



**Alcohol & Other Drugs**

**Direct Line** 1800 888 236  
Drug & Alcohol referral service

**Family Drug Helpline** 1300 660 068

**North & West Metro Alcohol and Drug Service (ReGen)**  
Local Intake and Assessment 1800 700 514  
Mon – Fri 9am to 3pm [intake@nwmetroaod.org.au](mailto:intake@nwmetroaod.org.au)  
A client must be deemed dependant on a substance & ages 16 plus

**Youth Northern Outreach Team (YNOT)**  
Glenroy 9304 9100  
City Office 9945 2100  
Provide outreach drug and alcohol treatment for young people aged between 12 and 25 years delivering services in the city of Yarra, Banyule, Darebin, Moreland, Hume, Whittlesea and Nillumbik

**UnitingCare ReGen (Formerly Moreland Hall)** 9386 2876  
The alcohol and other drugs (AOD) treatment and education agency of UnitingCare

**Youth Support & Advocacy Service (YSAS)**  
D&A Counselling (Google Yoda) For young people aged 12-21 in relation to alcohol & other drugs  
24 hour free YoDAA Line: 1800 458 685

**CALD / Multicultural**

**Department of Human Services**  
8:00am – 5:00pm Mon to Fri. If you speak a language other than English

**Centrelink Multilingual Phone Service - Medicare and Child Support** 131 202

**Translating and Interpreter Service (TIS)** 131 450

**Centre for Multicultural Youth (CMY)** Carlton 9340 3700

**Spectrum Migrant Resource Centre**, Preston 9496 0200

**Victorian Co-op of Children's Services for Ethnic Groups (VICSEG)**  
Coburg 9383 2533  
Epping 8401 6700

**Foundation House** 9388 0022

**Translation Interpreting Service** 1300 655 082

**Carers Support**

**Carer Victoria, Northern Metropolitan** 9495 2500  
Information and Support for carers and to the community

**Young carers** 1800 242 636  
Support for young carers

**Child First & Child Protection**

**Children's Protection Society**, Heidelberg 9450 0900

**Child FIRST (CPS)** 9450 0955  
A central entry point to DHS funded Family Services in the North East Metro Catchment of Melbourne

**Northern & Western Child Protection**  
Intake 1300 664 977  
After hours 13 12 78

**Community Agencies**

**Anglicare Victoria**  
Lalor 9465 0322  
Provides family support (including children), Family Violence group work  
Preston 8470 9999  
Family & youth support, counselling, Northern foster care, Home help, Parenting skills, Adolescent community placement

**Berry Street Victoria**  
Heidelberg 9450 4700  
Family & youth services, family violence support and counselling programs

**Children's Protection Society**  
Heidelberg 9450 0900

**healthAbility** 9430 9100  
Youth & family counselling, Reconnect and SFYS program.

**Kildonan UnitingCare** 8401 0100  
Family and youth support services & programs, Financial Counselling Youth mentoring and Reconnect

**St Vincent de Paul Society** 8405 3360  
Welfare Hotline 1300 305 330  
Mon to Fri 10am - 3pm

**The Brotherhood of St Lawrence**  
Head Office 9483 1183

**The Salvation Army Crossroads**  
Head Office 9353 1011  
Outreach support program, individual case management, youth support, advocacy and referral support

**The Smith Family** 1300 326 459

**Counselling**

**Case Management (Berry Street)**  
For young people who fit the criteria of 'high risk adolescents' - often are identified as displaying or experiencing risk taking or difficult to manage behaviours.

**Headspace**  
Greensborough 9433 7200  
Collingwood 9417 0150  
Glenroy 9304 1011

**healthAbility** 9430 9100  
Youth counselling  
Reconnect – at risk of homelessness

**La Trobe Psychology Clinic – Bundoora Campus** 9479 2150  
One hour counselling sessions are run by supervised probationary psychologists.

