

**Accommodation**

**Front Yard Youth Services** 9611 2411  
1800 800 531  
Youth refuge referral & young women's crisis initiative- after hours referral

**Merri Outreach Support Services N'cote (MOSS)** 9482 3488

**North East Housing** 9479 0700  
Crisis access point for adults, transitional accommodation & emergency accom, provide housing establishment funds

**Catchment Youth Refuge** 94705592  
Counseling, outreach support & accommodation

**DHS Housing Pres.** 9479 0122  
Public housing applications, information and supported referral

**Hope Street** 9304 0100  
New housing service in Whittlesea- case management & accom for homeless youth  
If a young person is not homeless although is at risk of becoming homeless in Yarra Darebin & Whittlesea call **RECONNECT** (Kildonan Uniting Care) 8401 0100

**Anger Management**

**Men's Referral Service** 9428 2899  
1800 065 973  
Assists men with aggressive behaviour, relationship and parenting issues

**Relationships Australia** 9431 7777  
1300 364 277  
Counseling and support services to assist those with violence or abuse in their relationships

**Teenage Aggression Responding Assertively** 9450 4700  
**Kildonan Uniting Care** 9471 0108  
Anger management support, counselling, men's behavioural group change program

**Men's Behavioural Group Change Program: PVCH** 9409 8724  
**Keeping It Cool Program** 9409 8724  
PVCH- runs frequently throughout the year

**Family Mediation**

**Matters Program** 9450 4700  
Berry St. Youth & Family Mediation

**Reconnect** 8401 0100  
Kildonan

**Relationships Australia** 9431 7777  
Counseling and family dispute resolution with relationship, separation and parenting matters

**Child Protection & Child FIRST**

**Child First** 9450 0955  
Family Information, referral and support team. Central intake for significant concerns regarding children and young people.

**After hours:** 13 12 78  
**Intake** 1300 664 977  
Notifications of suspected child abuse

**Sexual Assault**

**NCASA Crisis Line:** 9496 2240  
**After hours:** 1800 806 292  
Northern Centre Against Sexual Assault

**SOCA** 9409 8153  
Sexual Offences & Child Abuse Unit- Victorian Police

**Children's Protection Society** 9458 3566  
Sexual abuse counseling

**Community Agencies**

**Kildonan Uniting Care** 8401 0100  
Youth/Family/Financial/Domestic Violence financial counseling, Youth activity programs, Mentoring program, Reconnect/ SFYS programs

**Berry Street** 9450 4700  
Youth & Family mediation, Adolescent Support worker, Parent education program, Family/ Financial counseling, DV outreach

**Children's Protection Society** 9460 2811  
Strengthening Families family work case man.

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

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

**Family Violence**

**Northern Family & Domestic Violence Service** 9450 4700  
Berry Street - Provides a range of services for those experiencing family violence.

**Women's Health in the North** 9484 1666

**Kildonan Uniting Care** 9471 0108  
Financial counselling, Family Violence Intervention Program, individual counselling, groups for men & women

**Victim Assistance & Counselling Program** 9480 6166

**Anglicare Plenty Valley Family Services** 9465 0322  
Support groups for women

**DVRC** 9486 9866  
Domestic Violence Resource Centre

**Disability Support**

**N'thern Disability Linkages** 9430 3105  
**Co Care- Merri Community Health Services** 9355 9900  
Sexual health & relationships education for youth with intellectual disability

**Disability Rights Vic** 9489 2999  
Information & support

**Central booking: Taxis For Wheelchairs** 1300 658 222

**DHS Disability Services** 1800 783 783

**National Disability Coordination Officer Program** 9686 2354  
Support for people with a disability to participate in education or employment

**Drug and Alcohol**

**Banyule Community Health**

**Intake** 9450 2000

**Youth Substance Abuse Service (YSAS)** 9415 8881  
**YSAS Line 24 Hours** 1800 014 446

**Youth Projects YNOT** 9304 9100  
**Hotline** 1800 170 556

**Family Drug Helpline** 1300 660 068  
**Plenty Valley CHS(Adult)** 9409 8787  
**RAFT** 9355 9900  
Merri CHS- support for families with D & A misuse

**Young Carers** 1800 242 636  
Practical & emotional support for young carer

**Directline 24 hours** 1800 888 236

**Emergency Relief**

**Whittlesea Community Connections** 9401 6666

**Salvation Army Plenty Valley** 9436 9200  
Mon, Tue, Wed, Frid. Phone appts req'd.

**Plenty Valley Uniting Church** 9408 0958  
Sat only - drop in 9-11am

**St Vincent De Paul** 1300 305 330

**Financial Services**

**Centrelink**

**Youth and Student Services:** 13 2490  
**Abstudy:** 13 23 17  
**Interpreter:** 13 12 02  
**Crisis payment:** 13 28 50

**Social workers Nos. for workers only: Whittlesea** 9401 8080

**N. B. Financial Counsellors** are at Kildonan, Anglicare and City of Darebin Family Services

**Gamblers Help** 1800 858 858

**Legal Issues**

**Whittlesea Community Legal Centre** 9401 6655

**Whittlesea Community Connections**

**Legal Aid** 9401 6666

**Youthlaw-@ Frontyard**

**Youth Services** 9611 2412  
**Women's Legal Service** 1800 133 302

**Same Sex Attracted**

**Gay and Lesbian Switchboard** 9663 2939

**The Action Centre** 9654 4766  
**The Bouverie Centre** 9385 5100  
Family Counselling & support for same sex attracted people

