

DRUG & ALCOHOL:

NAME OF AGENCY: **Turning Point Alcohol and Drug Centre**
LOCATION: 54 - 62 Gertrude Street, Fitzroy
MAILING ADDRESS: 54 - 62 Gertrude Street, Fitzroy Vic 3065
TELEPHONE NUMBER: 8413 8413
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: The free services include:

- Direct clinical services to individuals with alcohol and drug problems - telephone and clinical assessments
- Methadone and withdrawal services
- Counselling and therapy
- Consultancy services to primary health, hospital, alcohol and drug and welfare workers in Victoria. Expertise for the development and provision of training services to health and welfare workers. Identification of key issues in clinical practice that require further research
- Research and development of appropriate therapeutic innovations

WAITING LIST: Nil
REFERRAL METHOD: Self-referred or through another agency / worker
TARGET GROUP: Young people aged over 18 years
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: A fee is charged for Methadone and withdrawal services.

NAME OF AGENCY: **Youth Substance Abuse Service (YSAS)**
LOCATION: 14 - 18 Brunswick Street, Fitzroy
MAILING ADDRESS: 14 - 18 Brunswick Street, Fitzroy Vic 3065
TELEPHONE NUMBER: 9415 8881
CONTACT PERSON(S): Assessment and referral:

- Metro Area: 9418 1020
- Country Callers: 1800 041 446

Duty worker
DESCRIPTION OF SERVICES: YSAS provides information, outreach and residential services for young people experiencing significant problems related to their use of drugs and/or alcohol.

WAITING LIST: Nil
REFERRAL METHOD: Self-referred either by phone or visit
TARGET GROUP: Young people aged between 12 and 21 years
DISABILITY ACCESS: No
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

DRUG & ALCOHOL:

NAME OF AGENCY: **Alcoholics Anonymous**
LOCATION: 407 Bridge Road, Richmond
MAILING ADDRESS: PO Box 136, East Melbourne Vic 3002
TELEPHONE NUMBER: 9429 1833
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: 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.
WAITING LIST: Nil
REFERRAL METHOD: Self-referred either by phone or visit
TARGET GROUP: All young people in Yarra
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri, 5 - 9:30pm Mon - Fri (telephone services), 9 - 12pm Sat, 9 - 5pm (telephone service)
FEES: Nil

NAME OF AGENCY: **Buoyancy Foundation**
LOCATION: 293 Punt Road, Richmond
MAILING ADDRESS: PO Box 2143, Richmond South Vic 3121
TELEPHONE NUMBER: 9429 3322
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: The foundation offers:

- Support through counselling to persons involved with illicit drug use (this can be at the Centre, by phone or our counsellors can come to you)
- Advice and support to parents, relatives and friends of illicit drug users
- Referrals to treatment centres or other agencies providing appropriate rehabilitation opportunities
- Counselling for Methadone programs
- Court reports for advocacy
- Needle and syringe exchange
- Community education
- Yoga / Shiatsu / Meditation

WAITING LIST: Nil
REFERRAL METHOD: Either self-referred or from other service providers
TARGET GROUP: Open to all young people within Yarra
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

DRUG & ALCOHOL:

NAME OF AGENCY: Gateway
LOCATION: 4 Derby Street, Collingwood
MAILING ADDRESS: PO Box 1141, Collingwood Vic 3066
TELEPHONE NUMBER: 9415 8700
CONTACT PERSON(S): Duty worker(s)
DESCRIPTION OF SERVICES: A service for young people who are experiencing both problematic drug issues and mental health issues. Services include:

- Therapy, drug and alcohol counselling and outreach support for young people using drugs
- TOE (The Outdoor Experience) - Wilderness adventure camp program for young people who are at risk of, or experiencing drug related difficulties

WAITING LIST: For therapy and outreach the waiting list can be up to a month, but this can vary

REFERRAL METHOD: Self, other agencies / workers
TARGET GROUP: 16 - 25 year olds
DISABILITY ACCESS: No
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

NAME OF AGENCY: Direct Line
LOCATION: N/A
MAILING ADDRESS: N/A
TELEPHONE NUMBER: 1800 888 236
CONTACT PERSON(S): Counselling staff
DESCRIPTION OF SERVICES: 24-hour confidential drug and alcohol counselling, information and referral service. Methadone inquiries and assessment, as well as referrals to needle exchange services and alternative drug and alcohol services within Victoria.

WAITING LIST: N/A
REFERRAL METHOD: N/A
TARGET GROUP: Users of illicit drugs, family members and anyone affected by substances of dependence

DISABILITY ACCESS: N/A
HOURS OF OPERATION: 24-hours / 7 days a week
FEES: N/A

DRUG & ALCOHOL:

NAME OF AGENCY: Hepatitis C Helpline
NAME OF PROGRAM: Telephone Information & Counselling Service
LOCATION: N/A
MAILING ADDRESS: N/A
TELEPHONE NUMBER: 9349 1111
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: An over-the-phone counselling, information and referral service for people suffering from the Hepatitis C virus. Also have an Asian Line, Ph: 9534 2142, which has taped information about Hepatitis in Vietnamese.

WAITING LIST: N/A
REFERRAL METHOD: N/A
TARGET GROUP: Young people suffering from Hepatitis C, anyone affected by Hepatitis C.

