

Community Referral Poster Whittlesea

Updated: February 2019 Email: rscoble@vt.uniting.org



School Focused Youth Service

Accommodation

Haven Home Safe 9479 0700
Crisis access point, transitional and emergency accommodation, housing establishment funds

Front Yard Youth Services 9611 2411
Youth refuge referral support

Crisis Support 1800 627 727
Catchment Youth Refuge

Accommodation 9470 5592
Counselling and outreach support 9482 3488
Hope Street 8311 9610
Referral through VincentCare Vic 1800 825 955
Housing service in Whittlesea- outreach support and case management for 16-25 yr olds. Longer term housing

RECONNECT Uniting (12-18yrs) 8401 0100
Kids Under Cover 9429 7444
DHS Housing Preston 9479 0122
Public housing applications, 1300 664 977
information and supported referral

Transitional Youth Support Svc (TYSS)
(Berry Street) 9450 4700

Alcohol & Other Drugs

Caraniche 9401 0600
Free counselling and support for alcohol and other drug use. Located in Epping.

Directline 1800 888 236
YoDAA (yodaa.org.au) 1800 458 685
Family Drug Helpline 1300 660 068
Catholic Care 8468 1305

Uniting ReGen – North West Metro
AOD Service 1800 700 514
Intake and Assessment (Thomastown) 9384 8855
Coburg Youth Withdrawal Unit (Williams House)
YNOT (Youth Northern Outreach Team) 1800 627 727

Anger Management

Uniting Men's Behaviour Change 9457 0500
Uniting Adolescent Family Violence Program 8401 0100

The Chin Up Project 8401 0100
Berry Street 9450 4700
Teenage Aggression Responding Assertively (TARA) Program for parents experiencing violence from their adolescent child/ren

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

CALD/ Multicultural

Whittlesea Community Connections
Settlement assistance, emergency relief, free legal service, information and referral, youth programs, homework clubs 9401 6666

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

Centrelink Multilingual Service 13 12 02
Spectrum Multicultural Resource Centre 1300 735 653

Centre For Multicultural Youth 9340 3700
A range of programs, research and advocacy.

Victorian Co-op of Children's Services for Ethnic Groups – VICSEG 9383 2533
Australian Muslim Women's Centre for Human Rights 9481 3000
Provides info, support, advocacy to Muslim women

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

Translation Interpreting Service 13 14 50
Free interpreting services to non-English speaking Australian citizens and permanent residents communicating with selected approved groups & individuals

YAMEC – Melbourne Polytechnic 9269 1200
Young Adult Migrant Education Courses

Brotherhood of St Laurence 1300 015 107 9422 5650

Nasihah Consulting – Northern Psychology Clinic 9351 1166
Provides culturally appropriate counselling services for Muslim families and teens.

Arabic Welfare Inc 9380 9346
Vic TransCultural Mental Health 9231 3300

Carers Support

Young Carers - Carers Australia (Vic)
Practical and emotional support 1800 242 636 for young carers

CarerLinks North 1800 242 636
Free info/assistance to young carers 9495 2500

Child FIRST & Child Protection

Orange Door 1800 319 355
Family Information, referral and support team. Central intake for significant concerns regarding children and young people

Child Protection 1300 664 977 AH: 13 12 78
Notifications of suspected child abuse.

Community Agencies/Youth Services

Uniting 8401 0100
Family, Adolescent Violence, Family Violence, Youth Mentoring and Reconnect programs.

Berry Street 9450 4700
The Salvation Army Crossroads 9353 1011
Anglicare Plenty Valley (Lalor) 9465 0322
Anglicare (Preston) 8470 9999
The Brotherhood of St Laurence 9483 1183
Epping 1300 015 107
St Vincent de Paul Society 8405 3360
Kids First Aust (formerly CPS) 9450 0900
YMCA 9407 6200
Epping Community Services Hub 1300 015 107

Disability

NDIS 1800 800 110
Brotherhood of St Laurence 1300 275 634
Whittlesea Disability Network 9217 2170
EACH 1300 003 224
Plenty Valley Disability Services 9407 9699
Scope 1300 472 673
Leadership Plus (advocacy/support) 9489 2999
National Disability Coordination Officer Program 9686 2354
Wheelchair Taxis 13 6294
Disability Justice Advocacy 9474 0077
Disability Svces Commissioner 1300 728 187
Office of the Public Advocate 1300 309 337

Education & School Support

Hume Whittlesea Local Learning Employment Network (HWLLEN) 9309 5500
School Focused Youth Services (SFYS)

Uniting 8401 0100
Supports young people Grade 5 to Year 12 who are at risk of disengagement from education.