**RMIT Psychology Clinic** 9925 7603  
offers affordable, high-quality psychological services for children, adolescents

**Dental**

**Banyule Community Health Service - Youth Dental Program** 9450 2000  
Students in secondary school (years 9, 10, 11, 12) or Adolescents aged 14-18 who have left formal schooling - Free for Health Care / Pension Card holders

**Child Dental Benefits Schedule**  
Financial support for basic dental services for children aged between 2 and 17 years on any one day of the calendar year. Family must receiving certain government benefits such as Family Tax Benefit Part A for at least part of the calendar year

**Healthy Bite Dental (healthAbility) – Dental Health for Youth** 9430 3100  
Available to all young people enrolled in secondary school years 7-12 and young people aged up to 18 years not attending school who are dependents of Concession Card Holders or in residential care provided by the Office for Children.

**Royal Dental Hospital of Melbourne** and public dental teaching clinics  
Call between 8.30am-4.30pm 9341 1000  
General dental treatment is provided by dental students under supervision for Children under the age of 13 Teenagers under the age of 18 who hold, or whose parents hold, a health care or pensioner concession card can also get free general dental treatment

**Disability / Carers Support**

**Department of Education – Students with A Disability**  
Web link: [www.education.gov.au/students-disability](http://www.education.gov.au/students-disability)

**DHS Disability Services** 1300 664 977  
**Intake and Response Service** 1800 783 783  
This service provides information about supports and services for people with disabilities, their families and carers in their local area.

**Disability Discrimination Legal Service**  
TTY 9602 4135 9654 8644

**Link Community Transport** 9353 8600  
delivery of services for older people, people with disabilities and their carers  
1300 LINK CT - 1300 5465 28

**Northern Disability Linkages** 9430 3132  
**City of Banyule (main switch)** 9457 9940  
Community and Social Planning Team 9490 4222  
**MetroAccess Officer** 9457 9940

**Shire of Nillumbik (main switch)** 9433 3371  
**MetroAccess Officer** 9433 3371

**Wheelchair Accessible Taxi** 9277 3877

**Young Carers** 1800 242 636

**Youth Disability Advocacy Service** 9267 3755

**Victorian Disability Services Commissioner** 1800 677 342 (free call) or 1300 728 187

**AUTISM SPECTRUM:**

**Autism Victoria (AMAZE)** 9657 1600  
Information Line 1300 308 699

**Royal Children's Hospital - Centre for Community Child Health** 9345 6150

**Association for Children with a Disability** 9818 2000

**La Trobe University Communication Clinic** 9479 1921

**Autism Spectrum Australia (Aspect Victoria)** 1800 277 328 / 9377 6600  
Early invention, educational outreach, training, workshops and specialist therapy

**Asperger's Victoria (Support groups)** 9377 6600

**Driver Education**

**L2P Driver Education Program**  
A learner drivers education program for young people aged between 16 and 20 years, who hold a current Victorian Learner's Permit are financially disadvantaged, strongly affiliated with the Local Government area and are also unable to access a suitable supervising driver or vehicle to gain their driving experience

**L2P Program- Banyule** 9431 8006  
**L2P Program- Nillumbik** 9433 3329

**Education Support**

**2Cool4School** (02) 6059 0300

**Apprenticeships Matter (Greensborough)** 1800 005 355  
Apprenticeship recruitment

**Banyule Nillumbik LLEN** 9431 8000  
Brokers sustainable mutually beneficial partnerships that improve education and transition outcomes for young people. Also produce a range of useful resources.