DISABILITY ACCESS: N/A
HOURS OF OPERATION: 9am - 10pm Mon - Fri, 9 - 11am & 6 - 8pm Weekends/
Public Holidays
FEES: N/A

NAME OF AGENCY: Melbourne Inner City AIDS Prevention
(MINE)

LOCATION: 348 Smith Street, Collingwood
MAILING ADDRESS: 348 Smith Street, Collingwood Vic 3066
TELEPHONE NUMBER: 9417 1466
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES:

- Needle and syringe program
- Information and Referral
- Outreach (Ph: 0418 179 814) 7:30pm – 11:15pm every day
- Syringe Disposal (Ph: 9417 5125) 24hr

WAITING LIST: N/A
REFERRAL METHOD: Self-referred either by phone or visit
TARGET GROUP: Injecting Drug Users all ages
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 10:30am – 6:30pm Mon - Fri
FEES: Basic program is free, costs for sterile water, tourniquets etc.

DRUG & ALCOHOL:

NAME OF AGENCY: **Moreland Hall**
LOCATION: 26 Jessie Street, Moreland
MAILING ADDRESS: 26 Jessie Street, Moreland Vic 3058
TELEPHONE NUMBER: 9386 2876
CONTACT PERSON(S): Duty workers
DESCRIPTION OF SERVICES: Moreland Hall offers the following services for young people with drug and alcohol dependencies and their families:

- Information
- Counselling
- Education
- Treatment
- Withdrawal
- Support
- Youth residential programs

WAITING LIST: Up to 3 weeks for youth residential programs and 10 days to 2 weeks for counselling, this can vary greatly

REFERRAL METHOD: Self, other agencies / workers
TARGET GROUP: Young people (12 - 21) using illicit drugs
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

NAME OF AGENCY: **Narcotics Anonymous**
LOCATION: N/A
MAILING ADDRESS: GPO Box 2470v, Melbourne Vic 3001
Visit the web site: <http://home.vicnet.net.au/~navic/>
Contact via e-mail: navic@vicnet.net.au

TELEPHONE NUMBER: 9525 2833
CONTACT PERSON(S): Phone counsellors
DESCRIPTION OF SERVICES: Narcotics Anonymous is a fellowship of recovering addicts who meet regularly to help each other stay clean and build a new way of life. Services include:

- Telephone information services
- Public information presentations for treatment staff, civic organisations, government agencies, and schools
- Panel presentations to acquaint treatment or correctional facility residents with the NA program
- Meeting directories for individual information and use in scheduling visits by client groups

WAITING LIST: Nil
REFERRAL METHOD: Either self-referred or from other service providers
TARGET GROUP: Open to all young people within Yarra
DISABILITY ACCESS: N/A
HOURS OF OPERATION: 24-hours / 7 days
FEES: Nil

DRUG & ALCOHOL:

NAME OF AGENCY: North Eastern Needle Exchange Program
LOCATION: N/A
MAILING ADDRESS: N/A
TELEPHONE NUMBER: 0418 545 789
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: Mobile needle exchange service operating in the North Eastern region of Melbourne.
WAITING LIST: Nil
REFERRAL METHOD: N/A
TARGET GROUP: Young people using illicit drugs
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 7:30 - 11pm 7 days a week
FEES: Nil

NAME OF AGENCY: St. Vincent's Hospital Melbourne -
Department of Drug and Alcohol Studies
LOCATION: 28 Nicholson Street, Fitzroy
MAILING ADDRESS: 28 Nicholson Street, Fitzroy Vic 3065
TELEPHONE NUMBER: 9288 2627
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: The department offers a comprehensive drug and alcohol service, which includes a:

- Residential withdrawal service (De Paul House)
- Consultation liaison service
- Assessment and counselling service
- Shared care program
- Drink living education program
- Forensic service

Special interest include teaching and training of general partitioners, research into drink driving programs, drug therapy for alcohol and narcotic dependence, alcohol related brain injury.
WAITING LIST: Nil
REFERRAL METHOD: N/A
TARGET GROUP: Young people using illicit drugs
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

DRUG & ALCOHOL:

NAME OF AGENCY: Windana Youth Program
LOCATION: C/O Visy Care Centre,
39a Clow St. Dandenong
MAILING ADDRESS: 39a Clow St. Dandenong Vic, 3175
TELEPHONE NUMBER: 9791 9999
DESCRIPTION OF SERVICES: Residential withdrawal program-6 bed facility

- Case management and referral
- Case managed discharge
- Holistic withdrawal and complimentary therapies
- Recreation program

WAITING LIST: Yes, but not for initial assessment
REFERRAL METHOD: Self or other Agency
TARGET GROUP: Youth aged between 12 –21 years with drug related problems

DISABILITY ACCESS: No
HOURS OF OPERATION: Monday to Friday 9am to 5pm
FEES: Nil

NAME OF AGENCY: The Salvation Army
NAME OF PROGRAM: Crossroads Crisis Services - Health Information Exchange
LOCATION: 29 Grey Street, St Kilda
MAILING ADDRESS: 29 Grey Street, St Kilda Vic 3182
Visit the web site:
<http://www.salvation-army.org.au/services/crossroads>
TELEPHONE NUMBER: 9525 4100 (Crisis Line)
9534 6056 (Admin)
1800 627 727 (Toll Free)
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: The health information exchange works like a drop-in centre and provides a free and confidential service. The service provides swabs, needles, condoms and disposal containers. It also provides information and referral for drug related issues and education material on HIV / AIDS and STD prevention.

WAITING LIST: Nil
REFERRAL METHOD: Agency or self-referred
TARGET GROUP: All people in Victoria (Statewide service)
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 11pm, 7 days / 365 days per year
FEES: Nil