MAKING ENDS MEET

RESOURCE AND INFORMATION GUIDE

2020
‘MAKING ENDS MEET’

LOW INCOME RESOURCE AND INFORMATION GUIDE

Produced by

Proudly supported by

City of Casey

Communities 🙌 For Children

(20th Edition) October 2019
Introduction

This is the 20th edition of ‘Making Ends Meet’, the success of this project continues as all copies of previous editions have found their way into the local community.

This information and resource guide has been compiled to assist people who do not have a particularly high income, manage to survive on a tight budget.

The guide is an initiative of Casey North Community Information & Support Service, as many of the people presenting to that service were not aware of services and resources available to them that could make life that much easier.

Casey North Community Information & Support Service and Cranbourne Information and Support Service combined forces to develop a resource that would be useful to all households in the City of Casey, but particularly for those households on a low income.

The information contained in the guide is aimed at providing the most up to date information possible to enable people to access free or low cost services available to them. There are also tips and advice on ways that your budget may be stretched further, and low cost alternatives for things to do with your family and friends.

Every effort has been made to ensure that the information contained in the guide is correct at the time of printing, however we recognise that as soon as such a document is published details can change.

If there is something that we have forgotten, something we have got wrong or some information that you would find useful in future editions? Please let us know by completing the form at the rear of the guide. Residents are also invited to send comments, ideas or useful information that they may have for further editions to the Information and Support Services.

Each year the guide is updated with the assistance of our wonderful volunteers. We take this opportunity to thank them for their time and efforts.

This guide and others we produce are also available on our website. In addition to the information that we provide in the guides each year, we also have a range of community information on our social media sites. These sites are updated very regularly and we encourage you to check them out for the most up to date information available. See links under our entries on page 1.

Susan Magee
Executive Officer
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>ii</td>
</tr>
<tr>
<td>Emergency Contact Numbers</td>
<td>iv</td>
</tr>
<tr>
<td>Information &amp; Support Services</td>
<td>1</td>
</tr>
<tr>
<td>Free Internet Access</td>
<td>1</td>
</tr>
<tr>
<td>Managing Your Money</td>
<td>2</td>
</tr>
<tr>
<td>Shopping</td>
<td>5</td>
</tr>
<tr>
<td>Economising on the road and in the home</td>
<td>7</td>
</tr>
<tr>
<td><strong>Services &amp; Resources</strong></td>
<td>9</td>
</tr>
<tr>
<td>Community Centres</td>
<td>10</td>
</tr>
<tr>
<td>Complaints and Disputes</td>
<td>11</td>
</tr>
<tr>
<td>Cultural Specific</td>
<td>13</td>
</tr>
<tr>
<td>Disability</td>
<td>16</td>
</tr>
<tr>
<td>Drug &amp; Alcohol</td>
<td>19</td>
</tr>
<tr>
<td>Employment, Education &amp; Income</td>
<td>20</td>
</tr>
<tr>
<td>Health</td>
<td>24</td>
</tr>
<tr>
<td>Housing</td>
<td>27</td>
</tr>
<tr>
<td>Legal</td>
<td>30</td>
</tr>
<tr>
<td>Seniors</td>
<td>32</td>
</tr>
<tr>
<td>Services for Women</td>
<td>33</td>
</tr>
<tr>
<td>Services for Men</td>
<td>34</td>
</tr>
<tr>
<td>Support Services</td>
<td>34</td>
</tr>
<tr>
<td>Welfare and General Services</td>
<td>38</td>
</tr>
<tr>
<td>Youth Services</td>
<td>41</td>
</tr>
<tr>
<td>Other Services</td>
<td>42</td>
</tr>
<tr>
<td>Things to do</td>
<td>43</td>
</tr>
<tr>
<td>Volunteering</td>
<td>47</td>
</tr>
<tr>
<td>Local Politicians</td>
<td>48</td>
</tr>
<tr>
<td>Casey at a Glance</td>
<td>50</td>
</tr>
<tr>
<td>Index</td>
<td>55</td>
</tr>
</tbody>
</table>
## IMPORTANT NUMBERS

### Emergency Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Ambulance</td>
<td>000</td>
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<tr>
<td>Fire Brigade</td>
<td>000</td>
</tr>
<tr>
<td>Police</td>
<td>000</td>
</tr>
</tbody>
</table>

- Cranbourne Police Station: 03 5991 0600
- Dandenong Police Station: 03 9767 7444
- Narre Warren Police Station: 03 9705 3111
- Endeavour Hills Police Station: 03 9709 7666
- Gas & Fuel (Leaks): 13 29 73
- South East Water (Water & Sewerage): 13 28 12
- City of Casey: 03 9705 5200
- (Hearing Impaired TTY Line): 03 9705 5568
- Emergency outside normal working hours: 03 9705 5200
- Telephone Interpreter Service: 13 14 50

### Hospitals

- Casey Hospital: 03 8768 1200
- Dandenong Public: 03 9554 1000
- Monash Medical Centre Clayton: 03 9594 6666
- Monash Medical Centre Moorabbin: 03 9928 8111
- South Eastern Private Hospital: 03 9549 6555
- St John of God Berwick: 03 9709 1414
- Valley Private Hospital: 03 9790 9333
- Suicide Help Line: 1300 651 251
- Lifeline (24 hours): 13 11 14
- (Hearing Impaired TTY Line): 03 9662 9030
- Sexual Assault Crisis Line: 1800 806 292

### Victorian Poisons Information Centre

- Austin Hospital
  - 145 Studley Road
  - PO Box 5555
  - Heidelberg 3084
- Phone: 13 11 26
- www.austin.org.au/poisons
- Provides information and advice on treatments for drug overdoses and poisoning.

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Here are some helpful hints and tips to manage poisoning.

Some signs and symptoms of poisoning include:
- abdominal pain
- drowsiness
- nausea/vomiting
- burning pains from mouth to stomach
- difficulty breathing
- tight chest
- blurred vision
- odours of breath
- change in skin colour with blueness around lips
- sudden collapse

Be warned, do not attempt to induce vomiting unless advised by the Poisons Information Centre.

If the Casualty is unconscious:
1. Follow St John Action Plan - DRABCD and call for an ambulance

If the Casualty is conscious:
1. Check for Danger
2. Listen to casualty, provide reassurance to the child, but not advice
3. Determine the nature of the poisoning ie: try to determine the type of poison taken and record it
4. Call 000 for an Ambulance
5. Call 13 11 26 for Poisons information Centre

These safety tips are no substitute for first aid knowledge, and the best way to be prepared is to complete a first aid course.

St John Ambulance Australia (Victoria)
The City of Casey funds two Information and Support Services (formerly known as Citizens Advice Bureaus or CABs) to assist residents across the Municipality. Casey North Community Information & Support Service is based at Narre Warren and assists all residents in the North of the Municipality (previously City of Berwick), and Cranbourne Information and Support Service is based at Cranbourne and assists all residents in the South of the Municipality (previously Shire of Cranbourne). As the title suggests, these centres provide a wide range of community information and support services to assist the local community. There is also a variety of other support services that provide outreach services from the centres.

**Casey North Community Information & Support Service**

Suite 2, 30-32 Verdun Dve
Narre Warren VIC 3805

Phone: 9705 6699
Fax: 9705 6794
Email: cnciss@caseynorthciss.com.au
www.caseynorthciss.com.au
Facebook: facebook.com/caseynorthciss
Twitter: twitter.com/cnciss

Services available:
Wide range of information on community and local services,
• Information in a range of different languages
• Counselling and Social Work services
• No Interest Loan Scheme
• AddsUp Savings Plan
• Financial Counselling
• Tax Help
• Advocacy and Support
• Emergency Relief
• Financial Literacy & Support Program
• Keeping It Together Program
• Legal Service

**Cranbourne Information & Support Service**

156 Sladen Street, Cranbourne 3977
P.O. Box 5263, Cranbourne 3977
Phone: 5996 3333
Fax: 5996 3608
www.cranbourneiss.org.au
email: ciss@cranbourneiss.org.au
Facebook: facebook.com/cranbourneiss

Services available:
Wide range of information on community and local services,
• Counselling services
• No Interest Loan Scheme
• Tax Help
• Advocacy and Support
• Emergency Relief
• Financial Counselling
• Outreach Services

If there is any information or service that you require and you can not find it in this guide, contact your local Information & Support Service and they will assist you to locate that information.

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**FREE INTERNET ACCESS**

Many of the services listed in this guide have internet websites that you can access to get more information. Here is a list of places where you can access the internet free of charge;

- Berwick Library
  15 High Street, Berwick 3806
  Phone: 9707 3519

- Doveton Library
  28 Autumn Place
  Doveton 3177
  Phone: 9792 9497

- Hampton Park Library
  22-26 Stuart Ave
  Hampton Park 3976
  Phone: 8788 8500

- Cranbourne Library
  Berwick-Cranbourne Rd
  Cranbourne 3977
  Phone: 5990 0150

- Endeavour Hills Library
  Raymond McMahon Boulevard
  Endeavour Hills 3802
  Phone: 8782 3400

- Narre Warren Library
  Bunjil Place
  2 Patrick Northeast Drive
  Narre Warren 3805
  Phone: 8782 3300

- Pakenham Library
  Cardinia Mobile Library
  Cnr John & Henry Sts
  Pakenham 3810
  Phone: 5940 6200
MANAGING YOUR MONEY

Budgeting
One of the first steps toward becoming financially fit is to start a Budget. A budget can give you a snapshot of where your money goes or sometimes where it’s not going.

Budgeting helps you take control of your money. It can reduce stress and anxiety around money issues and help you achieve your financial goals.

Ensure that your expenditure does not exceed your income, in other words spend less than you earn.

Try the budget worksheet on the next page or go to the excel worksheet on the Casey North CISS Debt page www.caseynorthciss.com.au/debt-management.

If you would like assistance starting a budget or have any queries, contact Casey North CISS to speak with a Financial Counsellor 9705 6699 or cnciss@caseynorthciss.com.au

Organising your bills
You don’t have to wait until you receive your bills to start paying them.

A great way to stay on top of your bills is to pay them on a regular basis, for example; if you are paid fortnightly then pay your bills fortnightly.

Ask your utility company to set up a fortnightly payment arrangement. They will work out the total of your bills over the past year and divide the total into 26 fortnightly payments.

This can apply to all of your bills e.g.: home phone/ internet, mobiles, loans, credit cards, home loan, rates and school camps/fees.

Bill payment methods
There are several options to pay your bills.

• Post office using a bill or payment card
• BPAY over the phone or internet banking
• Automatic reoccurring transfers via internet banking
• Centrepay
• Direct Debit

Think before you buy
Before you make any large purchases such as a car, TV or mobile phone, it can be a good idea to check your budget first to see if you can afford it.

Concessions
If you have a health care card, pension card or seniors card you may be eligible for concessions on services such as electricity, gas, water and council rates. There maybe several other concessions you are entitled to as well, check with the Department of Human Services 1300 650 172 or www.dhs.vic.gov.au/for-individuals/financial-support/concessions.

Utility Relief Grant
The Utility Relief Grant is for eligible cardholders who are unable to pay their mains electricity, gas or water bill due to a temporary financial crisis. The amount of the grant is based on the balance owing at the time of application and is capped at six months’ worth of usage up to a maximum of $500. This grant does not have to be paid back. This grant is available to both private renters and home owners. Speak to your utility company to apply.

Rates
Did you know that you can pay your rates weekly, fortnightly or monthly? Paying your rates on a more regular basis can save you the stress of having to find the money to pay it every quarter.

Your council can average your future yearly rates charges and organise a payment plan for you, this way your rates will always be paid on time.

If you experience any financial difficulties and have trouble paying your rates make sure you call the council to request hardship assistance.

Don’t forget you can use your pension card to obtain a concession on your rates.