**Banyule and Nillumbik School Focused Youth Services** 9430 9137

**Diamond Valley Learning Centre (Youth Programs)**  
VCAL and re-engagement programs 9435 9060

**E-focus Training** 9450 5700  
DHHS registered training provider for young people transitioning from care

**LEARN LOCAL:**

**Alwood Neighbourhood House** 9718 2717  
Hurstbridge

**Contact Community Centre** 9467 6305  
Bundoora

**Diamond Valley Learning Centre (DVLC)** 9435 9060  
Greensborough

**Greenhills Neighbourhood Centre** 9435 9287  
Greensborough

**Living and Learning Nillumbik** 9433 3744  
Eltham

**Diamond Creek** 9433 3766  
**Ivanhoe** 9497 2014  
**Panton Hills** 9433 3799

**Olympic Adult Education** 9450 2665  
Heidelberg West

**Rosanna Fire Station Community House** 9458 1935  
Rosanna

**Watsonia Neighbourhood House** 9434 6717  
Watsonia

**Melbourne Polytechnic (TAFE): Youth Unit** 9269 8665  
VCAL, Pre-apprenticeships, Certificate Courses. settings

**Education Support Continued**

**FINANCIAL SUPPORT**  
**Department of Human Services / Centrelink:** 132 490  
Web: [www.humanservices.gov.au](http://www.humanservices.gov.au)

**JOBSEEKERS & STUDENTS**  
**Youth Allowance:** (under 22yrs) 132 490  
**Newstart Allowance:** (22yrs and over) 132 850  
**Health Care Card**  
**Low Income Health Care Card**  
**Camps, Sports and Excursions Fund (CSEF)** 1800 060 970  
helpdesk  
The Camps, Sports and Excursions Fund (CSEF) provides payments for eligible students to attend school camps, sports and excursions.

**Conveyance Allowance**  
Contact your school office  
The Conveyance Allowance assists eligible students with the cost of travel to school. The allowance is available to school-aged students who live 4.8 km or more, by the shortest practicable route, from the nearest appropriate school and do not have access to the free bus service. It is also available for most students attending specialist schools or recognised specialist settings

**Kids Under Cover Scholarships** Freecall 9429 7444  
Scholarships for young people aged 15 – 25 years old, studying or undertaking training in the next year and living in a Kids Under Cover studio or in the main house where a studio is located

**State Schools' Relief** 9575 7900  
Uniform support, only requests from principals, assistant principals and welfare coordinators. Talk to your school

**Student Scholarships Program** 9429 7444  
To help young people living in public housing and community housing or at risk of homelessness to get the support they need to stay in school and achieve their full potential. (Closed for 2017)

**TAFE enrolment fees concession**  
Education Course Line 13 18 23  
or visit [www.tafe.vic.gov.au](http://www.tafe.vic.gov.au)  
TAFEs may offer concessions on enrolment fees for cardholders and their dependent spouses.

**Emergency Accommodation & Housing**

**Askizzy** [www.askizzy.org.au](http://www.askizzy.org.au)  
on-line Directory of Homeless Help

**Crisis Accommodation Info Line** 1800 825 955  
(10am to midnight 7 days)  
Provides a variety of support to young people 15-21 who are homeless or risk of homelessness.

**Family Access network (Box Hill)** 9890 2673  
Transitional Housing; Offering housing and support for young people aged 15-25.

**Private Rental Brokerage Program;** Supports single young people and single parents to secure and maintain private rental housing  
Plus 'Alsorts'; a transitional response for Same Sex Attracted Transgender Intersex (SSATI) young people

**Foyer Plus** 8486 2111  
Provides long term supported housing along with services for education, training, or employment and intensive casework support to young people aged 16-25 helping to build – their independence, as well as social and life skills.  
To access Foyer Plus you need a referral or Initial Assessment and Planning (IAP) from an access point including: Melbourne Youth Support Service (MYSS) 9614 3688

**Frontyard** 9611 2411  
Out of hours 1800 627 727  
Statewide drop in, telephone information and referral service for young people at risk of homelessness.

**Haven Home Safe** 9614 3688  
**Homeless Intervention and Prevention (Berry Street)** 9450 4700

**Merri Outreach Support Service** 9482 3488  
The service assists men, women and children experiencing homelessness or at risk of homelessness to assist them to overcome their personal issues and barriers to social, emotional and financial independence

**Northern East Housing Service** 9479 0700  
**Office of Housing** 1300 650 172

**Spectrum Migrant Resource Centre** 9496 0200  
Housing advice for newly arrived and established migrants

**Statewide Youth Access Point** 9614 3688  
**Consumer Affairs Victoria** 1300 55 81 81  
Advice about tenancy matters such as eviction, excessive rent and repairs. Face-to-face assistance by appointment only.