State School's Relief Program 8769 8400
Sustainable School Shop 0438 743 444
Traveller's Aid 9654 2600
Australian College of Optometry
Low cost eye care 9349 7400

Youth Allowance 13 2490
Uniting Microfinance 8401 0100
Brotherhood of St Laurence and ANZ Saver plus 1300 610 355

Les Twentyman Foundation
Back to School program 9689 4800
Ardoch Youth Foundation 9537 2414
DET North West Region 9488 9488

Emergency Relief

Whittlesea Community Connections 9401 6666

Centrelink Crisis Payments 13 2850
Salvation Army Plenty Valley 9436 9200
Phone appointments required

St Vincent De Paul 1800 305 330
Whittlesea Foodshare 8735 7131
Mill Park Baptist Church 9436 8797
Encompass Care Bundoora 9467 6777

Family Mediation

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

Family Mediation (Frontyard) 9611 2406
Relationships Australia 9431 7777
Counselling and family dispute resolution

Drummond Street - Family Mental Health Support Service (FMHSS) 9663 6733
Catholic Care – Family Dispute Resolution
Epping 8468 1305

Family Violence

Orange Door
Services for women, children and young people experiencing family violence 1800 319 355

U Thrive - Family Violence Support through Frontyard 1800 290 660
Northern Family & Domestic Violence Service 9450 4700
Berry Street - A range of services for those experiencing family violence. Referral access point

SafeSteps 1800 015 188
Uniting 8401 0100
Family Violence Intervention Programs/Support 1800 737 732

1800RESPECT 1800 737 732
Anglicare Plenty Valley (Lalor) 9465 0322
Family violence support & groups for women

In Touch Multicultural Family Violence Case Management Support 9413 6500
Services and programs 1800 755 988

Financial Services

Centrelink

Family 13 6150
Austudy, Youth and Students 13 2490
Abstudy: 1800 132 317
Indigenous Call Centre 1800 136 380
Interpreter: 13 1202
Disability: 13 2717
Uniting 8401 0100
Financial Counselling, CareRing and Microfinance

Front Yard Youth Services

Frontyard 244 Flinders St, Melbourne
9611 2411 / 1800 800 531

Accommodation support/MYSS 9614 3688
Check In (Mental Health Svc. Outreach available) 1800 800 531

U Thrive Family Violence Support 1800 290 660
Young Women's Crisis Svc 8486 2135
Family Mediation 9611 2406
Young and Pregnant Parenting 9611 2408
Centrelink DHS – Drop in
Young People's Health Svc 9611 2409
Youth Law 9611 2412

Showers, washing machines and food also available at the drop in centre

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

Gay/Lesbian Switchboard 1800184 527
Mind Equality Centre 1300 054 284
City of Whittlesea Youth Services
Stepping out 9404 8800
The Action Centre (FPV) 9660 4700
Queerspace (Drummond St) 9663 6733

Health Centres

DPV Health – Superclinic 8401 7373
– Northern Hospital 9409 8787
– Whittlesea 9716 9444

Northern Hospital 8405 8000
Centre for Adolescent Health 9345 5890
Action Centre 9660 4700 1800 013 952

Provides a range of sexual and reproductive health services for young people under 25

Front Yard Youth Services 9611 2411
Health Service 9611 2409/1800 800 531

Indigenous Services

Bert Williams Aboriginal Youth Service 9484 5310

Victorian Aboriginal Child Care Agency (VACCA) 9287 8800 1800 687 662

Victorian Aboriginal Legal Service Co-Operative 9418 5999 1800 064 865

Victorian Aboriginal Health Services 9419 3000

Aboriginal Family Violence Prevention & Legal Service 9244 3333 1800 105 303

Provides assistance to victims of family violence and sexual assault

Centrelink- Indigenous Call Centre 1800 136 380

Abstudy 1800 132 317
City of Whittlesea Youth Services 9404 8800

Legal Issues

Whittlesea Community Legal Centre/Whittlesea Community Connections Legal Aid 9401 6666
Front Yard Youth Services 9611 2411
Youthlaw 9611 2412

Located at Frontyard Youth Services
Women's Legal Service Vic 8622 0600

Local Government/Youth Services

City of Whittlesea Council 9217 2170
Youth Services (Baseline) 9404 8800
YMCA Whittlesea 9407 6200