Self-Education
www.moneysmart.gov.au
Government website with advice on budgeting, banking, scams, staying safe on-line, plus more. Get your money back on track.
## Fortnightly Income & Expenditure Worksheet

### Income

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Payment</th>
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</thead>
<tbody>
<tr>
<td>Wages</td>
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<tr>
<td>Centrelink</td>
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<tr>
<td>Newstart</td>
<td></td>
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<tr>
<td>Age Pension</td>
<td></td>
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<tr>
<td>Carer Payment</td>
<td></td>
<td></td>
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<tr>
<td>Dis. Support Pension</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parenting Pmt (couple)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parenting Pmt (single)</td>
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<td></td>
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<tr>
<td>Special Benefit</td>
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<td></td>
</tr>
<tr>
<td>Youth Allowance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rent assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workcover</td>
<td></td>
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<tr>
<td>TAC</td>
<td></td>
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<tr>
<td>Board</td>
<td></td>
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<tr>
<td>Child Support</td>
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<tr>
<td>Redundancy</td>
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</tr>
<tr>
<td>Other</td>
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<tr>
<td><strong>Total Income</strong></td>
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</table>

### Expenditure

#### Household expenses

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<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Payment</th>
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</thead>
<tbody>
<tr>
<td>Rent/Mortgage</td>
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</tr>
<tr>
<td>Rates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maint. eg: garden/repair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity</td>
<td></td>
<td></td>
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<tr>
<td>Water</td>
<td></td>
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<tr>
<td>Home phone/Internet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
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</tr>
<tr>
<td>Fortnightly Shopping</td>
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#### Transport expenses

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<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Fares</td>
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<tr>
<td>Fuel</td>
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<tr>
<td>Car maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration</td>
<td></td>
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</tr>
<tr>
<td>Etag/daypass</td>
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<tr>
<td>RACV roadside assist</td>
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#### Insurance

<table>
<thead>
<tr>
<th>Item</th>
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<td>House</td>
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<tr>
<td>Contents</td>
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<tr>
<td>Car</td>
<td></td>
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</tr>
<tr>
<td>Income protection</td>
<td></td>
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</tr>
<tr>
<td>Life</td>
<td></td>
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</tr>
<tr>
<td>Mortgage</td>
<td></td>
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<tr>
<td>Ambulance</td>
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<td>Other</td>
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### Education

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<tr>
<td>School Fees</td>
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<tr>
<td>School Clothes</td>
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</tr>
<tr>
<td>Excursions &amp; Camps</td>
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<tr>
<td>Books</td>
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</tr>
<tr>
<td>Childcare/Kinder</td>
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### Medical expenses

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<th>Item</th>
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<tr>
<td>Private Health</td>
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<tr>
<td>Specialist/medical</td>
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<td>Optical</td>
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<td></td>
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<tr>
<td>Dental</td>
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<tr>
<td>Chemist/Other</td>
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</table>

### Personal/other expenses

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<thead>
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<tbody>
<tr>
<td>Clothing</td>
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<tr>
<td>Recreation e.g. kids sports</td>
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<td></td>
</tr>
<tr>
<td>Pets e.g. registration, flea/worm</td>
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<td></td>
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<tr>
<td>Cigarettes/Alcohol</td>
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<td></td>
</tr>
<tr>
<td>Pay TV</td>
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<td></td>
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<tr>
<td>Gambling eg: tatts, pokies</td>
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<tr>
<td>Movies/DVD's etc</td>
<td></td>
<td></td>
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<tr>
<td>Birthdays</td>
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</tr>
<tr>
<td>Celebrations e.g. Christmas, Eid</td>
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</tr>
<tr>
<td>Holidays</td>
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<td></td>
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<tr>
<td>Haircuts</td>
<td></td>
<td></td>
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<tr>
<td>Newspapers/mags</td>
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<td></td>
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<tr>
<td>Coffees-takeaway, work lunches etc</td>
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<td></td>
</tr>
<tr>
<td>Pocket money</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Take away/eating out</td>
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<td></td>
</tr>
<tr>
<td>Grooming/Makeup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
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</tbody>
</table>

### Savings

<table>
<thead>
<tr>
<th>Item</th>
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</thead>
<tbody>
<tr>
<td>Super contributions</td>
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<tr>
<td>Savings</td>
<td></td>
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<tr>
<td>Christmas club</td>
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<tr>
<td>Holiday savings</td>
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<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Payment</th>
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</thead>
<tbody>
<tr>
<td><strong>Total Expenditure</strong></td>
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<tr>
<th>Item</th>
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<tbody>
<tr>
<td><strong>Income Less Expenditure</strong></td>
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</tbody>
</table>

### Debts Repayments

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<tr>
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<th>Payment</th>
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<td>Car Loan</td>
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<tr>
<td>Personal Loan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credit card 1</td>
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<tr>
<td>Credit card 2</td>
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<tr>
<td>Credit card 3</td>
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<tr>
<td>Fines</td>
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<tr>
<td>Centrelink</td>
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### Income Less Expenditure & Repayments

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Debts/Payments</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income Less Expenditure &amp; Repayments</strong></td>
<td></td>
<td></td>
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</tbody>
</table>
CONSUMER CREDIT & FINANCIAL COUNSELLING

There are many forms of credit available to consumers such as credit cards, bank loans, short term lenders, store credit cards, finance company loans etc. Obtaining credit at any time should only be done after careful consideration and only after completing a budget. Your personal budget will tell you whether you can afford any loan repayments.

**Important points to consider before entering into any form of credit.**

- Credit is NOT a way of buying what you cannot afford. A budget helps you plan and ensure that you can really afford repayments.
- Credit is NOT unlimited. If you keep using credit, you will quickly find that you cannot afford the repayments.
- Credit is NOT free. It is a service that you pay for. Be aware of interest rates and charges and what this means in dollar terms. Shop around for the best deal.

**Beware of**

- Pay day loans
- Rent to buy
- Buy now pay later
- Mobile phone deals

Take the time to read the fine print, don’t feel pressured to enter into a contract on the spot, take it home and look over it. Again, check your budget before entering into a contract.

If you are experiencing trouble paying your debts seek assistance early by contacting your creditor or a free Financial Counsellor.

**Financial Counselling**

Financial Counsellors are qualified professionals trained specifically to work with people experiencing financial difficulties. Financial Counselling is a free and confidential service and can assist with the following;

- Debt collection issues
- Overdue bills/utilities debts
- Budgeting
- Mortgage stress/difficulties
- Credit card debt
- Car loans
- Fines, payment arrangements
- Centrelink debt
- Bankruptcy
- Council rates
- Payday lenders
- Your rights and responsibilities

**Casey North CISS – Financial Counselling**

Suite 2, 30-32 Verdun Dve
Narre Warren VIC 3805
Ph: 9705 6699
Email: cnciss@caseynorthciss.com.au
www.caseynorthciss.com.au

**Cranbourne ISS – Financial Counselling**

156 Sladen Street,
Cranbourne 3977
Ph: 5996 3333
Email:  ciss@cranbourneiss.org.au
www.cranbourneiss.org.au

**Money Help**

Free telephone financial counselling for Victorians
Ph: 1800 007 007
www.moneyhelp.org.au

**Financial Counselling Southern (FCS)**

28 Parkhill Drive,
Berwick 3806 and
140-154 Sladen St,
Cranbourne 3977

For Appointments phone: 9549 5288

**Consumer Affairs Victoria**

113 Exhibition Street, Melbourne 3000
Helpline: 1300 558 181
46-50 Walker St, Dandenong 3175
Phone: 03 8765 5222

Hours of operation, Monday-Friday 9am-5pm

Consumer Affairs Vic provides information about consumer rights and responsibilities including contracts.

**Consumer Action Law Centre**

Level 7, 459 Lt Collins St, Melbourne, Victoria, 3000.
Legal Advice Line: 03 9629 6300 or 1300 881 020
Email: info@consumeraction.org.au

As a community legal centre, Consumer Action provides free legal advice and representation to vulnerable and disadvantaged consumers across Victoria, and is the largest specialist consumer legal practice in Australia. As well as working with consumers directly, Consumer Action provides legal assistance and professional training to community workers who advocate on behalf of consumers.

**Credit Report**

A free copy of your credit can be obtained from the following

Dun & Bradstreet  www.dnb.com.au
Veda

Advantage  www.mycreditfile.com.au

Experian  www.experian.com.au
Credit alternatives

There are some alternatives to using credit cards, payday lenders and buy now pay later that offer no interest or low interest credit.

No Interest Loan Scheme

The No Interest Loan Scheme (NILS) offers people on low incomes flexible and affordable credit from $200 up to $1,500 for the purchase of basic household items, some medical expenses, education expenses, car registration or repairs, vet bills and more.

NILS aims to provide those in the community on low incomes the ability to access credit without the burden of fees and high interest charges in a friendly and supportive environment.

Eligibility criteria applies - Call for more info
Casey North CISS 9705 6699
Cranbourne ISS 5996 3333
www.goodshepherdmicrofinance.org.au/services/no-interest-loan-scheme-nils

StepUP Loan

The StepUp loan offers a safe low interest loan from $800 and up to $3000 for personal, domestic or household purposes.

Loans can be used for white goods, cars, computers, furniture, medical expenses and house repairs.

Eligibility criteria applies
Dandenong 9791 8344
www.goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans

SHOPPING ON A SHOE STRING BUDGET

LOCAL OPPORTUNITY SHOPS

Berwick Op Shop
3a Clyde Rd, Berwick 3806
Ph: 9707 1745

Berwick Red Cross Shop
7 Adams Lane, Berwick 3806
Ph: 9796 4177

Beaconsfield Salvos
Shop 2/7 Beaconsfield Emerald Rd, Beaconsfield 3807
Ph: 9796 2389

Cranbourne Salvos
Hommaker Centre
10A/350 Gippsland Hwy, Cranbourne North 3977
Ph: 5995 7487

The Hope Centre
40 Intrepid Street, Berwick 3806
Open: Thurs, Fri & Sat
Ph: 9796 1006

Vinnies Cranbourne
2/218 High St, Cranbourne 3977
Ph: 5996 3926

Cranbourne Red Cross
94 High St, Cranbourne 3977
Ph: 5996 8436

Epilepsy Op Shop
10 Lurline St, Cranbourne 3977
Ph: 5995 2369
Blackburn Square
Narre Warren 3805
Ph: 8712 6582

Salvos Access
108 Camms Rd, Cranbourne 3977
Ph: 5995 1433

Hampton Park Salvos
Shops 31 & 32
Hampton Park Shopping Square
Somerville Rd, Hampton Park 3976
Ph: 9799 8767

Oz Child
2/90 Somerville Rd, Hampton Park VIC
Ph: 9799 4087

Warren Op Shop
4A Malcolm Crt, Narre Warren 3805
Ph: 9796 7144

Narre Warren Salvos
3 Webb St, Narre Warren 3805
Ph: 9796 7836

Savers
Westfield Fountain Gate
Hommaker Centre
352 Princes Hwy, Fountain Gate 3805
Ph: 9703 0000

The Casey Outreach Op Shop
350-352 Pound Road,
Narre Warren South 3805
Ph: 9704 8903

Narre North Uniting Church
Op Shop
1-13 Main Street,
Narre Warren North 3804
Ph: 9700 5061
MARKET SHOPPING

Shopping at your local market can prove to be money saving and fun. Produce markets provide fresh food at much cheaper prices than the local shops or supermarkets. If you have things that you wish to sell at the market you generally need to book a stall in advance. You could call your local council to find out which markets are on when and where.

These are some of the regular markets that you can find locally.

**Akoonah Park Market**
Cnr Cardinia Street & Princes Highway
Berwick 3806
Phone: 9796 1455
every Sunday 8:30am – 1:30pm

**Dandenong Market**
Clow Street
Dandenong 3175
Phone: 9701 3850
every Tuesday, Friday, Saturday and Sunday

**Dandenong Trash & Treasure**
115 South Gippsland Highway
Dandenong 3175
Phone: 9791 2992
every Sunday 8am-2pm

**Casey-Berwick Farmers Market**
The Old Cheese Factory
34 Homestead Road
Berwick 3806
The 2nd and 4th Sunday of each month
8.00am - 12.30pm

**Pearcedale Market**
at the Pearcedale Community Centre
710 Baxter-Tooradin Road
8am - Noon, 3rd Saturday of the month
Contact: 0425 794 941

**Tooradin Market**
The Island, Tooradin Foreshore
3rd Sunday each month,
9am - 1pm (May - Aug)
8am - 2pm (Sept - April)
Enquiries: 0429 188 280

Supermarket Shopping Savings

Below are a few tips for decreasing your grocery bill.

- Write a shopping list, going shopping without a shopping can lead to spending on items that you don’t really need.
- Plan your meal for the week ahead so you know exactly what you need to buy
- Try to shop only once a week, going to the shops everyday usually costs a lot more
- Shopping when hungry can lead to buying unnecessary goods
- Buy home brand and other less expensive brands, as often the product is the same
- When supermarkets are located close to each other, the costs are usually cheaper
- Check the cost of the item per 100 grams, ml or 1kg, this can lead to big savings e.g. Shampoo A $7.95 per 100 ml Shampoo B $2.50 per 100 ml. The shampoos may otherwise be very similar however you pay more for the brand.
- Some supermarkets have market days where fruit and veg is reduced, ask your local supermarket

**Grocery Cop**
Grocery Cop is an online grocery comparison website. They compare individual items and baskets of groceries to show you which supermarket is the cheapest to shop at!
www.grocerycop.com.au

**Save Money by Buying Second Hand Online**
www.ebay.com.au
www.gumtree.com.au
www.tradingpost.com.au
Refer to pg. 23 for school purchase saving websites
You may find many other sites with an online search.

Garage sales are a great way to purchase second hand goods, check your local paper for times and places.
The Garage Trail Sale is an annual country wide event. It is one big day of buying and selling second hand goods.
www.garagesaletrail.com.au
SAVE MONEY IN THE HOME & ON THE ROAD

TIPS TO REDUCE ENERGY & WATER COSTS

Energy and water costs have been increasing and while we can’t do much about this we can make a difference to our energy usage to reduce overall costs. It’s also great for the environment.

