parents.au.reachout.com/
Work in Schools	https://schools.au.reachout.com/
Website	https://au.reachout.com/tough-times/addiction

THE SALVATION ARMY – MELBOURNE COUNSELLING SERVICE



Our financial counselling is available to anyone experiencing financial difficulty because of gambling. If you are in debt, our financial counsellors can help you understand and exercise your rights and responsibilities by providing information, options, advocacy and support

Telephone	9653 3250
Email	mcsreception@salvationarmy.org.au
Sites	
Sunshine	9311 9285
Brunswick	9388 5521
Craigieburn	8339 6106
Preston	9478 2013
Website	https://www.salvationarmy.org.au/melbourne/counsellingservice/

GAMES

BAPTCARE VOLUNTEERS

If you like playing board games, meeting people, making them happy, working in a team and making a meaningful difference, volunteering at Baptcare is perfect for you	
Website	https://www.baptcare.org.au/volunteer/

CONTACT COMMUNITY CENTRE – BUNDOORA

Contact Community Centre is delighted to welcome you to join us. We have a large variety of daytime classes for men and women. Contact offers many daytime classes and activities including Basic Sewing, Beading & Jewellery Making, Bobbin Lace, Book Club, Cake Decorating, Card Making, Counted Cross Stitch, Embroidery, Knitting and Crochet, Mahjong, Mosaics, Patchwork, Paper Toile, Clay Beading, Porcelain Dolls, Scrapbooking, Smocking, Spinners, Teddy Bear Making, Tunisian Crochet. Water Colour Painting, as well as a full range of exercise groups such as Yoga, Yoga for Seniors, Pilates, Tai Chi and Zumba Classes	
Telephone	9467 6305
Email	info@contactbundooramccen.com.au
Calendar of classes & workshops	https://contactbundooramccen.com.au/class-descriptions/
Website	https://www.contactbundooramccen.com.au/

GAMERS IN MERNDA & SURROUNDS

We are a board-gaming group based in Mernda, in Melbourne's northern suburbs. We are board gamers who like to meet like minded people and have some fun whenever we can! The games we play are often called Modern boardgames or Tabletop games. What are Tabletop games? Tabletop is a general term used to refer to board games, card games, dice games, tile-based games and other games that are normally played on a table	
Facebook	https://www.facebook.com/groups/973416176102563/

NORTHERN SUBURBS EURO GAMERS

NSEG (Northern Suburbs Euro Gamers) are a group of boardgamers who meet on a regular basis in the Northern suburbs of Melbourne	
Website	https://www.facebook.com/groups/125738507576219

U3A HUME

We offer courses and activities in a wide range of interest areas. To enrol in a course or activity, you must be a member. Generally, classes run for about 2 hours each and members can enrol in any number of programs. Games may include Canasta/Samba, Scrabble, 500, Mah Jong, Snooker, Billiards, Bocce, Carpet Bowls, Jigsaw Group	
Telephone	9330 3239
Email	secretary@humeu3a.org.au
Website	https://humeu3a.org.au/courses-activities/

U3A SUNBURY

We offer courses and activities in a wide range of interest areas. To enrol in a course or activity, you must be a member. Generally, classes run for about 2 hours each and members can enrol in any number of programs. Games may include Canasta/Samba, Scrabble, 500, Mah Jong, Snooker, Billiards, Bocce, Carpet Bowls, Jigsaw Group	
Telephone	0421 604 322
Email	secretary@u3asunbury.org.au
Website	https://u3asunbury.org.au/

U3A WHITTLESEA

We offer courses and activities in a wide range of interest areas. To enrol in a course or activity, you must be a member. Generally, classes run for about 2 hours each and members can enrol in any number of programs. Games may include Canasta/Samba, Scrabble, 500, Mah Jong, Snooker, Billiards, Bocce, Carpet Bowls, Jigsaw Group	
Telephone	9464 1339 or 0404 119 189
Email	info@whittleseau3a.org.au
U3A Whittlesea Website	https://whittleseau3a.org.au/courses-activities/

VICTORIAN HISTORICAL BOARDGAMING COLLECTIVE

Since time immemorial, men and women have played games to relive and rewrite history. Now you can too. Our collective focuses on boardgames with rich historical themes, such as: Twilight Struggle, Here I Stand, Paths of Glory, Advanced Squad Leader, Combat Commander 18XX, Command & Colors. We meet on the last Sunday of every month at Hawthorn Library

Contact us	https://boardgamegeek.com/contact
Website	https://boardgamegeek.com/guild/2228
	https://boardgamegeek.com/wiki/page/Welco me to BoardGameGeek

GENERAL PRACTITIONERS (GP)

HEALTH DIRECT – NATIONAL HEALTH SERVICES DIRECTORY

A general practitioner (GP) is a doctor who is also qualified in general medical practice. GPs are often the first point of contact for someone, of any age, who feels sick or has a health concern. They treat a wide range of medical conditions and health issues. A GP may also undertake further education in specific areas such as women's or men's health, sports medicine or paediatrics

Telephone (24-hour health advice – Nurse-on-call)	1800 022 222
The role of a GP	https://www.healthdirect.gov.au/the-role-of-a-gp
Health Direct Website	https://www.healthdirect.gov.au/australian-health-services
General Practitioner Services Better Health Channel	https://www.betterhealth.vic.gov.au/health/serviceprofiles/General-practitioner-services

HELPLINES / SUPPORT / EMERGENCY

1800 ICE ADVICE – HELPLINE

1800 ice advice is a 24-hour, 7 days a week helpline for ice (crystal methamphetamine) users, families and health professionals. It is aimed at directing ice users and families to treatment and support services and provides general information about ice and its effects to the community	
Telephone	1800 423 238
Website	https://www2.health.vic.gov.au/alcohol-and-drugs/aod-policy-research-legislation/ice-action-plan

ALCOHOLICS ANONYMOUS

24 hour helpline	
Telephone	1300 222 222 9429 1833 (Victoria)
Website	http://www.aavictoria.org.au/

AFTER HOURS GP HELPLINE



Our registered nurses will talk to you about your symptoms. They may offer you a call back or a video call from a GP	
Telephone	1800 022 222
Website	https://www.healthdirect.gov.au/after-hours-gp-helpline

ANXIETY RECOVERY CENTRE – HELPLINE

OCD and Anxiety Helpline. If you are having trouble reaching us, you can also try our direct helpline number (03) 9108 7383. The telephone Helpline provides support, information and referral to people with anxiety disorders and their families and carers, and mental health care providers	
Telephone	1300 269 438 9108 7383
Website	https://www.arcvic.org.au/our-services/helpline

ARTHRITIS INFORMATION LINE



Please call our toll free Arthritis Infoline number for information about arthritis and other musculoskeletal conditions including self-management, community programs, seminars, support groups, resources etc. The Infoline is staffed by health professionals and specially trained volunteers who are able to answer most questions about living with arthritis	
Telephone 9am – 5pm	1800 011 041
Email	info@arthritisaustralia.com.au
Website	https://arthritisaustralia.com.au/get-support/infoline/#:~:text=Infoline%3A%201800%20011%20041,%2C%20support%20groups%2C%20resources%20etc.

BEYOND BLUE



Beyond Blue is here to help all people in Australia achieve their best possible mental health. Earlier, easier, together. Whether you're seeking mental health information or 24/7 qualified support for you or someone else, we're here for you	
Telephone	1300 22 4636
Chat online	https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/chat
Online support forums	https://forums.beyondblue.org.au/
Email support	https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/email
Webpage	https://www.beyondblue.org.au/

BREASTFEEDING HELP LINE



The Breastfeeding Helpline is available 24 hours a day, 7 days a week, staffed by qualified breastfeeding counsellors, who have breastfed and are passionate about supporting other mums and families on their individual journey - wherever it may take them	
Telephone	1800 mum 2 mum 1800 686 268
Website	https://www.breastfeeding.asn.au/breastfeeding-helpline

BUTTERFLY FOUNDATION NATIONAL HELPLINE

Butterfly is here for any Australian impacted by an eating disorder or a body image issue. We're committed to helping you find support—whether it's for yourself, a friend, a family member, a client, or anyone else that you care about	
Telephone	1800 33 4673
Email	support@butterfly.org.au
Chat online	https://butterfly.org.au/get-support/chat-online/
Website	https://butterfly.org.au/get-support/how-we-help/

CHILD ABUSE PREVENTION SERVICES (CAPS)

CAPS are dedicated to the prevention of all forms of child maltreatment. CAPS provide community education programs designed to keep children safe, supported and loved. CAPS support organisations to create a safe environment with child protection training, e-learning courses and Child Safe Standards solutions	
Telephone	(02) 7232 0422
Website	https://www.caps.org.au/

CHILD PROTECTION EMERGENCY SERVICES



You should make a report to Child Protection if you have formed a reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect and their parent has not or is unlikely to protect them from harm of that type	
Business Hours 8.45am – 5.00 pm (M-F) North Division covers the following areas and LGAs: Banyule, Buloke, Darebin, Campaspe, Central Goldfield, Gannawarra, Greater Bendigo, Hume, Loddon, Macedon Ranges, Mildura, Moreland, Mount Alexander, Nillumbik, Swan Hill, Whittlesea, Yarra	1300 598 521
After Hours Telephone 5.00pm - 9.00am Monday - Friday, 24 hours on weekends and public holidays	13 12 78
Website	https://services.dhhs.vic.gov.au/child-protection-contacts

COUNCIL OF SINGLE MOTHERS AND THEIR CHILDREN



Council of Single Mothers and their Children provides specialist support services to single mothers in need, and provides referrals that enable them to plan for the longer term and build a happy and secure home	
Telephone Mon-Friday 9.30am – 3.00pm	9654 0622 1300 552 511 (outside metro Melbourne)
Contact us	https://www.csmc.org.au/contact-us/
Website	https://www.csmc.org.au/

CRISIS ACCOMMODATION INFORMATION LINE



Help if you are homeless or at risk of homelessness. Statewide After Hours Service	
Telephone Hours: 5 pm to 9 am, Monday to Friday and 24 hours on weekends and public holidays	1800 825 955 (free call) (03) 9536 7777
Website	https://www.housing.vic.gov.au/crisis-emergency-accommodation#:~:text=Phone%3A%201800%20825%20955%20(free,on%20weekends%20and%20public%20holidays

DIRECTLINE



24/7 Free and confidential alcohol and drug counselling and referral in Victoria	
Telephone	1800 888 236
Service Finder	https://www.directline.org.au/service-finder
Online contact form	https://www.directline.org.au/contact-us
Website	https://www.directline.org.au/

DPV HEALTH - VICTIMS ASSISTANCE



<p>The Victims Assistance Program provides support if you are a victim of crime or you have witnessed a crime or you are an affected family member of a victim of crime, including family members of people who have died because of a crime. Note: the crime or act of violence must have occurred in Victoria.</p>	
Make a referral	<p>DPV Health Call: 03 7035 9721 Email: VAPintake@dpvhealth.org.au and/or send a referral form</p>
Website	<p>https://www.dpvhealth.org.au/all-services/victims-assistance/</p>

FRIENDLINE



<p>We're ready for a cuppa and a conversation. FriendLine is for anyone who needs to reconnect or just wants a chat. All conversations with FriendLine are anonymous and our friendly volunteers are ready for a yarn and to share a story or two</p>	
To connect for a call on online chat – visit the webpage	<p>http://www.friendline.org.au/</p>
Webpage	<p>http://www.friendline.org.au/</p>

FRIENDS FOR GOOD – LONELINESS



<p>Friends for Good is a volunteer driven not-for-profit with a number of initiatives that are breaking down the stigma that surrounds loneliness and freeing people from it</p>	
Email	<p>admin@friendsforgood.org.au</p>
Contact us	<p>https://friendsforgood.org.au/contact/</p>
Webpage	<p>https://friendsforgood.org.au/about.html</p>

Free, confidential Gambler's Help services, including in other languages, are available 24/7. We'll change the way you think about gambling. Talk to someone who gets it	
Telephone	1800 858 858
Youth line	1800 262 376
Online support	https://www.gamblinghelponline.org.au/
Website	https://gamblershelp.com.au/?gclid=Cj0KQCjwvIT5BRCqARIsAAwwD-RxZ0CU-yzEfnHRplrrisSsmuoMEL3xa16IWjyEZE3o9ZBYw6aRBJUaAi3jEALw_wcB

GRIEF LINE

Griefline is here for you with free, compassionate and confidential support every day of the year	
Telephone 6am – 2am 7 days a week	1300 845 745
Email contact form	https://griefline.org.au/contact-us/
Website	https://griefline.org.au/

HIV SERVICES & CLINICS

The Hotline is staffed by registered nurses who are experts in HIV prevention. The nurses have access to an Infectious Diseases Consultant for further expert advice where necessary. Non-occupational post-exposure prophylaxis (NPEP) is a course of anti-HIV medication commenced within 72 hours of exposure to HIV and taken for 28 days with the aim of reducing the risk of acquiring HIV. NPEP is taken primarily for sexual and injecting drug use exposures in the community and is reserved for exposures where the HIV risk is significant	
Telephone	1800 889 887
Services	https://www.alfredhealth.org.au/services/hiv-service
Website	https://www.alfredhealth.org.au/services/victorian-npep-service

KIDS HELP LINE



Any time, any reason. Age 5 – 25. Kids Helpline is open to answer your call, email or WebChat	
Telephone:	1800 55 1800
Kids aged 5-12	https://kids helpline.com.au/kids
Teens 13 - 17	https://kids helpline.com.au/teens
Young Adults 18 – 25	https://kids helpline.com.au/young-adults
Parents	https://kids helpline.com.au/parents
Website	https://kids helpline.com.au/

LIFELINE



You are not alone. We're here to listen. We are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. We exist so that no person in Australia has to face their darkest moments alone	
Telephone	13 11 14 13 HELP
Online Chat	https://www.lifeline.org.au/get-help/online-services/crisis-chat
Lifeline Text 6.00 pm – midnight 7 days	0477 13 11 14
Webpage	https://www.lifeline.org.au/

LINK COMMUNITY TRANSPORT – HOME HELP, GARDENING & MAINTENANCE

LINK is a not-for-profit community based social enterprise and operates Victoria’s largest Community Transport fleet, serving Northern, North Eastern, North Western & Western Melbourne from four community hub locations. Living well at home needs a village of support. LINK connects you to an Integrated Community of Care of volunteers, services, transport, health systems, outings, and friendships.	
Telephone	1300 54 65 28
Email	support@lct.org.au
Website	https://www.lct.org.au/services/

MATERNAL & CHILD HEALTH LINE



The confidential, 24-hour Maternal and Child Health Line can give you information and advice about the care and health of your child (from birth to school age). When you call, qualified maternal and child health nurses can discuss your concerns about child health, development and nutrition, breastfeeding, your own health and any parenting issues	
Telephone	13 22 29
Education – information for parents	https://www.vic.gov.au/education-information-parents
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/maternal-and-child-health-line

MEN’S LINE AUSTRALIA



MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime	
Telephone	1300 78 99 78
Online counselling chat	https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/
Video counselling chat	https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/
Webpage	https://mensline.org.au/

MUSKULOSKELETAL AUSTRALIA HELP LINE



MUSCULOSKELETAL
AUSTRALIA

Our MSK Help Line is staffed by clinically trained nurses and experienced volunteers.

They can help you:

- with information on arthritis and other musculoskeletal conditions, and commonly prescribed treatments
- find your way through the complex health, disability and social services systems
- find community resources in your area.

The Help Line also provides information and support to health professionals providing care for people with musculoskeletal conditions

Telephone Weekdays 9am – 5pm	1800 263 265
Email	helpline@msk.org.au
Website	https://muscha.org/

NARCOTICS ANONYMOUS



Narcotics Anonymous
Victoria Australia

Narcotics Anonymous is a nonprofit fellowship or society of men and women for whom drugs had become a major problem. We are recovering addicts who meet regularly to help each other stay clean. We have found through our group experience that the therapeutic value of one addict helping another is without parallel

Telephone	1300 652 820
Website	https://www.navic.net.au/

NATIONAL ALCOHOL & OTHER DRUGS HOTLINE

This hotline provides 24/7 confidential support for people struggling with addiction

Telephone	1800 250 015
Australian Government Department of Health Website	https://www.health.gov.au/contacts/national-alcohol-and-other-drug-hotline

NATIONAL CONTINENCE HELPLINE

Speak to a continence nurse and receive information, support and advice

Telephone	1800 33 00 66
Website	https://www.continence.org.au/get-support/who-can-help/national-continence-helpline

NURSE ON CALL HELPLINE



NURSE-ON-CALL is a telephone helpline that provides immediate expert health advice from a registered nurse, 24 hours a day, 7 days a week. NURSE-ON- CALL can also give you information about health services in your area	
Telephone	1300 60 60 24
Website	https://www.ambulance.vic.gov.au/campaigns/nurse-on-call/

OPEN ARMS



24/7 Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families	
Telephone	1800 011 046
Community & Peer Program	https://www.openarms.gov.au/get-support/community-and-peer-program
Treatment Programs & Workshops	https://www.openarms.gov.au/get-support/treatment-programs-and-workshops
Webpage	https://www.openarms.gov.au/

OPENING DOORS

Opening Doors 24-hour statewide toll free number to speak with a housing and support worker. The 1800 number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services	
Telephone	1800 825 955
Website	https://www.housing.vic.gov.au/crisis-emergency-contacts

PAINLINK HELPLINE



Our services support Australian's living with chronic pain to reduce social isolation and connects them with a community of people who understand	
Telephone	1300 340 357
Website	https://chronicpinaustralia.org.au/support-services/

PANDA



PANDA's National Perinatal Mental Health Helpline is Australia's only free national helpline for people affected by changes to their mental health and emotional wellbeing during the perinatal period. We support people throughout pregnancy up until their baby is 12 months old	
Telephone Mon – Fri 9am - 7.30pm Sat & PH 9am-4pm	1300 726 306
Contact	https://panda.org.au/contact
Website	https://www.panda.org.au/info-support/pandas-national-perinatal-anxiety-depression-helpline

PARENTLINE

Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues	
Telephone 8am – midnight 7 days a week (including public holidays)	13 22 89
Website	https://services.dffh.vic.gov.au/parentline



SANE AUSTRALIA

SANE is for people with recurring, persistent or complex mental health issues and trauma, and for their families, friends and communities	
Telephone	1800 1872 63
Email	getsupport@sane.org
Peer Group Chat	https://www.sane.org/peer-support/peer-group-chat
Online forum	https://saneforums.org/t5/Community/ct-p/lived-experience-forum?_ga=2.226890779.701447546.1588472951-475875238.1587343111
Carers forum	https://saneforums.org/t5/Friends-families-and-carers/bd-p/friends-families-carers-hubforum-board
Webpage	https://www.sane.org/

SEXUAL ASSAULT CRISIS LINE



The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault. SACL is the central after hours coordination centre for all recent sexual assaults and provides immediate responses through Victoria. SACL operates between 5pm weeknights through to 9.00 am next day, and throughout weekends and public holidays	
Telephone (free call)	1800 806 292
Website	https://www.sacl.com.au/

SUICIDE LINE VICTORIA (24 HOURS)



SuicideLine Victoria is a 24/7 telehealth provider that offers free professional phone and online counselling for people living in Victoria. You do not require a medical referral to initiate contact. This means you can access free professional counselling anywhere, at a time that is convenient to you	
Telephone	1300 651 251
How to refer a client	https://www.suicideline.org.au/resource/how-to-refer-a-client/
Online Chat	https://www.suicideline.org.au/phone-and-online-counselling/
Website	https://suicideline.org.au/

SUICIDE CALL BACK SERVICES



Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide	
Telephone	1300 659 467
Phone & Online Counselling	https://www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling/
Website	https://www.suicidecallbackservice.org.au/

THE COMPASSIONATE FRIENDS VICTORIA

The Compassionate Friends Victoria provide peer-to-peer support services for individuals (18+ years) bereaved of a child, sibling, or grandchild:	
<ul style="list-style-type: none">• 24-hour grief support line: 03 9888 4944 or 1300 064 068• One-on-One Grief Support• Support Groups, Social Gatherings, and Workshops• Accessible Virtual Support – online counselling and virtual events	
Telephone	03 9888 4944 or 1300 064 068
Website	https://www.compassionatefriendsvictoria.org.au/

VICTIMS OF CRIME HELPLINE

Victims of Crime

Victorian Government
support for victims

The official Victorian Government service offering free information and support for people affected by crime. The helpline operates between 8am and 11pm seven days a week	
Telephone	1800 819 817
Text	0427 767 891
Email	vsa@justice.vic.gov.au
Website	https://www.victimsofcrime.vic.gov.au/

VICTORIAN POISONS INFORMATION CENTRE



The VPIC provides advice to the Victorian Public and to health care providers about what to do if a person has been poisoned, has overdosed, has made a mistake with medicines or has been bitten/stung by a snake, spider, bee, wasp or other creature.	
Telephone 24 hours a day, 7 days a week	13 11 26
Website	https://www.austin.org.au/poisons/

VIRTUAL EMERGENCY DEPARTMENT

Northern Health

The Victorian Virtual Emergency Department (VVED) is a public health service for non-life-threatening emergencies. VVED provides access to emergency care from anywhere in Victoria, 24 hours a day, seven days a week.	
Contact us	www.vved.org.au

HOMELESSNESS & HOUSING SERVICES

ASK IZZY APP

<p>Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia. And if you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone even if you don't have credit or access to wifi.</p>	
Website	https://askizzy.org.au/

DPV HEALTH – HOMELESSNESS SUPPORT SERVICES



<p>The DPV Health Homelessness Service is a case management service funded to support people at risk of or experiencing homelessness, and currently living in or have links to the Whittlesea Local Government area.</p>	
<p>DPV Health Homelessness Services does not take direct referrals Access Service Point – Haven Home Safe</p>	9479 0700
<p>If you are experiencing homelessness or worried that you might become homeless soon Telephone</p>	1800 825 955
<p>Do you have any more questions?</p>	1300 234 263
<p>Contact us Form</p>	https://www.dpvhealth.org.au/contact-us/
<p>Website</p>	https://www.dpvhealth.org.au/all-services/homelessness-service/

FLAGSTAFF CRISIS ACCOMMODATION



<p>Supported residential service providing accommodation, meals and case management support for 64 men with priority given to men in crisis who have no other options and significant support needs. The service is open 24 hours/day, 7 days/week. Referrals made through Launch Housing</p>	
Telephone	9329 4800
Address	9 Roden Street, West Melbourne, 3003
Website	https://www.salvationarmy.org.au/locations/victoria/adult-services-network/

FOLEY HOUSE



Long term residential program providing support, accommodation and meals for 45 men. Priority is given to those who have histories of chronic homelessness, are aged or have a disability and who have high level support needs and need a long term supported accommodation option. Referrals are made direct to the service	
Telephone	9689 8843
Address	78 Ryan Street, Footscray, 3011
Website	https://www.salvationarmy.org.au/locations/victoria/adult-services-network/

FRONTYARD YOUTH SERVICES



Frontyard Youth Services is a specialist youth service (aged 12 – 24) located in Melbourne’s CBD. Our team aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness	
Telephone	9977 0000 9977 0077
Contact Us	https://www.mcm.org.au/contact
Website	https://www.mcm.org.au/homelessness/frontyard

Our clients and tenants are at the heart of what we do. We will endeavour to provide the best service possible so you can improve your circumstances and have a place to call home.	
Telephone	1300 428 364 (9am-5pm) 1800 825 955 (5pm-9am)
Email Contact us	https://havenhomesafe.org.au/contact-us-2
Services	https://havenhomesafe.org.au/get-help
Website	https://havenhomesafe.org.au/

HOME OF COMPASSION (WOMEN)

Crisis supported accommodation for women and children includes - short term (2 weeks) dormitory style accommodation, meals, personal support and information and referral to other services.	
Telephone	9415 1010
Address	101 Gore Street, Fitzroy, 3065
Website	https://www.healthdirect.gov.au/australian-health-services/healthcare-service/fitzroy-3065-vic/home-of-compassion/homelessness-support/3dc82cfa-a1f3-3f78-6399-86fe87c59498

