

Accommodation

Crisis Accommodation Info Line
(10am to midnight 7 days) **1800 627 727**
Provides a variety of support to young people 15-21 who are homeless or risk of homelessness.

Northern East Housing Service
9479 0700
1800 825 955

Haven Home Safe **9614 3688**

Frontyard **9614 3688 or 9611 2411**

Statewide drop in, telephone information and referral service for young people at risk of homelessness.

Catchment Youth Services 9470 5592
Referral via Nth East Housing or Frontyard and Emergency Housing Funding. Crisis accommodation, counselling, family mediation and outreach support for young people aged 16-25.

Frontyard Intergrated Youth Services 8625 4444

For young people up to the age of 25 years who spend time in the Melbourne CBD and who are homeless.

HomeGround (Preston) 9288 9611
1800 048 325

Young Women's Crisis Service 8486 2135

Supported crisis accommodation for single young women (16-26yrs) as well as young women with accompanying children who are homeless or at risk of homelessness

Spectrum Migrant Resource Centre 9496 0200

Housing advice for newly arrived and established migrants or refugees

If a young person is not homeless although is at risk of becoming homeless in Banyule / Nillumbik call:
Reconnect, Nillumbik Health 9430 9100

Alcohol & Other Drugs

North Eastern Outreach Drug & Alcohol Service (NEODAS) 9450 2000
Drug and alcohol counselling service.

Youth Support & Advocacy 9415 8881
1800 014 446

Youth Projects YNOT 9304 9100
Youth Northern Outreach Team provide outreach drug and alcohol treatment for 12 - 21 year olds.

Direct Line, Drug & Alcohol referral service 1800 888 236
Family Drug Helpline 1300 660 068

Anger Management

Young People

Matters Program 9450 4700
Families experiencing conflict or relationships in need of strengthening, Group work available - Berry Street)

TARA- Teenage Aggression Responding Assertively program 9450 4700

Adults

Life works – Relationship Counselling and Education 1300 543 396
Men's Referral Service 1300 766 491
Nillumbik Community Health 9430 9100

Relationships Australia, Greensborough 9431 7777
Relationship support services.

CALD / Multicultural

Centrelink Multilingual 13 12 02
Centre for Multicultural Youth (CMY) 9340 3700
Spectrum Preston 9496 0200
Victorian Co-op of Children's Services for Ethnic Groups (VICSEG) 9383 2533
Foundation House 9388 0022
Translation Interpreting Service 1300 655 082

Carers Support

Young carers 1800 242 636
Support for young carers

Carer Links North 9495 2500
Information and support for carers and to the community.

Child First & Child Protection

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

North East Metro Child FIRST (CPS) 9450 0955

A central entry point to DHS funded Family Services in the North East Metro Catchment of Melbourne.

Community Agencies

Nillumbik Health Service 9430 9100
Youth & family counselling, groups, Reconnect and SFYS program.

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

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

The Salvation Army Crossroads 9716 2387
Outreach support program, individual case management, youth support, advocacy and referral support

Anglicare Plenty Valley (Lalor) 9465 0322
Provides family support (including children), Family Violence group work

Anglicare (Preston) 8470 9999
Family & youth support, counselling, Northern foster care, Home help, Parenting skills, Adolescent community placement

The Smith Family 1300 326 459
The Brotherhood of St Lawrence 9483 1183
St Vincent de Paul Society 8405 3360
Children's Protection Society

Disability Support

Northern Disability Linkages 9430 3132

Link Community Transport 9353 8600
delivery of services for older people, people with disabilities and their carers

DHS Disability Services 1300 664 977

City of Banyule 9457 9940

Shire of Nillumbik 9433 3371

Wheelchair Access Taxi 9277 3877

Education Support

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.

NMIT TAFE: Youth Unit 9269 8665
VCAL, Pre-apprenticeships, Certificate Courses.