Set your thermostat - You can save money by keeping the house temperature set to between 18 and 20 degrees Celsius.

Rug up - Reaching for a jumper, dressing gown and blanket instead of the thermostat will save you a ton. Each degree adds between 5% & 10% to your energy use. So the savings from pulling on another warm layer can add up to big savings in winter.

This also applies to cooling, the recommended cooling threshold is 23-26 degrees, each degree lower than this can add 10% to your energy costs.

Ceiling fans can cost around $4 a year to run.

Turn off your heaters - before going to bed and when you’re leaving the house, it’s cheaper and it’s safer too.

Keep your windows covered, this will keep the heat inside in winter and out in the summer.

Bar radiators, fan heaters and column heaters are big energy users.

Don’t use the shower to warm up – electric hot water accounts for about 1/3 of the average bill. Use water saving shower heads. Keep showers short to save money on water and energy.

Wash your clothes in cold water, most detergents are now designed for cold water.

Clothes dryers can cost several hundred a year to run.

Save money by using a clothes horse or clothes line in the summer and inside when the heater is already on.

That second fridge in the garage could be costing you an extra $400 a year. Switch it off when not in use.

Make sure your fridges seal are intact and that there is at least an 8cm gap at the back and sides. This will ensure it runs efficiently.

The more stars an appliance has the more energy efficient it will be.

Replace regular light bulbs with florescent ones or even LEDs, this will reduce your lighting costs by up to 80%.

Source: www.ausgrid.com.au, yourenergysavings.gov.au

10 TIPS TO REDUCE FUEL COSTS

The more fuel your car uses, the more it impacts on the environment. Following these 10 tips will reduce your fuel costs, air pollution and greenhouse gases.

1. accelerate gently
Avoid high revs. Don’t rev the car unnecessarily.

2. flow smoothly with the traffic
Be aware of traffic conditions ahead so you can anticipate the next stop and avoid unnecessary acceleration and braking.

3. avoid excessive speeds
High speeds result in high fuel consumption. Travelling at 100km/h instead of 110km/h can reduce fuel consumption by 10%.

4. avoid lengthy idling
Turn off your engine when stopped for an extended period and not in traffic.

5. avoid congested traffic and driving more than necessary
The best way to reduce fuel consumption is to reduce the amount of driving you do. Consider combining trips, carpooling or using other modes of transport.

6. keep your car well maintained
If your vehicle is running correctly, it will use less fuel and be more reliable. Have it serviced in accordance with the owner’s manual (usually every six months or 10,000km, whichever comes first) and regularly check oil, coolant and other fluid levels.

7. keep tyres properly inflated
Inflate your vehicle’s tyres to the higher end of the manufacturer’s recommended range of tyre pressures and make sure your wheels are properly aligned.

8. use the air conditioner sparingly
Air conditioners can increase fuel consumption by between 5 and 10%, particularly on very hot days. However, at higher speeds, use of air conditioning is better for fuel consumption than an open window.

9. minimise wind resistance
Remove roof racks and other attachments when they are not being used to reduce wind resistance and fuel consumption.

10. remove unnecessary weight from the car
Remove unnecessary items from the boot. The more weight a vehicle carries the more fuel it uses.

Source: www.racv.com.au
CARING FOR YOURSELF

You don’t have to pay a fortune for expensive skin care products, here are some ideas for skin care on a budget that will help to make you feel and look healthier. They are fun to make, a lot cheaper than big brands, and if you know what to combine they work incredibly well.

Plain olive oil as an eye makeup remover.
It’s inexpensive; it works great and does not only effectively clean but greatly nourishes your eye lashes.

Honey as a Cleanser
The enzymes in raw honey eat up dead skin cells and reveal your most smooth and supple skin. It’s great for people with sensitive, normal or combination skin. Apply honey to dry skin. Leave on for 15 minutes. Rinse off with warm water. No need for post-facial moisturizer, the honey will leave your skin hydrated and soft as a baby’s bottom.

Apple cider vinegar as facial toner.
Mix some apple cider vinegar with a little bit of water, and you have an incredible facial toner that is not only refreshing but also helps shrink pores and reduce age spots when applied regularly.

Bi-carb soda as skin exfoliate
Mixing a paste of 3 parts of Bi-carb soda to one part water is a great way of exfoliating the body’s skin. It is also really inexpensive and easy to use.

Face mask
Mix 2 tbsp bi-carb soda, ½ lemon squeezed and 2 drops of tea tree oil or other oil of your choice suitable for skin. Leave on for 5-10 mins and wash of with warm water.

Spots and pimples
Dab tea tree oil or apple cider on spots to help clear them up quickly. This should be avoided if you are pregnant.

Sensitive Skin
Place a few chamomile tea bags in a bowl and cover with boiling water, hover your face over it for a few minutes.

CLEANING HINTS
There are many household cleaning products on the market. These are generally quite expensive and often very environmentally damaging. Some companies are now producing environmentally friendly products, which are better for our environment.

Home-made alternatives
Ceramic bath, basin and tiles
Wipe over with Bi-carb soda and/or vinegar on a damp cloth (vinegar adds shine).

Toilets
Use 1 cup of white vinegar in toilet bowl, leave overnight and scrub the next day. Wipe the outside of the toilet with white vinegar.

Spot cleaning
Place a few drops of eucalyptus oil or glycerine on the stain. Leave for 1-2 minutes, do not rub. Repeat and rinse if necessary.

Windows
Clean with a water-dampened ball of newspaper sprinkled with white vinegar or methylated spirits. Dry with newspaper.

Clean and Deodorise urine on a mattress
Use a white distilled vinegar and water solution. Then sprinkle the area with baking soda and let dry. Brush or vacuum the residue after it is dry to the touch.

Remove Stains from Coffee or Tea Cups
Scrub them gently with equal parts of salt (or baking soda) and white distilled vinegar. Rinse clean.

Clean Grout
Let full-strength white distilled vinegar sit on it for a few minutes and then scrub with an old toothbrush.

Clean and Disinfect baby toys
Add a good-sized splash of white distilled vinegar to soapy water.

Sources: www.mindbodygreen.com, Bicarbonate of Soda, Diane Sutherland
SERVICES & RESOURCES

City of Casey

The City of Casey is one of 79 Victorian local Councils. The Council provides over 100 services including childrens, youth, aged and disability services; recreation and leisure facilities; events, arts and cultural activities; health and local laws; Council information and publications; citizenship; building and planning services; environmental programs; waste services; maintenance of roads, drains, gardens, parks and other physical assets; support to business and industry; and many more.

The City of Casey is Victoria’s largest municipality with a 2019 forecast of 356,000 residents living in Casey. The City of Casey has eleven Councillors, representing 6 local wards in which they have been elected. If you have an issue or a problem in the area in which you live, you can discuss the matter with your local Councillor. (see page 49)

The City of Casey maintains a comprehensive Community Directory on its website www.casey.vic.gov.au. This directory provides a wealth of information on services and resources in the municipality.

Narre Warren Customer Centre
Bunjil Place, Patrick Northeast Drive
Narre Warren 3805
(Near Fountain Gate Shopping Centre)

Narre Warren South
Amberley Park Shopping Centre
Shop 8, 101 Seebeck Dve
Narre Warren South 3805

Cranbourne Customer Service Centre
Cranbourne Centro Shopping Centre
Cranbourne 3977
P.O. Box 1000
Narre Warren 3805

Phone: 9705 5200
TTY: 9705 5568
TIS 131 450 (Translating & Interpreting Service)

Email: caseycc@casey.vic.gov.au
www.casey.vic.gov.au

Australian Garden
Cranbourne Botanical Gardens
Community centres offer a wide range of services and support to the local community in which they are located. There is a wide range of educational courses and other interesting activities available, as well as recreational and support groups. Child care or children’s activity groups may also be available at some centres.

For your free copy of the latest course/program information please contact your nearest centre.

Costs for courses and activities vary, but in all cases are set at reasonable rates and discounts generally apply for pensioners.

Balla Balla Community Centre  
65 Berwick-Cranbourne Road  
Cranbourne 3977  
Phone: 5990 0900

Beaconsfield Community Centre Inc  
8 O’Neil Road  
Beaconsfield 3807  
Phone: 8768 4400

Berwick Neighbourhood Centre  
112 High St  
Berwick 3806  
Phone: 9796 1970

Blind Bight Community Centre  
Anchorage Drive  
Blind Bight 3980  
Phone: 5998 7014

Brentwood Park Neighbourhood House  
21A Bemersyde Dve  
Berwick 3806  
Phone: 8786 7022

Bridgewater Community Centre  
45 Bridgewater Boulevard  
Berwick 3806  
Phone: 9705 5590

Cranbourne Community House  
49 Vale Park Crescent  
Cranbourne 3977  
Phone: 5996 2941

Doveton Neighbourhood Learning Centre  
Oak Avenue Hall  
Doveton 3177  
Phone: 9791 1449

Endeavour Hills Uniting Care Neighbourhood Centre  
10 Raymond McMahon Blvd  
Endeavour Hills 3802  
Phone: 9700 3789

Hallam Community Learning Centre  
“Mapleson House”  
56 Kays Avenue  
Hallam 3803  
Phone: 9703 1688

Hampton Park Community House  
16-20 Stuart Ave  
Hampton Park 3976  
Phone: 9799 0708

Livingstone Family & Community Centre  
31 Parkhurst Drive  
Cranbourne East 3977  
Phone: 9709 9288

Lynbrook Community Centre  
Cnr. Lynbrook Boulevard and Harris Street  
Lynbrook 3975  
Phone: 9792 7370

Merinda Park Community Centre  
141-147 Endeavour Drive  
Cranbourne 3977  
Phone: 5996 9056

Foundation Learning Centre  
1 Malcolm Court  
Narre Warren 3805  
Phone: 9704 7388

Oakgrove Community Centre  
89-101 Oakgrove Drive  
Narre Warren South 3805  
Phone: 9704 2781

Pearcedale Community Centre  
710 Baxter-Tooradin Road  
Pearcedale 3912  
Phone: 5978 6226

Selandra Community Hub  
7-9 Selandra Boulevard  
Clyde North 3978  
Phone: 9709 9615

Timbarra Community Centre  
27 Parkhill Drive  
Berwick 3806  
Phone: 9704 1863
COMPLAINTS & DISPUTES

Dispute Settlement Centre
46-50 Walker Street
Dandenong 3175
Phone: 8765 5222
www.disputes.vic.gov.au
www.reachagreement.dispute.vic.gov.au

The Dispute Settlement Centre aims to enable people to be responsible for the resolution and outcome of their own disputes and to provide an alternative to legal action. The service is free and provides:

A free telephone dispute advisory service.

Mediation in a wide range of disputes, including neighbourhood, workplace, family (excluding family law matters), body corporate, clubs and organisations, environmental issues, shared households, accident damage to motor vehicles and commercial disagreements.

Interpreters can be provided at no cost.

Administrative Appeals Tribunal
Level 16
HWT Tower, Southgate
40 City Road
Southbank 3006
PO Box 9955
Melbourne 3001
Phone: 9282 8444
1800 228 333
TTY 133677 then ask for 1800 228 333
Fax: 9282 8480
Email: generalreviews@aat.gov.au
www.aat.gov.au

Reviews administrative decisions made by a number of Commonwealth government departments, including issues of disability, citizenship, child support, employee rehabilitation and compensation, customs, freedom of information, health insurance social security and income tax. There may be a fee for some applications.

Public Transport Ombudsman
PO Box 538, Collins Street West,
Melbourne 8007
Phone: 1800 466 865 (mobile charges may apply)
Email: enquiries@ptovic.com.au
www.ptovic.com.au

Independent dispute resolution body, providing a free, fair, informal and accessible service for the resolution of complaints about public transport in Victoria.

Australian Financial Complaints Authority
PO Box 3
Melbourne 3001
Phone: 1800 931 678
www.afca.org.au
Email: info@afca.org.au

Dispute resolution service that provides an alternative to going to court.

Sectors include: Banking and Finance;
Insurance: Investments & Superannuation

If you have unresolved complaints, you can lodge a complaint online.

Australian Dental Association
Victorian Branch Inc
Level 3, 10 Yarra Street
South Yarra 3141
PO Box 9015
South Yarra 3141
Phone: 8825 4600
Email: ask@adavb.org

Handles complaints and queries from the public regarding dental treatment with member dentists.

Health Complaints Commissioner
26th Floor
570 Bourke Street
Melbourne 3000
Phone 1300 582 113
Email: hcc@hcc.vic.gov.au
www.hcc.vic.gov.au

Deals with complaints and enquiries about the quality and delivery of health services in Victoria. This includes services provided by medical practitioners, dentists, psychiatric services, hospitals, ambulance services, alternative health services, community health services, chiropractors, dieticians, physiotherapists, masseurs and optometrists.
Commonwealth Ombudsman
1300 362 072
Email: ombudsman@ombudsman.gov.au
www.ombudsman.gov.au

Investigates complaints about administrative decisions, actions or procedures of Commonwealth government departments and authorities.