HOMEGROUND REAL ESTATE



HomeGround Real Estate is a not-for-profit real estate agency committed to providing landlords with a professional property management service, while reinvesting our revenue back into the community. By listing your property with HomeGround Real Estate at below market rent, you will receive the same quality and professional property management service offered to landlords who require a market rent return. HomeGround is a social enterprise of Launch Housing.	
Telephone	9288 9600
Email	realestate@homegroud.org.au
Contact us	https://www.homegroundrealestate.com.au/contact-us/
Website	https://www.homegroundrealestate.com.au/

HOPE STREET YOUTH & FAMILY SERVICES

<p>The Hope Street in Whittlesea program is based on the Foyer model of supported transitional housing for young people and young families who are provided with safe, secure and affordable accommodation for 12 months to two years. Support is provided within a model of five one-bedroom units and two family units in Thomastown, and four family units in Preston. Hope Street cannot receive direct referrals.</p>	
If you need help, please contact the nearest homelessness access point list on this page	https://www.hopest.org/contact
Telephone	8311 9610
Website	https://www.hopest.org/programs/whittlesea/hope-street-in-whittlesea

HOUSING CHOICES AUSTRALIA

<p>Housing Choices Australia is an independent, national, not-for-profit housing provider that delivers high quality, accessible and affordable housing for people on lower incomes and people with disability. While our primary origins were in Victoria, we are now one of Australia's largest housing providers, with a diverse housing property portfolio and residents reaching across five Australian states</p>	
Telephone	1800 312 447
Email	info@hcau.org.au
Website	https://www.housingchoices.org.au/aboutus

HOUSING VIC – CRISIS & EMERGENCY ACCOMMODATION



<p>Help if you are homeless or at risk of homelessness or family violence</p>	
<p>Telephone After Hours Hours: 5 pm to 9 am, Monday to Friday and 24 hours on weekends and public holidays</p>	<p>1800 825 955 (free call) or (03) 9536 7777</p>
<p>Family Violence Safe Steps Family Violence Response Centre for women & children Available 24 hours</p>	<p>1800 015 188 (free call)</p>
<p>Website</p>	<p>https://www.housing.vic.gov.au/crisis-emergency-accommodation</p>
<p>Safe Steps Website</p>	<p>https://www.safesteps.org.au/</p>

KIDS UNDER COVER

For young people at risk of homelessness, <i>space</i> is life changing. Kids Under Cover is a not-for-profit organisation dedicated to preventing youth homelessness. We provide studio accommodation in family backyards and education scholarships.	
Telephone	9429 7444 1800 801 633
Email	kuc@kuc.org.au
Contact us form	https://www.kuc.org.au/about/contact/
Website	https://www.kuc.org.au/

LAUNCH HOUSING



To make a home for all a reality, Launch Housing offers innovative housing solutions with ongoing support. We also manage a range of transitional, social and affordable housing to help tackle homelessness across Melbourne	
Telephone - Opening Doors	1800 825 955
Entry Point – Collingwood	If you need assistance, call or visit us at 68 Oxford St, Collingwood, 3066. 9288 9611
Email	info@launchhousing.org.au
Website	https://www.launchhousing.org.au/housing-support/

MELBOURNE CITY MISSION - HOMELESSNESS

Melbourne City Mission provides a range of services to young people, adults and families currently experiencing or at risk of homelessness. We understand homelessness can affect anyone at any time. We also know accommodation is just one part of the problem. Our holistic, trauma-informed support not only looks at housing, but caters to physical, social and emotional needs of each person	
Telephone	9977 0000
Contact us form	https://www.mcm.org.au/contact
Website	https://www.mcm.org.au/homelessness

MERRI OUTREACH SUPPORT SERVICE - MOSS

MOSS offers a range of Melbourne and area based services to assist with crisis support, transitional housing and community outreach. Find programs based on your criteria or browse our full list of services.	
Telephone	Broadmeadows: 9359 5493 Northcote: 9481 0036 Brunswick: 9380 6036
Contact Alice Minns	0427 773 250
Contact us form	https://merri.org.au/contact/
Locations	22 Lakeside Drv, Broadmeadows 3047 1 Holmes St, Northcote 3070 351 Barkly St, Brunswick 3056
Website	https://merri.org.au/

NEAMI NATIONAL – HOUSING & HOMELESSNESS

We work to prevent homelessness by helping you find and keep long-term and safe housing. We do this through street outreach programs and housing support services that work together to meet your needs. The physical, financial, and emotional care we provide helps you address many of the challenges that come with homelessness	
Wadamba Wilam (Renew Shelter) Fairfield <i>Provides intensive outreach support to Aboriginal and Torres Strait Islander people who are experiencing homelessness and enduring mental illness.</i>	9481 0323 https://www.neaminational.org.au/find-services/wadamba-wilam-renew-shelter/
Contact us form	https://www.neaminational.org.au/contact-us/head-office/send-us-a-message/
Website	https://www.neaminational.org.au/our-services/housing-and-homelessness/

OPENING DOORS

Opening Doors 24-hour statewide toll free number to speak with a housing and support worker. The 1800 number will direct your call to a service closest to you, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services

Telephone	1800 825 955
Website	https://www.housing.vic.gov.au/crisis-emergency-contacts

ST. MARY'S HOUSE OF WELCOME



Supporting People Experiencing Homelessness. St Mary's House of Welcome is a Specialist Access Point for people experiencing homelessness in the heart of Melbourne. We provide basic essential services to people who are homeless and experiencing disadvantage, severe and persistent mental health issues, and those who are extremely isolated and socially marginalised

Telephone	9417 6497
Address	165-169 Brunswick Street, Fitzroy, 3065
Email	operations@smhow.org.au
Website	https://www.smhow.org.au/-about-us

THE WOMEN'S HOUSE



The Women's House is a welcoming, safe and supportive engagement hub tailored to the needs of all women (trans and cis) who are experiencing homelessness or are at risk of becoming homeless

Telephone	9537 1166
Address	65 Robe Street, St. Kilda
Email	info@sacredheartmission.org
Website	https://www.sacredheartmission.org/seek-help/help-for-women/womens-house

Unison is a not-for-profit organisation that provides a range of services to foster strong communities. We develop, own and manage social, transitional and affordable housing; and we provide commercial property management, owners corporate management, and cleaning and ground services

Telephone	9349 0250
Services	https://unison.org.au/our-services
Website	https://unison.org.au/

UNITING VIC.TAS

Know your rights with tenancy support.

Rent conditions, rent rises, or landlords may cause household rental stress. If you're struggling to pay rent and are worried you might lose your housing or want to know your rights as a tenant, we can help.

Telephone	1800 002 992
Locations	413 – 419 Camp Road, Broadmeadows 188 McDonalds Road, Epping
Website	https://www.unitingvictas.org.au/services/homelessness/tenancy-rights/

VICTORIAN GOVERNMENT – HOUSING

The department provides a range of housing solutions for Victorian families and individuals needing to gain safe and permanent housing	
Telephone	1300 650 172
Services	
Crisis Accommodation	https://services.dffh.vic.gov.au/crisis-accommodation
Homelessness & Family Violence	https://services.dffh.vic.gov.au/homelessness-and-family-violence
Housing Options Finder	https://services.dffh.vic.gov.au/housing-options-finder
Supported Accommodation	https://services.dffh.vic.gov.au/supported-accommodation
Victorian Housing Register	https://services.dffh.vic.gov.au/victorian-housing-register
Getting Help	https://services.dffh.vic.gov.au/getting-help
Website	https://services.dffh.vic.gov.au/housing

VINCENTCARE HOUSING & HOMELESSNESS



Providing support and services to people experiencing or at risk of homelessness and housing crisis. We provide transitional housing options and manage multiple properties throughout Victoria where people can live while we work with them to find long-term housing solutions. Through our Head Leasing program, we take on the responsibility of a lease and sublet properties so disadvantaged families and individuals can access and sustain tenancies in the private rental market	
Telephone	1800 825 955 9304 0100 (Glenroy)
Email	tenancy@vincentcare.org.au
Address	Northern Community Hub 175 Glenroy Road, Glenroy
Programs and Services	https://www.vincentcare.org.au/our-services/programs-services/
Contact us	https://vincentcare.org.au/contact/
Website	https://vincentcare.org.au/our-services/housing-and-homelessness/

VINCENTCARE – ABORIGINAL & TORRES STRAIT ISLANDER (17 – 25 YEARS)

The Young Adults Diversity Program provides medium to long-term support to young people aged 17-25 years old who identify as Aboriginal and/or Torres Strait Islander and who are homeless or at risk of homelessness in the North Western Metropolitan region	
Telephone	9304 0100
Address	Northern Community Hub 175 Glenroy Road, Glenroy 3046
Email	tenancy@vincentcare.org.au
Website	https://www.vincentcare.org.au/our-services/aboriginal-and-torres-strait-islander-support/

WOMBAT HOUSING SUPPORT SERVICES



<p>Wombat supports people who are homeless or at risk of homelessness in and around Melbourne's West. Wombat delivers high-quality support services and is a leading advocate to reduce homelessness and ensure a fair housing system</p>	
Telephone	8327 2222 1800 887 775
Email	wombat@wombat.org.au
Get help – Access Points	https://www.wombat.org.au/get-help/
<p>Western Region: Unison Footscray Ph: 9689 2777 Werribee – Ph: 8744 2100 SASHS Western Sunshine Ph: 9312 5424 Melton – Ph: 9747 7200</p>	1800 825 955
<p>Services</p> <p>Youth</p> <p>Families</p> <p>Single Adults</p> <p>Tenancy Plus</p> <p>Continuing Care & Youth Justice Pathways Program</p> <p>LGBTI Homelessness & Family Violence Program</p>	<p>https://www.wombat.org.au/what-we-do/youth</p> <p>https://www.wombat.org.au/what-we-do/families</p> <p>https://www.wombat.org.au/what-we-do/single-adults</p> <p>https://www.wombat.org.au/what-we-do/tenancy-plus</p> <p>https://www.wombat.org.au/what-we-do/continuing-care-youth-justice</p> <p>https://www.wombat.org.au/what-we-do/lgbti-homelessness-family-violence-project</p>
Website	https://www.wombat.org.au/

HOSPITALS

AUSTIN HEALTH



We're recognised for our high-quality, safe, person-centred care, our leading teaching and research and as a place where staff and volunteers are proud to work	
Sites	
Austin Hospital 145 Studley Road, Heidelberg, 3084.	9496 5000
Heidelberg Repatriation Hospital 300 Waterdale Road, Ivanhoe, 3079.	9496 5000
Olivia Newton-John Cancer Wellness & Research Centre 145 Studley Road, Heidelberg, 3084.	9496 5000
Royal Talbot Rehabilitation Centre 1 Yarra Boulevard, Kew, 3101.	9490 7500
Website	https://www.austin.org.au/about

JOHN FAWKNER PRIVATE HOSPITAL

Welcome to your own local private hospital and 24/7 Emergency Department. Here, the focus is you. Our expert team of surgeons, specialist doctors and dedicated nurses will ensure that your experience is the best it can be. Supported by the latest technology and an exciting \$55 million upgrade, we offer state of the art surgical, medical, cancer, coronary and intensive care. Over the last 80 years, we've become deeply connected to the community here in the north of Melbourne. So while coming to hospital may be unsettling, be reassured that you're in the very best, most experienced hands	
Telephone	9385 2500
Contact us form	https://johnfawknerprivatehospital.com.au/contact-us
Website	https://johnfawknerprivatehospital.com.au/

Mercy Health - Health Services offers acute and subacute hospital care, mental health programs, specialist women’s and newborns’ health, early parenting education and support, and palliative care services	
Sites	
Mercy Hospital for Women 163 Studley Road, Heidelberg 3084	8458 4444 Main Reception 8458 4058 Birth suite 8458 4444 Emergency Department
Werribee Mercy Hospital 300 Princes Highway, Werribee 3030	8754 3000 Main Reception 8754 3400 Maternity Reception 8754 6700 Outpatients Clinics Medical / Surgical 8754 3390 Outpatients Clinics Antenatal 8754 3560 Psychiatric Unit
Website	https://health-services.mercyhealth.com.au/

NORTHERN HEALTH

Northern Health

Northern Health is the major provider of acute, maternity, sub-acute and specialist services in Melbourne’s rapidly growing outer north. Services are provided through our five main campuses: Northern Hospital Epping, Broadmeadows Hospital, Bundoora Centre, Craigieburn Centre and Kilmore District Hospital	
Sites	
Northern Hospital 185 Cooper Street, Epping, 3076.	8405 8000
Broadmeadows Hospital 35 Johnstone Street, Broadmeadows, 3047.	8345 5000
Bundoora Centre 1231 Plenty Road, Bundoora 3083.	9495 3100
Craigieburn Centre 274-304 Craigieburn Road, Craigieburn, 3064.	8338 3000
Kilmore District Hospital 1 Anderson Road, Kilmore, 3764.	5734 2000
Mental Health Services	Refer to the Mental Health and Wellbeing section in this directory https://www.nh.org.au/service/mental-health-services/ Referrals: Adults - 1300 874 243 (1300 TRIAGE) Older Adults - 1300676227 (1300 NSOACS)
Victorian Virtual Emergency Department Northern Health	https://www.vved.org.au/
Website	https://www.nh.org.au/

Victorian Virtual Specialist Consults (VVSC) provides health practitioners with free 20-minute appointments with hospital specialists for case discussions and complex patient management. Please refer to the website for the list of available specialties

Contact us

<https://vpsc.org.au/>

NORTHPARK PRIVATE HOSPITAL



Supported by the latest technology we offer a wide range of world-class surgical and medical services. We have a dedicated maternity service and early parenting unit with a focus on sleep. We provide leading mental health support via a range of day programs with inpatient support

Telephone	9468 0100
Contact us	https://northparkprivatehospital.com.au/contact-us
Website	https://northparkprivatehospital.com.au/

RESERVOIR PRIVATE HOSPITAL

Health is your greatest treasure! We dedicated our work to helping you live a healthy life. We are here to help your body, mind and spirit!

Telephone	9460 8855 9460 4833
Email	admin@rphdayprocedurecentre.com.au
Contact us form	reservoirprivate.com.au
Website	www.reservoirprivatehospital.com.au

SEYMOUR HEALTH



We are a small rural health service providing a comprehensive range of healthcare services for our local community in the Mitchell, Murrindindi and Strathbogie Shires. Over 300 staff provide clinical care, support services, residential care for high-needs clients and a wide range of community services

Telephone	4720 3111
Email	info@seymourhealth.org.au
Contact us	https://seymourhealth.org.au/contact/
Website	http://www.seymourhealth.org.au/

ST. VINCENT'S HOSPITAL MELBOURNE

St Vincent's is a tertiary public healthcare service. We provide a range of services, including acute medical and surgical services, emergency and critical care, aged care, diagnostics, rehabilitation, allied health, mental health, palliative care and residential care. We work with a vast network of collaborative partners to deliver high quality treatment, teaching, education and research. We have more than 5,000 staff and 880 beds in daily use across our services

Telephone	9231 2211
Contact us	https://www.svhm.org.au/contact
Website	https://www.svhm.org.au/

ST. VINCENT'S PRIVATE HOSPITAL

St Vincent's Private Melbourne is a not-for-profit, private Catholic hospital. We provide a broad range of healthcare services at our 273-bed facility. Our core specialties include neurosurgery, cardiology, obstetrics and gynaecology, orthopaedics, weight loss surgery, oncology, general surgery, plastic and reconstructive surgery

Fitzroy	59 Victoria Parade, Fitzroy VIC 3065 9411 7111
East Melbourne	159 Grey Street, East Melbourne VIC 3002 9928 6555
Kew	5 Studley Avenue, Kew VIC 3101 9851 8888
Werribee	240 Hoppers Lane, Werribee VIC 3030 9218 8000
Contact us	https://www.svph.org.au/contact
Website	https://www.svphm.org.au/about-us

THE KILMORE & DISTRICT HOSPITAL



The Kilmore & District Hospital

Kilmore District Hospital (KDH) is a campus of Northern Health and is located in Mitchell Shire and services a population of over 40,000 people from Broadford and Pyalong, to Wallan and Craigieburn, Lancefield and Romsey and Whittlesea. We have provided health care services to our community since it was founded in 1854. KDH encompasses three facilities, the main hospital including our Inpatient ward, Urgent Care Centre, Maternity and Theatre as well as Caladenia Nursing Home and Dianella Village Aged Care

Telephone	5734 2000
Email	KDH-web@nh.org.au
Contact us	https://www.kilmoredistricthealth.org.au/contact-us
Website	https://www.kilmoredistricthealth.org.au/

THE ROYAL CHILDREN'S HOSPITAL



The Royal **Children's**
Hospital Melbourne

The Royal Children's Hospital improves the health and wellbeing of children and adolescents through leadership in healthcare, research and education. We are the major specialist paediatric hospital in Victoria and our care extends to children from Tasmania, southern New South Wales and other states around Australia and overseas. With a passionate, highly skilled and committed staff campus wide of close to 4,000, we provide a full range of clinical services, tertiary care and health promotion and prevention programs for children and young people. We are the designated state-wide major trauma centre for paediatrics in Victoria and a Nationally Funded Centre for cardiac and liver transplantation

Telephone	9345 5522 General 9345 6180 Cancelling or rescheduling appointments
Contact us	https://www.rch.org.au/rch/contact/
Website	https://www.rch.org.au/home/

THE ROYAL MELBOURNE HOSPITAL



Today, the RMH is one of the largest health providers in Australia, providing a comprehensive range of specialist medical, surgical and mental health services, as well as rehabilitation, aged care, specialist clinics and community programs. Our 11,000 people embody who we are and what we stand for. Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing

City Campus 300 Grattan Street, Parkville, 3050.	9342 7000
Royal Park Campus 34 – 54 Poplar Road, Parkville, 3050.	8387 2000
Contact us	https://www.thermh.org.au/contact
Website	https://www.thermh.org.au/about

THE ROYAL VICTORIAN EYE & EAR HOSPITAL



The Royal Victorian Eye and Ear Hospital is Australia's only specialist eye, ear, nose and throat hospital. We have been here for Victorians, caring for their senses and improving their quality of life since 1863. The Eye and Ear is a world leader in eye, ear, nose and throat services. We provide a 24-hour emergency department for patients requiring urgent care and treatment, over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and a state of the art hospital in East Melbourne, as well as services in convenient community settings across Victoria and via telemedicine facilities. We see over 250,000 patients a typical year and recognise everyone as an individual, with unique needs and circumstances.

Telephone	9929 8666 General 9929 8500 Patient Services & Access 9929 8666 Emergency
Address	32 Gisborne Street, East Melbourne, 3002
Email Contact us form	https://eyeandear.org.au/contact/
Website	https://www.eyeandear.org.au/

Western Health provides a comprehensive, integrated range of services from its various sites; ranging from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to subacute care and specialist ambulatory clinics. Western Health provides a combination of hospital and community-based services to aged, adult and paediatric patients and newborn babies.

Sites	
Sunshine Hospital 176 Furlong road, St. Albans, 3021	8345 1333
Footscray Hospital 160 Gordon Street, Footscray, 3011	8345 6666
Williamstown Hospital Railway Crescent, Williamstown, 3016	9393 0100
Sunbury Day Hospital Macedon St, Sunbury	9057 7900
Hazeldean Transition Care 211 Osborne Street, Williamstown 3016	9397 3167
Drug Health Services 3 - 7 Eleanor Street, Footscray, 3011	8345 6682
Sunshine Hospital Radiation Therapy Centre 176 Furlong Road, St Albans, 3021	8395 9999
Other sites	https://www.westernhealth.org.au/OurSites/Pages/default.aspx
Email contact us form	http://www.westernhealth.org.au/AboutUs/Pages/Contact.aspx
Website	http://www.westernhealth.org.au/Pages/default.aspx

THE WOMEN'S (THE ROYAL WOMEN'S HOSPITAL)



The Women's, Australia's first public women's hospital, was established in Melbourne in August 1856. As a specialist hospital, the Women's is central to the Victorian health system, particularly with respect to advocating for women's health and leading innovation for the health and wellbeing of women and newborns. We are a major teaching hospital and internationally-recognised for our medical research.

Site	20 Flemington Road, Parkville 3052
Telephone	8345 2000 Main Reception 8345 3030 Patient enquiries
Email contact form	https://www.thewomens.org.au/contact
Website	https://www.thewomens.org.au/

WARRINGAL PRIVATE HOSPITAL



Specialising in Cardiology, Cardiothoracics, Orthopaedics, Sports Medicine, Pain Management and Oncology, the hospital provides a comprehensive range of medical and surgical services, Warringal Private Hospital provides the highest standard in all areas of health care. In 2015 the major redevelopment expanded the hospital to a 215 bed facility incorporating 11 state of the art operating theatres

Telephone	9274 1300
Contact us	https://www.warringalprivate.com.au/About-Us/Contact-Us
Website	https://www.warringalprivate.com.au/About-Us/About-Our-Hospital

HYDROTHERAPY

BACKFOCUS PHYSIOTHERAPY



Hydrotherapy provides pain relief and support to help you move. This unique form of Physiotherapy combines the relief of hot water and specific water exercises in a heated pool. Improve blood flow, increase your movement and regain muscle strength with tailored Hydrotherapy treatments	
Telephone	1300 366 284
Email form	https://www.backfocus.com.au/contact-us/
Find a clinic	https://www.backfocus.com.au/find-a-clinic/?radius=300
Website	https://www.lifecare.com.au/service/hydrotherapy/

NORTHERN HEALTH – HYDROTHERAPY

Northern Health

Physiotherapy offers individual patient assessment and management, and group programs. Each department has a well-equipped gymnasium and Broadmeadows Hospital also operates a hydrotherapy pool for aquatic programs.	
Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
All other allied health enquiries	alliedhealthenquiries@nh.org.au
Website	https://www.nh.org.au/service/physiotherapy/

Hydrotherapy involves treatment and exercise in a warm water pool which can have many benefits. It can help with relaxation, relieve pain, loosen stiff joints, strengthen muscles and improve balance, coordination and general fitness. We offer hydrotherapy as individual or group sessions, or as self-help warm water exercise groups that are volunteer led

Telephone	9744 4455
Email	admin@scchc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/exercise-groups/hydrotherapy/

LEGAL SERVICES



FEDERATION OF COMMUNITY LEGAL CENTRES VICTORIA

The Federation is the peak body for Victoria's Community Legal Centres. Our members are at the forefront of helping those facing economic, cultural or social disadvantage and whose life circumstances are severely affected by their legal problem.

Telephone	9652 1500
Email	administration@fclc.org.au
Find a Community Legal Centre	https://www.fclc.org.au/find_a_community_legal_centre
Website	https://www.fclc.org.au/about



LEGAL AID VICTORIA

We help people with their legal problems. We focus on protecting the rights of Victorians and representing those who need it the most.

Telephone	1300 792 387
Broadmeadows	9302 8777
Address	Level 1, Building 1 Broadmeadows Station Centre 1100 Pascoe Vale Rd Broadmeadows
Online legal chat	http://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/get-help-online-with-legal-help-chat
Legal Aid Offices	https://www.legalaid.vic.gov.au/our-offices
Website	https://www.legalaid.vic.gov.au/

MENTAL HEALTH LEGAL CENTRE

We provide a free and confidential legal service to people with a lived experience of mental illness or involvement with the mental health system

Telephone	9629 4422
Email	mhlc@mhlc.org.au
Contact us form	https://mhlc.org.au/contact-us/
Website	https://mhlc.org.au/

Northern Community Legal Centre (NCLC) operates in one of the fastest growing and disadvantaged areas of Melbourne, and has a significant catchment including the Hume City Council, Moreland City Council and Mitchell Shire Council. NCLC operates from a central office located in Broadmeadows with outreach services to areas such as Wallan, Sunbury, Coburg and Craigieburn.

Our purpose is to ensure equal access to justice for all in Melbourne’s North West and we do this by the provision of legal services, community legal education and law reform to meet the needs of the most vulnerable and disadvantaged people in Melbourne’s North West.