Diamond Valley Learning Centre 9435 9060
VCAL and VCE Programs

Banyule and Nillumbik School Focused Youth Services 9430 9136

Emergency Relief / Material Aid

Banyule Community Health Service 9450 2000
Emergency Relief Service

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

Nillumbik Community Health Service 9430 9100
Emergency Relief Service

Diamond Valley Community Support 9435 8282
Emergency Relief Service

St Vincent De Paul 1300 305 330

Financial Services

Centrelink:

- Employment Services **13 28 50**
- Family Assistance Office **13 61 50**

Gamblers Help 1800 858 858

Family Violence

If you are in immediate danger call **000**

Northern Family & Domestic Violence Service / Berry Street 9450 4700

Safe Steps Family Violence Response Centre 1800 015 188
24hr State-wide Support

Women's Health in the North (WHIN) 9484 1666

Domestic Violence Resource Centre 9486 9866

In Touch Multicultural Centre Against Family Violence 9413 6500
Toll Free **1800 755 988**

Men's Referral Service 1800 065 973
Victim Assistance & Counselling Program – Merri Community Health Service 9480 6166
Victims of Crime Help Line 1800 000 055

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

GLBTIQ Youth Support

Gay and Lesbian Switch 9663 2939

The Action Centre 9654 4766

The Bouverie Centre 9385 5100
Family Relationships Counselling & support.

PFLAG (Vic) 9827 8408
Parents and Friends of Lesbians And Gays

Victorian Aids Council / Gay Men's Health Centre 9826 2700
Sexual health promotion, counselling & operations.

ALSO Foundation 0467 804 029
Wide range of projects and services to enhance the GLBTIQ communities.

Health Centres

Banyule Community Health
Greensborough **9433 5111**
West Heidelberg **9450 2000**

Nillumbik Health Service 9430 9100

Austin Repat Hospital 9496 5000

Centre for Adolescent Health 9345 5890

Community Health Services provide a wide range of Allied Health Services and are a point of referral to many other services.

Indigenous Services

Bert Williams Aboriginal Youth Service 9484 5310

Aborigines Advancement League 9480 7777
Northern Metro residents only

Victorian Aboriginal Child Care Agency (VACCA) 8388 1855

Victorian Aboriginal Legal Service Co-Operative 9419 3888
1800 064 865

Victorian Aboriginal Health Services 9419 3000

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

Centrelink Indigenous Call Centre 13 63 80

WANNIK –Salvation Army 9353 1085
Indigenous focused education & transition support program.

Nillumbik Reconciliation Group – Nillumbik Shire Council 9433 3111

Legal Issues

West Heidelberg Community Legal Service 9450 2002
Banyule Support & Information Centre (BANSIC) 9459 5959
Diamond Valley Community Support 9435 8282
Youthlaw @ Frontyard **9611 2412**
Legal Aid Victoria 1300 792 387

Local Government

City of Banyule 9490 4222
Nillumbik Shire Council 9433 3111

Mental Health

Crisis Assessment Team (CAT) 9450 9000
1300 859 789

Central Intake for NE & SE 1300785358
Mental Health Services 9810 9300
Carer Helpline 1300 550 265

Austin Child and Adolescent Mental Health Service (CAMHS) 9496 3620

RMIT Psychology Clinic 9925 7603

NEAMI Briar Hill 9432 4935

Mind Community Services 9457 7130
Nth East Primary Mental Health & Early Intervention 9431 1333

Northern Headspace 9304 1011

Eating Disorders Foundation of Victoria 1300 550 236

Parenting Programs

Nillumbik Health 9430 9100
Berry Street 9450 4700

Parent help line 132 289

Vict. Parenting Centre 8660 3500

Northern Parentzone 8470 9999

Pregnancy Support

Family Planning Victoria Action Centre 9660 4700
1800 013 952

Information and referrals, support groups, family counselling, telephone counselling, sexual health

Council of Single Mothers and their Children 9654 0622

Royal Women's Hospital, The Young Mums program 8345 2000
Caroline Chisholm Society 9361 7000

Police (Youth Resource Officers)

City of Banyule 9435 1044
YRO based at Greensborough Police Station

Shire of Nillumbik 9438 8300
YRO based at Diamond Creek Police Station

Phone Counselling

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

Referral Services

Banyule Support and Information Centre 9459 5959
Diamond Valley Community Support 9435 8282

Northern Centre Against Sexual Assault (Northern CASA) 9497 1768

Sexual Assault

Sexual Offences & Child Abuse Unit (SOCA – Victoria Police) 9438 8323

Sexual Assault Crisis Line 1800 806 292

Children's Protection Society 9458 3566