

Agencies

This document has been put together from various sources to guide school staff and youth workers towards the appropriate and useful resources which may assist them in helping local young people.

The Banyule and Nillumbik Local Learning and Employment Network (BNLLEN) take no responsibility for any information accessed via this document.

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Abuse - Sexual

Children's Protection Society (CPS)

CPS have a team of psychologists and social workers who provide an internationally recognised specialist therapeutic counselling service for children and young people who have been sexually abused, children and young people with sexualised behaviours. Please note a referral is needed to access this service.

Ph: 9450 0900
Fax: 9457 6057
Email: cps@cps.org.au
Web site: www.cps.org.au

Northern Centre Against Sexual Assault (CASA)

Useful for: ✓					
Staff		Students	✓	Parents	✓

Northern CASA is the regional sexual assault service for the northern metropolitan region of Melbourne covering the local government areas of Banyule, Darebin, Nillumbik and Whittlesea. It is located on the Repatriation Campus of Austin Health and also operates a number of outposts in the Northern region.

Sexual Assault Crisis Line
After hours and weekends
Ph: 1800 806 292
Counselling line & referrals Ph: 9496 2240 (12.30pm to 5pm) Fax: 9497 2708
Web site: www.northern.casa.org.au

Sexual Offences and Child Abuse Units (SOCA)

Useful for:					
Staff	✓	Students	✓	Parents	✓

SOCA is staffed by experienced and qualified police members specially trained to assist with responding to and investigating adult sexual assault and child abuse.

The principal role of the SOCA Units is to provide an initial response to victims of sexual assault and physical assault on children by:

- Attending to the welfare of the victim
- Obtaining a statement from a victim/witness for evidentiary purposes
- Completing and submitting the relevant reports
- Interviewing offenders for minor sexual and physical assaults after consultation and in liaison with the relevant Criminal Investigation Unit (CIU)

YRO Victoria Police

Heidelberg Police Station (24hrs)
Ph: 9450 8000

Greensborough Police Station (24hrs)
Eltham Police Station
Ph: 9435 1044
Diamond Creek

Autism

Amaze (Autism Victoria)

Useful for: ✓				
Staff	✓	Students	Parents	✓

Amaze (Autism Victoria) is the peak body for Autism Spectrum Disorders (ASDs) in the state of Victoria and work for the benefit of all individuals and their families and to promote better understanding of ASD in the general community.

Their aim is to improve the quality of life for people affected by Autism Spectrum Disorders, their family and carers. We also provide a range of services to individuals and agencies with an interest in Autism Spectrum Disorders (including Asperger Syndrome and PDD-NOS).

Amaze Provide:

- Free phone support for general assistance and advice
- Free phone support for DHS staff working with individuals with an ASD
- Certified and customized training programs for professionals and businesses
- Information and education sessions for individuals and families
- Information Services – Autism Library, online resources, Fact Sheets and more
- A Family Counselling service for individuals and families
- A Directory of Services to put people in touch with autism-specific and autism-aware services

Website: www.amaze.org.au

Eating Disorders

Eating Disorders Foundation of Victoria

Useful for: ✓				
Staff	Students	✓	Parents	✓

The Eating Disorders Foundation of Victoria (EDFV) provide over the phone and face to face supportive services for people with eating disorders and for families and friends of people who have eating disorders.

The contact details for

EDFV are:

1513 High Street

Glen Iris VIC 3146

Help/Support/Information

Phone: 9885 0318 or 1300 550 232

Email: help@eatingdisorders.org.au

Web: www.eatingdisorders.org.au

Family and Individual Crisis

Anglicare Victoria Youth Services

Useful for: ✓				
Staff	Students	✓	Parents	✓

Provides counselling, advocacy, advice, after-hours crisis support, case management, drug and alcohol counselling and family support & liaison.

239 Murray Road,

Preston. 3072.

Ph: 8470 9999.

Web Site www.anglicarevic.org.au

Berry St Victoria

Useful for: ✓					
Staff		Students	✓	Parents	✓

Berry Street Victoria is a welfare organisation that aims to support young people and their family. They provide individual resources for crisis and violence situations in the Northern Suburbs as well as help to foster stronger relationships for your family.

This service helps with a number of things including a family mediation service, parent education program, counselling and working with young people

Services for young people include: case management, outreach, life skills, mentoring and accommodation.

677 The Boulevard, Eaglemont 3084

Ph: 9450 4700

Email: eaglemont@berrystreet.org.au

Web Site: www.berrystreet.org.au

GLBTI

PFLAG Victoria

Useful for: ✓					
Staff		Students	✓	Parents	✓

Parents and Friends of Lesbians and Gays (PFLAG) provides support and friendship to families, particularly parents and also to members of the GLBTI community who may need support in coming out to their family and friends.