Telephone	9310 4376
Email	admin@northernclc.org.au
Website	https://www.northernclc.org.au/

REFUGEE LEGAL

We are Australia’s largest provider of free specialist legal assistance to people seeking asylum, refugees and disadvantaged migrants. We advise, assist, educate and advocate

Telephone – Advice Line	9413 0100 Wednesday & Friday 10am to 2pm
General Enquiries	9413 0101
Other contacts	https://refugeelegal.org.au/contact/
Email	admin@refugeelegal.org.au
Address	Level 5, 333 Exhibition Street, Melbourne 3000
Website	https://refugeelegal.org.au/about-us-2/what-we-do/

WHITTLESEA COMMUNITY CONNECTIONS LEGAL SERVICE



Whittlesea Community Connections Community Legal Service provides free legal help to people who live, work or study in the City of Whittlesea and surrounding communities.

Our legal team provides advice on many areas of the law and is available Monday to Friday 9am to 5pm.

Telephone	9401 666
Location	Shop 111 Pacific Epping, Epping
Website	https://www.whittleseacommunityconnections.org.au/community-services/community-legal-services/

LGBTIQ+

ALICE'S GARAGE

Empowering older LGBTI people & promoting healthy LGBTI Ageing. Alice's Garage is a social enterprise	
Telephone Dr. Catherine Barrett	0429 582 237
Email	director@celebrateageing.com
Website	https://alicesgarage.net/

ALL THE QUEENS MEN – LGBTI ELDER DANCE CLUB

A free dance platform to connect the rainbow and allied communities online. All welcome, all over the world!	
Email	hello@allthequeensmen.net
Contact form	https://allthequeensmen.net/contact/
Website	https://allthequeensmen.net/projects/digital-dance-club/

BOILERS SOCIETY OF VICTORIA

The Boilers Society of Victoria has been operating for over 50 years. The group consists of gay and gay friendly mature people. It is a social club meeting monthly for friendship and socialising over drinks and supper with a short informal meeting. Other functions are held	
Email	info@thebsv.com
Website	http://www.thebsv.com/

BRIDGE MEALS

BridgeMeals organises community dinners & events for LGBTQIA+ refugees, asylum seekers & migrants. We hope to provide a safe intersectional trauma-informed and recovery-oriented space for support & healing	
Telephone	0435 675 958
Email	bridgemealsmelbourne@gmail.com
Website	https://www.facebook.com/BridgeMeals/

COUNTRY NETWORK

Since 1977, Country Network has promoted and fostered networking and friendship among male-identifying members of the LGBTIQ+ community across Australia. Whether it's catching up for a chat or a get-together, Country Network is a great way to be part of your community

Contact us form	https://countrynetwork.com.au/contact-us
Website	https://countrynetwork.com.au/

DIVERSITY PROJECT – SHEPPARTON

The 'Diversity Project' aims to create a safer, more inclusive and healthier community in the City of Greater Shepparton and beyond for young people who are LGBTIQA+. The Diversity Project is an early intervention and prevention program focussing on LGBTIQA+ young people at risk of or experiencing social and emotional well-being issues and work with young people up to the age of 25

Telephone – Georgina Poort	5831 6157
Email	diversity@vt.uniting.org
Facebook	https://www.facebook.com/DiversityProjectGreaterShepparton/
Website	https://pridecentre.org.au/resources/diversity-project-greater-shepparton/

DOCDIR



DocDir is an Australia-wide directory of LGBTQ+ inclusive clinicians and services. We hope that this project will make it easier for people in our community to access safe healthcare, no matter where you live

Email	hello@docdir.com.au
Contact	https://docdir.org.au/about-us/
Website	https://docdir.org.au/

DPV HEALTH



We offer a range of healthcare services including medical, dental, disability, mental health, physical health and community support, in a safe, non-judgemental and welcoming environment.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/lgbtiq-support/

DRUMMOND STREET SERVICES: Q SPACE

The Qspace network provides specialist family counselling services for lesbian, gay, bisexual, trans and gender diverse, intersex, and queer people of all ages, their families, and communities	
Telephone	9663 6733
Contact us form	https://ds.org.au/contact-us/
Register for services	https://ds.org.au/intake/
Website	https://ds.org.au/q-space-lgbtiqa-service-network/

GLITTER

GLITTER is a social group for LGBTIQ+ young people, facilitated in a safe place to hang out, connect, share and learn with like-minded people. This program alternates between Craigieburn Youth Centre and Sunbury Youth Centre, on a Tuesday fortnightly basis during school term (these programs run separately to each other)	
Telephone	9205 2556
Email	youth@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/People-Services/Youth/Support-Leadership-and-Advocacy/GLITTER

GOULBURN VALLEY PRIDE INC.

providing a safe space for support, friendship, family, networking and fellowship in Shepparton	
Telephone Damien Stevens	0493 442 601
Contact us	https://gvpride.org/contact/
Website	https://www.gvpride.org/

INTERSEX HUMAN RIGHTS AUSTRALIA

Intersex Human Rights Australia Ltd (formerly Organisation Intersex International Australia or OII Australia) is a national body by, and for, people with intersex variations. They promote the human rights, self-determination and bodily autonomy of intersex people in Australia	
Telephone Morgan Carpenter, co-executive director	0418 356 131
Availability by phone can be constrained due to other commitments	
Email	info@ihra.org.au
Contact us	https://ihra.org.au/contact/
Website	https://ihra.org.au/

KARA HOUSE LGBTIDOMESTIC VIOLENCE OUTREACH SERVICE



Our specialist service provides support and education to help victim survivors of family violence in the eastern suburbs of Melbourne be safe, take control of their lives, and work towards a better future	
Telephone	9899 5666
Email	admin@karahouse.org.au
Website	https://www.karafvs.org.au/

LGBTIQ+ HEALTH AUSTRALIA

Supporting healthy lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people and communities throughout Australia and the world, free from stigma and discrimination	
Telephone	02 7209 6301
Email	info@lgbtiqhealth.org.au
Website	https://www.lgbtiqhealth.org.au/

LGBTIQ+ INCLUSIVE PRACTICE RESOURCES – VICTORIA STATE GOVT

The Community health pride - lesbian, gay, bisexual, trans and gender diverse, intersex and queer and/or questioning (LGBTIQ+) resources support community health services in inclusive service planning and practices	
Website	https://www2.health.vic.gov.au/primary-and-community-health/community-health/pride-lgbtiq-inclusive-practice-resources
Understanding LGBTI Health	https://www.health.vic.gov.au/populations/understanding-lgbtiqa+-health

LIVING POSITIVE VICTORIA

We provide workshops, peer-support and activities that increase the mental, emotional and social wellbeing of those living with, or affected by HIV	
Telephone Vic Perri	9863 8733
Email	info@lpv.org.au
Website	https://livingpositivevictoria.org.au/about/who-are-we/what-we-do/

MANY COLOURED SKY

QUEER REFUGEE AND ASYLUM SEEKER PEERS QRASP is a growing community of LGBTQI+ refugees and people seeking asylum, a peer led social support group that meets regularly for activities, excursions, workshops and trainings, referrals, connections, networking, and emotional and practical support, and a “queer family” for both QRASP members and their friends and allies. QRASP is based in Melbourne and has members across Victoria	
Telephone	0400 257 004
Email	welcome@manycolouredsky.org
Website	https://www.manycolouredsky.org/

MATRIX GUILD

Matrix Guild Victoria Inc. was founded in 1992 by a group of lesbian feminists for the benefit of lesbians over forty years of age. We promote appropriate care and support for older lesbians. We challenge ageism and oppose discrimination. Matrix Guild provide some accommodation in Victoria for older lesbians who are financially disadvantaged	
Email	secretary@matrixguildvic.org.au
Facebook	https://www.facebook.com/Matrix-Guild-of-Vic-Inc-223994251013284/
Website	https://matrixguildvic.org.au/wp/

MELBOURNE BISEXUAL NETWORK

Melbourne Bisexual Network (MBN) is a volunteer community organisation, which works to improve the health and wellbeing of bi+ Victorians through education, advocacy and community building	
Membership / Contact us	https://www.melbournebisexualnetwork.com/contact
Website	https://www.melbournebisexualnetwork.com/

MINUS 18



Improving the lives of LGBTQIA+ youth. We're creating an Australia where all young people are safe, empowered, and surrounded by people that support them	
Contact us	https://www.minus18.org.au/contact
Facebook	https://www.facebook.com/minus18youth/
Website	https://www.minus18.org.au/about

OUT & ABOUT

Out and About is a free volunteer visiting service for older lesbian, gay, bisexual, transgender and/or intersex (LGBTI+) people across Victoria. New referrals to the service are always welcome. We aim to reduce social isolation and loneliness through creating peer friendships and community connections. Our service can be used by LGBTI+ older people anywhere in Victoria	
Telephone	1800 729 367
Website	https://www.switchboard.org.au/lgbtolderpeople

PRIDE OUTSIDE



Pride Outside is a safe space for anyone who identifies as LGBTQI+ and enjoys getting outdoors or trying new things whilst making new friends. The group is aimed at bringing like-minded people together (allies welcome!) for some fresh air, good conversation and a bit of exercise and exploring the wonders that Victoria has to offer	
Facebook Link	https://www.facebook.com/groups/prideoutsidemelbourne
Meetup Link	https://www.meetup.com/en-AU/PrideOutside/



QLife is for LGBTIQ+ people and their loved ones wanting to talk about a range of issues including sexuality, gender, bodies, feelings, or relationships. While QLife does not provide specific advice or treatment for medical conditions, people who contact QLife may do so as a tool to support their mental health including but not limited to depression, anxiety, stress, trauma, gender dysphoria, and loneliness	
Telephone	1800 184 527
Email	ask@qlife.org.au
Webchat 3pm – midnight daily	https://www.qlife.org.au/resources/chat
Website	https://www.qlife.org.au/get-help

QUALITY INNOVATION PERFORMANCE – THE RAINBOW TICK

The Rainbow Tick is a national accreditation program owned and developed by Rainbow Health Victoria (formerly GLHV). It is for organisations that are committed to safe, inclusive practice and service delivery for LGBTQIA+ people. Rainbow Tick accreditation is achieved by becoming accredited against the Rainbow Tick Standards.	
The Rainbow Tick Standards	https://www.rainbowhealthvic.org.au/rainbow-tick
To find an accredited organisation	https://www.qip.com.au/standards/rainbow-tick-standards/

QUEERSPACE



Queerspace is an LGBTIQ+ health and wellbeing support service established in 2009 by LGBTIQ+ communities for LGBTIQ+ communities. Queerspace has a focus on relationships, families, parenting and young people and offers co-located services across the north-west metropolitan region of Victoria	
Telephone	9663 6733
Email	enquiries@ds.org.au
Website	https://www.queerspace.org.au/

RAINBOW DOOR

Rainbow Door is a free specialist LGBTIQ+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTIQ+ Victorians, their friends and family	
Telephone	1800 729 367
Text	0480 017 246
Email	support@rainbowdoor.org.au
Website	https://www.rainbowdoor.org.au/

RAINBOW HEALTH VICTORIA



Rainbow Health Victoria is a program that supports lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ) health and wellbeing through research and knowledge translation, training, resources, policy advice and service accreditation through the Rainbow Tick	
Telephone	9479 8700
Email	rainbowhealthvic@latrobe.edu.au
Training Programs	https://www.rainbowhealthvic.org.au/training-programs
Website	https://www.rainbowhealthvic.org.au/

RAINBOW HEALTH VICTORIA MAILING LISTS

Sign up to our mailing lists and networks below	
Website	https://glhv.us12.list-manage.com/subscribe?u=bcf6b7167b9dc308517d28259&id=fdc6aceca2

RAINBOW NETWORK



Established in 1998, Rainbow Network began as an intimate peer support group of workers who would meet to discuss the shared challenges they faced when working towards meeting the needs of LGBTIQ+ young people. Join with thousands of other members across Victoria creating safe and inclusive services and spaces for LGBTIQ+ young people	
Telephone	9479 1292
Email	rainbownetwork@latrobe.edu.au
Website	https://www.rainbownetwork.com.au/

RAINBOW SPACE – BANYULE YOUTH SERVICES

Rainbow Space Banyule is a safe, fun and inclusive space for LGBTIQ+ young people, friends and allies, aged 14 - 24 from Banyule and surrounds to be themselves and connect with their community	
Email	banyuleyouth@banyule.vic.gov.au
Facebook	https://www.facebook.com/rainbowspacebanyule/
Website	https://www.banyuleyouth.com/rainbow-space

RAINBOW VOICES – KYNETON

Rainbow Voices - the Macedon Ranges' LGBTIQ+ and Allies Community Choir	
Telephone	0448 882 666
Email	www.sunbury.cantare@gmail.com
Website	https://www.rainbowvoicescommunitychoir.com/

Gender, sex and sexuality are all pretty complicated concepts – and definitely not as black and white as some people might think. The most important thing to realise is that you're not defined by your sexuality or gender. You're you, and that's awesome	
Contact Us	https://au.reachout.com/contact-us
Website	https://au.reachout.com/articles/lgbtqi-support-services

SAFE & EQUAL (FORMERLY DOMESTIC VIOLENCE RESOURCE CENTRE)

People of all genders, sex and sexual orientations can experience family violence. Many lesbian, gay, bisexual, trans and gender diverse, intersex, queer and asexual or aromantic people have family violence experiences that mirror those within heterosexual and cisgender families and relationships. Because of biphobia, homophobia, transphobia, heterosexism and heteronormativity there are also some distinctly different risk factors and barriers to support experienced by LGBTIQ+ people	
Website	https://safeandequal.org.au/working-in-family-violence/tailored-inclusive-support/supporting-lgbtqa-people/

SQUISHY MINNIE BOOK CLUB – QUEER YA BOOKCLUB

We are extra excited to again offer a Queer YA bookclub for year 8 to 12 young folks who are LGBTIQ+ and allies. We will be reading queer YA books and chatting all things queer literature (Note: Bookstore is located in Kyneton)	
Register for Queer YA Book Club	
https://squishyminnie.com.au/book-clubs/	
Website	
https://www.facebook.com/events/2664165470556937/2664165480556936/?active_tab=about	

SPEAK

Speak is a charity organisation improving the health & wellbeing of LGBTIQ+ people through peer-led support programs and the development of safer spaces	
Get in touch	https://www.speak.org.au/contact
Facebook	https://www.facebook.com/speakaustralia
Website	https://www.speak.org.au/

SWITCHBOARD VICTORIA



Switchboard Victoria provides peer-driven support services for the lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTIQ+) people, their families, allies and communities	
Telephone	1800 184 527
Chat online 3pm and 12 midnight every day of the week	https://qlife.org.au/resources/chat
Website	http://www.switchboard.org.au/

THE FOOD ANGELS

The Food Angels are a group of queer (LGBTQIA+) people - We make nutritious, comforting, home cooked meals for others in our community who are in crisis. We deliver these meals along with a rotation of fruit, snacks, bread and hygiene products	
Donate, Volunteer, Support	https://linktr.ee/thefoodangelsmutualaid
Instagram	https://www.instagram.com/thefoodangelsmutualaid/?igshid=185wwr86q82zd&fbclid=IwAR1nSCdTTYmOOz3HWwGvnbZ6bKzTHUXiY_I mRbJLbH3Z8cKenCjBktnSVCo

THE VICTORIAN PRIDE CENTRE



The Victorian Pride Centre is the first purpose-built centre for Victoria's LGBTIQ+ communities. It is a place to pave new directions for the future of LGBTIQ+ communities, while honouring and celebrating our brave – and at times difficult – past. It is home to practical and supportive services and will grow into a destination for visitors from across Australia, and beyond	
Telephone	7035 3592
Contact us form	https://pridecentre.org.au/contact/
Email	contact@pridecentre.org.au
Pride Centre Resource Directory	https://pridecentre.org.au/resource-directory/
Website	https://pridecentre.org.au/

Thorne Harbour Health was formed in 1983 (initially as the Victorian AIDS Action Committee and later the Victorian AIDS Council) as a central part of the Victorian community response to the HIV/AIDS epidemic. Thorne Harbour Health continues to lead the response by providing a range of services which include prevention education, treatment and care of PLHIV and counselling services	
Telephone	9865 6700
Contact us	https://thorneharbour.org/contact/
Website	https://thorneharbour.org/

TOUCHBASE

Touchbase is an online platform that provides information, support and services for LGBTIQ Australians about alcohol and drugs	
Telephone	1800 250 015 (AoD Counselling)
Website	https://touchbase.org.au/alcohol-and-drugs

TRANSGENDER VICTORIA

TGV is Victoria’s leading body for trans and gender diverse advocacy. We work to achieve justice, equity and inclusive service provision for trans and gender diverse people, their partners, families and friends	
Contact us form	https://tgv.org.au/contact
Website	https://tgv.org.au/

VAL’S LGBTI AGEING AND AGED CARE

Val’s LGBTI Ageing and Aged Care works with aged care, health and human services providers, and a range of community stakeholders to improve the health, wellbeing and visibility of older LGBTI people. Val’s is a program of Rainbow Health Australia, and offers LGBTI inclusive aged care training, consultation, and provides evidenced based research, information and resources to build the capacity of services to be welcoming and inclusive of older LGBTI people. Val’s provides regular e-news bulletins linking services and individuals to relevant information, resources, research, events and advocacy	
Telephone	9479 8740
Email	valslgbti@latrobe.edu.au
Website	https://www.latrobe.edu.au/arcshs/health-and-wellbeing/lgbti-ageing-and-aged-care

VINCENTCARE



VincentCare strives to always be a safe and welcoming place for people who are lesbian, gay, bisexual, asexual, trans and gender diverse, queer, and/or intersex. We are dedicated to ensuring we provide caring and tailored services that are inclusive and affirming of LGBTQIA+ people. We embrace and celebrate diversity. We also provide some programs which are specific for LGBTQIA+ people

Telephone	9611 9200
Email	vincentcare@vincentcare.org.au
Contact us Form	https://www.vincentcare.org.au/contact/
Website	https://www.vincentcare.org.au/our-services/lgbtiq/

YOURGROUND

YourGround is a digital mapping platform that will advance knowledge of safety in public space for women and gender-diverse people

Website	https://www.yourground.org/yourground-vic
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ZOE BELLE GENDER COLLECTIVE



Zoe Belle Gender Collective (ZBGC) is a trans and gender diverse led advocacy organisation based in Victoria, Australia

Telephone	0467 569 635
Contact us Form	https://zbgc.org.au/contact-us/
Email	contact@zbgc.org.au
Website	https://zbgc.org.au/

LIBRARIES & BOOK CLUBS

ABC BOOK CLUB

Group by ABC Radio National. This is the ABC's place for readers to talk books — with each other, with books specialists from across the ABC and with your favourite authors. Online	
Facebook	https://www.facebook.com/groups/theabcbookclub

BOOK CLUBS

Join a Book Club	
Yarra Plenty Regional Library	https://www.yprl.vic.gov.au/book-clubs/
Book Groups	https://www.yprl.vic.gov.au/explore/programs/book-groups/
Meet Up	https://www.meetup.com/en-AU/find/au--melbourne/bookclub/
CAE	https://www.cae.edu.au/book-groups/join-a-book-group-2/

HUME LIBRARIES

Locations: Broadmeadows, Craigieburn / Mobile Library, Gladstone Park, Greenvale West, Sunbury, Tullamarine, Kalkallo, Mickleham North	
Telephone	9356 6900
Email	libraries@hume.vic.gov.au
Book Groups	https://www.humelibraries.vic.gov.au/Library-Services/Book-Groups
Website	https://www.humelibraries.vic.gov.au/Homepage

LIBRARIES AFTER DARK

Libraries After Dark supports communities with few recreation alternatives to the local pokies venue. The program funds extended evening opening hours in participating libraries, positioning the local library as a community lounge – an alternative to the gambling lounge	
Locations	Broadmeadows Glenroy Mill Park Preston
Contact us form	https://www.plv.org.au/projects/libraries-after-dark/
Website	https://www.plv.org.au/projects/libraries-after-dark/
Website – Victorian Local Governance Association	https://www.vlga.org.au/advocacy/gambling/libraries-after-dark

SQUISHY MINNIE

Book clubs are run on a Wednesday night and cater to year levels 3 through 12. Book clubs cover a wide variety of genre and interests and are an extremely fun and engaging time (Note: Squishy Minnie Bookshop is located in Kyneton)	
Telephone	54601420
Email	hello@squishyminnie.com.au
Contact us	https://squishyminnie.com.au/contact/
Website	https://www.squishyminnie.com.au/book-clubs/

STATE LIBRARY

Since we first opened our doors to the public in February 1856, the Library has grown to span an entire city block, adding all manner of reading rooms, galleries, exhibition spaces, lecture halls and venues	
Contact us	https://www.slv.vic.gov.au/visit/contact-us
Location	328 Swanston Street, Melbourne 3000
Volunteer	https://www.slv.vic.gov.au/get-involved/volunteer-with-us
Website	https://www.slv.vic.gov.au/

YARRA PLENTY REGIONAL LIBRARY (YPRL)



YPRL provides a free library membership to any person in Victoria	
Telephone	9408 7888
Email	ypmail@ypri.vic.gov.au
Sites	Diamond Valley, Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown, Watsonia, Whittlesea, Mobile Library
Website	https://www.yprl.vic.gov.au/about-the-library/

LOCAL GOVERNMENT

BANYULE CITY COUNCIL



Telephone	9490 4222
Location	1 Flintoff Street, Greensborough 3088
Email	enquiries@banyule.vic.gov.au
Website	https://www.banyule.vic.gov.au/Home

CITY OF DAREBIN



Telephone	8470 8888
Location	274 Gower Street, Preston, 3072
Email	mailbox@darebin.vic.gov.au
Website	http://www.darebin.vic.gov.au/

The City of Whittlesea is located in Melbourne's north, about 20km from the Central Business District (CBD). We are one of the largest municipalities in metropolitan Melbourne, covering an area of approximately 489 square kilometres. Our urban area includes: Bundoora (split with the City of Darebin and City of Banyule), Doreen (split with Shire of Nillumbik), Epping, Epping North, Lalor, Mernda, Mill Park, South Morang, Thomastown, Whittlesea Township. Our rural north includes: Beveridge (split with Shire of Mitchell), Donnybrook, Eden Park, Humevale, Kinglake West, Wollert, Woodstock, Yan Yean (split with Shire of Nillumbik)

Telephone	9217 2170
Location	25 Ferres Boulevard, South Morang 3752
Email	info@whittlesea.vic.gov.au
Website	https://www.whittlesea.vic.gov.au/

HUME CITY COUNCIL



Hume City Council is one of Australia's fastest growing and culturally diverse communities. By 2041, it is forecast that approximately 389,000 people will call Hume home. Spanning a total area of 504 square kilometres, the City is in Melbourne's northern fringe, just 15 kilometres from the centre of Melbourne. Our suburbs included Attwood, Broadmeadows, Bulla, Campbellfield, Clarkefield (parts in Macedon Ranges), Coolaroo, Craigieburn, Dallas, Diggers Rest (parts in Melton), Fawkner (parts in Merri-bek), Gladstone Park, Greenvale, Jacana, Kalkallo, Keilor (parts in Brimbank), Meadow Heights, Melbourne Airport, Mickleham, Oaklands Junction, Roxburgh Park, Sunbury, Somerton, Tullamarine (parts in Brimbank/Merri-bek), Westmeadows, Wildwood and Yuroke

Telephone	9205 2200
Location	1079 Pascoe Vale Road, Broadmeadows 3047
Email	contactus@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Home

MITCHELL SHIRE COUNCIL

MITCHELL SHIRE COUNCIL



Strategically located just 40km north of Melbourne, Mitchell Shire is one of Victoria's fastest growing outer metropolitan municipalities	
Telephone	5734 6200
Location	113 High Street, Broadford 3658
Email	mitchell@mitchellshire.vic.gov.au
Website	https://www.mitchellshire.vic.gov.au/

NILLUMBIK SHIRE COUNCIL



Telephone	9433 3111
Location	32 Civic Drive, Greensborough, 3088
Email	nillumbik@nillumbik.vic.gov.au
Website	https://www.nillumbik.vic.gov.au/Home

LONELINESS



BOLTON CLARKE – HOW-R-U

Bolton Clarke Research Institute (BCRI) will work with Melbourne’s Northern Hospital and volunteer organisation Friends for Good to roll out a peer support program aimed at reducing social isolation and loneliness for older people discharged from hospital	
Telephone	1300 22 11 22
Contact us form	https://www.boltonclarke.com.au/contact-us/
Website	https://www.boltonclarke.com.au/news-resources/corporate-news/how-r-u-project-targets-post-discharge-social-isolation/



