

SUPPORT & COUNCELLING:

NAME OF AGENCY:

Beyond Blue

LOCATION:

50 Burwood rd. Burwood

MAILING ADDRESS:

PO Box 6100 Burwood Vic. 3125

TELEPHONE NUMBER:

9810 6100 (BH) or 9810 6111

EMAIL:

bb@beyondblue.org.au

WEB SITE:

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

DESCRIPTION OF SERVICES:

The National Depression Initiative became a legal entity called Beyond Blue. It coordinates, via partnerships with all sectors of the community, education, prevention, treatment and management of depressive illness.

NAME OF AGENCY:

BreakEven Northern

LOCATION:

N/A (Ring for nearest location)

MAILING ADDRESS:

N/A

TELEPHONE NUMBER:

1800 622 112

CONTACT PERSON(S):

Counselling staff

DESCRIPTION OF SERVICES:

BreakEven is a free service for problem gamblers and their families/friends. Services include:

- Counselling and support
- Assessment and referral services
- Information and education

The counselling service offers free and confidential counselling for individuals, couples and families for whom gambling is a problem. Services offered include:

- Financial counselling
- Relationship counselling
- Legal advice
- Employment services
- Emotional counselling

Help for individuals, couples and families includes:

- Control over the impulse to gamble
- Controlled gambling strategies
- Improved relationships
- Financial planning
- Self-confidence
- Treatment and support groups
- Relaxation
- Self-help skills

WAITING LIST:

Nil

REFERRAL METHOD:

Self-referred

TARGET GROUP:

People with gambling problems who require assistance and counselling

DISABILITY ACCESS:

N/A

HOURS OF OPERATION:

24-hour contact number

FEES:

Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY: Brotherhood of St. Laurence - Homework Centre
LOCATION: Fitzroy Library, 128 Moor Street Fitzroy
MAILING ADDRESS: Fitzroy Library, 128 Moor Street Fitzroy Vic 3065
TELEPHONE NUMBER: 9201 1540
CONTACT PERSON(S): Library staff
DESCRIPTION OF SERVICES: The centre offers help with homework for children and young people. It allows people to:

- Come and go when they like
- Get help to complete their homework from trained tutors in all subject areas
- Use the Internet to do research
- Use books, computers, printers and photocopiers to finish assignments
- Get together with friends
- Discuss ideas for essays with a tutor
- Get drafts checked

WAITING LIST: Nil
REFERRAL METHOD: Self-referred
TARGET GROUP: Young people needing help with any part of their homework
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 4 - 6pm Mon - Thurs
FEES: Nil

NAME OF AGENCY: **CASA (Centre Against Sexual Assault) House**
LOCATION: 270 Cardigan Street, Carlton 3053
MAILING ADDRESS: 270 Cardigan Street, Carlton Vic 3053
TELEPHONE NUMBER: 9344 2210
CONTACT PERSON(S): Duty Staff
DESCRIPTION OF SERVICES: CASA House offers the following services:

- Crisis care (24 hours / 7 days) - for crisis medical attention victims of sexual assault should go to the emergency department of the Royal Women's Hospital where they will then be escorted to the Centre's Crisis Care Unit.
- Counselling and support - NCASA provides a safe and confidential environment for victims of assault allowing them to talk to a counsellor.
- Follow-up gynaecological care including testing for STDs
- Advice on pregnancy if required
- Community education programs directed to breaking down myths surrounding sexual assault
- Education for professional groups such as police cadets, medical and nursing staff, social workers and students
- Access to legal services
- Advocacy for the right of victims / survivors - this is a part of the counselling process and means that victims are informed about their rights in relation to available medical, legal, and social support services.

