

Community Referral Poster for Nillumbik & Banyule



School Focused Youth Service

Updated November 2016

Email: Steven.Plant@healthability.org.au

School Focused Youth Service

Alcohol & Other Drugs

Direct Line Drug & Alcohol referral service	1800 888 236
Family Drug Helpline	1300 660 068
North & West Metro Alcohol and Drug Service (ReGen)	
Local Intake and Assessment Mon – Fri 9am to 3pm intake@nwmetroaod.org.au	1800 700 514
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) The alcohol and other drugs (AOD) treatment and education agency of UnitingCare	9386 2876
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	
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
	9818 2000
Association for Children with a Disability	9479 1921
La Trobe University Communication Clinic	
Autism Spectrum Australia (Aspect Victoria)	1800 277 328 / 9377 6600
Early intervention, 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	
Hurstbridge	9718 2717
Contact Community Centre	
Bundoora	9467 6305
Diamond Valley Learning Centre (DVLC)	
Greensborough	9435 9060
Greenhills Neighbourhood Centre	
Greensborough	9435 9287
Living and Learning Nillumbik	
Eltham	9433 3744
Diamond Creek	9433 3766
Ivanhoe	9497 2014
Panton Hills	9433 3799
Olympic Adult Education	
Heidelberg West	9450 2665
Rosanna Fire Station Community House	
Rosanna	9458 1935
Watsonia Neighbourhood House	
Watsonia	9434 6717
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	
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)	
helpdesk	1800 060 970
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	
TAFEs may offer concessions on enrolment fees for cardholders and their dependent spouses.	

Emergency Accommodation & Housing

Askizzy	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
Job Watch - Melbourne	9662 1933

Emergency Relief / Material Aid

Banyule Community Health Service	
Emergency Relief Service	9450 2000
Banyule Support & Information Centre (BANSIC)	
Emergency Relief Service	9459 5959
healthAbility	
Emergency Relief Service	9430 9100
Diamond Valley Community Support	
Emergency Relief Service	9435 8282
St Vincent De Paul	1300 305 330

Financial Services

Department of Human Services / Centrelink:	132 490
Web: www.humanservices.gov.au	
Family Assistance Office	136 150
Diamond Valley Community Support	
Financial Counselling	9435 8282 or 9435 5440
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 Focussed Youth Service Coordinator
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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
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
Domestic Violence Resource Centre	9486 9866
Supporting workers and families to help stop family violence	
In Touch Multicultural Centre Against Family Violence	9413 6500
	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
Women's Health in the North (WHIN)	9484 1666
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
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
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
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	
Greensborough	9433 5111
West Heidelberg	9450 2000
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/	
The Australian Association of Audiologists in Private Practice (AAAPP) website contains a search facility by location refer to: www.aaapp.org.au	
Educational Psychologists: The Australian Psychological Society (APS) Search Facility	
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	
Speech Pathologists: Find a Specialist via Speech Pathology Australia	
www.online.speechpathologyaustralia.org.au/spa/Find_a_Speech_Pathologist/Find_a_Speech_Pathologist.aspx?hkey=865f411a-6fdb-4cd3-9a20-74b4e16d4813	
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	
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
www.rmit.edu.au/chinese-med/teaching-clinic	
Chiropractor: RMIT Chiropractic Teaching Clinics	
Bundoora	9925 7666
www.rmit.edu.au/chiropractic/clinic	
Myotherapy: RMIT Myotherapy Teaching Clinic	
Carlton	9925 4932
Osteopathy: RMIT Osteopathy Teaching Clinic	
	9925 7666
www.rmit.edu.au/osteopathy/teaching-clinic	
Podiatry: La Trobe University Podiatry Clinic	
Bundoora	9479 5831
Web: www.latrobe.edu.au/health/professional/public-clinics/podiatry-clinic	

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
Preston	9419 3888

Legal Issues

Disability Discrimination Legal Service	
	TTY 9602 4135
	9654 8644
Court Network	
Mental Health Legal Centre Inc.	1800 681 614
Office of the Public Advocate	9629 4422
Victorian Aboriginal Legal Service Co-Operative	1300 309 337
	1800 064 865
Preston	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
Carer Advisory Line	1800 242 636
weekdays 8.30am to 5pm	
Eating Disorders Victoria	1300 550 236

Mental Health Continued

Headspace	
Greensborough	9433 7200
Collingwood	9417 0150
Glenroy	9304 1011
EHeadSpace	www.eheadspace.org.au
Find a Psychologist 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	
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	
Mood gym Learn cognitive behaviour therapy skills for preventing and coping with depression	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)	
Heidelberg	9438 8323
Greensborough	9450 8000
Diamond Creek	9435 1044
Northern Centre Against Sexual Assault	9438 8300
(Northern CASA)	
Sexual Assault Crisis Line	9496 2240
Children's Protection Society	1800 806 292
Heidelberg	9450 0900