BOLTON CLARKE

Our internationally recognised innovation and integration work tests and implements ideas that support independence, wellbeing and engagement. We work with customers and research leaders to create solutions that address health and ageing challenges through project and services design, new ways of using technology and new models of care and support	
Telephone	1300 22 11 22
Contact us form	https://www.boltonclarke.com.au/contact-us/
Website	https://www.boltonclarke.com.au/about-us/innovation/

CARERS VIC– CONNECT



Carers Victoria programs include directory, support groups, forums and communities of practice	
Telephone	1800 514 845
Email	reception@carersvictoria.org.au
Website	https://www.carersvictoria.org.au/how-can-we-help-you/connect

CHIRPY PLUS (55+ FRIENDSHIP COMMUNITY)

ChirpyPlus is the fastest growing 50+ community in Australia and is a 2024 Telstra Best of Business Award Winner! Chirpy is famous for friendliness and being welcoming	
Local Groups include the following suburbs:	Craigieburn, Epping, Lalor, Thomastown, South Morang, Sunbury
Contact us Form	https://app.chirpyplus.com.au/contact-us
Website	https://www.chirpyplus.com.au/

COMMUNITY VISITORS SCHEME

The CVS arranges volunteer visits to older people to provide friendship and companionship. Visits are available to anyone receiving government-subsidised residential aged care or Home Care Packages	
Website – Australian Government	https://cvssa.org.au/about/
Seniors online Victoria Telephone: 0491272417 email: info@ageingwithgrace.org.au	https://www.seniorsonline.vic.gov.au/get-involved/community-visitors-for-friendship-and-companionship

ENDING LONELINESS TOGETHER



Through a collaborative approach, Ending Loneliness Together is raising awareness of loneliness as a key social, health and economic issue of our time NSW location	
Email	info@endingloneliness.com.au
Contact us	https://endingloneliness.com.au/contact-us/
Website	https://endingloneliness.com.au/

FRIENDS FOR GOOD



Loneliness does not discriminate. It is widespread and equally affects people of all ages and from all walks of life in our communities, in the city and in the bush. Friends for Good is a volunteer driven not-for-profit and Australian loneliness pioneer joining the fight against loneliness	
Friendline Call or Chat	https://friendline.org.au/?url=/
Website	https://friendsforgood.org.au/

GATHER MY CREW



We're on a mission to make helping and caring simple – so every Australian can lend a hand and our most vulnerable can access the support they need. Our vision is for an Australia where everyone is surrounded by a 'support crew' during tough times – a circle of family, friends, neighbours, and community members who come together to provide the right support and care. The Gather My Crew app links people who need help with their friends and family who are able to help

Email	hello@gathermycrew.org
Contact us	https://www.gathermycrew.org.au/about-us-2-2/our-crew/contact/
Website	http://gathermycrew.org/

MEET UP – FRIENDSHIP FOR THE LONELY GROUPS (MELBOURNE) *Meetup*

Here's a look at some Friendship for the Lonely groups near Melbourne

Website	https://www.meetup.com/en-AU/topics/friendship-for-the-lonely/au/melbourne/
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NEIGHBOURHOOD CONNECT

Neighbourhood Connect Inc. is a national charity and not-for-profit community organisation, helping people connect with others who live near them. We encourage people to go beyond social media and step out into their neighbourhoods and get to know one another in real life

Email	Hello@NeighbourhoodConnect.org.au
Website	https://www.neighbourhoodconnect.org.au/

ORYGEN – MOST



A digital mental health service for young people aged 12 to 25. It's available by referral for free at participating youth mental health services	
Telephone	9966 9100
Website	https://www.orygen.org.au/Clinical-Care/Clinical-services/most

REACH OUT



Feeling lonely sucks – especially when you're surrounded by people. If you find that you often feel lonely, there are things you can do to connect better with the people around you, find new friends or reconnect with old ones. Located in NSW but has online forums and resources	
Telephone	02 8029 7777
Email	info@reachout.com
Join an online forum	https://au.reachout.com/forums
Website	https://au.reachout.com/everyday-issues/isolation-and-loneliness

RECLINK AUSTRALIA



Reclink Australia provides evidence-based sport and art programs to disadvantaged Australians to create socially inclusive, life-changing opportunities	
Telephone	9419 6672
Contact us form	https://reclink.org/about/contact-us
Facebook	https://www.facebook.com/ReclinkAustralia/
Website	https://reclink.org/

MASSAGE THERAPISTS – MOBILE

ASSOCIATION OF MASSAGE THERAPISTS (AMT)

The Association of Massage Therapists (AMT) is a national, not-for-profit association representing qualified Massage Therapists and Massage Therapy Students. Established in 1966, AMT is the oldest association in Australia to represent massage therapy in its own right and the premier representative body for professional therapists	
Find a Therapist	https://www.amt.org.au/massage-and-you/search-by-postcode.html
Website	https://www.amt.org.au/

AUSTRALIAN TRADITIONAL MEDICINE SOCIETY

Australia's largest multi-modality national professional association, actively advocating for the collective interests of natural medicine practitioners across the country	
Find a Practitioner	https://www.atms.com.au/find-practitioner/
Website	https://www.atms.com.au/

BLYS IN HOME AGED CARE MASSAGE

A good massage can bring relief and comfort – not only to active bodies but to the ageing ones, too. Blys is Australia's leading provider of mobile massage services and offers Aged Care Massage across Australia. We are Australia's largest network of independent, qualified mobile massage therapists specialising in aged-care massage. We have experience working with both elderly clients with varying care needs. From independent living through to residential care, including high care and immobile clients	
Telephone	0483 922 668
Email	hello@getblys.com.au
Contact us form	https://getblys.com.au/contact/
Book a massage	https://book.getblys.com.au/
Mobile Massage – Northern Suburbs	https://getblys.com.au/locations/massage-northern-suburbs-vic/
Website	https://getblys.com.au/our-massages/mobile-aged-care-massage

INNER OUTER HEALTH – ONCOLOGY MESSAGE

Oncology massage is a form of modified massage therapy techniques that are used to work safely with complications of cancer and cancer treatment. Location: Bellfield, Ivanhoe	
Telephone	9440 9453
Contact us form	https://www.innerouterhealth.com.au/contact-us.html
Website	https://www.innerouterhealth.com.au/oncology-massage.html

M2M – MESSAGE 2 MOTIVATE

Massage2Motivate is an Australian-owned and operated mobile massage company that offers a wide variety of relaxation and therapeutic massage services across Melbourne. Our range of services include corporate massage, aged care massage, home visit massage, event massage, workplace health and safety massage and special occasion massage, all tailored to meet specific requirements	
Telephone	1300 733 109
Contact us form	https://massage2motivate.com.au/make-an-enquiry/
Aged Care Massage	https://massage2motivate.com.au/aged-care-massage/
Website	https://massage2motivate.com.au/

MESSAGE & MYOTHERAPY AUSTRALIA

Massage & Myotherapy Australia is a not-for-profit organisation formed in 2003. As the leading representative body for massage, remedial massage and myotherapists nationwide, we currently service over 8,600 + professionally qualified therapists	
Website	https://www.massagemyotherapy.com.au/Home
Australian Massage Directory	https://www.massagemyotherapy.com.au/Consumers/Australian-Massage-Directory

MELBOURNE INSTITUTE OF MASSAGE AND MYOTHERAPY – STUDENT CLINIC

We would like to welcome you to book into MIMT's student clinic. (Heidelberg & Moorabbin) As part of their training, students are required to gain experience external to their course for the Certificate IV in Massage (HLT42015), Diploma of Remedial Massage (HLT52015) and the Advanced Diploma of Myotherapy (22316VIC). This means that we invite members of the public to book in for relaxation & remedial massages as well as Myotherapy treatments at a heavily discounted rate of \$30 for Relaxation, \$35 for Remedial Massage and \$40 for Myotherapy – 1 hour consultation – Card payments preferred. Our clinic is fully supervised by a qualified therapist & lecturer at the college

Telephone	1300 839 839
Website	https://mimt.edu.au/student-clinic/

ONCOLOGY MASSAGE

We're passionate about providing the highest standard of care and education, and we continually strive to broaden awareness around oncology massage. Our training provides tactile therapists with the awareness and expertise to safely and effectively adapt their treatments for people in frail health, especially those with a history or diagnosis of cancer

Find a massage therapist	https://www.oncologymassagetraining.com.au/find-a-therapist
Website	https://www.oncologymassagetraining.com.au/

PALLIATIVE CARE AUSTRALIA

Massage therapy is a systematic form of touch that is either applied directly to the skin or through clothing, generally focusing on soft tissue. Promoting soft tissue changes is important for a person's physical and emotional symptom management. Massage therapy can be used independently or in conjunction with other treatments and is a complementary therapy that is not a replacement for conventional medicine

Website & Find a Service Provider	https://palliativecare.org.au/resource/massage-therapy-palliative-care/
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RESOLVE MESSAGE

Resolve Massage Therapy brings massage support to people living with age-related conditions and life-limiting illnesses, as well as their caregivers – whether at home, hospital, a hospice, day centre, or aged care facility	
Telephone Andrew	0401 544 608
Website	https://massagefinder.com.au/listing/resolve-remedial-aged-care-mobile-massage/

TAKING CARE MOBILE MASSAGE

Melbourne’s most trusted in-home massage service for over 65s. Our team of over 50 massage therapists make a positive difference to our clients every day, right across Melbourne	
Telephone	5943 2156
Contact us form	https://takingcaremobilemassage.com.au/contact-us/
Website	https://takingcaremobilemassage.com.au/

VICTORIA UNIVERSITY – STUDENT MASSAGE CLINICS

Our student massage clinics offer a range of massage services for a fraction of industry costs, including remedial and relaxation treatments across three locations. Clinics are operated by students studying the Diploma of Remedial Massage and are supervised by qualified, industry current therapists at all times. All members of the public are welcome. Note: clinic locations, availability and services are subject to change each term.	
Website	https://www.vu.edu.au/about-vu/facilities-services/our-services/health-clinics/massage-clinics
Cost	\$25 (or \$20 for concession card holder, student, of Victoria University staff member)

MATERNAL & CHILD HEALTH

CITY OF WHITTLESEA



Our Maternal and Child Health Service (MCH) provides free and confidential support for City of Whittlesea families with children from newborn to school age. The MCH team is made of registered nurses who have extra qualifications in midwifery and maternal and child health. Our service provides ongoing care to improve the health, wellbeing and safety of families and the learning and development of children

Telephone	9217 2170
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Children-and-families/Maternal-and-Child-Health/Maternal-and-Child-Health-Services

DPV HEALTH

DPV Health offers an extensive range of specialised services for children's health providing quality, evidence-based interventions and strategies to improve the health, development, wellbeing and safety of children, using a family-centred approach

Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/child-services/

HUME CITY COUNCIL



Council provides a range of free maternal and child health services to our community. Our services focus on the early development of your child to ensure your baby gets the best start in life. Our dedicated team of Maternal and Child Health nurses, midwives and parent educators are specialists in child health and development.

Telephone	9205 2844
Email	mchbookings@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/People-Services/Children/Maternal-and-Child-Health-Service

MATERNAL & CHILD HEALTH LINE

Maternal and child health nurses can provide information, support and guidance regarding a range of issues including child health, nutrition, breastfeeding, maternal and family health and parenting	
Telephone	13 22 29
Email	mchline@edumail.vic.gov.au
Website	https://www.betterhealth.vic.gov.au/health/healthyliving/maternal-and-child-health-services

MITCHELL SHIRE COUNCIL



The Maternal and Child Health Service is a free, confidential service aiming to support parents in meeting the demands of early parenthood and ensure your baby gets the best start in life. All Maternal and Child Health Centres in Victoria are staffed by registered nurses with qualifications in Midwifery and Maternal and Child Health. These nurses are specialists in their field of child health and development and supporting families through the early years. They can provide information, support, health promotion, early identification and intervention for health concerns. Mitchell Shire also offers an immunisation service	
Telephone MCH Central Bookings	5734 6253
Email	mitchell@mitchellshire.vic.gov.au
Locations	https://www.mitchellshire.vic.gov.au/community/children-and-families/maternal-child-health/our-locations
Website	https://www.mitchellshire.vic.gov.au/services/children-and-families/maternal-child-health

RAISING CHILDREN

The Australian Parenting Website	
Telephone	1300 234 263
Contact us	https://raisingchildren.net.au/about-us/contact-us
Website	https://raisingchildren.net.au/

VICTORIAN GOVERNMENT - EDUCATION & INFORMATION FOR PARENTS

Practical information for Victorian parents and carers to support their child's learning needs	
Website	https://www.vic.gov.au/education-information-parents

VICTORIAN GOVERNMENT - MATERNAL & CHILD HEALTH



The Victorian Maternal and Child Health (MCH) Service is a free universal primary health service available for all Victorian families with children from birth to school age. The MCH Service consists of three components: the Universal MCH program, the Enhanced MCH program and the 24-hour MCH Line.	
Email	mch@dhhs.vic.gov.au
Website	https://www.health.vic.gov.au/primary-and-community-health/maternal-and-child-health-service

MEN'S SHEDS

BROADFORD MEN'S SHED

Men's Shed - Tea, coffee and craic. There is some work that goes on. Mainly woodwork and maintenance to the shed and its development.	
Telephone	5784 4006
Email	broadfordmensshed@gmail.com
Location	Broadford Living and Learning Centre, High Street, Broadford 3658
Facebook	https://www.facebook.com/pages/category/Community/Broadford-Strath-Mens-Shed-611515929257921/
Website	https://www.mitchellshire.vic.gov.au/our-region/community-directory/broadford-mens-shed https://www.broadfordmensshed.org/

FLOWERDALE MEN'S SHED

The shed is open Wednesdays 9am – 4pm. It provides local men the means to work with their hands and the opportunity socialise with others	
Telephone	0418 550 826
Email	flowerdalemensshed@gmail.com
Facebook	https://www.facebook.com/FlowerdaleMensShed/
Website	https://www.murrindindi.vic.gov.au/Our-Community/Community-Directory/Flowerdale-Men39s-Shed

HUME MEN'S SHED CRAIGIEBURN

The Hume Men's Shed – Craigieburn is a community-based, non-profit, non-denominational, non-commercial organisation that is accessible to all men through membership of all ages and social backgrounds within the City of Hume.

The shed's role is to offer the means for members to meet build friendships and camaraderie between members and enable affirmative interaction with other City of Hume residents and communities through participation in meaningful projects, programs and activities

Telephone	0427 209 300
Email	humemensshed@bigpond.com
Webpage	https://humemensshed.com.au/

KILMORE MEN'S SHED

Most men have learned from our culture that they don't talk about feelings and emotions many do not take an interest in their own health and well-being. Becoming a member of a Men's Shed provides a safe and busy environment where men can find many of these things in an atmosphere of old-fashioned friendship. And, importantly, there is no pressure. Men can just come and have a chat or dig in and work on a project

Email	Kilmoremensshed@gmail.com
Contact us	https://www.kilmoremensshed.com/contact
Location	2 Hunts Road, Kilmore
Facebook	https://www.facebook.com/Kilmoremensshed/
Website	https://www.kilmoremensshed.com/

KINGLAKE RANGES MEN'S SHED

The Shed has since established a functional meeting place for local men offering a range of programs both formal and informal from health and wellbeing to specific educational workshops. It gives access to a variety of tools, is engaged in a variety of education and training activities, and opportunities for celebrating and showcasing programs and products developed.

Telephone	0402 523 488
Location	5 Oldfield Road, Kinglake West VIC 3757
Website	https://kinglake-ranges-mens-shed.business.site/?utm_source=gmb&utm_medium=referral

LALOR & DISTRICT MEN'S SHED

Restoration, Tinkering, Innovation or just socialize	
Telephone	0431 119 422
Email	lalormensshed@gmail.com
Location	35 Robert Street, Lalor
Facebook	https://www.facebook.com/pages/category/Community/Lalor-District-Mens-Shed-1678049179151540/

NORTHERN MEN'S SHED CRAIGIEBURN

Make new mates. Share your knowledge and skills with others. Foster mutual support. Have some fun. Become involved in projects within the local community or just chill out	
Telephone	President Tom 0490 290 597
Location	36 Second Avenue, Craigieburn.
Website	https://mensshed.org/sheds/northern-mens-shed-inc/

PUCKAPUNYAL MEN'S SHED

The Puckapunyal Men's Shed is located at Puckapunyal Military Base, as part of the Puckapunyal & District Neighbourhood Centre. Activities include: woodworking, metalworking (including welding and plasma cutting), sandblasting, spray painting, various support requests to other PDNC organisations (e.g. signage, Christmas decorations, etc). Future projects include the development of a blacksmithing forge and a designated spray painting booth	
Facebook	https://www.facebook.com/puckapunyalmensshed/
Email	pucka.communityshed@defence.gov.au
Website	https://mensshed.org/sheds/puckapunyal-district-neighbourhood-centre-mens-shed/

SEYMOUR MEN'S SHED

Telephone	0438 358 054
Email	seymourmensshed@gmail.com
Website	https://www.mitchellshire.vic.gov.au/our-region/community-directory/seymour-mens-shed

VICTORIAN MEN'S SHED ASSOCIATION



Men's Sheds offer a safe, supportive environment where men can explore creative hobbies, acquire new skills, and build lasting friendships. Join a local Men's Shed to work on personal projects, share your expertise, and connect with like-minded individuals in your community

Telephone	0448 015 554
Email	vmsa@vmsa.org.au
Find a shed	https://www.vmsa.org.au/find-a-shed/
Website	https://www.vmsa.org.au/

WHITTLESEA MEN'S SHED

The Whittlesea Men's Shed provides a place for men – particularly retired men - to gather together in their own space to talk, share skills, swap ideas, solve problems, discuss life & make things

Telephone	9716 0116
Email	info@whittleseamensshed.com.au
Hours	We are open from 9am to 2pm every Monday, Thursday & Friday, excluding Public Holidays
Website	https://whittleseamensshed.weebly.com/

MENTAL HEALTH & WELLBEING

AUSTIN CHILD AND YOUTH MENTAL HEALTH SERVICE



We care for and treat children, young people and their families while they are experiencing psychiatric, psychological and behavioural problems	
<p>Adolescent inpatient care: We provide mental health care in hospital for young people aged 13-17 years</p> <p>Child Inpatient Unit: We care for and treat children up to 12 years old (primary school age), with severe or complex mental health problems and severe difficulties with emotions, behaviours and relationships</p>	<p>9496 5108 9496 5000 after hours</p> <p>https://www.austin.org.au/mental-health/adolescent-inpatient-care/</p> <p>https://www.austin.org.au/mental-health/child-inpatient-care/</p>
<p>Adolescent Intensive Management: We provide a mobile outreach service to high risk adolescents who need intensive, flexible day-to-day treatment or management in their own environment</p>	<p>Telephone: 1300 859 789</p> <p>https://www.austin.org.au/mental-health/adolescent-intensive-management/</p>
<p>Youth Brief Intervention Service: We provide short-term support to young people who are experiencing a lot of psychological or emotional distress</p>	<p>9496 3620</p> <p>https://www.austin.org.au/mental-health/youth-brief-intervention-service/</p>
<p>Autism Assessments: We offer autism assessments for children from 2 and 12 years of age, and support children with autism who are using our services</p>	<p>9496 6860</p> <p>https://www.austin.org.au/mental-health/autism-assessments/</p>
<p>CAMS and Schools Early Action Program</p>	<p>9496 5108</p>
<p>Child Youth Mental Health Services Community Services – out patient</p>	<p>1300 859 789</p> <p>https://www.austin.org.au/mental-health/our-community-services/</p>
<p>Website</p>	<p>https://www.austin.org.au/mental-health/child-and-youth/</p>

Grief Australia is an independent, not for profit organisation, striving to change the way Australia lives with grief. We are a leading voice on grief in Australia, providing evidence-informed counselling, training, and research to collectively strengthen the nation’s response to grief. We believe that by leading with empathy, courage, curiosity, and compassion, we can live and learn together, and a greater understanding of grief will become possible	
Telephone - counselling services	9265 2100
Email	info@grief.org.au
Bereavement support groups	https://www.grief.org.au/ga/Support/Support_Groups.aspx
My Grief App	https://www.grief.org.au/ga/Support/My_Grief_App.aspx
Training for practitioners	https://www.grief.org.au/ga/ga/For-Professionals.aspx?hkey=d7e036ff-70c8-4d8c-9b63-6eee1de898bc
Website	https://www.grief.org.au/

ANXIETY DISORDERS ASSOCIATION OF VICTORIA INC.