**Reconnect, (healthAbility)** 9430 9100  
Support for young person from Banyule and Nillumbik at risk of becoming homeless

**Employment**

**Fair Work Info Line** 13 13 94  
**Fair Work Ombudsman** Web: [www.fairwork.gov.au](http://www.fairwork.gov.au)  
**Job Watch - Melbourne** 9662 1933

**Emergency Relief / Material Aid**

**Banyule Community Health Service** 9450 2000  
Emergency Relief Service

**Banyule Support & Information Centre (BANSIC)** 9459 5959  
Emergency Relief Service

**healthAbility** 9430 9100  
Emergency Relief Service

**Diamond Valley Community Support** 9435 8282  
Emergency Relief Service

**St Vincent De Paul** 1300 305 330

**Financial Services**

**Department of Human Services / Centrelink:** 132 490  
Web: [www.humanservices.gov.au](http://www.humanservices.gov.au)

**Family Assistance Office** 136 150  
**Diamond Valley Community Support** 9435 8282 or 9435 5440  
Financial Counselling 1300 780 808

**Financial Ombudsman Service** 1300 780 808  
Resolution of banking issues that cannot be resolved with your bank.

**Gambler's Help North and North Western** 1300 133 445

**healthAbility** 9430 9100  
Financial Counselling

To request an **electronic version** of this document; which **contains hyperlinks**, please email Steven Plant, Banyule and Nillumbik School Focused Youth Service Coordinator  
E: [steven.plant@healthability.org.au](mailto:steven.plant@healthability.org.au)

**Financial Services Continued**

**Money Help** 1800 007 007  
Phone advice and counselling on financial issues such as debt, credit card, loan payments  
**North Eastern Financial Counselling Program** 1800 685 682  
**St Kilda Mums** email: [request@stkildamums.org](mailto:request@stkildamums.org)  
New and pre-loved baby goods to families in need  
**Utility Relief Grant Scheme**  
The Grant is available to eligible cardholders who are unable to pay their mains electricity, gas or water bill due to a temporary financial crisis.

**Family Violence**

**If you are in immediate danger** call 000  
**1800 RESPECT** 1800 737 732  
The national sexual assault, domestic and family violence counselling service. 24/7 phone and online services.  
**Aboriginal Family Violence Prevention & Legal Service** 1800 105 303  
9486 9866  
**Domestic Violence Resource Centre** 9413 6500  
Supporting workers and families to help stop family violence  
**In Touch Multicultural Centre Against Family Violence** Toll Free 1800 755 988  
Services, programs and responses to issues of family violence in Culturally and Linguistically Diverse communities.. Regional Post Care Support, Information and Referral Services  
**Matters Program** (Berry Street) 9450 4700  
Families experiencing conflict or relationships in need of strengthening. Group work available - Berry Street )  
**Men's Referral Service** 1800 065 973  
Takes calls from Australian men dealing with family and domestic violence matters.  
**Northern Family & Domestic Violence Service** (Berry Street) 9450 4700  
**Safe Steps Family Violence Response Centre** 1800 015 188  
24hr State-wide Support  
**TARA- Teenage Aggression Responding Assertively program** (Berry Street) 9450 4700  
**Victim Assistance & Counselling Program –** Merri Community Health Service 9480 6166  
**Victims of Crime Help Line** 1800 819 817  
8am-11pm, 7 days a week Text: 0427 767 891  
**Women's Domestic Violence Crisis Service** (24 hours) 1800 015 188  
9484 1666  
**Women's Health in the North (WHIN)** offer a range of programs, training and community services as well as research and advocacy  
**Women's Support Line: (WIRE)** 1300 134 130