Job Watch
Phone: 9662 1933
1800 331 617
www.jobwatch.org.au

A community based legal centre that provides a free, confidential telephone advice, information and referral service to people with employment and training related problems.

Victoria Police – Professional Standards Command
Level 2, Tower 2,
Victorian Police Centre
637 Flinders Street
Docklands 3008
Phone: 1300 363 101 (24 hour number)
Email: ethical.standards@police.vic.gov.au
www.police.vic.gov.au

Provides a complaints mechanism for the public about the police. Any formal complaint should be lodged as soon as possible after the incident.

Consumer Affairs Vic
Phone: 1300 558 181
Information and advice relating to consumer problems Including Housing & accommodation, shopping, motor cars, scams etc.

Victorian Legal Services Board and Commissioner
Level 5, 555 Bourke Street
Melbourne 3000
Phone: 1300 796 344 local call
Phone: 03 9679 8001
www.lsbc.vic.gov.au

Investigates any matter relating to a lawyer’s professional conduct.

Ombudsman Victoria
Level 2, 570 Bourke Street
Melbourne 3000
Phone: 9613 6222
1800 806 314 Free Call Country callers only
Email: ombudvic@ombudsman.vic.gov.au
www.ombudsman.vic.gov.au

Investigates complaints concerning administrative actions taken in Government departments, statutory bodies or by officers and employees of municipal councils. Freedom of Information complaints.

Telecommunications Industry Ombudsman
Level 3/595 Collins Street
Melbourne 3000
PO Box 276
Collins Street West
Melbourne 8007
Phone: 1800 062 058 Free Call from landlines
TTY: 1800 555 677
1800 630 614 Free Call FAX
Email: tio@tio.com.au
www.tio.com.au

Provides assistance with resolution of complaints about telecommunications and Internet access services. Investigates complaints about billing, faults, Internet access, mobile services, privacy matters, land access, telephone directories, and the provision of the standard telephone service. If you call from a mobile you can ask them to call you back.

Energy & Water Ombudsman (Victoria)
G.P.O. Box 469
Melbourne 3001
1800 500 509 Free Call
1800 500 549 Free Fax
13 1450 Interpreter
National Relay Service: 13 36 77
Email: ewovinfo@ewov.com.au
www.ewov.com.au

Investigates and resolves disputes between customers, and the gas, electricity and water companies.

Private Health Insurance
Contact the Commonwealth Ombudsman
Contact details - previous page
CULTURAL SPECIFIC

Southern Migrant and Refugee Centre
39 Clow Street, Dandenong
7/9 Selandra Blvd, Clyde North
2 Harris Street, Lynbrook
6B Henry Street, Pakenham
Phone: 9706 8830 (for all offices)

www.smrc.org.au
- Provides information and assistance to refugees and migrants.
- Immigration advice, advocacy, information on Centrelink entitlements.
- Education and Employment services.
- Housing and Health

South Eastern Chinese Association Inc
PO Box 560
Endeavour Hills 3802
Phone: 9794 9534
- English – Chinese translation
- Financial Advice
- Leisure recreation

South Eastern Chinese Senior Citizen Association Inc
78 Power Road
Doveton 3177
Phone: 9794 9534
Email: secainc@lycos.com
Activities for Chinese seniors – over 50.

Afghan Australian Association of Victoria Inc.
Level 1/ 73 - 77 Walker Street
Dandenong 3175
Phone: 9562 1289
Mob: 0401 784 699
Email: a_k_fazal@yahoo.com.au
Peak group for Afghan community organisations in Victoria. Provides social, welfare and educational support to members of its community.

Aboriginal Housing Victoria
Narrandjeri House
125-127 Scotchmer Street
Fitzroy North 3068
Phone: 9403 2100
www.ahvic.org.au
Manages the Victorian Aboriginal Rental Housing Program
Provides low cost rental housing and housing support to eligible Aboriginal and Torres Strait Islander families.

Eligibility:
Aboriginal and Torres Strait Islander people resident in Victoria.

Telephone Interpreter Service
13 14 50
Professional interpreters can be arranged through the Translating and Interpreting Service (TIS National). 24 hour service, seven days per week.

Aboriginal Hostels Ltd
William T Onus Hostel
75 Westgarth Street
Northcote 3070
Phone: 9489 6701
www.ahl.gov.au
Provides temporary accommodation for Aboriginal and Torres Strait Islanders.
Manages a network of hostels across Australia.

Asylum Seekers Resource Centre
Jesus House
Level 1 Hub Arcade
(Myer/Plaza end of arcade)
Dandenong 3175
Phone: 0409 416 744
Postal:
PO Box 258
Glen Waverley 3150
- Assists on-shore asylum seekers in:
  - Resume preparation
  - Provision of food parcels
  - Assistance with finding jobs
  - Provision of Telstra phone cards
  - Location of regular ‘English as Second Language’ class
  - Access to computers and photocopying
  - Computer training in Microsoft products
  - Provision of 2 hour travelcards (all zones)
  - Emergency accommodation for single adults
  - Individual assistance with English as required
  - Referral to legal, medical, housing and counselling services.
**Asylum Seeker Resource Centre**

Head Office:
214-218 Nicholson Street, Footscray 3011
Phone: 9326 6066

Food Aid & food program. Drop-In Centre, English Classes, computer classes & access. Counselling, health care & Advocacy. Training for workers. Recreation & social activities.

Dandenong Branch Office:
179 Lonsdale Street
Dandenong 3175
Phone: 8772 1380

Hours: Monday, Tuesday and Wednesday
Limited Services – mostly employment and education
No material Aid provided.

**Adult Multicultural Education Service (AMES)**

Education, Employment and Settlement Sites throughout Melbourne including Narre Warren and Dandenong.

Enquiries: Dandenong Phone: 13 26 37
Narre Warren: Phone: 8790 1621

Located at Echo Aust.
6/418 Princes Highway

**Dandenong & District Aboriginal Co-Op**

62 Stud Road
Dandenong 3175
Phone: 9794 5973

Offering a social support unit to Aboriginal families and the elderly with a medical centre which has a doctor, nurse, health worker and Physiotherapist available also a community advancement of Aboriginal persons living in Dandenong and surrounding areas.

**In Touch Inc – Multicultural Centre Against Family Violence**

PO Box 2905
Melbourne 3001

Freecall: 1800 755 988
Phone: 9413 6500

Email: admin@intouch.org.au
www.intouch.org.au

Multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing domestic violence or leaving situations of domestic violence.

**Wellsprings for Women Inc.**

79 Langhorne Street
Dandenong 3175
Phone: 9701 3740

Wellsprings for women seeks to empower isolated women to live their lives more fully. Programs include - health and wellbeing, arts and crafts, migrant English and job skills.

**Ruscare Ltd (St John of Kronstadt)**

13 Conway Street
Dandenong South 3175
Phone: 9793 5955
www.ruscare.com.au

- Provides assistance to newly arrived Russian and Slavic migrants.
- Hostel and nursing home accommodation.
- Senior citizens club and visiting program for elderly people of Russian ethnic background.
- Transport program (bus with wheelchair access)
- Women’s health group.

**Victorian Foundation for Survivors of Torture & Trauma**

Foundation House – Dandenong Office
155 Foster Street
Dandenong 3175
Phone: 8788 3333
www.foundationhouse.org.au

Provides services to people who have experienced torture or trauma in their country of origin.

**AEI - NOOSR**

Dept of Education, Employment and Workplace Relations
GPO Box 9839
Canberra ACT 2601

Phone: 1300 615 262 toll free hotline

Email: iehotline@education.gov.au
www.internationaleducation.gov.au

The National coordinating body on overseas skills assessments and recognition provides information, advice and assistance in relation to the recognition of overseas qualifications and skills.

Encourages improved international arrangements for the recognition of qualifications and skills.
**Australian Filipino Community Services**  
The Dove Wellbeing Centre  
78 Power Road,  
Doveton 3177  
Phone: 9701 3421

**Victorian Multicultural Commission**  
Level 16, 35 Collins Street, Melbourne  
Phone: 7005 1267  
www.multiculturalcommission.vic.gov.au  
Committed to fostering harmony and encouraging the full participation of Victoria’s ethnic communities.  
Promotes participation in the social, economic, cultural and political life of the Victorian community.

**English Language Conversation Sessions**  
The Conversation Club is an initiative of Casey-Cardinia Library Services and AMES and is open to anyone who wants to practice speaking English.  
Weekly sessions at -  
Bunjil Place Library  
Patrick Northeast Drive, Narre Warren  
on a Thursday 10am - 12noon  
Hampton Park Library  
22-26 Stuart Ave, Hampton Park  
on a Wednesday 10am - 12noon, and  
Endeavour Hills Library,  
Raymond McMahon Boulevard  
on a Thursday 10am - 12noon  
Phone: 8788 8500 (Hampton Park)  
8782 3400 (Endeavour Hills)  
8782 3300 (Bunjil Place)

**ADEC**  
186 Foster Street, East Dandenong VIC 3175  
Phone: 9480 7000  
www.adec.org.au  
Action on Disability within Ethnic Communities is a state-wide organisation that strives to empower people with a disability from Non-English speaking backgrounds, their carers, and families to fully participate as members of the Victorian community.

**Casey Aboriginal Gathering Place**  
20 Agonis Street, Doveton VIC 3177  
Phone: 9792 7378  
A range of programs are being run for people of all ages. These reflect the current and future needs of the Aboriginal community.

**Islamic Education And Awareness of Casey Association (IEACA Incorporated)**  
A community and welfare organisation based in Berwick that serves and supports families regardless of faith, living in the South-Eastern suburbs.  
Phone: 0403 855 558  
Email: ieaca.inc@gmail.com

**Centre for Multicultural Youth**  
199 Lonsdale Street,  
Dandenong VIC 3175  
Phone: 8594 1561  
Provides a range of programs and supports for refugee and migrant young people.
Alfred Health Carer Services
Caulfield Hospital
260 Kooyong Road, Caulfield 3181
Helpline: 1800 052 022
Email: info@carersouth.org.au
Provides information about the full range of respite services and other resources available to support carers.

Arbias
27 Hope Street, Brunswick 3056
www.arbias.org.au
Specialist service for people with alcohol & substance related brain impairment.

Australian Hearing
Phone: 131 797 for connection to nearest centre
Dandenong, Berwick, Narre Warren 9794 5274

Beyond Blue
Infoline: 1300 22 46 36
TTY: 133 677
Email: infoline@beyondblue.org.au
Web: www.beyondblue.org.au
It can be hard to know whether you or someone you know needs help with depression, anxiety or related disorders. Beyond Blue is a support and information service with comprehensive information and support available.

Beyond Disability Inc.
Postal address: c/- Girrahween House
PO Box 1451, Pearcedale 3912
Phone: 0414 114 313 (Tricia)
www.bdi.org.au
An interactive communication program with internet access to:
* Physically mobile disabled people
* Physically disabled school children in wheelchairs from low income families.

Blairlogie Living & Learning Inc
685 North Road, Cranbourne South 3977
Phone: 5978 7900
www.blairlogie.org
Services to enhance each person’s opportunities for learning, growth and community participation for people living with a disability. Many courses from daily living skills to language, literacy, numeracy and financial. Small fee involved for some courses.

The Bridge Connects
67-69 Webb Street, Narre Warren 3805
Phone: 9705 9111
3 Stawell Street, Cranbourne 3977
Phone 5995 5250
Suite 1, 9 Clyde Road, Berwick 3806
Phone: 9769 3950
www.thebridgeconnects.org.au
The Bridge is a training and community support service for people with a disability in the City of Casey. Learning new skills, preparing you for work, completing courses, personal development, social and leisure activities. We will work together with you to develop a package of supports to suit your needs. We will help you identify your goals and how we can work together to achieve them.
info@thebridgeconnects.org.au

Carer Gateway
Phone: 1800 422 737 (Mon-Fri 8am-6pm)
www.carergateway.gov.au
A national online and telephone service for carers to find information, practical advice and services to support them. Assistance in managing stress and planning for the future.

Carer Hubs:
A space for you to connect with other Carers, access carer support and look after your own well-being.
Hampton Park Carer’s Hub - Phone 1300 277 478
Tuesdays during school term - 10.30am - 1.30pm
Uniting Place, 1 Coral Drive, Hampton Park
Lynbrook Carer’s Hub - Phone 1300 277 478
Fridays during school term - 10.00am - 2.00pm

Disability Information & Support
Intake Response: 1800 783 783
www.dhs.vic.gov.au
Information and referral service which provides information about support services for people of all ages with disabilities, and about disability related matters.