Help and support for anxiety and depression, including "grass-roots" support, information, and resources for: Anxiety, stress & worry; Panic Disorder; Social Phobia; Agoraphobia; Depression; Obsessive Compulsive Disorder; Hoarding; Post Traumatic Stress Disorder	
Telephone	9853 8089
Email	adavic@adavic.org.au
Find a Therapist	https://www.adavic.org.au/therapist-search.aspx
Website	https://www.adavic.org.au/

BANYULE COMMUNITY HEALTH

LIFT Stepped Care Model. Every person seeking help with a mental health concern receives the right care at the right time from the right person	
Telephone	9450 2000
Website	https://bchs.org.au/services/mental-health/lift-stepped-care-model/

BETTER ACCESS INITIATIVE

The Better Access initiative gives Medicare rebates to help people access mental health professionals and care, regardless of where they live. Find out how the initiative works, who is eligible and how you can access supports	
Telephone	132 011 (if seeking assistance) 132 150 (for providers)
Website	https://www.health.gov.au/initiatives-and-programs/better-access-initiative?utm_source=health.gov.au&utm_medium=callout-auto-custom&utm_campaign=digital_transformation

BETTER HEALTH CHANNEL



Victoria has a range of mental health support services that are available 24 hours a day, seven days a week. These services can provide treatment, information, tools and advice on how to deal with a range of mental health issues	
Website	https://www.betterhealth.vic.gov.au/servicesandsupport/mental-health-services

BEYOND BLUE

Your mental health matters. Beyond Blue is here to help all people in Australia achieve their best possible mental health. Earlier, easier, together. Whether you're seeking mental health information or 24/7 qualified support for you or someone else, we're here for you	
Telephone	1300 224 636
Contact us	https://www.beyondblue.org.au/about/contact-us
Website	https://www.beyondblue.org.au/

If you are looking for ways to look after your mental health, the website details a list of evidence-based tools and resources for you and your community with anxiety, stress, and mental wellbeing to help settle the mind	
Telephone	(02) 9382 4530
Email	blackdog@blackdog.org.au
How to help when you are worried about someone’s mental health	https://www.youtube.com/watch?v= 6CTfyegqZ4
Supporting your team’s wellbeing	https://www.youtube.com/watch?v=-eolQjVvIMI
Website	https://www.blackdoginstitute.org.au/

BEARS OF HOPE

We provide support for families who experience the loss of their baby	
Telephone	1300 114 673
Contact us	https://www.bearsofhope.org.au/contact-us/
Website	https://www.bearsofhope.org.au/

CAREINMIND WELLBEING SUPPORT SERVICE



CAREinMIND Wellbeing Support Service is a free service for people who live, work or study in north, central and western Melbourne. CAREinMIND Wellbeing Support delivers free counselling online and phone counselling to support people who are experiencing the pressures and stresses of everyday life.	
Contact us	https://careinmind.com.au/

CHILDREN OF PARENTS WITH A MENTAL ILLNESS

COPMI promotes better mental health outcomes for children of parents with a mental illness	
Contact us form	https://www.copmi.net.au/contact-us
Website	https://www.copmi.net.au/about-copmi

DPV HEALTH

We can help you manage your mental health with care and compassion. DPV Health social workers, psychologists and mental health nurses offer a safe, respectful and confidential service to suit your needs. By using current research evidence and professional experience, our qualified team members observe your wishes and preferences to help address any mental health and wellbeing concerns.	
Telephone	1300 234 263 (select option 4)
Contact us form	https://www.dpvhealth.org.au/all-services/mental-health/counselling-psychology-and-social-work-services/#contact
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/mental-health/counselling-psychology-and-social-work-services/

EASTERN MELBOURNE PHN – SUPPORT CONNECT

Helping people find mental health, alcohol and other drugs and suicide prevention services in eastern and north-eastern Melbourne.	
Telephone	9800 1071
Request a call back	https://www.supportconnect.org.au/contact-us
Website	https://www.supportconnect.org.au/

EHEADSPACE



headspace has a range of ways to support you online or by phone. You can get support for your mental health by simply creating a headspace account	
Connect with a clinician 1:1 9.00am – 1.00am - 7 days a week	https://headspace.org.au/eheadspace/connect-with-a-clinician/
Join in a Group Chat	https://headspace.org.au/eheadspace/group-chat/
qHeadspace If you identify as, are questioning or are interested in learning about trans and gender diversity and/or sexuality join the community to discuss all things LGBTQIA+	https://headspace.org.au/eheadspace/spaces/community/372936
Website	https://headspace.org.au/eheadspace/

GRIEFLINE

Inviting Courageous Conversations. Find hope and connection. Griefline is here for you with free, compassionate and confidential support every day of the year 8am-8pm	
Telephone	1300 845 745
Website	https://griefline.org.au/

GROW



GROW is a community-based organisation that has helped thousands of Australians with their recovery from mental ill-health through a unique program of mutual support and personal development. The Grow Program is based on a 12-step program of personal growth of mutual help and support. The program is all-inclusive and draws on many principles for mental, social and spiritual health	
Telephone	1800 558 268
Email	vic@grow.net.au
Contact us	https://www.grow.org.au/contact-us/
Find a Group	https://grow.org.au/find-a-group/
Website	https://www.grow.org.au/
Target Group	Anyone with mental health problems
Eligibility Criteria	All adults – Over 18 years
Referral Process	Anyone

HEAD TO HEALTH

Head to Health helps everyone access the mental health and wellbeing services that are right for them. It makes it easier to navigate and choose the most suitable care options, whether that's face-to-face, via phone, or online	
Telephone	1800 595 212
Broadmeadows	https://nwmpnh.org.au/our-work/mental-health/head-to-health/
Website	https://www.headtohealth.gov.au/

HEADS UP

Heads Up is all about giving individuals and businesses the tools to create more mentally healthy workplaces	
Telephone	1300 224 636
Email	headsup@beyondblue.org.au
Website	https://supportconnect.org.au/support-options/heads-up-workplace-training-and-education

HEADSPACE



There are many ways we can support you in your mental health and wellbeing, and to help you navigate life's challenges	
Telephone	1800 650 890
Chat online	https://headspace.org.au/online-and-phone-support/connect-with-us/
Find a Centre	https://headspace.org.au/headspace-centres/
Website	https://headspace.org.au/

HEADSPACE – MINDFULNESS

Stress less, sleep soundly, and breathe easy. Headspace is your everyday mindfulness and meditation app, helping you introduce self-care, relaxation and tranquillity into your everyday life. Be kind to your mind and learn general anxiety relief techniques, ways to manage stress, find your focus, and release tension in both the mind and body. Learn to Meditate & Relax: A few minutes of mindfulness could change your whole day	
Email	help@headspace.com
Website	Headspace
Download on the APP Store	https://apps.apple.com/au/app/headspace-meditation-sleep/id493145008
Download on Google Play	https://play.google.com/store/apps/details?id=com.getsomeheadspace.android&hl=en_AU

HEALTH ABILITY – ELTHAM

Our Mental Health service is person-centred and trusted, focusing on moving with the client as their mental health support needs change. Mental health includes our emotional, psychological, and social wellbeing. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices	
Telephone	9430 9100
Email	contact@healthability.org.au
Website	https://healthability.org.au/services-support/mental-health-supports/

KIDS HELPLINE

24-hour telephone counselling for young people up to 25 years old	
Telephone	1800 55 1800
Website	https://kidshelpline.com.au/

LIFELINE

You are not alone. We're here to listen. 24-hour crisis support. We are a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. We exist so that no person in Australia has to face their darkest moments alone	
Telephone	13 11 14
Text us	https://www.lifeline.org.au/crisis-text/
Chat online	https://www.lifeline.org.au/crisis-chat/
Website	https://www.lifeline.org.au/

MENTAL HEALTH LEGAL CENTRE

We provide a free and confidential legal service to people with a lived experience of mental illness or involvement with the mental health system	
Telephone	9629 4422
Contact us form	https://mhlc.org.au/contact-us/
Website	https://mhlc.org.au/

MIND



Mind's community services South Morang, offer an outreach personalised support for people experiencing mental ill-health. Personalised support services offer individualised support for people living in the city of Whittlesea

Telephone	1300 286 463
Email	mindconnect@mindaustralia.org.au
Service finder	https://www.mindaustralia.org.au/servicefinder
Website	http://www.mindaustralia.org.au/

MINDSPOT WELLBEING



We support Australian adults with free, confidential psychological assessments and treatments, and access to qualified therapists

Telephone	1800 61 44 34
Contact	https://www.mindspot.org.au/contact-us/
Website	https://www.mindspot.org.au/

We support people to achieve the wellbeing and mental health outcomes that matter to them	
Psychosocial Support Service Level 2, Building A, 61 Riggall Street, Broadmeadows Telephone Email	https://www.neaminational.org.au/services/neami-broadmeadows/ 1300 052 588 NorthernMelbournePSS@neaminational.org.au
Partners in Wellbeing	1300 375 330 https://www.partnersinwellbeing.org.au/contact https://www.partnersinwellbeing.org.au/
Mental Health NDIS Access Telephone Email	https://www.neaminational.org.au/find-services/mental-health-ndis-access/ 1300 379 462 intake@neaminational.org.au
Whittlesea Mental Health and Wellbeing Local 7/1 Danaher Drive, South Morang	https://www.neaminational.org.au/services/whittlesea-mental-health-and-wellbeing-local/ 1800 571 145 whittlesealocalservice@neaminational.org.au
Find a service	https://www.neaminational.org.au/find-services/
Get in touch	https://www.neaminational.org.au/contact-us/head-office/send-us-a-message/
Website	https://www.neaminational.org.au/

NEW ACCESS

Coping with stress can be hard. Your emotions and mental state can have a big impact on your life, affecting your sleep, work and relationships. NewAccess is a confidential guided 6-session mental health coaching program for anyone feeling stressed or overwhelmed about everyday life issues	
Telephone	1300 22 4636
Contact us	https://www.beyondblue.org.au/about/contact-us
Website	https://www.beyondblue.org.au/get-support/newaccess/about-newaccess

NORTH EAST METRO MENTAL HEALTH AND WELLBEING CONNECT

We are a warm and welcoming space for families, carers, supporters and kin of people challenged by mental health and/or alcohol and other drug use. We provide services in person, over the phone or online. We encourage you to call us first so that we can work together on how to best support you	
Telephone	8850 4150
Contact us	northeastmetroconnect@accesshc.org.au
Website	https://accesshc.org.au/northeast-wellbeing-connect



NORTHWEST MENTAL HEALTH TRIAGE

NWMH Triage service is a telephone based assessment and support service for people in the north western areas of Melbourne who are seeking support through a clinical mental health service. The triage service which operates 24 hours, 7 days per week. This is a free service.	
Contact us	1300 874 243 (1300 TRIAGE)

<p>Northern Health is the third largest mental health service in Victoria, providing services to adults and older adults aged 26+ who have a diagnosed mental health condition in the northern and north western metropolitan area.</p>	
Contact us	https://www.nh.org.au/service/mental-health-services/
Referrals	Adults - 1300 874 243 (1300 TRIAGE) Older Adults - 1300676227 (1300 NSOACS)
Inpatient Services - Adults <ul style="list-style-type: none"> Broadmeadows Hospital Northern Hospital Epping 	https://www.nh.org.au/service/mental-health-adult-acute-inpatient-units/
Community Services - Adults <ul style="list-style-type: none"> Hotham Street Community Team (Darebin) Hume Community Team Merri-bek Community Team (Brunswick and Coburg) Noogal Clinic Community Team (Whittlesea) 	Hotham Street Community Team (03) 9416 6300 Hume Community Team (03) 8345 5611 Merri-bek Community Team (03) 9355 9700 Noogal Clinic Community Team (03) 84683800
Inpatient Units - Older Adults <ul style="list-style-type: none"> Broadmeadows Hospital Bundoora Centre 	https://www.nh.org.au/service/older-adults-mental-health-inpatient-unit/
Community Services - Older Adults <ul style="list-style-type: none"> Specialist Older Adults Consultation Service 	https://www.nh.org.au/service/specialist-older-adults-consultation-service-soacs/ 1300 676 227 (1300 NSOACS)
Emergency Mental Health <ul style="list-style-type: none"> Emergency Department, Northern Hospital Epping 	https://www.nh.org.au/service/emergency-mental-health/
Prevention and Recovery Care (PARC) Service <ul style="list-style-type: none"> Broadmeadows Preston 	https://www.nh.org.au/service/prevention-and-recovery-care-parc/ (03) 9309 0200 (03)9470 3100
Community Care Units <ul style="list-style-type: none"> Broadmeadows Preston 	https://www.nh.org.au/service/community-care-unit/
Residential Facilities <ul style="list-style-type: none"> McLellan House 	https://www.nh.org.au/service/mclellan-house/ (03) 9302 4002

<ul style="list-style-type: none"> Merv Irvine Nursing Home 	https://www.nh.org.au/service/merv-irvine-nursing-home/ (03) 9495 3240
Addiction Psychiatry and Toxicology Service	https://www.nh.org.au/service/mental-health-services/ Email: APTintake@nh.org.au
Glencairn Consulting Suites	https://www.nh.org.au/service/glencairn-consulting-suites/ (03) 9355 9819

Victorian Virtual Specialist Consults (VVSC) provides health practitioners with free 20-minute appointments with hospital specialists for case discussions and complex patient management. Please refer to the website for the list of available specialties.

Contact us	https://vvsc.org.au/
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NURSE-ON-CALL

For free professional health advice

Telephone	1300 606 024
Website	https://www.health.vic.gov.au/primary-care/nurse-on-call

ORYGEN



Working with young people, our partners and one another, we're redefining what's possible in global youth mental health research, policy, education and clinical care

Telephone	9966 9100
#chatsafe: A young person's guide to communicating safely online about self-harm and suicide	https://orygen.org.au/chatsafe
Clinical Services	https://orygen.org.au/Clinical-Care/Clinical-services
Website	https://orygen.org.au/

ORYGEN YOUTH HEALTH



Orygen provides specialist mental health services for young people aged 15 to 25 who reside in the western and north-western regions of metropolitan Melbourne. Our focus is on providing early intervention to young people with severe and/or complex mental illness

Triage Telephone	1800 888 320
General Enquiries	996 9100
Inpatient Unit, Mavis Street, Footscray	8345 7550
Email – General enquiries	https://oyh.org.au/contact/general
How to refer	https://oyh.org.au/how-refer
Website	https://oyh.org.au/

PARTNERS IN WELLBEING – NEAMI

Our Wellbeing Coaches and Financial Counsellors are backed by community-based organisations that work with people across a range of needs. Our experienced staff use an evidence-based approach to provide support and use strategies that are known to improve wellbeing	
Telephone M-F 9am – 10pm Sat-Sun 9am – 5pm	1300 375 330
Email	partnersinwellbeing@neaminational.org.au
Contact us	https://partnersinwellbeing.org.au/contact/
Website	https://partnersinwellbeing.org.au/about/

PHOENIX AUSTRALIA – CENTRE FOR POST TRAUMATIC MENTAL HEALTH



We're the National Centre of Excellence in Posttraumatic Mental Health. We support those struggling with the impacts of trauma in a range of ways, including through our clinical services, expert resources, and world-leading research	
Telephone	9035 5599
Email enquiry	https://www.phoenixaustralia.org/contact/
Find help	https://www.phoenixaustralia.org/recovery/find-help/
Website	https://www.phoenixaustralia.org/

PINK ELEPHANTS

Provides information and support for women through miscarriage, pregnancy loss and beyond. The group supports women through their grief, nurtures them as they heal and empower them as they move into the future. There are a number of resources available on their website including useful information about miscarriage stages, support brochures, downloadable resources, links to online support groups / community & personalised phone call peer support	
Email	contact@pinkelephantssupport.com
Contact us	https://www.pinkelephants.org.au/page/127/contact-us
Website	https://www.pinkelephants.org.au/

PSYCHIATRISTS

The Royal Australian & New Zealand College of Psychiatrist directory allows individuals to search and access thousands of psychiatrists across Australia based on location, expertise and languages spoken. The Royal Australian and New Zealand College of Psychiatrists (RANZCP) is responsible for training, educating and representing psychiatrists in Australia and New Zealand.	
Contact us form	https://www.yourhealthinmind.org/contact-us
Email	ranzcp@ranzcp.org
Find a Psychiatrist	https://www.yourhealthinmind.org/find-a-psychiatrist
Website	https://www.yourhealthinmind.org/

RED NOSE, GRIEF & LOSS (FORMERLEY SIDS & KIDS)

Red Nose Grief and Loss services are available to anyone who has experienced the sudden and unexpected death of their baby or child during pregnancy, birth, infancy and early childhood. Red Nose offers counselling (phone or face to face) 24/7 as well as support groups for individuals/couples	
Telephone	1300 308 307
Email	info@rednose.org.au
Contact us	https://rednosegriefandloss.org.au/contact-us
Website	https://rednosegriefandloss.org.au/

SANE AUSTRALIA

SANE is the leading national mental health organisation for people with complex mental health issues in Australia and for the families and friends that support them. SANE offers a range of free digital and telehealth support services for people over 18 years of age with complex mental health needs, and their family, friends and carers. We also provide mental health support to people with intellectual disability, autism or acquired brain injury	
Telephone	1800 18 7263
Email	getsupport@sane.org
Talk to a Mental Health Professional	https://www.sane.org/get-support
Forums	https://saneforums.org/
Peer Group Chat	https://www.sane.org/peer-support
Website	https://www.sane.org/

SUICIDELINE VICTORIA

24/7 telehealth service that offers free professional phone and online counselling for people living in Victoria	
Telephone	1300 651 251
Website	https://suicideline.org.au/

THE COMPASSIONATE FRIENDS VICTORIA

The Compassionate Friends Victoria provide peer-to-peer support services for individuals (18+ years) bereaved of a child, sibling, or grandchild:	
<ul style="list-style-type: none">• 24-hour grief support line: 03 9888 4944 or 1300 064 068• One-on-One Grief Support• Support Groups, Social Gatherings, and Workshops• Accessible Virtual Support – online counselling and virtual events	
Telephone	03 9888 4944 or 1300 064 068
Website	https://www.compassionatefriendsvictoria.org.au/

THROUGH THE UNEXPECTED

We provide links to support for families and professionals supporting families with an unexpected prenatal diagnosis	
Connect	https://throughtheunexpected.org.au/about-us/about-us-join/collaborate/
Website	https://throughtheunexpected.org.au/

NEEDLE & SYRINGE PROGRAM

DIRECTLINE – NEEDLE & SYRINGE PROGRAM FINDER

Find a service – NSP, Naloxone, Other Harm Reduction Services	
Telephone	1800 888 236
Contact us form	https://www.directline.org.au/contact-us
Website	https://www.directline.org.au/service-finder

HEALTH VICTORIA

The Victorian Needle and Syringe Program (NSP) is a public health initiative that aims to minimise the spread of blood-borne viruses such as human immunodeficiency virus (HIV) and hepatitis B and C among people who inject drugs and into the wider community	
Website	https://www.health.vic.gov.au/aod-treatment-services/needle-and-syringe-program

NEEDLE & SYRINGE PROGRAM LOCATIONS

Name	Location and Time
Amcal Pharmacy - Kapadia	793 Pascoe Vale Road Glenroy, 3046 M-Sun 9am-9pm
Chemist Discount Centre - Glenroy	Shop 2-3 796G Pascoe Vale Road Glenroy, 3046 Mon-Fri: 8:30am - 7pm; Sat: 9am - 5pm; Sun: 9am - 4pm
City of Whittlesea – home & business https://www.whittlesea.vic.gov.au/Services/Rubbish-and-bins/Needle-and-syringe-disposal	25 Ferres Boulevard South Morang 3752
Craigieburn Supersaver Chemist	77 Hamilton Street, Craigieburn, 3064 M-F 9am – 8pm; Sat 9am – 4pm, Sun 12 noon – 4pm
Direct Chemist Lalor	340 Station Street Lalor, 3075 M-F 8.30am – 9pm; Sat 9am – 6pm; Sun & Public Holidays 10am – 5 pm
DPV Health Broadmeadows	42-48 Coleraine Street Broadmeadows, 3047 M-W 8am-7pm; Th-Sun 9am-9pm
DPV Health Craigieburn	55 Craigieburn Road Craigieburn, 3064 M-F 9am-5pm
DPV Health Epping	187 Cooper Street Epping, 3076 9am to 9pm, Monday to Wednesday 9am to 5pm, Thursday to Friday
Glenroy Pharmacy	785 Pascoe Vale Road Glenroy, 3046 M-F 8.30am-7pm; Sat 9am-5pm; Sun & Public Hols 10am-4pm

Greenbrook Pharmacy	Shop 6-7 Greenbrook Shopping Centre, Epping, 3076 M-Sun 9am – 9pm
Kinglake Community Pharmacy	Shop 3, 1 Victoria Road Kinglake 3763 M-F 9.30am – 5.30 pm; Sat 10.30am – 1pm
Nelsons Amcal Pharmacy	124 West Street, Glenroy 3046 M-F 8.30am – 7pm; Sat, Sun, PH 10am – 12pm
Olsen Place Pharmacy	13 Olsen Place, Broadmeadows 3047 M-F 9am – 6pm; Sat 9am – 1pm
Priceline Pharmacy - Craigieburn Central	Shop D00-29 Craigieburn Central Shopping Centre 340 Craigieburn Road Mon-Wed: 9am - 6pm; Thur-Fri: 9am - 9pm; Sat: 9am - 5pm; Sun: 10am - 5pm
Priceline Pharmacy - Reservoir	4 Edwards Street Reservoir, 3073 M-F 8.30am-8pm; Sat/Sun 9am-5pm
Sunbury Cobaw Community Health https://www.sunburycobaw.org.au/a-z-services/needle-and-syringe-program/	12-28 Macedon Street, Sunbury 3429 M-F 8.30am – 5pm Kyneton M-Th 9am-5pm; Fri 9am-4pm
Terry White Chemmart	107 Mollison Street, Kyneton. M-F 8.30 – 6pm; Sat 10am – 1pm; Alternate Sundays
Whittlesea Pharmacy	69 Church Street, Whittlesea 3757 M-F 8.30am – 7pm; Sat 8.30am – 1pm; Sun 10.30am – 12.30pm
Your Community Health	North Eastern AIDS Prevention Program 125 Blake Street (Cnr Crevelli Street) Reservoir, 3073 M-F 9am-5pm Vehicle outreach M-F 9am-5pm
Youth Projects – North West Outreach Service https://www.youthprojects.org.au/needle-syringe-program	6 Hartington Street, Glenroy 3046 9304 9100 Vehicle Outreach: 5pm - 10.30pm, 7 days

NEIGHBOURHOOD HOUSES

ATTWOOD HOUSE COMMUNITY CENTRE



Attwood House Community Centre Inc. is a not-for-profit community based organisation which delivers a range of social, interest, education, health and wellbeing and care programs and services to the communities of Attwood, Greenvale, Gladstone Park and West Meadows. We strive to encourage the participation of the whole community in enjoyable and affordable activities

Telephone	9302 2643
Our services	http://www.attwoodhouse.org.au/our-services/
Email	admin@attwoodhouse.org.au
Website	http://www.attwoodhouse.org.au/

BANKSIA GARDENS COMMUNITY SERVICES



Banksia Gardens Community Services is a vibrant neighbourhood house and community service organisation located in the heart of Broadmeadows. With a strong commitment to community development and action research principles, our programs focus mainly on early childhood, education and training, young people, environmental sustainability and community participation and advocacy.

Telephone	9309 8531
Resources and training	https://banksiagardens.org.au/get-help/
Email	admin@banksiagardens.org.au
Website	https://banksiagardens.org.au/

BROADMEADOWS WOMEN'S COMMUNITY HOUSE



The Broadmeadows Women's Community House was established over 40 years ago to provide opportunities for women and children to explore and develop their strengths, skills and confidence to be fully involved with their families and communities. The Women's House team are qualified social workers and community development workers. They speak Arabic, Assyrian-Chaldean and Turkish as well as English. They are passionate about building strong relationships with communities and empowering families

Telephone	9301 5250
Website / Contact us	https://www.anglicarevic.org.au/our-services/community-support-programs/broadmeadows-womens-community-house-for-women-by-women/

CRAIGIEBURN EDUCATION & COMMUNITY CENTRE



Craigieburn Education and Community Centre Inc. (CEACC) is committed to providing services to meet community needs that are affordable and accessible which encompasses the requirements and wants of the community

Telephone	93081477
Email	eacc@craigieburn.org.au
Website	http://www.craigieburn.org.au

CREEDS FARM LIVING & LEARNING CENTRE



Creeds Farm Living & Learning Centre is focused on building strong community relationships and partnerships. We focus on programs that promote community well-being (physical, social, emotional and mental). We also want to help our community to make informed choices about our beautiful environment and live as sustainably as possible

Telephone	90234606
Email	hello@creedsfarm.org.au
What's on	https://creedsfarm.org.au/community-programs/
Website	http://creedsfarm.org.au/

DALLAS NEIGHBOURHOOD HOUSE

We are a non-profit community, learn local organisation providing an informal and friendly setting for people to participate in a range of activities, such as Adult Education, community development and recreational activities	
Telephone	9302 2131
Programs	https://www.dallasnh.org.au/programs
Website / Contact us	https://dallasnh.org.au/

GLENROY NEIGHBOURHOOD HOUSE

Glenroy Neighbourhood House is a charitable institution with the purpose of advancing social and public welfare by: Advancing mental health and preventing social isolation; and Providing a physical location where it supports individuals to undertake activities, or work on projects, in the company of others.	
Telephone	9304 3910
Email	admin@gnh.org.au
Classes & Courses	https://gnh.org.au/classes-%26-courses
Website	https://gnh.org.au/

GOONAWARRA NEIGHBOURHOOD HOUSE



Goonawarra Neighbourhood House is a local community hub, bringing people together for activities, programs & learning. For more than 30 years, we've been helping to reduce social isolation and build capacity for all in our community	
Telephone	9740 6627
Email	admin@goonawarranh.com.au
Contact us	https://www.goonawarranh.com.au/contact-us/
Website	https://www.goonawarraneighbourhoodhouse.com.au/

GREENBROOK COMMUNITY HOUSE

Greenbrook Community House is inclusive and accessible to all community members. It provides a number of creative programs that encourage personal development, self-esteem and artistic expression	
Telephone	8401 6261
Email	greenbrookch@whittlesea.vic.gov.au
Website – City of Whittlesea	https://www.whittlesea.vic.gov.au/Things-to-see-and-do/Libraries-and-Neighbourhood-Houses/Neighbourhood-Houses/Greenbrook-Community-House
Availability of Service	Ongoing Mon-Wed 8.30AM -5PM
Target Group	Whittlesea Local Government Area

HOMESTEAD COMMUNITY & LEARNING CENTRE

The Homestead Community and Learning Centre in Roxburgh Park is a friendly place to learn new skills, pursue other interests, share cultures and meet with friends. It offers a range of education, arts and cultural programs based on the current needs and interests of the local community	
Telephone	9205 2760
Website	http://www.hume.vic.gov.au/homestead

LALOR NEIGHBOURHOOD HOUSE

We've changed our name! Formerly the Lalor Living & Learning Centre, we are now the Lalor Neighbourhood House! We are still offering all our wonderful courses in English and Computers but we also offer many other wonderful community activities and opportunities – so we have changed our name to better reflect that!	
Telephone	9465 6409
Email	office@lalorllc.vic.edu.au
Courses	https://lalornh.org.au/courses/
Website	https://lalorllc.vic.edu.au/