WAITING LIST: Nil
REFERRAL METHOD: Self-referred
TARGET GROUP: Victims / survivors of sexual assault, over the age of 15
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Northern Centre Against Sexual Assault (NCASA)
LOCATION:	Building 26, The Repatriation Hospital Banksia Street, Heidelberg West
MAILING ADDRESS:	P.O. Box 5444, Heidelberg West, 3081
TELEPHONE NUMBER:	9497 1768 (Administration) 9496 2240 (Counselling Line 9am-5pm Mon – Fri) 9349 1766 (After hours crisis line 5pm – 9am)
CONTACT PERSON(S):	Duty Staff
DESCRIPTION OF SERVICES:	<p>Northern CASA responds to the specific needs of victims/survivors of sexual assault as well as their families, partners and friends. NCASA provides the following services:</p> <ul style="list-style-type: none">▪ Crisis care▪ Medical attention and support following an assault▪ Face to face medium term counselling▪ Telephone counselling and support▪ Referral▪ Advocacy▪ Group Work▪ Information about medical and legal issues▪ Specialised Youth Outreach Team▪ Outreach counselling in Epping <p>All these services are free of charge and are available to recent and past victims/survivors of sexual assault. Northern CASA is a safe environment and does not provide counselling for perpetrators of sexual assault.</p> <p>Northern CASA:</p> <ul style="list-style-type: none">▪ Offers a safe place where people can speak to someone about their experiences, either on the phone or face to face▪ Provides 24 hour crisis support for people who have been recently sexually assaulted▪ Runs groups for women and men who have experienced sexual assault▪ Provides information about rights and other help▪ Helps people with making a statement to the police and provides information about what happens afterwards▪ Provides support to friends and family on behalf of a victim/survivor if they wish.
WAITING LIST:	8 weeks
REFERRAL METHOD:	Self- referred
TARGET GROUP:	Victims/survivors of sexual assault. Northern CASA provides services to residents from the: <ul style="list-style-type: none">▪ City of Yarra▪ City of Darebin▪ City of Banyule▪ City of Nillumbik▪ Shire of Whittlesea
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9am-5pm Mon-Fri.
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	City of Yarra Financial & Crisis Counselling Collingwood, Fitzroy and Richmond Districts
LOCATION:	140 Hoddle Street, Abbotsford
TELEPHONE NUMBER:	9205 5491 / 9205 5492
CONTACT PERSON(S):	David or Magi
DESCRIPTION OF SERVICES:	Services include: <ul style="list-style-type: none">• Limited emergency relief• Food vouchers• Once only stabilisation fund assistance (not emergency relief)• No cash• Cheques to services or credit providers only
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred - phone for appointment
TARGET GROUP:	People who work, live or study within the City of Yarra
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9:30 - 4pm Wed & Fri
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Family Support Service - City of Yarra
LOCATION:	140 Hoddle St, Abbotsford
MAILING ADDRESS:	PO Box 168, Richmond Vic 3121
TELEPHONE NUMBER:	9205 5441
CONTACT PERSON(S):	Administration Staff
DESCRIPTION OF SERVICES:	<p>The Family Support Service aims to strengthen families and individuals by assisting them to find solutions to their social, financial and family difficulties. The service is free and confidential and available to anyone who lives, works or studies within the City of Yarra. Interpreters are also available and services offered include:</p> <p><i>Groups offered:</i></p> <ul style="list-style-type: none">• Parenting groups• Women's groups• Holiday activities <p><i>Counselling:</i></p> <ul style="list-style-type: none">• Counselling• Referral to other services• Assistance with problem solving <p><i>Financial Counselling:</i></p> <ul style="list-style-type: none">▪ The financial counsellors provide clients with:▪ Information, referral and advocacy in times of financial and credit related difficulties▪ Educational workshops and talks for community groups about rights and responsibilities in financial crises. <p><i>Crisis Counselling:</i></p> <ul style="list-style-type: none">• Information, advocacy and referrals for people experiencing financial or social emergencies. Limited non-cash emergency relief is also available.
WAITING LIST:	Nil - arrange appointments for counselling
REFERRAL METHOD:	Self-referred
TARGET GROUP:	Financial and Crisis Counselling: Anyone who lives, works or studies within the City of Yarra Family Support: Families with children 0 – 18 years living in the City of Yarra.
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon - Fri
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Domestic Violence & Incest Resource Centre (DVIRC)
LOCATION:	292 Wellington Street, Collingwood Visit the web site: www.dvirc.org.au
MAILING ADDRESS:	292 Wellington Road, Collingwood, 3066
TELEPHONE NUMBER:	9486 9866 Fax: 9486 9944 9417 1255 (TTY)
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	Services offered: <ul style="list-style-type: none">• A range of resources, including pamphlets, booklets for those who have experienced abuse or violence, manuals and other publications. DVIRC also produces a quarterly Newsletter, which contains legal updates, lists of current support groups for survivors in Victoria, articles on current issues and lists of new resources and books. <p><i>Library:</i></p> <ul style="list-style-type: none">• A specialist reference library focussed on domestic violence, incest and child sexual abuse. Resources for students and workers include books, periodicals, videos, journal articles and manuals. The library also has many self-help books and guides for survivors of violence, available for loan. <p><i>Professional Education & Training:</i></p> <ul style="list-style-type: none">• Education and training workshops for community workers, other professionals, the general public, and for facilitators of support groups. Some of our training modules include:<ul style="list-style-type: none">• Domestic violence: core skills / Advanced• Support group facilitation• Current legal issues• Domestic violence and cultural issues• Responding to young people and Sexual assault• File notes & legal implications• Working with children affected by domestic violence• Domestic violence & mental health issues <p><i>Consultation & Resources for Workers:</i></p> <ul style="list-style-type: none">• Information, consultation and resourcing for workers in Victorian health and welfare agencies.
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred
TARGET GROUP:	Women and their children suffering from abuse and violence
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon - Fri
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY: **Drummond Street Relationship Centre**
LOCATION: 195 Drummond Street, Carlton
MAILING ADDRESS: 195 Drummond Street, Carlton Vic 3053
TELEPHONE NUMBER: 9663 6733
CONTACT PERSON(S): Duty Staff
DESCRIPTION OF SERVICES: A non-governmental, non-denominational counselling agency which receives funding from the Federal Department of Family and Community Services to provide Family and Child Counselling and Relationship Counselling.