Disability Justice Advocacy
Unit 2/28 Albert Street, Preston
Phone: 9474 0077
Email: info@justadvocacy.com
www.justadvocacy.com
Provides advocacy services to people with disabilities in 28 municipalities and focus on the needs, rights and interests of people with a disability.

Disability Resource Centre
Outer South East Outreach Service
186 Foster Street, East Dandenong 3175
Phone: 9791 4870
www.drc.org.au
Advocates can provide assistance and support on a wide range of issues, such as accommodation, transport, education and employment, Centrelink, legal.
Disability Services Directory
City of Casey Website
Extensive database of services relating to people with a disability.

Early in Life Mental Health Services – Casey
Casey Hospital
52 Kangan Drive, Berwick 3806
Phone: 8768 1569
Fax: 8768 1957

ERMHA - Carer Support
1st Floor, Building G
45 Assembly Drive, Dandenong South 3175
Phone: 1300 376 421; 9706 7388
If you care for someone with a mental illness, ERMHA will work with you to maintain your Caring role, as you achieve your education or employment goals and other commitments beyond the Caring role.

ERMHA – Eastern Regions Mental Health Association
First Floor, Building G, 45 Assembly Drive
Dandenong South VIC 3175
Phone: 03 9706 7388 / 1300 376 421
www.ermha.org
Aims to improve the quality of life for people living with a mental illness or disability and their carers, by advocating for and providing individually tailored support focused on recovery, independence and social inclusion. National Disability Insurance Scheme (NDIS) Support Services.

GROW
707 Glenhuntly Road, Caulfield South 3162
Phone: 9528 2977 for closest group
Freecall: 1800 558 268
www.grow.net.au
Group meetings in Berwick and Cranbourne.
Recovery focused programs for mental health. Proven 12 step program – recovery focused. Weekly structured meetings, addressing mental health issues, including depression, anxiety, panic attacks, bi-polar disorder, schizophrenia, as well as bereavement, relationship and other emotional issues.

Headspace
66 Victor Cres, Narre Warrren 3805
Phone: 1800 367 968
Headspace is a health service for 12-25 people.
• Mental Health Issues
• General Physical Health
• Sexual Health and Sexuality Issues
• Family and Relationship Issues

Each
Email: info@each.com.au
www.each.com.au
66 Victor Crescent, Narre Warren 3805
Phone: 8781 9500
33 Bakewell Street, Cranbourne 3977
Phone: 5990 7900
Each has a comprehensive range of services that address physical, mental and psychosocial needs at a community and primary care level and we are committed to integrated and coordinated service provision.

Mental Health Compass
www.mentalhealthcompass.com.au
Mental Health Compass is an on-line service finder and information tool, to find services to suit your specific needs. The services listed are regional specific for the City of Casey, City of Greater Dandenong and the Shire of Cardinia.

Mind Australia
Level 3, 33 Princess Hwy, Dandenong 3175
Phone: 1300 286 463
www.mindaustralia.org.au
Mind provides mental health services to support people in their recovery and to build and sustain self-defined, purposeful lives. Programs also include small group activities, day outings & group holidays.

Mindspot
Phone: 1800 614 434
Email: mindspot.org.au
www.Mindspot.org.au
Mindspot Clinic offers free online assessment and courses to help adults learn to manage stress, worry, social phobia, panic attacks, low mood and depression.

Monash Health Community
- Brain Injury Services
55 Buckingham Avenue
Springvale 3171
Phone: 9792 7432
A program that provides assistance and support to adults with mild to moderate Acquired Brain Injury (ABI)

Monash Children’s
Psychiatric Triage Service
Phone: 1300 369 012
• Provides psychiatric assessment
• Services include, family therapy, individual therapy, parent work, and group work.
Oz Child Services – Home Based Care
1536 Heatherton Road
Dandenong 3175
Phone: 9212 3900
Service that provides respite care for children up to 18 years old, who have physical, intellectual or sensory disabilities, including development delay, cerebral palsy, Downs Syndrome, epilepsy, diabetes, blindness and deafness.
Respite care is usually provided one weekend per month and there are also teenage recreational programs, school holiday programs and weekend camps. The service is free and there is generally a waiting list. Call for more information.

LaTrobe Community Health
NDIS - Local Area Co-ordinator
Ground Floor, Suite 1-3
64 Victor Crescent, Narre Warren 3805
Phone: 1800 242 696

PHaMs
Personal Helpers & Mentors Service
Wise Employment – Cranbourne
Phone: 5996 3511
PHaMs supports people whose lives are severely affected by mental health problems. It focuses on recovery and what people can do, not what they can’t do. You will have your own Personal Helper and Mentor to support you on the road to recovery.

Recreation Access Project
City of Casey
Phone: 9705 5444
Access for all abilities. Weekend recreational & leisure programs for adults, teenagers and children with a disability.

SANE
P.O. Box 226
South Melbourne 3205
Phone: 9682 5933
1800 187 263 Helpline
Email: info@sane.org
helpline@sane.org
www.sane.org
Information and referral service for people affected by mental illness, and their family and other carers.

Travellers Aid Access Service (TAAS)
Phone: 03 9654 2600
• Southern Cross Station – Phone: 03 9670 2873
• Flinders Street Station – Phone: 03 9610 2030
www.travellersaid.org.au
Assists people with disabilities. Staff assistance with meals, toilets, travel difficulties and communication. Wheelchair recharging facilities, free internet access, visitor and transport information. Assistance with getting to and from medical appointments. Mobility equipment hire. Provision of buggy and personal guidance to ensure safe passage at Southern Cross Station. Shower and rest facilities.

Vision Australia
Headquarters
454 Glenferrie Road, Kooyong 3144
TTY: 02 9334 3260
1300 847 466
www.visionaustralia.org.au
Services, facilities & Information for visually impaired persons.

Windermere
Early Childhood Development Services
48 Webb Street
Narre Warren 3805
Phone: 9705 3200; 1300 946 337
www.windermere.org.au
Cranbourne
75-81 Willora Crescent
Cranbourne 3977
Phone: 9709 6900
Timbarra
26 Parkhill Drive
Berwick 3806
Phone: 9709 6900
Programs for children from 0 to 6 years with special needs, that aims to assist children to reach their full potential and to enhance parent skills, knowledge and power over their own lives and their children’s. Provides a variety of centre based early intervention programs supported by home and kindergarten visits.
• Physiotherapy
• Speech pathology
• Occupational therapy
• Child psychology
• Special Education Teachers
Individual development programs, parent support and contact with other families and support groups, information support and resources for children, their families and the wider community. Cost is negotiated on application.
DRUG & ALCOHOL

Al Anon Family Groups – Victorian Southern Area
Level 7, 51 Queen Street, Melbourne 3001
Phone: 1300 252 666 Helpline
www.al-non.org/australia

Conducts group meetings throughout southern Victoria and Tasmania for people with a relative or friend who has a drinking problem. To find out the time and places of meetings, call the number provided between 10.30am and 2.30 pm Monday to Thursday.

Alateen
Contact details as for Al Anon (above)
Conducts meetings for teenagers with a relative or friend who has a drinking problem.

Narcotics Anonymous
Phone: 9525 2833 (24 hour helpline)
Self help organisation, providing members with support to abstain from the use of drugs.

Alcoholics Anonymous
Cranbourne Community House
Phone: 9429 1833 (Head Office)
Aims to provide a support to alcoholics in a group setting. Regular self help groups are held for alcoholics and problem drinkers who want to overcome their problem.

Meeting times as follows:
Cranbourne Community House - Friday 8pm
49 Vale Park Crescent, Cranbourne
Baptist Church Cnr Kids & Power Rds Doveton - Tuesday 8pm
Uniting Church rear hall, Princes Hwy, Berwick - Wednesday 8pm and Monday 9.30am
Hampton Park Community House, Stuart Ave - Tuesday 7pm
St Paul Apostle Church, Endeavour Hills - Monday and Thursday 8pm

To arrange to attend any of these groups, you would need to contact the Head Office number provided.

SURE
Substance Use Recovery
Suite 5, 66 Victor Cres, Narre Warren 3805
Phone: 8781 9500
38 Bakewell Street, Cranbourne 3977
Phone: 5990 7900
www.sureaod.org.au

Provides initial screening, counselling, advice & referral to alcohol and other drug treatment services, based on the individual recovery plan that has been developed with you.

Monash Health, Drug and Alcohol Services
84-88 Foster Street,
Dandenong 3175
Phone: 9792 7620; 1300 473 237
Email: seads@monashhealth.org

Provides a wide range of services aimed at reducing the harm associated with alcohol and other drugs.
• Counselling
• Support groups
• Drink driver license restoration program
• Youth outreach and peer support
• Residential withdrawal unit
• Aboriginal outreach worker
• Mobile overdose response service

SECADA
Drug & Alcohol Recovery Support
314a Thomas Street, Dandenong 3175
Phone: 1800 142 536
Email: secada@semphn.org.au

Secada is a consortium of six organisations in Melbourne’s south east. These organisations are committed to:
- reduced Alcohol & other Drug (AOD) use,
- improving physical & mental health
- reconnecting people to their families and community.

Secada partners are: Monash Health; Odyssey House; Taskforce; Windana; YSAS - Youth Support & Advocacy Service. South Eastern Melbourne Medicare Local is the Lead Agency. Assessment services are provided in Berwick, Cockatoo, Cranbourne, Dandenong, Koo-Wee-Rup, Narre Warren, Pakenham and Springvale.

Vision of Hope – Carer Support
Hallam Medical Group,
212 Princes Highway, Hallam 3803
Phone: 9796 5400

Vision of Hope is a support group for parents/family caring for someone with drug/alcohol addiction. Every 2nd Tuesday of the month – 3 week program.
Time: 6.30 - 8.00pm (Booking required)

Direct Line
Phone 1800 888 236

Telephone service providing 24 hour a day seven days a week, counselling and information on drugs and alcohol issues.
**SMART Recovery Meeting**  
Berwick Neighbourhood Centre  
112 High Street, Berwick VIC 3806  
Smart Recovery Australia helps people help each other to manage addictive behaviours for the improvement of the community’s health and social well-being.  
Tuesday 7pm-8.30pm  
smartercoveryaustralia.com.au  
smartberwickvic@gmail.com

**The START Community**  
Located at Berwick Salvation Army, cnr Parkhill Drive and Ernst Wanke Road, Berwick 3806.  
Phone: 0437 951 545 / 9704 1996  
After hours support: 0436 301 560  
Email: startberwickvic@salvationarmy.org  
Six-week structured treatment program aimed to empower participants to move from the pain and suffering of addiction. The START Community operates with no waiting list and provides a service that is free of cost to the participant. Participants can begin at any time within the six-week cycle and can continue in the program for as long as they like.  
Group program runs between 9.30am - 2.00pm Monday - Thursday

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**EMPLOYMENT, EDUCATION & INCOME**

**Centrelink**  
www.humanservices.gov.au  
Phone: Self Service 13 62 40  
TTY Service: 1800 810 586  
Customer relations: 1800 000 567  
General Information: 13 24 68  
Retirement 13 23 00  
International Services 13 16 73  
Multilingual Services 13 14 50  
Disability, Sickness and Carers 13 27 17  
Families 13 61 50  
Call Centre Social Work 13 17 94  
Youth and Students 13 24 90  
Indigenous Call Centre 1800 136 380  
Financial Information Services 13 23 00  
Financial Seminars 13 63 57  
A comprehensive list of phone numbers is available from the website.  
In languages other than English 13 12 02  
If you are not sure what you are eligible for, phone the call centre number provided and a customer service officer will advise you. Claims are generally paid from the date you call and lodge a claim, so it is best to ring as soon as possible.  
Centrelink can provide an interpreter free of charge. Translation of documents related to payment can also be arranged. AUSLAN services are also available.  
Centrelink Cranbourne  
7 – 9 Codrington Street  
Cranbourne 3977  
Centrelink Narre Warren  
71-73 Webb Street  
Narre Warren 3805

**Child Support (Advocacy)**  
Springvale Monash Legal Service  
5 Osborne Ave, Springvale 3171  
Phone: 9545 7400  
Telephone advice on child support matters is available on Mondays from 10am - 12.30pm.

**Child Support Agency**  
Phone: 13 12 72 (general enquiries)  
Information and advise about child support.

**Administrative Appeals Tribunal (Commonwealth)**  
Level 4, 15 William Street,  
Melbourne, VIC 3000  
GPO Box 9955,  
Melbourne VIC 3001  
Phone: 9282 8444  
1800 228 333 Toll Free  
Email: sscssdivision@aat.gov.au  
(Centrelink and Child Support Cases)  
www.aat.gov.au  
An independent statutory authority established as the first point of external review of Social Security (Centrelink) decisions. This is a free service. Everyone has basic right when dealing with Centrelink and those rights are protected by law. You have the right to know the reasons for a decision and receive any decision in writing. You have the right to appeal against
most decisions. You have the right to be treated with courtesy and respect by customer service officers.