MEADOW HEIGHTS EDUCATION CENTRE



We are a community-focused organisation dedicated to providing high-quality education and training opportunities for people of all ages and backgrounds.	
Telephone	9301 9200
Email	admin@mhec.vic.edu.au
Our courses	https://mhec.vic.edu.au/courses/
Website	https://mhec.vic.edu.au/

MERENDA COMMUNITY HOUSE

Welcome to our neighbourhood house, a hub for learning, growth, and connection. We offer programs and services to enhance the quality of life for all. With educational classes, recreational activities, and social events, there's something for everyone. We look forward to getting to know you and making our neighbourhood a better place for all	
Telephone	0475 454 133
Email	merndach@whittleseacc.org.au
Activities	https://www.merndanh.org.au/all-activities
Website	https://www.merndanh.org.au/

MILL PARK COMMUNITY HOUSE & ADULT TRAINING SUPPORT SERVICE



The Mill Park Community House was established in 1985 by a group of dedicated local people who believed that a community based learning and recreation service would be of benefit to the newly established suburb of Mill Park. We offer many activities and programs. We are a Learn Local provider. We are an N.D.I.S. provide	
Telephone	9404 4565
Online contact form	https://millparkcommunityhouse.com/contact-us/
Website	http://www.millparkcommunityhouse.com

NEIGHBOURHOOD HOUSES VICTORIA



Established in 1979, Neighbourhood Houses Victoria is the peak body for the Neighbourhood House sector. Representing a membership of close to 400 independent, community-based organisations across Victoria. We provide strategic leadership, state-wide advocacy, advice and information, timely research and data analysis, professional development and sector promotion. Our mission is to support Victorian Neighbourhood Houses in the ongoing development of vibrant, inclusive and connected communities through effective community development

Telephone	9602 1228
Email	info@nhvic.org.au
Find a neighbourhood house	https://www.nhvic.org.au/searchdirectory
Website	https://www.nhvic.org.au/

NORTHWEST NEIGHBOURHOOD HOUSE NETWORK

The NorthWest Neighbourhood House Network, Incorporated comprises of 18 neighbourhood houses and learning centres located within the local government areas of Hume and Moreland in Melbourne, Victoria, Australia

Email	networkmanager@nwnhn.au
Find a house	https://northwestnetwork.org.au/find-a-centre/
Website	https://northwestnetwork.org.au/

SUNBURY NEIGHBOURHOOD HOUSE



Sunbury Neighbourhood House is a not-for-profit Sunbury based Neighbourhood House that has been serving the community since 1996. We are an independent organization, committed to providing low-cost programs and activities to the local community in an environment that is safe, accessible and inclusive, that promotes gathering, lifelong learning and social connection

Telephone	9470 6978
Email	enquiries@sunburyhouse.com.au
Online contact form	https://www.sunburyhouse.com.au/contact-us/
Website	http://www.sunburyhouse.com.au



Thomastown Neighbourhood House
The heart of the community

THOMASTOWN NEIGHBOURHOOD HOUSE

Thomastown Neighbourhood House works to engage with the community, advancing social and public welfare by providing support to the disadvantaged, advancing mental health and preventing social isolation and providing a safe and welcoming space with activities and events for the community	
Telephone	0488 224 439
Online contact form	https://www.tnh.org.au/contact
Email	manager@tnh.org.au
Website	https://www.tnh.org.au/

TULLAMARINE COMMUNITY HOUSE



Founded in 1987 as a not-for-profit community centre providing programs for people with low incomes and diverse needs. Today it offers programs and community activities for all members of the community in Tullamarine and surrounding areas. We partner with many organisations to achieve the best results	
Telephone	9338 9072
Email	admin@tullamarinehouse.org
Website	http://www.tullamarinehouse.org

WHITTLESEA COMMUNITY HOUSE



Whittlesea Community House Inc (WCH) is committed to providing education, information, community groups and recreation for the township and surrounding areas	
Telephone	9716 3361
Fix it Friday call 9716 3361 to register and we will book you in for either a face-to-face discussion or a phone call from one of our "Fixers".	Fix it Friday can help you with all kinds of issues including legal, financial, mental health, Centrelink, NDIS, My Aged Care, No Interest Loans, Community Home Assistance, Victoria Police, Gamblers Help. Haven Homesafe, My Aged Care Assist, After Hours Mental Health Nursing, Food Relief and heaps more
Email	wchi@whittleseach.com.au
Website	http://wchi.com.au/
Availability of Service	Ongoing Fridays monthly for Fix it Friday, other services available during open hours Mon-Thurs each week 10am - 3pm

OCCUPATIONAL THERAPY

BETTER HEALTH CHANNEL



Occupational therapists help people to overcome various limitations so that they can live more independent lives. They work in many environments including schools, nursing homes, hospitals and workplaces	
Find an Occupational Therapist	https://widget.nhsd.healthdirect.org.au/v1/widget/search?widgetId=8a3e8859-ca1b-45b7-a5ae-69330910d6b2&types=%5Bservices_types%5D%3Aoccupational+therapy+service
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/occupational-therapist-service

HEALTH DIRECT



Occupational therapy can help if you are having difficulty with everyday tasks — that is, the tasks that occupy you. An occupational therapist (an ‘OT’) can help you maintain, regain, or improve your independence using different techniques and equipment. OTs work with people of all ages and social groups. Your OT will ask about your daily activities and help you find ways to function more effectively and confidently. If your doctor refers you to an OT, Medicare or other government schemes may cover some of the cost	
Find an Occupational Therapist	https://www.healthdirect.gov.au/australian-health-services
Website	https://www.healthdirect.gov.au/occupational-therapy

DPV HEALTH – OCCUPATIONAL THERAPY



Occupational Therapists can help to promote your wellness, safety and independence. They work with people of all ages, and with a wide variety of conditions that affect the ability to remain independent and safe at home.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/occupational-therapy/

DPV HEALTH – PAEDIATRIC OCCUPATIONAL THERAPY



We offer support to children who are experiencing delay in one developmental area, and we will work in partnership with you and/or your child to assist your child in participating in everyday activities at home, pre-school, school, and/or in the community.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/childrens-occupational-therapy/

NEXUS PRIMARY HEALTH – OCCUPATIONAL THERAPY



Our Occupational Therapists help people be independent and safe in their everyday lives. This is being independent in their Activities of Daily Living. We help people over the age of 18 years old. We want to help you keep a routine of activities that make you happy. These activities are meaningful to your everyday life. We will talk with you about what is important in your life. Then we will help you be a part of your community and be independent in your home	
Telephone	1300 77 33 52
Email	info@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/occupational-therapy-adult

NEXUS PRIMARY HEALTH – PAEDIATRIC OCCUPATIONAL THERAPY



Nexus Primary Health provides Occupational Therapy for children from 18 months to 9 years of age. We help kids with a range of difficulties	
Telephone	1300 77 33 52
Email	Intake@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/occupational-therapy-children

Occupational therapists are qualified health professionals who work with people of all ages and abilities to do the things they need and want to in all aspects of life, such as taking care of oneself and others, working, driving, participating in hobbies, interests and social events.	
Telephone	9495 3443
Email	alliedhealthenquiries@nh.org.au
Referrals - fax to	8405 8616
For General Enquiries Telephone Community Access Service Team	1300 128 539 or 9495 3443
Website	https://www.nh.org.au/service/occupational-therapy/

OCCUPATIONAL THERAPY AUSTRALIA



As Australia's professional association for occupational therapy, Occupational Therapy Australia (OTA) fosters evidence-based practice, enables lifelong learning and promotes the future of occupational therapy. OTA exists to support occupational therapists to support their community	
Telephone	1300 682 878
Find an Occupational Therapist	https://www.otaus.com.au/find-an-ot
Website	https://www.otaus.com.au/

SUNBURY COBAW COMMUNITY HEALTH – OCCUPATIONAL THERAPY ADULT

Occupational therapy helps people to continue to live independently. Our occupational therapists (OTs) visit you in your home, school or work to see how you are coping with daily tasks and to find ways to make your life easier. Our OTs will recommend ideas, equipment and home modifications to support you and your carers to live more confidently and safely within your home and community	
Telephone	9744 4455
Email	admin@sunburychc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/occupational-therapy/

SUNBURY COBAW COMMUNITY HEALTH – CHILDREN’S OCCUPATIONAL THERAPY

Our highly experienced occupational therapists can help your child develop independent living skills in order to participate to the best of their ability in daily life. One way they achieve this is by assessing all areas of your child’s development including Thinking, Learning, Play, Sensory processing, Gross motor skills and Fine motor skills

Telephone	9744 4455
Email	admin@sunburychc.org.au
Website	https://sunburycobaw.org.au/a-z-services/child-youth-health/occupational-therapy/

PAIN MANAGEMENT

ACUPUNCTURE

Acupuncture is an ancient medical practice, originating in China more than 2,000 years ago. Healthdirect explains what acupuncturists do, and questions you might ask. It also describes a typical visit and how you can find an appropriately qualified acupuncturist	
Healthdirect	https://www.healthdirect.gov.au/acupuncture
Australian Acupuncture & Chinese Medicine Association	https://www.acupuncture.org.au/
Find a Practitioner	https://www.acupuncture.org.au/find-a-practitioner

AUSTRALIAN PAIN MANAGEMENT ASSOCIATION

Chronic Pain Australia is a non-profit, non-government, registered organisation founded in 2001. The organisation is driven by a group of committed volunteers advocating to reduce the social and economic barriers to those who live with chronic pain	
Pain Link Helpline	1300 340 357
Email	info@painmanagement.org.au
Pain Support Groups	https://chronicpinaustralia.org.au/support-services/
Contact us	https://chronicpinaustralia.org.au/about/#contactus
Website	https://www.painmanagement.org.au/

AUSTRALIAN SOCIETY OF HYPNOSIS



Treatments for most conditions including asthma, enuresis, hypertension, migraine, obesity, smoking cessation, gastrointestinal disorders and anxiety. It is also used extensively for labour and childbirth, minor surgical procedures, and pain control	
Email	boeashltd@hypnosisaustralia.org.au
Find a Hypnotherapist	https://www.asch.com.au/find-a-hypnotherapist/
Hypnosis Australia	http://www.hypnosisaustralia.org.au/about/
Australian Society of Clinical Hypnotherapists	https://www.asch.com.au/

BETTER HEALTH –PAIN & PAIN MANAGEMENT ADULTS



Website	https://www.betterhealth.vic.gov.au/health/ConditionsAndTreatments/pain-and-pain-management-adults
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CHRONIC PAIN MANAGEMENT – MY DR



Chronic pain is pain that persists beyond the normal healing time for most injuries and illnesses. Chronic pain lasts at least 3 months and in many cases has become a disorder in itself, rather than a symptom of an underlying illness or injury

Website	https://www.mydr.com.au/pain/chronic-pain-management
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DPV HEALTH – LIVING WELL WITH PAIN PROGRAM



The Living Well with Pain Program is an 8 week program that aims to provide participants with the knowledge and skills required to manage their pain at home and within the community

Telephone	1300 234 263 (select option 5)
Contact us form	https://www.dpvhealth.org.au/contact-us/
Website	https://www.dpvhealth.org.au/all-services/living-well-with-pain-program/

MERRI HEALTH – PAIN MANAGEMENT GROUP



The Chronic Pain Service provides evidence-based, multidisciplinary care to help you to self-manage and recover from pain.

The program provides individual and group therapy sessions to support you to:

- Learn more about persistent pain
- Learn pain management skills and strategies, and to apply them actively to your life
- Improve your confidence in living your best life, despite pain

Telephone	1300 637 744
Email	service.access@merrihealth.org.au
Website	https://www.merrihealth.org.au/services/chronic-conditions/support-to-help-you-manage-persistent-pain/

If you live with persistent (or chronic) pain, you're not alone. It's a common and complex problem that affects 1 in 5 Australians. The good news is there are many things you can do to manage your pain. This A-Z guide will give you new ideas to try and will help you look at things you're already doing in a fresh light

Telephone	1800 263 265
Email	helpline@msk.org.au
Website	https://www.msk.org.au/pain-guide/

NATIONAL PAIN SERVICES DIRECTORY

This resource was developed by Painaustralia. The criteria for inclusion in this Directory is based on the International Association for the Study of Pain's (IASP) recommendations for Pain Treatment Services

Find a pain service based on your location	https://www.painaustralia.org.au/getting-help/pain-directory
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Northern Health

NORTHERN HEALTH – PERSISTENT (CHRONIC) PAIN SERVICE (OUTPATIENT)

Persistent Chronic Pain Service provides assessment, diagnosis, management and review of persistent pain problems. This service is for people who are experiencing issues with persistent pain despite usual medical and community care. The program works to assist clients to manage their pain using an active service model.
To be eligible clients must have pain that has been present for at least 3 of the last 6 months.

Telephone Community Access Service Team	1300 128 539 or 9495 3443
Referrals - fax to	8405 8616
GP Referrals	Use HealthLink to send referrals, results and reports. For more information click here
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/pain-assessment-management-service-outpatient/

PainAustralia is Australia’s leading pain advocacy body working to improve the quality of life of people living with pain, their families and carers, and to minimise the social and economic burden of pain on individuals and the community	
Telephone	0405 169 766
Email	admin@pinaustralia.org.au
Pain Directory	https://www.pinaustralia.org.au/getting-help/pain-directory
Support groups & help lines	https://www.pinaustralia.org.au/getting-help/support-groups-help-lines
Website	https://www.pinaustralia.org.au/

PAIN TOOLKIT



The Pain Toolkit online course teaches healthcare professionals skills to help patients self-manage persistent pain	
Email contact us form	https://www.paintoolkit.org/contact
Purchase the pain toolkit	https://www.paintoolkit.org/store
Pain toolkit workshops, conferences	https://www.paintoolkit.org/workshops
Website	https://www.paintoolkit.org/

ROYAL CHILDREN’S HOSPITAL – CHRONIC PAIN MANAGEMENT

We are a multidisciplinary team made up of pain medicine specialists, psychologists, physiotherapists, occupational therapists and a child and adolescent psychiatrist. We assess and treat children and adolescents who are experiencing persistent or chronic pain	
Telephone – Clinic coordinator	9345 5403
Website	https://www.rch.org.au/anaes/pain_management/Chronic_Pain_Management_CPMS/

PERSONAL MONITORING

ANGEL NEXT DOOR

We are excited to announce our partnership with Neighbourhood Watch Victoria. Offer or Seek help from your neighbours discreetly & securely. We are encouraging all Australians to register on Angel Next Door to give them direct access to neighbours who can give specific help. Simply state what help you can offer and what help you need. Angel Next Door will do the rest

Website

<https://angelnextdoor.com.au/>

BETTER HEALTH CHANNEL

Personal Alert Victoria (PAV) is a personal monitoring service that responds to calls for assistance. PAV is available 24 hours a day and can enhance the confidence of frail, older people and people with disabilities who are isolated and vulnerable, so they can live independently in their own home

Website

<https://www.betterhealth.vic.gov.au/health/ServiceProfiles/personal-alert-victoria-service>

DEPARTMENT OF HEALTH VICTORIA – PAV

Personal Alert Victoria (PAV) is a personal monitoring service that supports older people and people with disabilities to live independently. The program responds to calls for assistance 24 hours a day

Website

<https://www.health.vic.gov.au/supporting-independent-living/personal-alert-victoria>

GATHER MY CREW

Our free technology will help you coordinate and roster practical support for friends or family in need

Email

hello@gathermycrew.org

Contact us form

<https://www.gathermycrew.org.au/about-us-2-2/our-crew/contact/>

Website

<http://gathermycrew.org/>

KEEPING IN TOUCH

This free and confidential service is available to public housing tenants aged 75 years and over who live by themselves. Tenants are phoned once a week to check if they are okay	
Telephone M-F 9am – 5pm	1800 269 250
Website	https://www.housing.vic.gov.au/keeping-touch-tenant-contact-service

MEPACS

Personal alarm service Home, Mobile, Watch, Duress. 24/7 Response by Trained Professionals	
Telephone	1800 451 300
Email	mepacssale@mepacs.com.au
Healthcare Professionals – refer a patient	https://mepacs.com.au/professionals/health-professionals/#EndUserlb
Website	https://mepacs.com.au/

PERSONAL ALERT VICTORIA

Personal Alert Victoria (PAV) is a personal monitoring service that supports older people and people with disabilities to live independently. The program responds to calls for assistance 24 hours a day. PAV applicants must be assessed as eligible by either HACC PYP Assessment Services, Community Health Services, Aged Care Assessment Services, Regional Assessment Services, nominated District Nursing Services or public-funded Community Rehabilitation Centres or Multi-purpose services	
PAV Provider	Peninsula Health MEPACS PO Box 52, Frankston Vic 3199 1800 685 329 https://mepacs.com.au/
Alternatives to Personal Alert Victoria	https://www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria/alternatives-to-pav
Website	https://www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/personal-alert-victoria

PHYSIOTHERAPY

AUSTRALIAN PHYSIOTHERAPY ASSOCIATION



Email	info@australian.physio
Find a physiotherapist	https://choose.physio/find-a-physio
What is physio?	https://choose.physio/what-is-physio
Website	https://choose.physio/

BETTER HEALTH – PHYSIOTHERAPY



<p>A physiotherapist is a healthcare professional that assesses, diagnoses, treats and works to prevent disease and disability through movement and exercise. Physiotherapists are experts in body movement and function. They work with people affected by injury, illness or disability to help them improve the movement and functioning of their body</p>	
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/physiotherapist-service

DPV HEALTH – ADULT PHYSIOTHERAPY



<p>Physiotherapy aims to increase the physical wellbeing of the person through assessment, exercise, advice and treatment. Physiotherapists help to keep you well, strong and active. They can help to keep you independent and to manage pain through exercise and positive self-management.</p>	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/adult-physiotherapy/

DPV HEALTH – PAEDIATRIC PHYSIOTHERAPY



Paediatric Physiotherapy can assist your child to overcome delays in development through individualised evaluation and treatment schedules. We can support your child to improve their mobility, strength, balance and daily home and school activities.	
Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Website	https://www.dpvhealth.org.au/all-services/child-services/paediatric-health/

HEALTH DIRECT



What is a Physiotherapist?	https://www.healthdirect.gov.au/physiotherapy
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MERRI HEALTH – ADULT PHYSIOTHERAPIST



Manage injuries and physical problems through home-based exercise programs or recommended water exercises, gentle gym classes and chair-based classes	
Telephone (Under 64 years)	How to refer: https://www.merrihealth.org.au/services/make-a-referral/physiotherapy/
Telephone (65 years & over)	My Aged Care on 1800 200 422
Website	https://www.merrihealth.org.au/services/health-and-wellbeing/health-services/physiotherapy/

NEXUS PRIMARY HEALTH – ADULT PHYSIOTHERAPY



Physiotherapy helps you improve your muscles and bones. This helps you move more easily. We can help you recover from injury, reduce pain or stiffness, and find ways to make you stronger	
Telephone	1300 77 33 52
Email	Intake@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/physiotherapy-adult

NEXUS PRIMARY HEALTH – CHILD PHYSIOTHERAPY



Nexus Primary Health provides physiotherapy for children from 6 to 17 years of age. We can help kids with Sports injuries, Broken bones, Growth plate injuries, Ligament sprains, Scoliosis, Juvenile arthritis, Joint hyper mobility, Joint pain and Muscle pain	
Telephone	1300 77 33 52
Email	Intake@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/physiotherapy-children

SUNBURY COBAW COMMUNITY HEALTH – ADULT PHYSIOTHERAPY

Physiotherapy can help people to prevent and manage chronic conditions through physical activity as a part of a healthy lifestyle. Physiotherapists give advice and treat people with physical problems which can come from injury, disease, illness and ageing	
Telephone	9744 4455 – Sunbury 5421 1666 - Kyneton/Romsey
Email	admin@scchc.org.au
Exercise Groups	https://sunburycobaw.org.au/a-z-services/adult-health/exercise-groups/
Website	https://sunburycobaw.org.au/a-z-services/adult-health/physiotherapy/

SUNBURY COBAW COMMUNITY HEALTH – CHILD PHYSIOTHERAPY

Our Physiotherapists are highly experienced in helping babies, children and young people up to the age of 18 years with a wide range of health conditions and movement disorders	
Telephone	5421 1666 – Macedon Ranges 9744 4455 - Sunbury
Website	https://sunburycobaw.org.au/a-z-services/child-youth-health/physiotherapy/

PODIATRY

AUSTRALIAN PODIATRY ASSOCIATION



The Australian Podiatry Association (APoDA) is committed to the advancement of podiatry to improve foot health in the community. The positive impact of podiatric care changes the lives of one in five Australians who suffer from foot pain	
Telephone	9416 3111
Contact us form	https://www.podiatry.org.au/about/contact-us
Find a Podiatrist	https://www.podiatry.org.au/find-a-podiatrist
Website	https://www.podiatry.org.au/

DPV HEALTH – PODIATRY



We help with prevention and treatment of all feet conditions. Problems with your feet can affect your ability to walk and move pain free. We can help with preventing complications from diabetes and other chronic foot conditions, reducing and managing pain, selecting footwear to help improve comfort, and improving balance and reduced risk of falling.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/podiatry/

HEALTH DIRECT



Find a podiatrist	https://www.healthdirect.gov.au/search-results/PODIATRY
What is a podiatrist?	https://www.healthdirect.gov.au/podiatrist

Our Podiatrists can help you with problems with your feet and lower leg area. We can help you be pain free and comfortable. We can help you avoid complications. We can assess your feet and how you walk. We will write a Care Plan to meet your needs. We can see people of all ages	
Telephone	1300 77 33 52
Email	Intake@nexusprimaryhealth.org.au
Website	https://www.nexusprimaryhealth.org.au/our-services/podiatry

NORTHERN HEALTH – PODIATRY

Northern Health

A podiatrist is an allied health professional who deals with problems at the foot and ankle areas. Podiatrists at Northern Health work within a variety of services to improve foot conditions using evidence-based practise. Patients are seen in the clinic for podiatry care but in certain circumstances home based services may be available.	
For enquiries contact	<p>Northern Hospital, Epping Podiatry Inpatient Office Phone: 8405 2736 Email: FPU@nh.org.au</p> <p>Northern Hospital, Epping Foot Procedure Unit Phone: 8405 8017 Email: FPU@nh.org.au</p> <p>Craigieburn Podiatry Office Phone: 8338 3041 Email: Podiatry@nh.org.au</p> <p>Broadmeadows Hospital Podiatry Office Phone: 8345 5273 Email: Podiatry@nh.org.au</p> <p>Bundoora Centre Podiatry Office Phone: 9495 3465 Email: Podiatry@nh.org.au</p>
To enquire about your referral, contact Community Access Service Team	1300 128 539 or 9495 3443
Internal referrals	Refer via CPF referral form
External referrals – fax	8405 8616
Email	Community.Access.Helpdesk@nh.org.au
Website	https://www.nh.org.au/service/podiatry/

Podiatry is the medical care and treatment of the feet. Good feet are important for our health and wellbeing and a podiatrist can help you to reduce pain and prevent problems with your feet and legs

Telephone	9744 4455 – Sunbury 5421 1666 - Kyneton/Romsey
Email	admin@sunburychc.org.au
Website	https://sunburycobaw.org.au/a-z-services/adult-health/podiatry/

REFUGEE HEALTH

AMES AUSTRALIA

AMES Australia has played a significant role in successfully settling hundreds of thousands of new arrivals with our broad range of settlement, English language and employment services	
Telephone	13 2637
Contact us	https://www.ames.net.au/contact-us
Website	https://www.ames.net.au/

ARABIC WELFARE

Arabic Welfare provides services for newly arrived refugees and well-established migrants from diverse Arabic speaking countries. We provide support through case management services and group-based activities	
Telephone	9380 9536
Contact us	https://www.arabicwelfare.org.au/contact-us/
Referrals	https://www.arabicwelfare.org.au/referrals/
Website	https://www.arabicwelfare.org.au/

BROTHERHOOD OF ST. LAURENCE

Support for refugees and migrants including family services, employment and further education	
Telephone	9422 5650
Email	Mct@bsl.org.au
Website	https://www.bsl.org.au/services/refugees-immigration/