**Gambling Problems**

**Gambler's Help Northern** (Greensborough) 9433 5111  
**Gambler's Help Northern** (Heidelberg West) 1300 133 445

**GLBTIQ Youth Support**

**Alsorts** (Box Hill) 9890 2673  
A transitional response for Same Sex Attracted Transgender Intersex (SSATI) young people. Delivered via the [Family Access Network](#)  
**Banyule Youth Services** 9457 9855  
Providing a range of programs, events, support and referral for GLBTIQ+ young people aged 14 – 24 years as well as their friends, families and allies.  
**Gay and Lesbian Health Victoria** 9479 8760  
Is a lesbian, gay, bisexual, transgender and intersex (LGBTI) health and wellbeing policy and resource unit.  
**Gay and Lesbian Switch** 1 800 184 527  
Web chat: [www qlife.org.au](http://www qlife.org.au)  
3:00pm to 12 midnight seven days a week  
**Minus 18** 9660 3910  
Social events, groups and support for under 18s  
**PFLAG (Vic)** email: [contactus@pflag.org.au](mailto:contactus@pflag.org.au)  
Parents and Friends of Lesbians and Gays  
**Rainbow Network** 9479 8735  
Youth social support programs in Victoria  
**Stepping Out!** 9404 8800  
A SSAITGD youth activity and events group for those living, working or studying in the Whittlesea municipality (South Morang)  
**The Action Centre** (Family Planning Victoria) 9654 4766  
Provides sexual and reproductive health services for people under 25.  
**Transcend** [www.transcendsupport.com.au](http://www.transcendsupport.com.au)  
Supporting Transgender Children and their Families  
**Victorian Aids Council / Gay Men's Health Centre** 9826 2700

Sexual health promotion, counselling & operations.  
**Victorian Gay and Lesbian Rights Lobby** 0417 484 438  
**YAK** (family Planning Victoria) 9660 4700  
or freecall 1800 013 952  
A social support group for same-sex attracted young people  
**Y-GLAM** 9355 9900  
Coburg: A performing arts project for same sex attracted and transgender young people aged between 14 and 25. Participants...

**Health Services**

**Austin Repat Hospital** 9496 5000  
**Banyule Community Health** 9433 5111  
Greensborough 9450 2000  
West Heidelberg  
**Centre for Adolescent Health** 9345 5890  
**healthAbility** 9430 9100  
Community Health Services provide a wide range of Allied Health Services and are a point of referral to many other services.  
**Chronic Disease Management** **Grief and Bereavement**  
**Dental Health for Youth** **Needle Exchange**  
**Diabetes Education** **Occupational Therapy**  
**Diet and Nutrition Advice for Youth** **Physiotherapy for Youth**  
**Podiatry for Youth**

**Health Services Continued**

**FIND A SPECIALIST:**  
**Audiologist:**  
**Audiology Society of Australia** has a directory of Victorian based Audiologist;  
[www.audiology.asn.au/index.cfm/consumers/audiology-services-directories/](http://www.audiology.asn.au/index.cfm/consumers/audiology-services-directories/)  
**The Australian Association of Audiologists in Private Practice (AAAPP)** website contains a search facility by location refer to: [www.aaapp.org.au](http://www.aaapp.org.au)  
**Educational Psychologists: The Australian Psychological Society (APS)** Search Facility  
[www.psychology.org.au/FindaPsychologist/Default.aspx?ID=1204](http://www.psychology.org.au/FindaPsychologist/Default.aspx?ID=1204)  
**Occupational Therapists:** Find a Specialist via **Occupational Therapy Australia** [www.otaus.com.au/find-an-occupational-therapist](http://www.otaus.com.au/find-an-occupational-therapist)  
**Speech Pathologists:** Find a Specialist via **Speech Pathology Australia** 9642 4899  
**Nurse-On-Call** 1300 60 60 24  
A phone service that provides immediate, health advice and information from a registered nurse, 24 hours a day, 7 days a week.  
**Kids Health Info Fact Sheets** (Royal Children's Hospital ) [www.rch.org.au/kidsinfo](http://www.rch.org.au/kidsinfo)  
fact sheets have been developed for parents and adolescents, and cover pertinent topics about medical conditions  
**TEACHING CLINICS**  
Service are available at a very chap rate by final year students under supervision  
**Chinese medicine: RMIT Chinese Medicine Teaching Clinic** Bundoora 9925 7666  
**Chiropractor: RMIT Chiropractic Teaching Clinics** Bundoora 9925 7666  
**Communication Clinic: La Trobe University** 9479 1921  
**Myotherapy: RMIT Myotherapy Teaching Clinic** Carlton 9925 4932  
**Osteopathy: RMIT Osteopathy Teaching Clinic** 9925 7666  
**Podiatry: La Trobe University Podiatry Clinic** Bundoora 9479 5831