Web site: www.pflagvictoria.org.au

Health

Banyule Community Health Service

Useful for: ✓					
Staff		Students	✓	Parents	

Staffed by community health nurses, young people can visit this service if they have concerns or questions about family support, financial help and dental. They can also get referral to other services.

21 Alamein Road, West Heidelberg.

Ph: 9450 2000.

OR

3/25-33 Grimshaw Street,

Greensborough.

Ph: 9433 5111.

www.bchs.org.au

[Check out the website more info](#)

Centre for Adolescent Health:

Useful for: ✓					
Staff		Students	✓	Parents	

Web: www.rch.org.au/kidsinfo/fact_sheets/RCH_Adolescent_health_services/

The 'Centre for Adolescent Health' is a team of staff from many different backgrounds including healthcare and education, who are committed to making a difference to young people's health.

Staffs at the Centre provide comprehensive health care services and often assist young people to gradually accept increasing responsibility for their own health and make the transition from childhood to adulthood.

The service is for any young person between the **ages of 12 to 18** years who has a health concern and is willing to attend for an appointment. A referral from a medical practitioner is needed before an appointment will be allocated. A young person may come by themselves or with a family member, guardian, and/or worker.

The Centre has some valuable Fact Sheets covering a range of topics: refer to:

www.rch.org.au/kidsinfo/#

Nillumbik Health Service

Useful for: ✓				
Staff		Students	✓	Parents

Nillumbik Health provide a number of youth specific services including:

Dental Health for Youth

Disengaging from School

Grief and Bereavement

Needle Exchange

Physiotherapy for Youth

School Support

Diet and Nutrition Advice for Youth

Emergency Financial Relief

Immunisation

Occupational Therapy

Podiatry for Youth

Youth Homelessness

Location:

917 Main Road

Eltham VIC 3095

(Between Eltham Post Office and CFA station)

Ph: 9430 9100

Fax: 9431 0339

Web: www.nillumbikhealth.org.au

Homelessness

Frontyard

Useful for: ✓				
Staff		Students	✓	Parents

Frontyard is a collection of youth specific services for people aged 12-25 who are homeless or at risk of becoming homeless and spends time in Melbourne CBD. They focus on the physical, emotional and social needs of a young person and make decisions with them that will effect positively on their lives.

Ph: 1800 800 531 (freecall)

Email: fyreception@mcm.org.au

Web: www.frontyard.org

RECONNECT:

Useful for: ✓				
Staff		Students	✓	Parents

This service a part of the Nillumbik Health Service) supports young people at risk of homelessness and their families. It liaises closely with school welfare coordinators, local government and other service providers in a number of youth networks aiming to keep young people engaged with their families, school or employment.

More details: www.nillumbikhealth.org.au/service/youth-homelessness/?only_for=8

Location:

917 Main Road

Eltham VIC 3095

(Between Eltham Post Office and CFA station)

Ph: 9430 9100

Fax: 9431 0339

Web: www.nillumbikhealth.org.au

Learning Difficulties

LD Network

Useful for: ✓					
Staff	✓	Students		Parents	✓

Source: www.ldnetwork.net.au

"Learning Disabilities (LD), including dyslexia, cause major obstacles to learning. Our community has a growing concern for the welfare of these students and are looking to ensure they are appropriately recognised and supported within the Victorian educational system. The LD Network has specifically been created to assist the community and its leaders to address this issue."

The group runs a number of activities aimed at supporting Parents and Teachers of students with a Learning Disability
Mobile: 0429 051 108
Email: info@ldnetwork.net.au
Web: www.ldnetwork.net.au
Events and News: www.ldnetwork.net.au/LDNetwork/Events_and_News.html

SPELD Vic Inc (SPecific Learning Difficulties Association of Victoria)

Useful for: ✓					
Staff	✓	Students	✓	Parents	✓

Web: www.speldvic.org.au

SPELD Victoria Inc provide information and services to children and adults with specific learning difficulties and those who care for, teach and work with them.

One of the major aims of SPELD is to increase community awareness of the nature, extent and consequences of the problems of those individuals who, despite their intellectual ability and adequate educational opportunity, fail to make satisfactory progress in one or more of the following areas: listening, speaking, reading, writing, spelling, calculating and spatial relations.

Some of the services offered by SPELD include:

1. [Parent Services](#)
2. [Information for Parents – Adolescents](#)
3. [Assessments](#)
4. [Tutoring at SLC](#)
5. [School Consultancy](#)
6. [Technology Services](#)

Legal

Youth Legal Service (Vic Legal Aid)

www.legalaidvic.gov.au

Useful for: ✓				
Staff		Students	✓	Parents

West Heidelberg Community Legal Service Inc

Mental Health

Austin Heath, Child and Adolescent Mental Health (CAMHS)

Useful for: ✓				
Staff		Students	✓	Parents

Specialist mental health service for children and adolescents up to the age of 18.