- African Community Support Program
- Counselling for Same-Sex Couples

WAITING LIST: Nil - **phone for appointment**
REFERRAL METHOD: Direct / Self-referred either by phone or visit
TARGET GROUP: Pension and Health Care card holders, City of Yarra residents. A minimum and six months residency is required.
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9am - 8pm Mon – Thurs.
9am – 5pm Friday
FEES: According to ability to pay
\$20 charge for after-hours appointments.

NAME OF AGENCY: **Good Shepherd Youth & Family Services**
NAME OF PROGRAM: **Buying Service - 9417 4666**
No Interest Loan Scheme - 9419 5477
LOCATION: 117 Johnston Street, Collingwood
MAILING ADDRESS: 117 Johnston Street, Collingwood Vic 3066
TELEPHONE NUMBER: Listed above
CONTACT PERSON(S): Duty Staff
DESCRIPTION OF SERVICES: *Buying Service:*

- Assistance and discounts for low income earners on household goods including fridges, washers, furniture, televisions, asthma pumps.

No Interest Loan Scheme:

- Loans for household items such as washers, fridges, furniture, etc.

Youth Support
Mentor Program "MOOOV"
Mentors one on one volunteers
WAITING LIST: Nil - **phone for appointment**
REFERRAL METHOD: Direct / Self-referred either by phone or visit
TARGET GROUP: Pension and Health Care card holders, City of Yarra residents. A minimum and six months residency is required.
DISABILITY ACCESS: N/A
HOURS OF OPERATION: Phone for appointment
FEES: Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Men's Referral Service
LOCATION:	N/A
MAILING ADDRESS:	PO Box 417, Richmond Vic 3121 Visit the web site: http://www.ntv.net.au/
TELEPHONE NUMBER:	9428 2899 1800 065 973
CONTACT PERSON(S):	Duty Staff
DESCRIPTION OF SERVICES:	<p>The Men's Referral Service is an anonymous and confidential telephone service provided for men by men. It provides a central point of contact for men who are wanting to stop their violent or abusive behaviour towards their family members, but are not sure how or where to go for advice. Aims of the Men's Referral Service are to assist men to take further action to stop their violence and / or abuse in the home through the provision of appropriate information and/or referral. In providing support to men to change their behaviour, the service makes a positive contribution to ensuring the safety of women and children where families in crisis choose to stay together. Where families choose not to stay together, the service make a positive contribution to ensuring that this happens in a non-violent way. Males who experience the following feelings and would like to change the situation can call the MRF. Feelings can include:</p> <ul style="list-style-type: none">• Getting frustrated and exploding• Being abusive to their family• Feeling angry with the people they care about most• Using violence in the home• Feeling fearful or confused• Concerned about the effect of their behaviour on the children
WAITING LIST:	Nil
REFERRAL METHOD:	Direct contact via phone
TARGET GROUP:	For any man who has experienced the previously mentioned feelings / situations and wishes to make a change.
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	12noon - 9pm Mon - Fri
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Northern Centre Against Sexual Assault (NCASA)
LOCATION:	Building 26, Repat Campus Banksia Street, Heidelberg West, 3081
MAILING ADDRESS:	NCASA - ARMC Locked Bag 1, Heidelberg West, 3081
TELEPHONE NUMBER:	9497 1768 9496 22490(Counselling line – 12.30pm – 5.00pm M-F) 9349 1766 (After hours crisis line - 5pm - 9am)
CONTACT PERSON(S):	Duty Staff