**Indigenous Services**

**Aboriginal Family Violence Prevention & Legal Service** 1800 105 303  
9244 3333  
9480 7777  
**Aborigines Advancement League** Northern Metro residents only  
**Bert Williams Aboriginal Youth Service** 9484 5310  
**Centrelink Indigenous Call Centre** 1800 136 380  
**Nillumbik Reconciliation Group** 9433 3111  
**Victorian Aboriginal Child Care Agency (VACCA)** Preston 9480 7300  
**Victorian Aboriginal Health Services** Fitzroy 9419 3000  
Preston 9403 3300  
Thornbury 8459 3800  
**Victorian Aboriginal Legal Service Co-Operative** 1800 064 865  
9419 3888

**Legal Issues**

**Disability Discrimination Legal Service** TTY 9602 4135  
9654 8644  
1800 681 614  
**Court Network** 9629 4422  
**Mental Health Legal Centre Inc.** 1300 309 337  
**Office of the Public Advocate**  
**Victorian Aboriginal Legal Service Co-Operative** 1800 064 865  
9419 3888  
**Victorian Police Station** Diamond Creek 9438 8300  
Eltham 9435 1044  
Greensborough (24hrs) 9435 1044  
Heidelberg (24hrs) 9450 8000  
**West Heidelberg Community Legal Service** 9450 2002  
free legal services to Banyule residents who are current holders of a Health Care Card or Pension Card  
**Youthlaw @ Frontyard** 9611 2412  
**Via Skype –North East Services Connect** 300 361 250

**Local Government**

**City of Banyule** 9490 4222  
**Nillumbik Shire Council** 9433 3111

**Mental Health**

**Anxiety Disorders Association of Victoria Inc. (ADAVIC)** 9853 8089  
10.30am to 4.00pm Wednesday to Friday  
**Banyule Community Health - Generalist Counselling Program** 9450 2000  
Provides a range of services for individuals, couples, children and families affected by common mental health problems  
**CAMHS - Austin Child and Adolescent Mental Health Service** 9496 3620  
1800 242 636  
**Carer Advisory Line** weekdays 8.30am to 5pm  
**Eating Disorders Victoria** 1300 550 236  
**HeadSpace** Greensborough 9433 7200  
Collingwood 9417 0150  
Glenroy 9304 1011  
**EHeadSpace** [www.eheadspace.org.au](http://www.eheadspace.org.au)  
**Find a Psychologist** [www.psychology.org.au/FindAPsychologist](http://www.psychology.org.au/FindAPsychologist)  
The Australian Psychological Society (APS) has a search facility where by you can identify the psychologist with the appropriate expertise