CABRINI ASYLUM SEEKER AND REFUGEE HEALTH HUB

<p>The Asylum Seeker & Refugee Health Hub was established in 2016 to provide comprehensive primary health care and specialist mental health services to people seeking asylum who are Medicare-ineligible or who have Medicare but no income.</p> <p>The Hub primary health care clinic is nurse-led, works in partnership with other asylum seeker agencies, and coordinates care and referrals to community health and specialist services (e.g. dental, optometry, allied health, infectious diseases & paediatrics).</p>	
Telephone	9508 7000
Email	healthhub@cabrini.com.au
Website	https://cabrinioutreach.com.au/our-work/australian-programs/asylum-seeker-and-refugee-health-hub/

CITY OF WHITTLESEA

<p>Wherever you live in the City of Whittlesea, we have a comprehensive range of Maternal and Child Health programs, services and supports for you and your family.</p>	
Telephone Intake	9217 2170
Email	mch@whittlesea.vic.gov.au
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Children-and-families/Maternal-and-Child-Health

DPV HEALTH



<p>DPV Health provide inclusive healthcare services to newly settled refugees and asylum seekers living in the Hume or Whittlesea catchment areas. We can provide you with comprehensive health assessments, referral to primary health, and education on Australian health systems. We also communicate with your GP and follow-up on referrals.</p>	
Telephone	1300 234 263
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/community-support/refugee-asylum-seeker-health-program/

DRUMMOND STREET

At Drummond Street Services, we offer a diverse range of free or low-cost programs to enhance the health and wellbeing of families. Our services support families from the early stages of pregnancy through to all ages, stages and life transitions. We provide community support, counselling, and specialised programs to help build strong, positive family relationships and navigate parenting challenges confidently	
Telephone Intake	9663 6733
Self referral	https://ds.org.au/intake/
Website	https://ds.org.au/our-services/family-relationships-parenting/

FOUNDATION HOUSE

Foundation House offers a comprehensive range of services, including: <ul style="list-style-type: none">• Specialised counselling• Individual and family support• Group programs• Complementary therapies such as traditional herbal medicine, massage and other natural therapies	
Telephone Intake	9389 8900
Email	referrals@foundationhouse.org.au
Make a referral	https://foundationhouse.org.au/for-clients/make-a-referral/
Website	https://foundationhouse.org.au/

HUME CITY COUNCIL

Council provides a range of free maternal and child health (MCH) services to our community. Our services focus on the early development of your child to ensure your baby gets the best start in life. Our dedicated team of Maternal and Child Health nurses, midwives and parent educators are specialists in child health and development	
Telephone Intake	9205 2844
Email	mchbookings@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/People-Services/Children/Maternal-and-Child-Health-Service

NORTHERN HEALTH AND THE ROYAL CHILDREN'S HOSPITAL – PAEDIATRIC REFUGEE HEALTH CLINIC

The Paediatric Refugee Health Clinic is a joint initiative between Northern Health and The Royal Children's Hospital to provide specialist paediatric refugee services in Melbourne's North. The clinic provides a multidisciplinary assessment service for recently arrived children of a refugee background. Asylum seeker children and children in community detention are also welcome	
Telephone	9495 3510
Email	NH-SpecialtyPracticeGroup3@nh.org.au
Referrers	1300 128 539
Website	https://www.rch.org.au/uploadedFiles/Main/Content/immigranthealth/CHS%20Paeds%20Refugee%20Health%20Clinic%20A4%20flyer.pdf

ORYGEN REFUGEE YOUTH ACCESS SERVICE

Youth mental health support for refugees	
Telephone	9966 9100
Website	https://oyh.org.au/

ROYAL CHILDREN'S HOSPITAL IMMIGRANT HEALTH SERVICE

We provide a comprehensive approach to physical and mental health for children and young people who arrived as refugees or seeking asylum, and the service is free of charge.	
Telephone	9345 5522
Email	Refugee.Fellow@rch.org.au
Information for Referrers	https://www.rch.org.au/uploadedFiles/Main/Content/immigranthealth/RCH%20Specialist%20Clinics%20Referral%20IHC.pdf
Website	https://www.rch.org.au/immigranthealth/

ROYAL MELBOURNE HOSPITAL REFUGEE HEALTH

We provide specialist care for immigrants, refugees and travellers with a range of conditions, including infectious diseases and nutritional deficiencies. We provide clinics and programs of ongoing care for new arrivals and asylum seekers who have varying levels of access to Medicare, work rights, housing and government assistance.	
Telephone	9342 7000
Email	Refugee.fellow@mh.org.au
Website	https://www.thermh.org.au/services/victorian-infectious-diseases-service/vids-services/refugee-health

SPECTRUM YOUTH SERVICES

The Spectrum Youth Services team understands the needs of young people in a way that encourages community engagement and relationship building. Young people, predominantly from migrant and refugee backgrounds aged 12 to 25 have access to a range of support services that include individual casework, referrals to other services, information about relevant topics, participation in sporting and recreational activities, leadership and advocacy training, and education support.	
Dallas Site 61 Riggall Street, Dallas, 3047	
Telephone	9977 9000
Email	info@spectrumvic.org.au
Website	https://spectrumvic.org.au/service/youth_services/

SEXUAL ASSAULT

1800 RESPECT

Confidential information, counselling and support service available for free, 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence	
Telephone – 24 hours	1800 737 732
Contact us form	https://www.1800respect.org.au/contact-us
Website	https://www.1800respect.org.au/

ABORIGINAL FAMILY VIOLENCE LEGAL SERVICE

The Aboriginal Family Violence Legal Service is a program of Djirra. Our legal team helps Aboriginal and Torres Strait Islander people with both legal and non-legal support. We are client led and have a positive, professional and non-judgmental approach to our work	
Telephone	1800 105 303
Email	info@djirra.org.au
Legal Services Team	info.afvls@djirra.org.au
Website	https://djirra.org.au/what-we-do/legal-services/

BETTER HEALTH CHANNEL

Sexual assault is any unwanted sexual behaviour or activity that makes a person feel uncomfortable, frightened or threatened. It is sexual activity that the person has not consented to	
Website	https://www.betterhealth.vic.gov.au/health/HealthyLiving/sexual-assault

BLUE KNOT FOUNDATION

Supporting adult survivors of childhood trauma and adult survivors of institutional child sexual abuse around the National Redress Scheme	
Telephone 9am – 5pm (M-S)	1300 657 380
Email	helpline@blueknot.org.au
Website	https://www.blueknot.org.au/

BRAVEHEARTS

If your child or someone you know has disclosed, please contact Bravehearts. We will be able to provide you with support and advice about how to proceed to protect and support your loved one	
Telephone National Information & Support line	1800 272 831
Contact us	https://bravehearts.org.au/who-we-are/contact-bravehearts/
Online Referral Form	https://bravehearts.org.au/what-we-do/counselling-and-support/counselling/online-referrals/
Website	https://bravehearts.org.au/

HELLO CASS

Hello Cass is an SMS chatbot providing discreet access to localised, accurate information and support for people experiencing or affected by family and sexual violence	
Text 'hello'	0417 398 744
Start chatting online	https://hellocass.com.au/
Website	https://hellocass.com.au/

KIDS FIRST AUSTRALIA

Kids First Australia is a proudly independent national child, youth and family services provider and early education specialist. Our vision is for all children and young people to thrive in resilient, strong and safe families and communities	
Telephone	9450 0900
Email	info@kidsfirstaustralia.org.au
Locations – Heidelberg West, Thomastown (head office), Wallan, Wollert, Seymour	https://www.kidsfirstaustralia.org.au/get-in-touch/
Website	https://www.kidsfirstaustralia.org.au/

NORTHERN CENTRE AGAINST SEXUAL ASSAULT (NCASA)

<p>Northern Centre Against Sexual Assault (or NCASA) is one of 15 CASAs across Victoria, and the regional sexual assault service for the northern metropolitan region of Melbourne (Banyule, Darebin, Nillumbik and Whittlesea). We are located at Heidelberg Repatriation Hospital and at number of outposts in the Northern region. Our service is free 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. We offer 24-hr crisis care for recent victims of sexual assault (17 and over), counselling, group work, advocacy, community education and consultation and training for other professionals</p>	
Telephone – General enquiries 9am – 5pm	9496 2369
Counselling line & referrals Monday – Friday 9am – 5pm	9496 2240
Sexual Assault Crisis Line After Hours and Weekends	1800 806 292
Email	ncasa@austin.org.au
Website	https://www.austin.org.au/northerncasa

REACH OUT

<p>Finding support after you've been sexually assaulted can feel confusing and overwhelming. We've put together this guide to help you understand what sexual assault is, and what sort of help is available if you've been sexually assaulted</p>	
Website	https://au.reachout.com/articles/sexual-assault-support

SAFE WORK AUSTRALIA

<p>Most jobs involve some risk of sexual and gender-based harassment. This is a hazard and can cause both psychological and physical harm. Under the model WHS laws, a person conducting a business or undertaking (PCBU), such as an employer, must proactively prevent sexual and gender-based harassment at work. These resources provide practical guidance to businesses to help them prevent workplace sexual harassment, violence, aggression and domestic violence.</p>	
Preventing Workplace Sexual Harassment Guide	https://www.safeworkaustralia.gov.au/doc/preventing-workplace-sexual-harassment-guide
Steps to prevent workplace sexual harassment - Infographic	https://www.safeworkaustralia.gov.au/doc/steps-prevent-workplace-sexual-harassment-infographic
Website	https://www.safeworkaustralia.gov.au/safety-topic/hazards/sexual-and-gender-based-harassment

SEXUAL ASSAULT CRISIS LINE

Crisis counselling, information, crisis support and referral. SACL is a proactive leader in supporting, advocating and providing a crisis response for people who have experienced sexual violence. We are passionate about and committed to working towards the prevention of violence in all its forms	
Crisis line, after hours and weekends	1800 806 292
Telephone	8345 3594 (admin)
Email	SACLFeedback@thewomens.org.au
Website	https://www.sacl.com.au/

VICTIMS OF CRIME HELPLINE (VICTIM SUPPORT HELPLINE)

The official Victorian Government service offering free information and support for people affected by crime	
Telephone 8am – 11pm	1800 819 817
Text	0427 767 891
Email	vsa@justice.vic.gov.au
Website	https://www.victimsofcrime.vic.gov.au/

VICTORIA LEGAL AID

You do not have to report the sexual assault immediately. You can take some time to decide what you want to do. If you do not report to police you may not be able to get some forms of financial help, compensation and counselling	
Our Offices	https://www.legalaid.vic.gov.au/contact-us/our-offices
Website	https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police

SPEECH PATHOLOGY

DPV HEALTH – ADULT SPEECH PATHOLOGY



Speech pathologists work with people that have various communication and/or swallowing problems. They will first assess the individuals concerns and then work-out the reason for the concern. They will also give advice, therapy and find the right tools for your needs.	
Telephone	1300 234 263 (select option 4)
Contact us Form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/referrers/
Website	https://www.dpvhealth.org.au/all-services/physical-health/adult-speech-pathology/

TRANSLATIONS

Many of the Health Services listed have information translated into community languages. There is also great resources available from the Health Translations Directory.

HEALTH TRANSLATIONS DIRECTORY



Health Translations is a free online library of high-quality translated Australian health and wellbeing information funded by the Victorian Government. Made for Australian health practitioners and people who work with culturally and linguistically diverse communities, the site provides quick access to a wealth of reliable resources. Health Translations does not host individual resources. Instead, we provide direct links to content hosted on trusted third-party website

Contact us form	https://healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/contact_us
Website	https://healthtranslations.vic.gov.au/

TRANSPORT

CITY OF WHITTLESEA – PUBLIC TRANSPORT MAP

Public Transport Maps -showing bus and train routes	
Website map	https://www.whittlesea.vic.gov.au/Services/Parking-roads-and-footpaths/Public-transport-services

CITY OF WHITTLESEA – COMMUNITY BUS HIRE

Local community groups can hire our buses for activities and sporting events	
Telephone	9217 2170
Email	communityfacilities@whittlesea.vic.gov.au
Website	https://www.whittlesea.vic.gov.au/Things-to-see-and-do/Venues-for-hire/Community-bus-for-hire

CRAIGIEBURN TRAIN LINE

Details timetable & route description	
Website	https://www.ptv.vic.gov.au/route/3/craigieburn/
PTV Metro trains Telephone Website	1800 800 007 https://www.metrotrains.com.au/
Journey Planner	https://www.ptv.vic.gov.au/journey/

DYSON PUBLIC TRANSPORT – BUS TIMETABLE

Bus timetable	
Website	http://dysongroup.com.au/public-transport/metro?
PTV Website	https://www.ptv.vic.gov.au/timetables
Journey Planner	https://www.ptv.vic.gov.au/journey/

HUME CITY COUNCIL – PUBLIC TRANSPORT MAP

Public Transport Maps -showing bus and train routes	
Website map	https://www.ptv.vic.gov.au/assets/default-site/more/maps/Local-area-maps/Metropolitan/d0677af272/22-Hume-LAM.pdf

HUME CITY COUNCIL – BUS HIRE

Council offers affordable bus hire for local not-for-profit community organisations. If you are a local non-profit community organisation, you can hire any of our 11, 12 and 19-seater buses. These can be used for activities and programs that directly benefit Hume City Council community. Buses are available with a wheelchair hoist	
Telephone	9205 2200
Enquiry Form	https://au.openforms.com/Form/32ce4995-458c-4bb0-a2ea-65f1efc59954
Website	https://www.hume.vic.gov.au/Residents/Roads-Parking-and-Transport/Community-Bus-Hire

HUME CITY COUNCIL – SHOPPING & COMMUNITY TRANSPORT

It has been designed to assist eligible residents with access to medical appointments, food shopping, social and community activities and maintain independent living at home	
Telephone	9205 2200 (option 2)
Email	CommunityTransportandSocialSupportGroups@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Residents/People-Services/Older-People/Community-Transport

LINK COMMUNITY TRANSPORT

LINK is a not-for-profit community based social enterprise and operates Victoria's largest Community Transport fleet, serving Northern, North Eastern, North Western & Western Melbourne from four community hub locations. Living well at home needs a village of support. LINK connects you to an Integrated Community of Care of volunteers, services, transport, health systems, outings, and friendships.	
Telephone	1300 54 65 28
Email	support@lct.org.au
Website	https://www.linkcommunitytransport.org.au/

MERENDA TRAIN LINE – PTV

Details timetable & route description	
Website	https://www.ptv.vic.gov.au/route/5/south-morang/
PTV – Metro Trains Telephone Website	1800 800 007 https://www.metrotrains.com.au/
Journey Planner	https://www.ptv.vic.gov.au/journey/

RED CROSS COMMUNITY TRANSPORT

Red Cross provides a door to door transport service to assist you to attend non-urgent medical appointments and social outings if you have no other transport options. This service is for people who are elderly or have a disability and have no means of transport to non-urgent medical appointments or social outings. The service connects you to your community	
Telephone	8327 7868
Vic Patient Transport	https://www.redcross.org.au/patient-transport-vic/
Website	https://www.redcross.org.au/get-help/community-services/patient-transport

TRAM LINE TO RMIT BUNDOORA

Details timetable & route description	
Website	https://www.ptv.vic.gov.au/route/1881/86/
PTV Details Telephone Website	1800 800 007 https://yarratrams.com.au/
Journey Planner	https://www.ptv.vic.gov.au/journey/

WHITTLESEA COMMUNITY CONNECTIONS – COMMUNITY TRANSPORT

Our Community Transport Service provides affordable transport to City of Whittlesea residents who are eligible for My Aged Care	
Telephone	9401 6666
Email	admin@whittleseacc.org.au
Website	https://www.whittleseacommunityconnections.org.au/community-services/community-transport-and-driving-programs/community-transport/

VISION

AUSTRALIAN COLLEGE OF OPTOMOETRY

The Victorian Eyecare Service (VES) is a State Government program providing low-cost eye care and visual aids (glasses, contact lenses) to people experiencing disadvantage or other barriers to eye care services. Together with the Department of Health, we work to ensure VES is available to those who need it	
Medical Select Roxburgh Park 1550 Pascoe Vale Road, Coolaroo, VIC 3048 Monday - Friday	9349 7473 bm-reception@aco.org.au
Victorian Aboriginal Health Service (VAHS) 186 Nicholson Street, Fitzroy, 3065 Tuesday – Fridays	9419 3000
Website	https://www.aco.org.au/ves/#1716858288792-02a95b19-a8ed

BETTER HEALTH CHANNEL – COLOUR VISION DEFICIENCY (COLOUR BLINDNESS)

People who are colourblind usually have difficulty with the colours green, yellow, orange and red. Colour blindness is usually inherited and affects more boys than girls. Colour blindness is caused by a lack of particular colour-sensitive cells in the back of the eye.	
Website	https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/colour-blindness

BETTER HEALTH CHANNEL – OPTOMETRIST

Optometrists are health professionals who help us to look after our eye health and care for our eyes	
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/optometrist-service

BETTER HEALTH CHANNEL – OPHTHALMOLOGIST

An ophthalmologist is a doctor who specialises in diagnosing and managing disorders of the eye and visual system	
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/ophthalmologist-service
Find an Ophthalmologist	https://www.healthshare.com.au/directory/find-a-ophthalmologist/

BETTER HEALTH CHANNEL – MACULAR DEGENERATION

Age Related Macular Degeneration is a type of vision loss characterised by the distortion or absence of the central field of vision	
Website	https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/age-related-macular-degeneration

COLOUR VISION & OCCUPATIONAL TESTING – AUSTRALIAN COLLEGE OF OPTOMETRY

Reduced colour vision can affect school and learning at younger ages, and career choices at older ages. Levels of colour blindness can vary, the extent of which can be determined with a range of colour blind tests. We run a specialised clinic for the assessment of colour vision. We have a wide range of tests to identify and diagnose colour vision defect	
Telephone - appointments	9349 7455
Email	appointments@aco.org.au
Contact us	https://www.aco.org.au/contact-us/
Website	https://www.aco.org.au/colour-vision/

GLAUCOMA AUSTRALIA

Glaucoma is the name given to a group of eye diseases where vision is lost due to damage to the optic nerve. It causes irreversible vision loss due to damage to the optic nerve. The loss of sight is usually gradual and a considerable amount of peripheral (side) vision may be lost before there is an awareness of any problem. Unfortunately there is no cure for glaucoma, and vision loss is irreversible	
Support Line	1800 500 880
Website	https://glaucoma.org.au/what-is-glaucoma

GUIDE DOGS AUSTRALIA

Located in Kew, we offer personalised training and support programs to make your life more independent. Support services for low vision seniors, low vision adults, low vision children, support for carers and families, support services for educators	
Telephone	1800 804 805
Email	info@guidedogsvictoria.com.au
Website	https://vic.guidedogs.com.au/

NEXT SENSE

NextSense is a not-for-profit and registered NDIS provider that provides dedicated, innovative, and customised services aimed at breaking down barriers for children, adults and families of people with hearing or vision loss	
Telephone	1300 581 391
Contact us form	https://www.nextsense.org.au/contact
Services	https://www.nextsense.org.au/services
Website	https://www.nextsense.org.au/

NORTHERN HOSPITAL – OPHTHALMOLOGY SERVICE

The Ophthalmology service at Northern Health caters for select eye surgical procedures. They are involved in assessment, diagnosing, prevention, and surgical and medical management of eye conditions in adults aged 18 years and over only	
Telephone	8345 5378
Website	https://www.nh.org.au/service/ophthalmology/

OPTOMETRY AUSTRALIA

Optometry Australia is a federated, not-for-profit. We are comprised of a national organisation based in Melbourne which collaborates with 5 state bodies	
Telephone	9558 8500
Email	national@optometry.org.au
Contact us form	https://www.optometry.org.au/about-us/contact-us/
Find an Optometrist	https://www.optometry.org.au/find-an-optometrist/
Website	https://www.optometry.org.au/about-us/

OPTOMETRY VICTORIA SOUTH AUSTRALIA

Optometry Victoria South Australia (OV/SA) is a not-for-profit organisation that exists for the benefit of community eye health and optometry in Victoria and South Australia. We help our members to advance clinical expertise and refresh their professional curiosity. We maintain an active conversation with relevant decision-makers across the South Australian and Victorian state governments, representing the evolving needs of our members and fostering the advancement of eye health and optometry through advocacy and legislative channels	
Telephone	9652 9100
Email	office.vicsa@optometry.org.au
Website	https://www.optometry.org.au/about-us/our-organisation/optometry-vic-sa/

OZNAM HOUSE – OPTOMETRY CLINIC

The Homeless Resource Centre provides Optometry Clinics	
Telephone Reception Health Appointments	8327 7400 8327 7500
Email	vincentcare@vincentcare.org.au
Website	https://www.vincentcare.org.au/our-services/ozanam-house/

ROYAL CHILDREN'S HOSPITAL – OPHTHALMOLOGY

<p>The ophthalmologists and orthoptists working in the Ophthalmology Department provide a comprehensive service including assessment, investigation and management of a wide range of eye and vision problems. The ophthalmology team work with many specialties in the hospital to provide coordinated care for patients. Conditions treated include eye misalignment, lazy eye, abnormal eye movements, droopy eyelids, glaucoma, cataracts, retinoblastoma and retinopathy of prematurity</p>	
Telephone – General	9345 6347
Appointments	9345 6180
Referral Triage Coordinator	9345 4117 (M-F 9am-4pm)
Services	https://www.rch.org.au/ophthal/services/
Referral process	https://www.rch.org.au/ophthal/referral_processes/
Website	https://www.rch.org.au/ophthal/

ROYAL VICTORIAN EYE & EAR HOSPITAL

<p>The Eye and Ear is a world leader in eye, ear, nose and throat services. We provide a 24-hour emergency department for patients requiring urgent care and treatment, over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss, a state of the art hospital in East Melbourne, as well as services in convenient community settings across Victoria and via telemedicine facilities</p>	
Telephone General Patient Services & Access	9929 8666 9929 8500
Patient Fact Sheets on conditions, treatment and general hospital information	https://eyeandear.org.au/patients-visitors/fact-sheets/
Clinics	https://eyeandear.org.au/health-professionals/clinics-services-partnerships/
Website	https://eyeandear.org.au/about/

SEEING EYE DOGS – VISION AUSTRALIA

Vision Australia Seeing Eye Dogs is the only national breeder, trainer and provider of dog guides. Seeing Eye Dogs help people who are blind or have low vision to live a more active and independent life, giving them the confidence to move more freely through the community	
Telephone	1800 037 773
Email	info@sed.org.au
Contact us form	https://seda.visionaustralia.org/contact-us
Website	https://seda.visionaustralia.org/

VISION AUSTRALIA

Vision Australia is the leading national provider of personalised technology, services and information for anyone experiencing or supporting those with vision loss	
Telephone	1300 84 74 66
Email	info@visionaustralia.org
Website	https://www.visionaustralia.org/

VISION INITIATIVE

We are the national peak body for the eye health and vision care sector. We represent organisations involved in local and global eye health and vision care, health promotion, low vision support, vision rehabilitation, eye research, professional assistance and community support.	
Our mission is for the elimination of preventable blindness and vision loss and the full participation of people who are blind and vision impaired in the community. To support this mission, we provide eye health education for primary health professionals and plain language information to support patient interactions	
Telephone	9656 2020
Email	education@vision2020australia.org.au
Services available	https://www.visioninitiative.org.au/who-can-help/services-available
Find an optometrist	https://goodvisionforlife.com.au/find-an-optometrist/
Website	https://www.visioninitiative.org.au/

VOLUNTEERS

ANGLICARE VICTORIA



We rely on our volunteers to deliver essential services that support Victorians, and, in some cases, our volunteers rely on us: for rewarding experiences, for a powerful sense of community, and for tangible personal fulfilment.	
Telephone	1800 809 722
Enquire online	https://www.anglicarevic.org.au/contact-us/
Website	https://www.anglicarevic.org.au/get-involved/volunteering/

BAPTCARE VOLUNTEERS

You might find yourself playing board games with people living in residential aged care, visiting someone once a week for up to an hour or working on special projects to change peoples' lives. You might like to help people seeking asylum with their English or cook a meal with them, assist with distributing food from our food bank, give foot and hand massages or teach art or jewellery making	
Telephone	13 22 78
Website / send enquiry	https://www.baptcare.org.au/volunteer/

CITY OF WHITTLESEA – VOLUNTEERS



There are many volunteer opportunities available in the City of Whittlesea	
Telephone Volunteer Resource Officer	8401 6223
Email	info@whittlesea.vic.gov.au
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Volunteering

We have volunteering opportunities in a range of activities from driving our buses so that clients are transported to our sites or to outings, to working with our planned activity groups, running exercise groups or making contact with those in our community who may be isolated.	
Email	volunteers@dpvhealth.org.au
Website	https://www.dpvhealth.org.au/get-involved/volunteers/

GO VOLUNTEER



Find a volunteering opportunity	
Get the iphone APP	https://apps.apple.com/au/app/govolunteer/id1025658053?mt=8
Website	https://govolunteer.com.au/

HUME CITY COUNCIL – VOLUNTEERING / HUME VOLUNTEER GATEWAY



Hume Volunteer Gateway offers a range of support and opportunities for volunteers and volunteer organisations, to help find and support volunteering	
Telephone	9205 2200
Email	gateway@hume.vic.gov.au
Website	https://www.hume.vic.gov.au/Your-Council/Our-City/Volunteering

KINDLY

Formerly Crisis Heroes, we have rebranded to Kindly a free kindness marketplace with more than 20,000 volunteers across Australia. From a friendly online chat to requesting or offering goods, it starts with Kindly	
Email	hello@kindlyapp.com.au
Website	https://www.kindlyapp.com.au/

LINK COMMUNITY & TRANSPORT

Volunteers contribute through the immeasurable value of the commitment of their time – be it one day a fortnight through to two or three days a week. They gift small but meaningful interactions – and make people’s lives better through the experience. The TeamLINK volunteer community is a daily miracle made of the care, support and love that each of you put into the community around you. LINK’s helpers volunteer because they care, and for the opportunity to participate in a community of like-minded people who care

Telephone	1300 546 528
Email	support@lct.org.au
Website	https://www.lct.org.au/volunteering/

NEXUS PRIMARY HEALTH – VOLUNTEERING



Volunteers are an important part of the Nexus team. People with a range of different skills and experience can volunteer with us. Volunteering is a way that you can contribute to your community and grow your skills, experience and knowledge

Telephone	1300 77 33 52
Expression of Interest form	https://www.nexusprimaryhealth.org.au/careers/nexus-volunteering
Website	https://www.nexusprimaryhealth.org.au/careers/nexus-volunteering

NORTHERN HEALTH – VOLUNTEERS



Volunteers play an important part in helping all sites of Northern Health deliver our vision of outstanding health care for our community. We have a variety of roles available, including behind the scenes administrative support, taking part in fundraising initiatives and bringing comfort through patient visiting. Our valuable volunteers really make a difference and enhance the patient experience.