DESCRIPTION OF SERVICES:	<p>NCASA responds to the needs of victims/survivors of sexual assault as well as their families, partners and friends. NCASA provides the following services:</p> <ul style="list-style-type: none">• Crisis care• Medical attention and support following an assault• Face to face medium term counselling• Telephone counselling and support• Referral• Advocacy• Group work• Information about medical and legal issues• Specialised Youth Outreach Team• Outreach counselling at Lalor and Reservoir <p>All these services are available to recent and past victim\survivors of sexual assault. NCASA is a safe environment and does not provide counselling for perpetrators of sexual assault.</p> <p>Appointments can be made by calling the service on 9496 5770 between 9.30am and 4.30pm on weekdays.</p> <p>Northern CASA:</p> <ul style="list-style-type: none">• Offers a safe place where people can speak to someone about their experience, either on the phone or face to face• Provides 24 hours crisis support for people who have been recently assaulted• Run groups for women and men who have experienced sexual assault• Provides information about rights and other help• Helps when making a statement to police and provides information about what happens afterwards• Provides support to friends or family on behalf of a victim if they wish.
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred
TARGET GROUP:	Victims / survivors of sexual assault. NCASA provides services to residents from the: <ul style="list-style-type: none">• City of Yarra• City of Darebin• City of Banyule• City of Nillumbik• Shire of Whittlesea
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon - Fri
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Relationships Australia
LOCATION:	46 Princess St. Kew
MAILING ADDRESS:	46 Princess St. Kew Vic. 3101
TELEPHONE NUMBER:	92618700
EMAIL:	kew@rav.org.au
WEB SITE:	http://www.relationships.com.au
DESCRIPTION OF SERVICES:	<p>Counselling for individuals, couples and families</p> <ul style="list-style-type: none">▪ Family violence group for men▪ Family mediation- help for separating and divorcing couples to resolve differences, reach agreement and make decisions.▪ Relationship education▪ Parenting apart program- mediation, conciliation, parenting plans, key steps to parenting after separation.▪ Men, separation and parenting▪ Anger Management for Women▪ Property conciliation▪ Men's Behaviour change group▪ Separation Counselling▪ Therapeutic Counselling for children▪ Primary Dispute Resolution
WAITING LIST:	Up to 3 weeks on day and evening list.
REFERRAL METHOD:	Self referral
TARGET GROUP:	No restrictions
HOURS OF OPERATION:	Monday to Friday 8am-5pm. Tuesday, Wednesday, and Thursday evenings. Saturday 9am-1pm.
FEES:	Sliding scale according to income.

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Sisters of Charity Outreach Centre (St. Vincent's Private Hospital)
LOCATION:	72 Fitzroy Street, Fitzroy
TELEPHONE NUMBER:	9415 1522
CONTACT PERSON(S):	Duty Staff
DESCRIPTION OF SERVICES:	<p>The Sisters of Charity Outreach Centre is a service providing counselling and support to people experiencing grief. All support offered is confidential and undertaken at a place chosen by the person seeking support such as the client's home, the Outreach Centre, a coffee shop, a park. Outreach offers:</p> <ul style="list-style-type: none">• Counselling• Support• Companionship through trained volunteers• Referrals to other agencies and services• Information• Education on grief and loss• Support groups (younger bereaved parents)• Rituals and memorial services• Volunteer training
WAITING LIST:	Nil - appointments necessary
REFERRAL METHOD:	Direct contact between client and the Centre
TARGET GROUP:	Any person, regardless of age, experiencing loss or grief approximately two months to two years after the event.
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon - Fri
FEES:	Discretion of individuals to nominate their own fee

SUPPORT & COUNCELLING:

NAME OF AGENCY: **The Salvation Army - Richmond**
LOCATION: Cnr Lennox & Garfield Streets Richmond
MAILING ADDRESS: Cnr Lennox & Garfield Streets Richmond, Vic 3121
TELEPHONE NUMBER: 9429 2117
9470 1438
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: The Salvation Army Richmond offers family support services and are available for people in the Richmond and Abbotsford areas.