**Mental Health Continued**

**La Trobe Psychology Clinic – Bundoora Campus** 9479 2150  
Counselling provided by psychologists in their final year of study .  
**Mental Health Legal Centre Inc.** 9629 4422  
**Mind** 1300 286 463  
Heidelberg 9455 7000  
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.  
**MindHealthConnect**  
On-line option to find mental health and wellbeing information, support and services in one [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)  
**Mood gym** Learn cognitive behaviour therapy skills for preventing and coping with depression [www.moodgym.anu](http://www.moodgym.anu)  
**NEAMI** (Rosanna) 9481 3277  
**North Eastern Crisis Assessment Team (CAT)** 1300 859 789  
AH 1300 859 789 (North East CAT) or (03) 9496 5000 (Austin Hospital)  
Austin Hospital provides a mobile, responsive and accessible assessment service and intensive community based treatment to consumers experiencing a serious psychiatric illness in acute crisis.  
**North East Area Mental Health Service (NEAMHS)** Triage Service 1300 859 789  
provides general adult psychiatric services to consumers over 16 years of age and residing in the north-eastern area of metropolitan  
**RMIT Psychology Clinic** 9925 7603  
Offers affordable, high-quality psychological services for children, adolescents  
**Wellways Australia Limited** (Fairfield) 8486 4200  
(previously Mental Illness Fellowship Victoria)  
Helpline 9am to 5pm, Monday to Friday 8486 4222

**Parenting Programs**

**Berry Street Victoria** Heidelberg 9450 4700  
**healthAbility** 9430 9100  
**Keep Calm and Parent On!** (lifeworks) 1300 543 396  
A 4 week program for parents that provides tips, strategies and advice on how to handle their own responses stay calm and be the parent they want to be.  
**MATTERS** (Berry Street) 9450 4700  
Families experiencing conflict or relationships in need of strengthening. Children, young people and their families meet together to work through issues in a safe and friendly environment.  
**Northern Parentzone** (Anglicare) 8470 9999  
**Parentline** 1300 30 1300  
**Teenage Aggression Responding Assertively (TARA)** 9450 4700  
A support group for parents of adolescents who behave violently at home.  
**Tuning Into Teens** (healthAbility) 9430 9100  
A six week program for parents and carers of adolescents aged 10-18 years, teaches emotionally intelligent parenting, and how to help teenagers develop emotional intelligence.  
**Tuning Into Kids** (healthAbility) 9430 9100  
A program helping parents of younger children to develop emotionally intelligent parenting skills  
**Vict. Parenting Centre** 8660 3500

**Pregnancy Support**

**Family Planning Victoria Action Centre** 9660 4700  
Advice line 1800 013 952  
Sexual and reproductive health services for people under 25  
**Council of Single Mothers and their Children** 9654 0622  
Advice Line Mon to Thurs 9.30am to 3.00pm  
**Royal Women's Hospital, The Young Women's Program** 8345 3045  
**Caroline Chisholm Society** 9361 7000

**Police (Youth Resource Officers)**

**For Banyule and Nillumbik** 9438 8300  
YROs based at Diamond Creek Police Station

**Phone Counselling**

**Kids Help Line** 1800 551 800  
**Life Line** 13 11 14  
**SuicideLine** 1300 651 251  
**Grief Line** 9935 7400  
**Men's Line** 1300 789 978  
**WIRE - Women's Support Line** 1300 134 130

**Referral Services**

**Banyule Support and Information Centre** 9459 5959  
**Diamond Valley Community Support** 9435 8282  
**North East Services Connect** 1300 361 250  
Provides assistance to link with services. If more support is required a key worker will discuss needs and help work out a plan and if intensive support is required a key worker will be allocated and meet at a preferred location

**Sexual Assault**

**Sexual Offences & Child Abuse Unit (SOCA – Victoria Police)** 9438 8323  
Heidelberg 9450 8000  
Greensborough 9435 1044  
Diamond Creek 9438 8300

**Northern Centre Against Sexual Assault** (Northern CASA) 9496 2240  
**Sexual Assault Crisis Line** 1800 806 292  
**Children's Protection Society** 9450 0900  
Heidelberg

**Trauma**

**Australian Childhood Foundation**(Children) 9874 3922  
**Berry Street Victoria** (Family & Children) 9450 4700  
**Foundation House** 9388 0022  
Refuge victims of trauma a& torture