**PFLAG** 9827 8408  
Support for parents, friends & families

**City of Whittlesea** 9404 8800  
SSA specific port folio

**Youth Connections**

Provides education, employment and pathway support 1800 136 614

**Local Government**

**City of Whittlesea Youth Services** 9404 8800

**Indigenous Services**

**Bert Williams Youth Centre & Hostel** 9484 5310

**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

**WANNIK- Salvation Army** 9353 1085

Indigenous focused transition support program- education & pathways

**Aboriginal Family Violence Prevention & Legal Service** 1800 105 303

Provides assistance to victims of family violence and sexual assault

**Centrelink- Indigenous Call Centre** 13 63 80

**City of Whittlesea Youth Services** 9404 8800  
Indigenous specific portfolio worker

**CALD Multicultural**

Multiple specific services, settlement and community development workers in a range of Local Government & community agencies, peak bodies and information below

**Centrelink Multilingual** 13 12 02  
**Spectrum MRC** 9496 0200  
Multicultural Resource Centre

**Spectrum Immigration Service** 9470 2311  
**CMY** 9309 0977

**Centre For Multicultural Youth**  
Centre for Multicultural Youth deliver programs, research and advocacy, learning beyond the bell program

**VICSEG** 9383 2533  
Victorian Co-op of Children's Services for Ethnic Groups

**Foundation House** 9388 0022  
Trauma advocacy, individual counselling, professional training & programs. WRAN (Whittlesea Refugee Action Network)

**Whittlesea Community Connections** 9401 6666

Settlement assistance for newly arrived, emergency relief and free legal service

**Parenting Programs**

**Parentzone**

**Anglicare Vic.** 8470 9999  
Programs, newsletters, lists many providers of parenting program across the north

**ABCD Parenting** 9386 2876

**Pregnancy Support**

**Action Centre** 9654 4766  
Counsellors assist with decision making and referral

**Council of Single Mothers and their Children** 9654 0622  
Phone information and support

**Northern Hospital** 8405 8000  
Open 24 hours

**The Young Mother's Clinic** 8345 2127  
Pregnancy care, postnatal support and outreach to pregnant young women 19 years of age and under

**Royal Women's Hosp.** 8345 2000  
Support programs

**Caroline Chisholm Society** 9370 3933  
Open 24 hrs

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**Community Health**

**Plenty Valley Community Health (PVCHS)** 9409 8787  
**PANCH Health Service** 9485 9000

**Health**

**Centre for Adolescent Health** 9345 5890  
General clinic, Pediatricians, Psychiatrist, Dietitian, Gynecologist, Clinic for sufferers of Chronic fatigue syndrome

**Action Centre** 9654 4766  
Information and referrals, support groups, family counseling, telephone counseling and reproductive health.

**Northern Hosp.** 8405 8000  
**Austin Repat Hosp.** 9496 5000  
Health Centres provide a wide range of Allied Health Services and are a point of referral to many other services.

**Psychological Assessment**

**RCH**, School psychologists  
**Plenty Valley CHS** does assessments if referred by GP or agency

**RMIT Psych Clinic**  
**Latrobe Uni Psych Clinic** are training clinics and will do educational, behavioural and neuropsychological Negotiable costs

**Speech Pathology :**

**PANCH** 9485 9000

**Mental Health**

**CAT Team** 1300 874 243  
Crisis Assessment Team

**Austin CAMHS Intake:** 9496 3620  
Child and Adolescent Mental Health Service

**Latrobe Uni Psych Clinic (some cost)** 9479 2150  
**RMIT Psych Clinic** 9925 7603  
**Northern Primary Mental Health Team** 8480 3808

Secondary consultation for workers, assessment of young people

**N'thern Headspace** 1300 880 218  
Located in Glenroy offering support with mental health, substance use, work/education, general health, sexual health and relationships

**PHAMS Program** 8401 4525

**Personal Helpers & Mentors**  
Outreach support program, mental health diagnosis not necessary

**Whittlesea Community Mental Health (16-64yrs)** 9408 9510  
**(After hours)** 1300 874 243

Risk concerned referrals and case management. Referrals go through to YEPP (Youth Early Psychosis Program)

**Northern Alliance Suicide and Self Harm Prevention Strategy- PVCH Pager service** 9209 8401  
**NEAMI Whittlesea** 9464 6455

Support and out reach programs for young people 16-64

**Bushfire Support Services**

**Kildonan Uniting Care** 8401 0100  
Youth Rebuild Program, Counselling, Community Peer Support Program.

**YMCA** 9403 5000  
Youth Holiday program, homework support, mobile youth bus

**Centrecare Whittlesea** 5786 1016  
**Austin CAMHS** 9496 3620  
Psychological assessment and treatment for children and adolescents

**Mitchell CHS** 1300 773 352  
Counselling and support to residents in Murrindindi & Mitchell.

**Phone Counselling**

**Kids Help Line** 1800 55 1800  
**Life Line** 13 11 14  
**Parent Help Line** 1300 364 100  
**Suicide Help Line** 1300 651 251  
**Free Interpreting** 1300 655 820  
**Quit Helpline** 13 78 48