Community Activities include:

Description of Activity	Day	Time
Kids club - held each Tuesday of the school terms	Tuesday	4:00pm
Sally's kitchen - a free meal for people in the community	Wednesday	12:00noon
After school class - for children to get help with homework etc	Wednesday	4:00pm
Chinese school - mandarin language	Saturday	2:30pm

WAITING LIST: Nil
REFERRAL METHOD: Self-referred
TARGET GROUP: Young people in the Richmond and Abbotsford areas
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9:30 - 4:00pm Wed & Fri (Ring to arrange an appointment)
For community activities times refer to the above list.
FEES: Nil (Chinese school incurs a \$30 fee payable once per year)

NAME OF AGENCY: **Jesuit Social Services**
NAME OF PROGRAM: **Communities Together**
LOCATION: 4 Derby Street, Collingwood
TELEPHONE NUMBER: 9415 7186
CONTACT PERSON(S): Cathy Guinness
DESCRIPTION OF SERVICES: Program of community development with tenants of the City of Yarra public housing estates. A community development worker is available at each of the three estates including Collingwood, Fitzroy and North Richmond. Services offered include information and referral, advocacy, community projects as well as neighbourhood networking.

WAITING LIST: Nil
REFERRAL METHOD: Self-referred by phone or visit
TARGET GROUP: All ages - young people welcome
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	Kildonan Strengthening Families
LOCATION:	30 Cambridge St. Collingwood Vic 3066
MAILING ADDRESS:	30 Cambridge St. Collingwood Vic 3066
TELEPHONE NUMBER:	9419 0222
CONTACT PERSON:	Strengthening Families Co-ordinator
DESCRIPTION OF SERVICES:	<p>Strengthening Families is a free service for families with children aged 0-18 yrs.</p> <p>We help families with a variety of problems which may include:</p> <ul style="list-style-type: none">• Drug and alcohol problems• Financial problems• Housing problems• Difficulties in parenting• Children with school difficulties• Health problems• Domestic violence• Relationship problems between children and adults, adults and adults• Social isolation <p><i>Our service:</i></p> <ul style="list-style-type: none">• Is outreach based• Is able to provide limited financial help• Has an after hours on-call provision• Is experienced in cross cultural work and uses interpreters widely• Has strong links to other adolescent specific Kildonan services
WAITING LIST:	Referrals are prioritised with the capacity for immediate response for urgent issues.
REFERRAL METHOD:	Self-referral, community referrals and DHS where there is no DHS involvement
TARGET GROUP:	Any family living in the City of Yarra or in Darebin (Northcote, Thornbury, Fairfield and Alphington only)
DISABILITY ACCESS:	Not applicable (Outreach service)
HOURS OF OPERATION:	Weekdays, flexible hours
FEES:	Nil

SUPPORT & COUNCELLING:

NAME OF AGENCY:	North Yarra Community Health
LOCATION:	622 Lygon Street, Carlton 365 Hoddle Street, Collingwood 75 Brunswick Street, Fitzroy
MAILING ADDRESS:	As above
TELEPHONE NUMBER:	Carlton 93497333 Collingwood 94114333 Fitzroy 94113555
CONTACT PERSON(S):	Duty Worker/Counselling staff at each site Drug and Alcohol Counsellor (Collingwood) Family Counsellor (Carlton)
DESCRIPTION OF SERVICES:	Case work/Counselling staff available across the three sites provide general counselling services on a short, medium or long term basis to a diverse population with a range of complex issues – including relationship issues, depression, anxiety, sexual abuse, childhood abuse, family issues, domestic violence, grief, stress, substance abuse, financial crisis, social isolation, immigration and other issues. Drug and Alcohol counselling is available to explore issues around substance abuse, and can include individuals, couples and families. Family Counselling is available to carers or parents with children under the age of 19 years, who live, work or study in City of Yarra, Carlton and surrounding areas.
WAITING LIST:	Nil
REFERRAL METHOD:	Self referral
TARGET GROUP:	People who live, work or study in the City of Yarra
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9am – 5pm Monday to Friday
FEES:	According to income, though fees can be waived and no one will be refused service.