For information or queries Email	volunteer@nh.org.au
Website	https://www.nh.org.au/support-us/volunteers/

RED CROSS VOLUNTEERING

Red Cross Volunteer Transport Drivers help older people who have no other means of transport to and from non-urgent medical appointments and social engagements.

As a Red Cross Transport Volunteer, you'll be helping these people get to important appointments but also have a nice chat to brighten their day. Your support and assistance can make all the difference in the lives of those people who need it most, and we're sure that you'll enjoy it too!

Telephone	1800 833 489
Contact us	https://www.redcross.org.au/contact/
Check any volunteering opportunities	https://www.redcross.org.au/volunteer/#roles
Website	https://www.redcross.org.au/volunteer/

STATE LIBRARY OF VICTORIA – VOLUNTEERS

Volunteers make an invaluable contribution to the Library. Our vibrant and growing volunteer community includes participants from all age groups, nationalities and walks of life

Email	volunteer@slv.vic.gov.au
Website	https://www.slv.vic.gov.au/get-involved/volunteer-with-us

SUNBURY COBAW COMMUNITY HEALTH – VOLUNTEERS



Our people are our greatest asset and our volunteers are vital to the success of the services we offer. Volunteering offers people the opportunity to share and develop their skills and contribute to their local community. We have volunteer opportunities across a number of programs and projects

Telephone	0490 050 652
Email	volunteer@scchc.org.au
Website	https://sunburycobaw.org.au/work-with-us/volunteers/

VOLUNTEERING VICTORIA



Volunteering Victoria is the state peak body for volunteering, focusing on advocacy, sector development and the promotion of volunteering. We see our role as leading the development of a collaborative, sustainable, thriving volunteering community and movement in Victoria	
Telephone	9052 4524
Email	info@volunteeringvictoria.org.au
Website	https://www.volunteeringvictoria.org.au/

WE VOLUNTEER



weVolunteer is a Volunteering Victoria initiative designed to bring together volunteers and local community organisations to help communities recover in times of need	
Email contact	https://www.wevolunteer.org.au/contact-us/
Website	https://www.wevolunteer.org.au/

WHITTLESEA COMMUNITY CONNECTIONS – VOLUNTEERS



Volunteers are essential to our services and programs. More than 200 people of all ages and backgrounds work alongside our staff in a variety of roles and we welcome new volunteers. If you are interested in becoming an active member of our team we would love to hear from you	
Telephone	9401 6666
Email	admin@whittleseacc.org.au
Volunteer with us	https://www.whittleseacommunityconnections.org.au/get-involved/volunteer/
Website	https://www.whittleseacommunityconnections.org.au/community-services/volunteering/

WALKING GROUPS

BUSHWALKING VICTORIA



Welcome to Bushwalking Victoria's Directory of Bushwalks. Fun, Friendship and Fitness in Nature. Joining a bushwalking club is a great way to meet new people, improve your fitness and have fun in the outdoors

Website	https://bushwalkingvictoria.org.au/clubs-directory/
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DOG WALKING

Become a local dog walker	
Mad Paws	https://www.madpaws.com.au/pet-sitters/dog-walking-services/
Paw Shake	https://www.pawshake.com.au/dog-walking
Lonely Pets Club – Join the Team	https://lonelypetsclub.com.au/Join.aspx

Website	https://walking.heartfoundation.org.au/walking/group/doreen-wellbeing-walkers
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HEART FOUNDATION WALKING

Join a Group - Build connections in your community and walk together for a healthy heart. Get your free Personal Walking Plan - feel healthier and happier in six weeks.

	13 11 12
Email	walking@heartfoundation.org.au
Contact us	https://walking.heartfoundation.org.au/contact-us/?v=1
Facebook Group	https://www.facebook.com/groups/HFWalking/
Website	https://walking.heartfoundation.org.au/

HUME 'R' US WALKERS – LEISURE CENTRE BROADMEADOWS



Heart Foundation Walking Group open to anyone. Prams, kids and pet friendly. We meet at Mernda Village Community Activity Centre. Feel free to finish off with a coffee at a local cafe! Come along and meet some local people and explore our local area.	
Meeting Point	Broadmeadows Aquatic & Leisure Centre Tendarrum Way, BROADMEADOWS, 3047
Website / contact/ when	https://walking.heartfoundation.org.au/walking/group/hume-r-us-walkers

MARATHON WALKING COMMUNITY



This is a group for anyone who loves walking long distances for fun and fitness	
Website	https://www.meetup.com/en-AU/Marathon-Walking-Community/

MELBOURNE BUSHWALKING & OTHER FUN STUFF



Looking forward to exploring Victoria's parks and forests, meeting new people, getting fit and having fun! This group is for anyone who has an interest in hiking, bushwalking and unusual fun adventures around Melbourne and surrounding areas. All ages and skill levels are welcome.	
Website	https://www.meetup.com/en-AU/Melbourne-Bushwalking-and-other-fun-stuff/

MERENDA COMBINED PROBUS CLUB WALKING GROUP

Over 55 walking group	
Website	https://www.probusvic.com.au/find-a-probus-club-2/

MERENDA WALKERS

Heart Foundation Walking Group open to anyone. Prams, kids and pet friendly. We meet at Mernda Village Community Activity Centre. Feel free to finish off with a coffee at a local cafe! Come along and meet some local people and explore our local area.	
Meeting Point	Mernda Village Community Activity Centre 70 Mernda Village Drive, Mernda, 3754 opposite Woolworths
Website / contact/ when	https://walking.heartfoundation.org.au/walking/group/mernda-walkers

MITCHELL BUSHWALKING GROUP

Telephone	5784 1970
Website	https://www.mitchellshire.vic.gov.au/our-region/community-directory/mitchell-bushwalking-group

ROXBURGH PARK HOMESTEAD WALKING GROUP

Heart Foundation Walking Group open to anyone. Prams, kids and pet friendly. We meet at Mernda Village Community Activity Centre. Feel free to finish off with a coffee at a local cafe! Come along and meet some local people and explore our local area	
Meeting Point	At the rear of the old stone homestead 30 Wiltshire Dr., Roxburgh Park, 306
Website / contact/ when	https://walking.heartfoundation.org.au/walking/group/roxburgh-park-homestead-walking-group

SOUTH MORANG COMMUNITY WALKING GROUP



Heart Foundation Walking Group open to anyone. Prams, kids and pet friendly. We meet at Mernda Village Community Activity Centre. Feel free to finish off with a coffee at a local cafe! Come along and meet some local people and explore our local area.	
Meeting Point	front of St Ivy's Café, South Morang 4 The Promenade, South Morang, 3752
Website / contact/ when	https://walking.heartfoundation.org.au/walking/group/south-morang-community-walking-group

URBAN HIKING

Urban Hiking is all about getting more people out regularly exploring the green and blue spaces in Melbourne as a way to stay fit, connect with nature, and to 'see Melbourne differently'	
Stay connected and join our Facebook Community	https://www.facebook.com/groups/urbanhiking/
Website	https://www.meetup.com/en-AU/meetup-group-urbanhiking/

VICTORIA WALKS

Victoria Walks is an evidence-based health promotion charity, leading the move for walkable communities in Australia since 2009. We work primarily in Victoria, but increasingly nationally and internationally, to enable all types of walking – recreational, incidental and transport related	
Telephone	9662 3975
Email	info@victoriawalks.org.au
Contact us form	https://www.victoriawalks.org.au/Contact/
Volunteer with Victoria Walks	https://www.victoriawalks.org.au/volunteer/
Dog Friendly Walks	https://www.victoriawalks.org.au/Dogfriendlywalks/
Women & Walking	https://www.victoriawalks.org.au/Women_And_Walking/
Walking Maps	https://walkingmaps.com.au/discover
Website	https://www.victoriawalks.org.au/

WALKING GROUP – NORRIS BANK RESERVE

When	Wednesday 9.30 am
More details	https://whittleseau3a.org.au/members/courses/243WED10

WALK N TALK – WOMEN’S WALKING GROUP



This group is for women of all ages with the aim of promoting well being through physical activity and conversations at different locations around Melbourne and the suburbs	
Website	https://www.meetup.com/en-AU/find/?keywords=walk+n+talk+ womens+walking+group&location=au-Melbourne&source=EVENTS

WESTFIELD WALKERS – WESTFIELD PLENTY VALLEY

When	Tuesday & Thursday 7.30 am With coffee in the food court afterwards
Contact – Janice	0412 132 914 janice.boswell5@gmail.com

WHITTLESEA U3A – CROSS COUNTRY WALKERS (CITY OF WHITTLESEA CAR PARK)

Must be a member of U3A	
When	4 TH Monday of each month
Telephone	9464 1339 0404 119 189
U3A Website	https://whittleseau3a.org.au/courses-activities/#wu3a-timetable
Become a member of U3A	https://whittleseau3a.org.au/memberships/
Contact us	https://whittleseau3a.org.au/contact-us/

WIFI – FREE PUBLIC

LIBRARIES

Hume Libraries	https://www.humelibraries.vic.gov.au/Using-Your-Library/Computers-Internet-and-Wi-Fi
Yarra Plenty Regional Library	https://www.yprl.vic.gov.au/about-the-library/services/

VICTORIAN GOVERNMENT

Vic Free WiFi is available outdoors in the Melbourne CBD. The Vic Free WiFi pilot is managed and maintained by telecommunications company TPG and allows for up to 1GB per device, per day. You do not need to provide personal information, passwords or wait for any pop-up advertising to log in	
Website	https://www.vic.gov.au/victorias-free-public-wifi

COMPARE BROADBAND

Compare and find the best Internet plans in Melbourne Australia	
Website	https://www.comparebroadband.com.au/broadband-articles/guides-id49/where-to-get-free-melbourne-wifi-id1257/

WOMEN'S HEALTH

1800 MY OPTIONS



For information about contraception, pregnancy options, abortion and sexual health in Victoria 9am-5pm Mon to Fri (closed public holidays)	
Telephone	1800 696 784
Email	info@1800myoptions.org.au
Website	https://www.1800myoptions.org.au/

BETTER HEALTH CHANNEL – SEXUAL & REPRODUCTIVE HEALTH



Some key Victorian and national services and phonedlines providing health and sexual and reproductive health information and or health care	
Email	betterhealthchannel@dhhs.vic.gov.au
Health Hubs	https://www.betterhealth.vic.gov.au/sexual-and-reproductive-health-hubs
Website	https://www.betterhealth.vic.gov.au/health/healthy-living/womens-sexual-reproductive-health-where-to-go

BIRTH FOR HUMANKIND

Birth for Humankind exists to improve the maternal and sexual reproductive health system and reduce the barriers associated with systemic, disadvantage and discrimination during pregnancy, birth, and early parenting. We do this by making free universal community-based doula support available in Melbourne and surrounds, to women and gender diverse people experiencing financial hardship and systemic discrimination and disadvantage.	
Telephone	1300 073 086
Email	info@birthforhumankind.org
Contact us	https://birthforhumankind.org/about-us/contact-us/
Website	https://birthforhumankind.org/

CALM BIRTH - APP

Calm Birth is an answer to the stress many families experience during pregnancy, birth, and parenting... But meditation doesn't just relieve stress. It supports your immune system, helps with rest and sleep, and promotes bonding with your baby. It gives you tools to stay centered in every breath of life	
Google Play	https://play.google.com/store/apps/details?id=org.medigrace.calmbirth
Apple	https://apps.apple.com/us/app/calm-birth/id1317121215

DPV HEALTH – HEALTHY MOTHERS HEALTHY BABIES



The aim of the service is to improve the health and wellbeing of mothers and their babies. This service assists pregnant women to improve access to antenatal, postnatal and other human services that support and deliver health promotion messages through women's pregnancy and beyond.	
Telephone	1300 234 263 (select option 4)
Contact us form	https://www.dpvhealth.org.au/contact-us/
Website	https://www.dpvhealth.org.au/all-services/community-support/healthy-mothers-healthy-babies/

DPV HEALTH – WOMEN'S HEALTH



Our Women's Health Nurse provides screening and education, which includes a cervical screening test, information relating to menopause, breast health, menstrual health, basic continence, contraception, fertility awareness, sexual health and other health issues that may be of concern to you. We also provide community education.	
Telephone	1300 234 263 (select option 4)
Contact us form	https://www.dpvhealth.org.au/contact-us/
Information for Referrers	https://www.dpvhealth.org.au/contact-us/for-referrers/
Website	https://www.dpvhealth.org.au/all-services/community-support/community-health-nursing/

Sexual Health Victoria (SHV) has been a leader in reproductive and sexual health for over 40 years. We are dedicated to supporting people to make decisions about their reproductive and sexual health and wellbeing that are right for them	
Telephone	9257 0100
Website	https://shvic.org.au/

HEALTH DIRECT – CONTRACEPTION OPTIONS

Contraception Options	https://www.healthdirect.gov.au/contraception-options
Contraceptive Implant	https://www.healthdirect.gov.au/contraceptive-implant
Contraceptive Injection	https://www.healthdirect.gov.au/contraceptive-injection
Contraceptive Vaginal Ring	https://www.healthdirect.gov.au/contraceptive-vaginal-ring

PREGNANCY BIRTH & BABY

Australia's leading pregnancy and baby website, supporting parents on the journey from pregnancy to preschool. Discover more about pregnancy, birth, being a parent and raising a child	
Website	https://www.pregnancybirthbaby.org.au/

THE WOMEN’S – CHILDBIRTH EDUCATION VIDEOS

Childbirth education encourages women and their partners/support persons to know their options and make informed choices during pregnancy, labour and birth	
Website	https://www.thewomens.org.au/patients-visitors/cbe/videos

WOMEN'S HEALTH IN THE NORTH



WHIN is the women's health service in the northern metropolitan region of Melbourne.

We:

- provide health information and education to women and organisations
- develop policy and research
- create innovative resource materials
- train health and welfare professionals
- support and partner with other organisations on issues of strategic importance.

Telephone	9484 1666
Email	info@whin.org.au
Website	https://www.whin.org.au/about-us/

WOMEN'S HEALTH VICTORIA



Women's Health Victoria is dedicated to improving the health and wellbeing of all Victorian women

Telephone	9664 9300
Email	whv@whv.org.au
Contact us form	https://whv.org.au/contact
Website	https://whv.org.au/

YOUR GROUND

YourGround is a digital mapping platform that will advance knowledge of safety in public space for women and gender-diverse people

Website	https://www.yourground.org/yourground-vic
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YOUTH

EHEADSPACE



eHeadspace provides free online support and counselling to young people 12 – 25 and their families and friends. If you're going through a tough time with mental health, physical health, alcohol and other drug services, and work and study support eHeadspace can help	
Connect with a clinician 1:1 9.00am – 1.00am - 7 days a week	https://headspace.org.au/eheadspace/connect-with-a-clinician/
Join in a Group Chat	https://headspace.org.au/eheadspace/group-chat/
qHeadspace If you identify as, are questioning or are interested in learning about trans and gender diversity and/or sexuality join the community to discuss all things LGBTQIA+	https://headspace.org.au/eheadspace/spaces/community/372936
Website	https://headspace.org.au/eheadspace/

CATCHMENT YOUTH SERVICES



This program is for young people who are homeless and their children. This includes single young people 16-25 years old, including young parents and children	
Telephone	9482 3488
Email	catchment@merri.org.au
Referrals	Must be referred by the Access Points https://merri.org.au/support-program/catchment-youth-refuge-program/
Website	http://merri.org.au/site/crisis-response-program/

CITY OF DAREBIN



<p>Youth Services supports young people aged 12 to 25 who live, work and play in Darebin. We provide safe and welcoming spaces and offer a wide range of skill development and leadership opportunities, events, social activities and linkages to specialised support services. We want young people to feel safe and supported, free to be themselves, secure in their identities, and proud of their culture. We welcome people from all backgrounds and we are committed to celebrating and supporting LGBTIQA+ communities here in Darebin</p>	
Telephone Youth Services	8470 8926 (Tuesday to Friday during business hours)
Email	YouthServices@darebin.vic.gov.au
Website	https://www.darebin.vic.gov.au/Community-and-pets/Darebin-youth-services

CITY OF WHITTLESEA

<p>Are you aged 10 to 25 and living, working, studying or playing in the City of Whittlesea? We're your Youth Services team</p>	
Address	EDGE Youth Services Shop MM1, Westfield Plenty Valley 415 McDonalds Road, Mill Park
Telephone	9217 2170
Email	youth@whittlesea.vic.gov.au
Website	https://www.whittlesea.vic.gov.au/Services/Support-for-people/Children-and-families/Youth-resources-aged-10-25/Youth-services

FRONTYARD YOUTH SERVICES



<p>Frontyard Youth Services is a specialist youth service located in Melbourne's CBD that works with young people 12-24 who are at risk of or are experiencing homelessness. Frontyard provides an integrated service model with specialist teams supporting young people to meet their physical, emotional, and social needs to develop pathways out of homelessness</p>	
Telephone	9977 0077 1800 800 531
Email Contact Us Form	https://www.mcm.org.au/contact
Website	https://www.mcm.org.au/homelessness/frontyard



Youth Services include – Assertive Outreach Support, Accommodation, Education, Employment & Training, CALD, Family & Relationship Support, LGBTIQA+ Support, Mental Health, Online Directory, Parent/Carer Support	
Telephone	9205 2556
Email	youth@hume.vic.gov.au
The Meeting Point Youth Central Broadmeadows	https://www.hume.vic.gov.au/Residents/Things-to-See-and-Do/Events/Events-Calendar/The-Meeting-Point-Youth-Central
The Meeting Point Roxburgh Park	https://www.hume.vic.gov.au/Residents/Things-to-See-and-Do/Events/Events-Calendar/The-Meeting-Point-Roxburgh-Park
Games Zone Sunbury	https://www.hume.vic.gov.au/Residents/Things-to-See-and-Do/Events/Events-Calendar/Games-Zone-Sunbury
Sunbury Rehearsal Space	https://www.hume.vic.gov.au/Image-Galleries/Sunbury-Rehearsal-Space-photo-gallery
Support, Leadership and Advocacy	https://www.hume.vic.gov.au/Residents/People-Services/Youth/Support-Leadership-and-Advocacy
Website	https://www.hume.vic.gov.au/Residents/People-Services/Youth/Support-Leadership-and-Advocacy/Youth-Support-Services

JESUIT SOCIAL SERVICES - NAVIGATOR PROGRAM



<p>The Navigator Program supports disengaged learners, aged 12-17, to re-engage with an education or training pathway. Navigator actively works with young people and their support networks to provide the support required for a successful return to education. The navigator program can advocate and support young people to connect with education, mental health and family violence services. For young people and their families connected to the Whittlesea, Nillumbik, Banyule, Yarra and Darebin areas; the program is also delivered in Hume/Moreland and Brimbank/Melton</p>	
Telephone	9387 1233
Email	navigator@edumail.vic.gov.au
About the Navigator program	<p>https://jss.org.au/programs/navigator/</p> <p>http://jss.org.au/wp-content/uploads/2015/10/Navigator-brochure-2016-FINAL-for-web.pdf</p>
Website	<p>https://jss.org.au/</p> <p>https://jss.org.au/what-we-do/education-training-and-employment/</p>

SPECTRUM YOUTH SERVICES

<p>The Spectrum Youth Services team understands the needs of young people in a way that encourages community engagement and relationship building. Young people, predominantly from migrant and refugee backgrounds aged 12 to 25 have access to a range of support services that include individual casework, referrals to other services, information about relevant topics, participation in sporting and recreational activities, leadership and advocacy training, and education support</p>	
<p>Dallas Site 61 Riggall Street, Dallas, 3047</p>	
Telephone	9977 9000
Email	info@spectrumvic.org.au
Website	https://spectrumvic.org.au/service/youth_services/

We advocate for young people and represent the youth sector to uphold the rights of all young Victorians	
Email	info@yacvic.org.au
Contact us	https://www.yacvic.org.au/about-us/contact-us/
Website	https://www.yacvic.org.au/

YOUTH & FAMILY TEAM



The Youth and Family Program has been created to offer case management support to young people who are homeless or risk of homelessness, including locating appropriate accommodation options, as well as provide support surrounding family reconciliation and family conflict	
Telephone	9482 3488
Email	crisisresponse@merri.org.au
Website	https://merri.org.au/support-program/youth-family-program/

YOUTH DISABILITY ADVOCACY SERVICES



The only advocacy service in Australia dedicated to helping young people with disability achieve their human rights	
Telephone	0455 621 849
Email	info@ydas.org.au
Website	https://www.yacvic.org.au/ydas

YOUTH PROJECTS



Our Youth in Hume Outreach Program (YHOP) is a mobile youth service targeted at disengaged and at-risk young people aged between 12 and 25 in the city of Hume. This is not a crisis service.	
Telephone	If your matter is urgent, please contact our HQ on 9304 9100 or The Living Room on 9945 2100
Contact: Taulante Bytyci	0407 126 932
Contact us	https://www.youthprojects.org.au/forms/contact-us
Website	https://www.youthprojects.org.au/forms/contact-us

YOUTH SUPPORT & ADVOCACY SERVICE



Since 1998, we've been walking beside young people and families as they work towards improving mental health and reducing both substance use-related harm, and unwanted involvement with the criminal justice system. We do this with a deep commitment to creating the conditions in which young people and their support networks can overcome, and even be strengthened by, adversity. We have grown to become one of Australia's largest youth-specific community service organisations, employing over 400 skilled staff to run our services throughout Victoria. We support over 5,000 young people and families each year and since inception, we have touched the lives of more than 100,000 young people and families through our youth alcohol and other drugs, mental health and criminal justice program	
Telephone	9415 8881
Email	reception@ysas.org.au
Website	https://ysas.org.au/