**Social Security Rights Victoria (SSRV)**
PO Box 4226, Fitzroy 3065
Telephone Advice: 9481 0355
1800 094 164
9.30am - 12.30pm – Monday to Thursday
www.ssrv.org.au

The Welfare Rights Unit believes that all individuals are entitled to an adequate income. They have a number of services, including a telephone advice service that provides free independent advice about any social security (Centrelink) matter. They can help you with;
- Working out whether you are entitled to a Centrelink payment (despite what Centrelink may have told you)
- Deciding which payment is best in your situation
- Working out how much you should be getting
- Appealing a decision you think is wrong
- Complaining about poor treatment by a Centrelink worker

The telephone service is open Monday to Friday 9.30-12.30. If you do not speak English, ring the Translating Interpreter Service on 13 14 50, and an interpreter will ring the unit.

**myGov**
www.mygov.au
A secure website to access all your government services. One Log-in, one password, one destination.

**MAX Employment**
1st Level Car Park, Fountain Gate Shopping Centre. [Drive past Krispy Kremes, past Kmart Tyres & Auto then turn left into next car park].
Free Call: 1800 625 350
Phone: 8796 6500
Email narre.warren@maxemployment.com.au
www.maxemployment.com.au

**Job Watch**
Phone: 9662 1933
1800 331 617
Email: jobwatch@jobwatch.org.au
www.jobwatch.org.au
An employment rights legal centre which provides assistance to Victorian workers about their rights at work.

**Matchworks**
Employment Services for people with a disability
7-9 Bakewell Street, Cranbourne 3977
Phone: 5924 8030
Suite 101, Building 1
66 Victor Cres, Narre Waren 3805
Phone: 9088 4204
www.matchworks.com.au
Consultants who are focused on individual needs, working to find employment that matches your interests and skills.
Providing support in the workplace once you have started your job. Access to skills training.

**Advanced Personnel Management**
58-60 Victor Crescent, Narre Warren 3805
Phone: 8794 9532

**Direct Recruitment**
Suite 12, 26 Verdun Drive, Narre Warren 3805
Phone: 8790 2555
Email: narrwarren@directrecruitment.com.au
178 Sladen Street, Cranbourne 3977
Phone: 5995 4300
Email: cranbourne@directrecruitment.com.au

**Fair Work Ombudsman**
Phone: 13 13 94
www.fairwork.gov.au
Information on federal workplace laws, investigation of complaints.

**Outlook Employment**
2/418 Princes Highway, Narre Warren 3805
Phone: 9705 6445
Shop 3, 1-21 High Street, Cranbourne 3977
Phone: 5995 4385
Email: info@outlookemp.com.au
A free service to assist people with disabilities find and keep paid employment.
Personal Support Program that can provide access to free assistance from rehabilitation through to personal development and counselling support. Program is aimed at assisting people to overcome disadvantages they may have in seeking employment.

**Australian Apprenticeships**
Phone: 13 38 73 to find an apprenticeship Centre in your area.
www.australianapprenticeships.gov.au

**Apprenticeships Matter**
Phone: Free Call 1800 005 355
www.appsmatter.com.au

**WISE Cranbourne**
7-9 Bakewell Street, Cranbourne 3977
Phone: 5996 3511
Job network and disability employment service.

**DVJS Employment Solutions**
Suite 3 & 4, 64 Victor Cres. Narre Warren
Level 1, 15 Childers Street, Cranbourne
Hollander House, 3/37 Main St. Pakenham
Phone: 1300 385 738
www.dvjs.com.au
Free service that offers employment training and placement services to assist people with disabilities find suitable employment.

**Octec Employment Services**
8/418 Princes Highway, Narre Warren 3805
Phone: 9705 8744 / 1800 258 182
www.octec.org.au
Disability employment service, that assists in developing goals. Training is offered & interview & workplace support. Also assists people with injury or health conditions.

**Hand Brake Turn**
27 Station Street, Dandenong 3175
Phone: 9793 1466
www.concernaustralia.org.au/handbraketurn
Offers a hands on 7 week accredited intensive automotive training course [Cert II in Auto Body Repair] with social skills development to young people (15-22) who have difficulty within the mainstream education system and up to 12 months job search and personal support.
Fees apply, Some eligibility criteria

**Fair Work Commission**
Phone: 1300 799 675
www.fwc.gov.au
This is an independent body whose services include, Dispute resolution, Unfair Dismissal & other workplace matters.

**JobCo Employment Services**
Suite 3, 418 Princes Highway, Narre Warren VIC 3805
Phone: 8790 2884
Email: enquiries@jobco.com.au
www.jobco.com.au
Disability employment support, training & apprenticeship support.

**Chisholm Institute of Technical & Further Education**
Dandenong Campus
121 Stud Road, Dandenong 3175
Cranbourne Campus
2 New Holland Drive, Cranbourne 3977
Berwick Campus
25 Kangan Drive, Berwick 3806
Phone all Campuses
Help No: 1300 244 746
www.chisholm.edu.au
Various courses are provided including specialised short courses and accredited courses.
A Careers Resource Centre is available to provide vocational guidance and assistance with decision making.
Careers counselling and course information is also available as well as help with resume writing, interview skills and goal setting.
Fees for courses apply, discounts may be available for current Centrelink clients subject to places and courses etc.

**Reconnect Program** is aimed at high-need learners who are not enrolled in school or employed full time and are: between 17 and 19 years of age who have not achieved year 12 or equivalent, or between 20 and 64 years of age who are long term unemployed, without year 12 or equivalent.

**Chisholm Institute - Free Courses**
Some apprenticeship pathway courses and 20 non-apprenticeship courses are available without tuition fees, for eligible people under 20 years of age. Other fees applicable. More information at:
www.chisholm.edu.au/freetafe
Phone: 1300 244 746
Returning to school costs can cause financial stress for many families. Here are a few tips to help reduce the cost.

- Seek out second hand uniforms and books through your school or online—see below
- Keep an eye out for sales for stationary at your local supermarket or department store
- Reuse items such as rulers, sharpeners, calculators, folders and part empty exercise books.
- Talk to your school payment plans for fees, excursions and camps.

Second hand books and uniforms online
www.sustainableschoolshop.com.au
www.ebay.com.au
www.theuniformexchange.com.au
www.schoolxchange.com.au

Education Funding for Camps, Sports and Excursions
Government funding to assist with Camps, Sports and Excursions Program will run over four years. Means Tested. See school principal for application form.

Embrace Education
Email: admin@embrace-education.org
www.embrace-education.org
This non-profit organisation offers free education support to disadvantaged high school students. Free tutoring, mentoring & homework clubs to students from refugee, recent migrant & low socio-economic backgrounds. Textbooks, stationery & other items may also be provided.

State Schools’ Relief
Provides clothing and footwear to disadvantaged children attending Victorian Government Primary and Secondary schools.
State Schools’ Relief (SSR) doesn’t respond to direct requests from parents but to the school Principal who acts as the school based representative of SSR, ref to page 40.

No Interest Loan Scheme (NILS)
This is a great way to purchase items for primary and secondary school children at an affordable rate of repayment.
Loans for expensive items such as school books, uniforms, camps and excursions are available to eligible families.
Contact Casey North CISS  9705 6699
Cranbourne ISS  5996 3333

Youth Employment Scheme
The Youth Employment Scheme (YES) offers young people aged 15 to 24 an opportunity to work in the Victorian Public Service (VPS) or an agency of government for 12 months while studying for a Certificate III or IV qualification. Priority given to young people who have left school without completing year 12. Other eligibility requirements.

Homework Clubs at:
Hallam Secondary College:
Tuesday 3.30pm - 5.00pm
Hampton Park:
Wednesday 3.30pm - 5.00pm

Centre for Adult Education (CAE)
253 Flinders Lane, Melbourne 3000
Phone: 9652 0611
Delivers a wide range of adult learning programs and services. Works with other agencies that provide adult, community and further education. Provides a career counselling service to the public. Reduced fees for Senior Card holders, pensioners, unemployed and Austudy students.

Youth Employment Scheme
The Youth Employment Scheme (YES) offers young people aged 15 to 24 an opportunity to work in the Victorian Public Service (VPS) or an agency of government for 12 months while studying for a Certificate III or IV qualification. Priority given to young people who have left school without completing year 12. Other eligibility requirements.
Your Community Health Service provides low cost services for most health programs that you may need. There are lots of counselling and support programs available as well as preventative health services such as nutrition and women’s health services. The community health programs are all under one roof and are provided in a very friendly atmosphere.

**Community Health Services**

**Monash Health Community**

A scale of fees applies to Community Health Services. $10 is the minimum amount requested from Health Care Card holders and other Concession Card holders, or those on a low wage or salary.

Appointments with the Financial Counsellors are exempt from these fees.

In circumstances of hardship, the worker that you see has the right to reduce or waive the fee. It is hoped however that everyone will make a donation.

**Eligibility:**
To be eligible to use the services of the Casey Community Health Service you need to live, work or attend school in the City of Casey. (Dental, Diabetes Education and Control, Alcohol and Drug Services, Financial Counselling, Gambling Services are available to all persons in the Cities of Casey, Cardinia and Greater Dandenong).

Staff at the Community Health Service provide a holistic approach to health care and health enhancement with an emphasis on the individual, the community, the environment, and structures that influence health and enhance well-being.

**Centre Locations**

Central Phone 1300 342 273

www.monashhealth.org/page/monash_health_community

Berwick
28 Parkhill Drive, Berwick 3806
Phone: 8768 5100

Cranbourne
140-154 Sladen Street, Cranbourne 3977
Phone: 5990 6789
Postal address:
Locked bag 2500
Cranbourne 3977

Pakenham
Old Pakenham Hospital
Cnr Deveney St & Princes Highway, Pakenham 3810
Phone: 5941 0500

The range of services available include:

**Alcohol and Drug Program**
Provides assessment, counselling, referral and alcohol and drug education to individuals, families and groups. Drink-driver education programs available.

**Child & Families**
Includes getting children ready to commence school and speech therapy.

**Chronic Conditions self-management Support Program**

**Community Health Nursing**
Community Health Nursing involves listening and working with people in the local community to maximise their health and well being through health assessment, counselling, screening and health promotion.

**Dental Service**
Emergency and general services for Health Care/Pension Concession Cardholders. Appointments are necessary. Contact Berwick or Doveton locations for information on fees and appointments.
Phone: 1300 342 273

**Diabetes Education & Control Program**
Nurse, dietician and podiatrist available for consultation on the management of diabetes. Information on diabetes, the importance of exercise, healthy eating, maintaining good health, management of blood glucose levels, foot care, etc.

**Dietitian**
Provides information about food and nutrition to all age groups. Individual counselling is available, including advice about lowering of cholesterol, eating awareness and weight reduction, children’s nutrition and general eating for health.

**Family Planning & Sexual Health**
Provides information relating to reproductive health, contraception and sexually transmitted infections, with a female doctor providing pap tests, pregnancy tests and breast examinations.
Sexual Health Clinic for Under 25s – Phone 5990 6789.

**Healthy Mothers, Healthy Babies Program**

**Massage**
For diagnosed chronic conditions, muscle or bone pain daily for extended period, disabilities affecting daily living, frail elderly and more. Referral required.

**Needle, Syringe & Exchange Program**
Operates from the Pakenham location. Provides needles and syringes, containers for safe disposal, condoms and information.
Occupational Therapy
Involves assessment and treatment of people of all ages to maintain independence and quality of life. Areas include:
Personal Counselling for adjustment to disability; assessment; advice and provision of equipment to assist with problems related to bathing, eating, dressing, toileting, access to buildings, home modifications and recreation; family support and advice for families caring for aged and disabled persons; social assistance to improve social contacts for isolated people; paediatrics – assessment and treatment of children with disabilities, developmental delay or learning difficulties.

Ophthalmology
Available with referral at Cranbourne.

Optometry – Australian College of Optometry
Eye examination and glasses at low cost for pensioners at 116 David Street, Dandenong VIC 3175
Appointments Call: 9771 1007

Physiotherapy
Physiotherapists can relieve pain and improve movement and function in people of all ages.

Podiatry
Involves the prevention, diagnosis and management of foot and lower leg disorders.

Women’s Health Service
Offers women a chance to discuss health issues. Doveton & Cranbourne Centres.

Quitline 13 18 48
South Eastern Counselling & Psychology
64 Victor Crescent, Narre Warren 3805
201 High Street, Cranbourne 3977
5/94 High Street, Berwick 3806
Phone: 1300 554 662 (Enquiries & Appointments)
Counselling in Depression/mood disorders, Trauma, Grief & Loss, Pain Management, Relationship Issues, Habit disorders, Sleep disturbance, Abuse.
Medical Bulk Billing Services available.
Need referral from GP.