Ph: 9496 3620.

After hours: 9496 5000 (emergency only).

Web: www.health.vic.gov.au/mentalhealth/services/child/index.htm

Headspace

Useful for: ✓				
Staff		Students	✓	Parents

Source: www.headspace.org.au

Headspace is committed to making sure that the young people across Australia have the best support, access, information and services for health issues.

Headspace have increased capacity for young people to see GPS and allied health practitioners. This means there is currently no wait and it is a perfect time to refer young people for any of the following:

- General physical health
- Sexual health
- Nutrition and diet
- Contraception
- Relationships
- Sports injuries
- Feeling depressed or anxious
- Not coping at school
- Not sleeping well or sleeping too much
- Finding it hard to concentrate
- Wanting to cut down drinking or drug use
- Bullied, hurt or sexually harassed

For more information visit the [Headspace](http://www.headspace.org.au) website.

Anxiety Disorder Association of Victoria (ADAVIC)

Useful for: ✓					
Staff	✓	Students	✓	Parents	✓

ADAVIC is a not-for-profit, self-funded organisation which provides support, information and resources to individuals suffering from or affected by anxiety, depression, and related issues.

They act as an entry-level service with "grass-roots" support and resources for issues including anxiety, stress, worry, and its related disorders such as depression, phobias, panic attacks, obsessive compulsive disorder (OCD), post-traumatic stress disorder (PTSD), sleep disorders, and self-esteem problems.

They also provide lectures and workshops which are often targeted to Parents and Teachers:

Refer to: www.adavic.org.au/events.aspx

Phone: 9853 8089

Email: adavic@adavic.org.au

Mail: PO BOX 625, Kew VIC 3101

Web: www.adavic.org.au

Mind Works

Source: www.mindaustralia.org.au

Useful for: ✓					
Staff	✓	Students	✓	Parents	✓

Provide services to people aged 16 years and over whose ability to manage their daily activities and to live in the community is impacted by mental health issues. Works with people who seek our support to set goals, and develop the knowledge and skills to achieve them.

Educate people about mental health and recovery, they provide training for peer workers and other mental health professionals, and people in various occupations and industries. We also provide information for consumers, families and carers.

Contact:
Mind Central Office
PO Box 592
Heidelberg Vic 3084
1300 286 463

Reconnexion

Useful for: ✓					
Staff	✓	Students		Parents	

Web: www.reconnexion.org.au

Reconnexion (formerly TRANX & PADA) programs and services address the challenges of anxiety, stress, depression and benzodiazepine (tranquillisers & sleeping pills) dependency and related conditions.

Reconnexion provides counselling, telephone information & support, community information, and health practitioner education.

Main Address:
222 Burke Road
Glen Iris VIC Australia 3146

Email: info@reconnexion.org.au

Telephone: 1300 273 266 or 9886 9400
Facsimile: 03 9886 0650

Sexual Assault

Northern Centre Against Sexual Assault (CASA)

Useful for: ✓					
Staff		Students	✓	Parents	✓

Northern CASA is the regional sexual assault service for the northern metropolitan region of Melbourne covering the local government areas of Banyule, Darebin, Nillumbik and Whittlesea. It is located on the Repatriation Campus of Austin Health and also operates a number of outposts in the Northern region.

Sexual Assault Crisis Line

After hours and weekends

Ph: 1800 806 292

Counselling line & referrals Ph: 9496 2240 (12.30pm to 5pm) Fax: 9497 2708

Web site: www.northern.casa.org.au

Sexual Health

Family Planning Victoria for young people

Useful for: ✓					
Staff	✓	Students	✓	Parents	✓

FPV has a focus on health care, education and advocacy in sexual health and reproductive health. Their vision is sexual and reproductive health for all Victorians and their mission is to provide leadership in public policy, education and clinical care in sexual and reproductive health.

Ph: 1800 013 952
www.fpv.org.au/young-people

Substance Abuse

Youth Substance Abuse Service (YSAS)

YSAS is a service for young people between the ages of 12-21 who are having a significant problem with Alcohol or Drugs. YSAS provides a range of youth-specific outreach, treatment, withdrawal, rehabilitation and support programs in a number of locations in Melbourne. YSAS also offers drug and alcohol services specifically for Koori young people

YSASline: 1800 014 446

Web site: www.ysas.org.au

Others

Exodus Community

Useful for: ✓				
Staff		Students	✓	Parents

Exodus are a community group within the West Heidelberg area. They have various groups including for young people.

Web site: www.exoduscommunity.org.au