Mental Health

COMMUNITY SUPPORT

EACH (Eastern Access Community Health) Intake/Assessment (16-25 yrs) 1300 785 358
Info and Referrals 1300 785 358
Outreach services, psych social support, rehabilitation, daily living skills etc. No clinical component, i.e. do not diagnose etc

If appropriate will refer to:
Neami (16-25 yrs) 9464 6455
Rehabilitation, outreach and support
CoHealth (16-25 yrs) 1300 785 358
Client Support Packages and Outreach
Mind Australia (16-25 yrs) 1300 286 463
Support Services
PHAMS (Personal helpers and mentors) provides outreach.

LIFT Stepped Care Model 9450 2005 1300 773 352

FAPMI (Families where a parent has a mental illness)
Bouverie Centre 9385 5100
Family Mental Health Support Service Drummond St 9663 6733
Check In (Outreach available) Frontyard Youth Svcs 1800 800 531
Neami Steps to Wellbeing 8691 5450

CRISIS, COMPLEX SUPPORT

Emergency Services 000
North Western Mental Health Triage (15-25 yrs) 24 Hours 1300 874 243
Phone triage only. Clinical service, diagnosis etc

If appropriate will refer to:
Austin CAMHS North East Metro (0-18yrs) (can call direct without referral) Whittlesea, Darebin, Yarra, Banyule, Nillumbik, Boroondara LGAs
Providing consultation, assessment and referral of children, young people and their families/carers with moderate to complex mental health issues.

Triage Mon-Fri 9am-5pm 1300 859 789
After hours 1300 874 243 (Option 1)
Epping outpatient team by appointment 1300 015 107

NAMHS (Community Team North)
WCMHS – Whittlesea Community Mental Health Service (16-25 yrs) 9408 9510

After hours 1300 874 243
Based at Northern Hospital, Epping.
Treatment/support for acute mental illness.
Also provides emergency response to people in psychiatric crisis (CAT).

YFLEX – neami national
For youth at risk of/experiencing complex mental health issues or have emerging issues and barriers to accessing mainstream support 8691 5353

Psychiatric Mother and Baby Units
Banksia House – Heidelberg 9496 6407
Kids Helpline 1800 551 800
Lifeline (24 hrs) 13 11 14
SuicideLine 1300 651 251
Eating Disorders Foundation of Vic Helpline 9885 0318 / 1300 550 236
Butterfly Foundation 1800 334 673
Beyond Blue (24 hr) 1300 224 636

EARLY INTERVENTION

YBIS (CAMHS) (12-25 yrs) 9496 3643
Outreach service to schools for 3 sessions, providing a brief intervention and secondary consultations. Free.

CASEA (CAMHS and Schools Early Action) (5-7 yrs) 9496 3620
Beyond Blue Support Line 1300 224 636

HEADSPACE (12-24YRS)
Provides youth workers, GPs, psychologists, psychiatrists, OTs, social workers, mental health nurses, AOD workers.

Greensborough 9433 7200
Craigieburn 8338 0919
Glenroy 9304 1011
Collingwood 9417 0150
Online counselling eheadspace.org.au
Headspace in Schools 0458 559 736

Support to prepare for, respond to and recover from the suicide of a student.

PSYCHOLOGICAL ASSESSEMENT
Contact School for SSSO assessments

Psychology Training Clinics
RMIT 9925 7666
Latrobe University 9479 2150

Conduct educational, behavioural and neuropsychological assessments.

Parenting Support

Child First 9450 0955
Parentline 13 22 89

Police Youth Resource Officer
Youth Resource Officer 9409 8110

Pregnancy Support
Northern Hospital–24 hours 8405 8000
DPV Health

Pregnancy Support 1300 234 263
Action Centre 9660 4700
Counsellors assist with decision making and referrals

Young and Pregnant Parenting through Frontyard 9611 2408
Royal Women's Hospital 8345 2127
The Young Women's Health Program
Pregnancy care, postnatal support & outreach to pregnant women 19 & under

Caroline Chisholm Society
Open 24 hours 9361 7000
Helpline 1800 134 863

Sexual Assault

NCASA counselling 9497 1768
Crisis Line: 1800 806 292
SOCIT 9216 1310
Vic Pol - Sexual Offences & Child Abuse Unit
Child Protection 1300 664 977
Sexual Assault Crisis Line 800 806 292