Action Centre (FPV service for under 25s)
Level 1, 94 Elizabeth Street
Melbourne 3000
Phone: 9660 4700
Advice Line: 9257 0116
1800 013 952 Free Call
Email: action@fpv.org.au

Nurse-On-Call
Phone: 1300 606 024 - Free health advice 24 hours per day given by a registered nurse.

Family Planning Victoria
901 Whitehorse Road
Box Hill 3128
Phone: 9257 0100
Email: fpv@fpv.org.au
www.fpv.org.au

Pregnancy testing
Counselling - pregnancy, sexual, menopause
(also available for intellectually disabled)

Contraceptive clinic (including emergency contraception)
Testing, counselling and treatment of STIS/HIV
Pap smears and breast examination

Telephone counselling and info service,
Bookshop with mail order service, Library

Hours: Monday to Friday 9am - 5pm
Cost: Medical consultations free.
Pharmaceutical charges apply.

Ring for an appointment or drop in service operates Monday to Friday 1pm to 4pm

Victorian AIDS Council and
Gay Men’s Health Centre
615 St Kilda Road
Melbourne VIC 3004
Phone: 9865 6700
1800 134 840 Toll Free - Country Callers only
9827 3733 TTY
Email: enquiries@vac.org.au
www.vac.org.au

St Kilda Clinic Location:
Rear 77 Fitzroy Street
St Kilda VIC 3182
Phone: 9525 5866

Large community centre offering a weekly program of services and activities for people with HIV/AIDS.
Provides a range of health promotions for gay and bisexual men regardless of HIV status.

Palliative Care South East
140-154 Sladen Street
Cranbourne VIC 3977
Phone: 5991 1300
www.palliativecaresoutheast.org.au

With trained medical health professionals SEPC provides physical care and practical support, therapy, symptom management counselling etc. Links to other services.
Most services are free of charge.

Weavers Carer Support Program: This program looks after the Carers. Volunteers who are past Carers are welcome. Contact details: Palliative Care South East.
Living Positive Victoria
People Living with HIV/AIDS Vic
Phone: 9863 8733
Email: info@livingpositivevictoria

Cancer Council Victoria
615 St. Kilda Rd
Melbourne 3004
Phone: 9514 6100
13 1120 Cancer Helpline
Quit Line: 13 78 48
www.cancervic.org.au
The Cancer Information and Support Service includes a cancer help line, cancer connect support service, cancer support group network and two financial assistance programs.
Nurse counsellors provide one-off counselling for people affected by cancer, their friends and families.
Monday to Friday 8.30am – 6.00pm

Dental Health Services Victoria
720 Swanston Street
Carlton 3053
Phone: 9341 1000
Emergencies - 1300 360 054
www.dhsv.org.au
Public Dental Services are available for concession card holders (Pension or Health Care Concession Card). DHSV provides a range of dental care services.

Royal Womens Hospital – Pregnancy Advisory Service
Cnr Grattan Street and Flemington Rd
Parkville VIC 3052
Phone: 8345 3063
www.thewomens.org.au
• No charge for public clinic appointment.
• Termination cost applicable, please call for information
• Free counselling available to public and private clients.
• Counselling and advice regarding unplanned pregnancies
• Post-termination counselling
• Surgical terminations of pregnancy
• Public and private medical appointments
• Family planning advice and support
• Assistance with community support services
Monday to Friday 9.15am – 4.30pm

Kids Help Info Bookshop
Royal Children’s Hospital
Flemington Road
Parkville 3052
Phone: 9345 5085
Email: safety.centre@rch.org.au
Provides information and referral advice for parents and professionals. Resources available on childhood illnesses and diseases, disabilities, parenting, support groups, child health and adolescence and safety products.
The centre is open Monday to Friday 9am to 5pm.

Australian Dental Health Foundation
www.adhf.org.au
This foundation co-ordinates the delivery of pro bono dental treatment to disadvantaged Australians in need of dental care. Dentists outside the public system donate their time. Patients should be aged between 18-65 years and need to be referred.
Refer to website.

Melbourne Sexual Health Centre
580 Swanston Street
Carlton 3053
Phone: 9341 6200
TTY: 9347 8619
1800 032 017
HIV positive people only: phone 9341 6214
www.mshc.org.au
This centre provides a range of free, confidential services about sexual health and sexually transmitted diseases, including HIV/AIDS. Also provided is Hepatitis B vaccinations, contraception advice, free condoms and lubricant, and a needle and syringe exchange program. It is a Gay and Lesbian sensitive clinic.
Monday to Thursday 8.40am – 5.00pm (no appt req.)
No charge and medicare card required.
Friday 12.30pm – 5.00pm (no appt req.)
Thursday evening clinic 5.00pm - 7.30pm (appt only) but early arrival recommended.
Telephone information service available.

Bolton Clarke
Formerly Royal District Nursing Services
Phone: 1300 221 122 (24 hours)
www.rdns.com.au
Home nursing services.
Comprehensive general and specialised nursing and health care for people in their own homes.
Some fees may apply

State-wide Equipment Program (SWEP)
Phone: 1300 747 937
Email: swep@bhs.org.au
www.swep.bhs.org.au
SWEP provides a subsidy towards the cost of equipment and/or modifications. This is to improve independence in your home, assist in community participation and support families and carers in their role.
Continence Aids Program
**HOUSING**

**PUBLIC HOUSING**

Health & Human Services Office of Housing
Provides affordable public housing to families, sole parent-families, aged and single people.

Who Can Apply?
You can apply for public housing as a single person, a couple or a family. A group of people can also join together to make a group application. In general, to be considered for public housing, you must:
- Not exceed the current general public housing income and asset eligibility limits.
- Live in Victoria
- Not own or part own a house, unit or flat.
- Have Australian citizenship or permanent residency status.
- Repay any money that you still owe from a previous public housing tenancy or Bond Loan.

How To Apply:
If you think you meet the above conditions, contact your local Housing Office and ask for the General Application form and more information on the eligibility criteria, process involved and waiting period. When you fill out the application form you will need to provide details about the people living with you, their income, savings and other assets.

If you are in Urgent Need:
If you can show that you need housing urgently, you can apply for Priority Housing. This means you will be offered housing before other applicants on the waiting list – even if they applied before you. Although you will be housed sooner, this is not emergency housing and in most cases there is still a waiting time. Call the Housing Office for more details on early housing categories.

Office of Housing (Dandenong)
165-169 Thomas Street
Dandenong 3175
Phone: 1300 286 625

**RENTAL HOUSING SUPPORT**

Peninsula Community Legal Service
Bella Centre
Suite 12, 33-39 High Street,
Cranbourne 3977
Phone: 9783 3600
Email: pclc@pclc.org.au

Free Tenancy Advice Program
Peninsula Community Legal Service
Outreach Service at CNCISS - Tuesday Afternoons
90-92 Victor Cres. Narre Warren
Free advice to private rental clients.
Appointment required.
Phone: 9783 3600

Consumer Affairs Tenancy Advice
Phone: 1300 55 81 81

Tenants Victoria
55 Johnston Street
Fitzroy 3065
Phone: 9416 2577 (Advice Line)
Phone: 9416 0513 (FAX)
www.tuv.org.au
Free advice given to tenants with problems with leases, rent rises, bond retention, evictions, etc. Includes residents of rooming houses and caravan parks.

WAYSS Ltd
20 Langmore Lane, Berwick 3806
Phone: 9703 0044
www.wayssltd.org.au
Housing related information including: general housing information, information on a range of accommodation options, including public housing and private rental. Referrals and advocacy to government and community agencies and services; tenancy advice services and a range of support services.

AMIDA
Action for more independence and dignity in accommodation.
First floor, Ross House
247 Flinders Lane
Melbourne 3000
Phone: 9650 2722
Email: amida@amida.org.au
www.amida.org.au
Disability advocacy group.
Offers advocacy on housing and tenancy rights for people with a disability. Priority given to people with an intellectual disability.
HOUSING CRISIS & SUPPORT SERVICES

WAYSS Ltd – Dandenong
Level 1
294-300 Thomas Street
Dandenong 3175
PO Box 3
Dandenong 3175
Phone: 9791 6111 BH
1800 637 993 free call (not mobiles)
Monday - Friday 8.30am - 5.30pm
www.wayssltd.org.au

Other Locations:
WAYSS Ltd - Berwick
20 Langmore Lane
Berwick 3805
Phone: 9703 0044

WAYSS Ltd - Cranbourne
156 Sladen St, Cranbourne
Phone: 5996 3333
Initial assessment & planning, youth support services.
Appointment required.

Housing Services - Dandenong & Berwick:
- Transitional Housing
- Youth Housing Program
- Women’s Outreach Program
- Domestic Violence Outreach
- Family Crisis Worker

Provides information, advice and resourcing to people with housing problems, referring to appropriate services if required.

Initial Assessment and Planning - CHAP provides adults, youth and families, experiencing or at risk of homelessness, access to timely assistance and / or referral at central locations known as assess points.

Drug Court Homelessness Assistance - Program assists those identified as suitable for the Drug Treatment Order who are homeless or at risk of homelessness.

Emergency Youth Accommodation (24 hours)
Phone: 9791 5692
WAYSS Family Violence Outreach
Phone: Dandenong 9791 6111
Berwick 9703 0044

Workers available at Dandenong office:
8am to 11pm 7 days a week

Launch Housing – Dandenong
35 Robinson Street
Dandenong 3175
Free Call: 24 hour service - 1800 825 955
Phone: 9792 0750
Fax: 9792 0751
Email: dandenong@launchhousing.org.au
www.launchhousing.org.au

Housing service providing a short term stay facility and transitional housing. After hours emergency accommodation is available.

Windermere Child & Family Services
48 Webb Street
Narre Warren 3805
Phone: 9705 3200

Housing support worker provides information, referral and support to families and individuals who are homeless, or at risk of homelessness. Assistance provided to locate transitional, medium term and long term accommodation.

AIDS Housing Action Group
365 Hoddle Street
Collingwood 3066
Phone: 9417 4311
Email: info@ahag.org.au
www.ahag.org.au

State wide confidential housing services for people living with HIV/AIDS. Provides confidential housing advice, referral to appropriate housing services, options regarding housing needs, assistance in obtaining priority public housing, independent rental housing, supported housing programs.

Aboriginal Housing Board of Victoria
see Cultural Specific - page 13.

Aboriginal Hostels Ltd
see Cultural Specific - page 14.
Frontyard Youth Services
19 King Street
Melbourne 3000
Phone: 9611 2411 - 7 days
1800 800 531 Freecall
Email: frontyard@mcm.org.au
www.frontyard.org
A co-location of various youth services which focus on the needs of disadvantaged young people up to 25 years, with a priority given to young people who are homeless.

Women’s Housing Ltd
Suite 1, Level 1
21 Cremorne Street
Cremorne 3121
Phone: 9412 6868
Email: reception@womenshousing.com.au
www.womenshousing.com.au
Offers a range of housing services for women in metropolitan Melbourne.

Housing for The Aged Action Group
Phone: 1300 765 178; 9765 7389
www.oldertenants.org.au
Email: haag@oldertenants.org.au
Housing information and support service. Aims to alleviate housing related poverty for people over 55 years.

Active Community Housing
14 High Street
Yarraville 3013
Phone: 9314 8555
Housing for people with disabilities and other disadvantaged groups from all areas of Victoria. Tenants must be eligible for public housing or to receive a disability support pension.

ERMHA - Community Connection Program
Phone: 9706 7388 - ask for CCP Support Worker
Assists people at risk of homelessness, with complex, unmet needs which impact their housing situation. issues including, but not limited to mental illness, intellectual or physical disability, substance abuse, forensic issues, trauma, behavioural issues.

Senior’s Housing Information

National Rental Affordability Scheme
www.chl.org.au
Can provide affordable rental housing to low income people who find it hard to afford market rental rates. Connected to Community Housing (Vic) Ltd
Peninsula Community Legal Centre
441 Nepean Highway
Frankston 3199
Phone: 9783 3600
Bella Centre
Suite 12, 33-39 High Street,
Cranbourne 3977
Phone: 5995 3722
www.pclc.org.au
Peninsula Community Legal Centre is a free legal advice service. Appointments are necessary.
Mon, Wed, Tues (evenings) – Family Law
Telephone advice: call office at 9:00am on the day to register.
Office open: Monday to Friday 9.00am – 5.00pm

Springvale Monash Legal Service
5 Osborne Ave, Springvale 3171
122 Thomas St, Dandenong 3175
Phone: 9545 7400
Email: info@smls.org.au
www.smls.org.au
Suite 1, Level 2, 64 Victor Crescent, Narre Warren
Phone for appointment: 9038 8002
Email: info@narrewarren@smls.org.au
Outreach service also at Cranbourne, Doveton and Pakenham - Phone: 9038 8002

Fines Clinic
Clinic held at Frankston with Peninsula Community Legal Centre. Phone: 9783 3600
Assistance given on a broad range of fines, including toll roads, parking and public transport.

Fines Victoria
www.fines.vic.gov.au
Information on fines received and options for paying.

Family Law Assistance Program
Monash-Oakleigh Legal Service
60 Beddoe Avenue
Clayton 3168
Phone: 9905 4336
The Family Law Assistance Program, is a self-help workshop program for people to access the Family Court. Participants will be provided with the knowledge and support they need to undertake their own matter before the Court. The aim of the program is to provide information on family law procedure, mediation and other forms of dispute resolution, and the impact family breakdown can have on those involved.

Mental Health Legal Centre Inc.
Centre for Innovative Justice at RMIT,
Building 98, 102 Victoria Street,
Melbourne VIC 3000
Phone: 9629 4422
Email: mhlc@mhlc.org.au
www.communitylaw.org.au/mentalhealth
Provides legal advice, referral and information to people with mental health conditions.

Insurance Law Service
Phone: 1300 663 464
www.insurancelaw.org.au
A community legal centre specialising in financial services, particularly in the areas of consumer credit, banking, debt recovery and insurance.

Family Relationship Centre
38 Clyde Street
Berwick 3806
Phone: 8768 4111
National Advice Line: 1800 050 321
(See page 35 – Family Support)

Family Court – Dandenong
53-55 Robinsons Street
Dandenong 3175
Phone: 1300 352 000

Magistrates Court – Dandenong
Cnr Foster & Pultney Streets
Dandenong 3175
Phone: 9767 1300

Victorian Aboriginal Legal Service Co-operative Ltd
273 High Street
Preston 3072
Phone: 9418 5999 24 hour service 1800 064 865
www.vals.org.au
The Victorian Aboriginal Legal Service works to ensure that Indigenous people enjoy their legal rights, are aware of their responsibilities under the law and have access to appropriate legal representation in courts. The service
provides legal advice, assistance and representation in areas of criminal, civil and family law to Aboriginal and Torres Strait Islander people.

**Justice Connect**
Level 17, 461 Bourke Street, Melbourne VIC 3000
Phone: 8636 4400
Email: admin@justiceconnect.org.au
www.justiceconnect.org.au
Facilitates referrals, linking individuals experiencing hardship with pro-bono legal services.

**Victoria Legal Aid – Melbourne**
Phone: 9269 0234
Legal information 9269 0120
Dandenong 9767 7111
Victoria Legal Aid provides a wide range of legal services and cost is dependent on the clients income.
There is also a multilingual telephone information service.
The cost of Legal aid is dependent on the individual’s income and the type and merit of a specific case.

**Refugee Legal**
Level 6, 20 Otter Street, Collingwood
Phone Advice Line: 9413 0100
Email: refugeelegal@refugeelegal.org.au
www.refugeelegal.org.au
Specialising in immigration and refugee law, policy and procedures. Free charge to all persons.
Legal casework service.

**Office of Public Advocate**
- Department of Justice & Regulation
Level 1, 204 Lygon Street, Carlton VIC 3053
Phone: 1300 309 337
Email: publicadvocate@justice.vic.gov.au
www.publicadvocate.vic.gov.au
For advice on matters including:

**Women’s Legal Service Victoria**
Level 10, 277 William Street, Melbourne VIC 3000
Phone: 8622 0600
Email: admin@womenslegal.org.au
www.womenslegal.org.au
This service is to legally assist women with relationship breakdown and violence against women

**Law Institute of Victoria Legal Referral Service**
Phone: 9607 9550
Email: referrals@liv.asn.au
www.liv.asn.au/referral
Choosing a lawyer can be a daunting task but the LIV Legal Referral Service can help. Provides referral to solicitors practising in the relevant area of law. All firms included in the Legal Referral Service provide a thirty minute enquiry interview free of charge. However, be sure to discuss any costs before any work is completed on your behalf.
University of the Third Age:  
**Casey U3A Inc**  
Fiddlers Green Retirement Village  
57 Gloucester Avenue, Berwick 3806  
Phone: 0478 226 521  
Email: caseyu3a@dcsi.net.au  
www.casey-u3anet.org.au

**U3A Cranbourne Inc**  
Casey Indoor Leisure Centre  
65 Berwick-Cranbourne Road, Cranbourne 3977  
Phone: 5995 0311  
Email: u3acranbourne@bigpond.com  
U3A offers a large range of activities and classes for retired, active people. Low cost learning in a wide variety of subjects.

Mecwacare – Cardinia Care  
4 / 66-68 Main Street, Pakenham 3810  
Phone: 5945 0888  
Fax: 5941 5453  
Provides basic in home support, home maintenance and other support services for persons over 65 or with a disability in the Shire of Cardinia and some services in City of Casey.

**Council on the Ageing (Victoria) – COTA**  
533 Little Lonsdale St, Melbourne 3000  
Phone: 9655 2100 / 1300 135 090  
Fax: 9654 4456  
Email: cotavic@cotavic.org.au  
www.cotavic.org.au  
Aims to work with older people and the community to achieve social justice and wellbeing for older Victorians. To act as a voice for older people to government, the media and the community.  
An information and advisory service for older people, relatives and friends, and the wider community. Provides information on a wide range of issues about ageing, so that individuals and/or their families and friends are able to make informed choices.  
Membership services include access to competitively priced house and contents insurance, health and motor vehicle insurance, and a free legal advice service.

**Seniors Rights Victoria**  
Phone: 1300 368 821  
Email: info@seniorsrights.org.au  
www.seniorsrights.org.au  
Seniors Rights is a program within the Council of the Ageing (COTA) Particularly dealing with Elder abuse, prevention & support.

**Seniors Online Victoria**  
Victorian State Government  
Phone: 1300 797 210  
www.seniorsonline.vic.gov.au  
Email: Online, direct from their website

Seniors Card and Seniors programs and participation information. Links to many other services of interest to Seniors.

**Seniors Card Victoria**  
Phone: 1300 797 210  
Victorian Seniors 60+ discount card.  
Email: seniorscard@health.vic.gov.au

**Casey/Cardinia Life Activities**  
Brentwood Park Neighbourhood House  
Bemerside Drive  
Berwick VIC 3806  
Phone: 5605 8091  
A network of contacts and social activities for people 50 years and over. Permitting a range of lifestyle activities, including travel, finance, various guest speakers etc. There are also day tours and coach holidays, as well as social nights and a walking group.

**Combined Pensioners and Superannuants Association of Victoria Inc**  
Trades Hall  
54 Victoria St  
Carlton 3053  
P.O. Box 21 Trades Hall  
Carlton 3053  
Phone: 9662 3971  
Email: cpamelbourne@bigpond.com  
This group aims to assist the independence, opportunity and availability of information for older people. It assists with access to transport, community and health services to provide clear and concise information to increase the range of choices available to older Australians. To secure for older people adequate and secure standard of living particularly those with limited means.

**Southern Metropolitan Aged Care Assessment**  
Jacksons Road  
Mount Eliza 3930  
P.O. Box 102  
Mount Eliza 3930  
Phone: 9788 1276; 1800 200 422  
Provides an independent and multidimensional assessment of the care needs of frail elderly people.

**Better Place Australia**  
Mediation & Counselling  
86-88 Victor Crescent  
Narre Warren 3805  
Phone: 8781 9111  
FMC Seniors Mediation assist in resolving conflict about Care decisions, Finances or Future Planning.
SERVICES FOR WOMEN

Wellsprings – for Women Inc.
79 Langhorne Street
Dandenong 3175
Phone: 9701 3740
A gathering place where women can:
• meet other women
• find support share ideas, hopes and dreams
• develop their skills
• gain information about a variety of services

Women’s Health in the South East (W.H.I.S.E.)
Suite 2/31 Princes Highway
Dandenong 3175
Phone: 9794 8677
Email: whise@whise.org.au
www.whise.org.au
Provides a wide range of services in relation to women’s health issues including information, advocacy and referral.

Caroline Chisholm Society
(Pregnancy and Family Support Service)
1 Darebin Place
Caroline Springs 3023
Phone: 9361 7000
1800 134 863 (toll free outside Metro area)
www.carolinechisholmsociety.com.au
• 24 hour telephone counselling line
• Face to face counselling
• Free pregnancy testing
• Supported crisis accommodation
• Post-natal Depression Support Group

Council of Single Mothers and Their Children Inc
1st Floor
210 Lonsdale Street
Melbourne VIC 3000
Phone: 9654 0622
Email: csmc@csmc.org.au
www.csmc.org.au
Telephone support, information and referral around such issues as mothering, welfare rights, legal issues, child and income support, housing, financial aid, domestic violence and abuse.

Intouch Multicultural Centre
Against Family Violence
PO Box 2905
Melbourne 3001
Phone: 9413 6500
Email: admin@intouch.org.au
www.intouch.org.au
Multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing domestic violence or leaving situations of domestic violence.

Australian Breast Feeding Association
Suite 3, 71 Robinson St
Dandenong 3175
Phone: 9791 4644 - Admin
1800 686 268 Breastfeeding Helpline 24 hour
www.breastfeeding.asn.au
Provides counselling in breastfeeding and mothering Social meetings and discussion groups.
Annual membership applies, but it is not essential to access the counselling service.

WIRE Women’s Information
Women’s Info Centre
372 Spencer Street
West Melbourne 3003
Phone: 1300 134 130
Fax: 9328 8950
Email: support@wire.org.au
www.wire.org.au
Aims to support Victorian women make informed choices through access to information.
Telephone information service provides information, support and referrals to help women make choices about the issues that matter in their lives. Covering issues including relationships, emotional wellbeing, legal matters, housing, experiences of violence, anything that women want to talk through.

Keeping It Together
Casey North CISS
Phone: 9705 6699
An 8 week skills program for women aimed at strengthening relationships and developing strategies to overcome the pressures of every day life. Assertiveness Strategies; Healthy Communication; Working with anger; Positive Conflict Resolution; Improved Self-Esteem, Financial Literacy; Self-Care.
SERVICES FOR MEN

Relationships Australia
Men’s behaviour change groups are available for men with problems of abuse or violence, including use of aggression and verbal abuse.
Contact Relationships Australia on 1300 364 277 for general enquiries or Cranbourne on 5990 1900 in regard to men’s groups.

No to Violence - Formally Men’s Referral Service
Phone: 1300 766 491 (Phone Counselling Line)
8.00am to 9.00pm Monday to Friday
9.00am to 5.00pm Weekends
www.ntv.org.au
Provides a telephone referral and advice service regarding issues relating to domestic violence. All calls are anonymous and confidential.

Dadslink (YMCA)
Phone: 03 9345 8011
Email: dadslink@ymca.org.au
www.victoria.ymca.org.au/dadslink
Parenting network that focuses on fathers and their relationship with their children. Provides activities and camps for Fathers to participate in with their children. Provides counselling, workshops, conflict resolution.

Mensline Australia
Phone: 1300 789 978
Telephone counselling, information and referral for men, as well as support for concerned family members.

Dads Matter in Casey
City of Casey
Phone: 9705 5590
Email: dadsmatter@casey.vic.gov.au
Free interactive programs for men to join in with their children up to 10 years - Call for details.

Lone Fathers Association Australia
PO Box 492
Canberra City
Canberra 2601
Phone: 02 6239 4650
www.lonefathers.com.au
Self help educational and welfare organisation devoted to the interests of lone fathers, their friends and families. Membership fee applies.

Grief & Loss

GRIEFLINE
PO Box 5181, Hughesdale 3166
Phone: 9935 7400
www.griefline.org.au

SUPPORT SERVICES

Australian Centre for Grief and Bereavement
Lower Ground Level,
253 Wellington Rd,
Mulgrave VIC 3170
Phone: 9265 2100
Free Call: 1800 642 066
Email: info@grief.org.au
www.grief.org.au
Provides bereavement support and counselling for people who have been bereaved through any cause.

SANDS (Vic) – Stillbirth and Neonatal Death Support
Suite 4A
329 Mitcham Road,
Mitcham, 3132
Phone: 1300 072 637 Support
9874 5400 Support
Email: victoria@sands.org.au
www.sandsvic.org.au
A state wide self help group comprised of parents who have experienced the death of a baby through miscarriage, stillbirth or shortly after birth. The service is free and provides immediate and ongoing support to bereaved parents, families and friends. Telephone support, monthly meetings, a newsletter, library and information nights are all part of the service available.

Bereavement Assistance Limited
92 Atherton Rd
Oakleigh 3166
(Office & Chapel)
Phone: 9564 7778 (enquiries / 24 hours)
Email: info@bereavementassistance.org.au
www.bereavementassistance.org.au
A not-for-profit funeral service, offering quality, professional funerals at a low cost for people with limited money.
Pre-paid funeral option.

Palliative Care South East
140-154 Sladen St, Cranbourne
Phone: 5991 1300
www.palliativecaresoutheast.org.au
With trained medical health professionals SEPC provides counselling etc. Links to other services. Most services are free of charge.
Family Support
Windermere Child & Family Services
48 Webb Street
Narre Warren 3805
Phone: 9705 3200
Email: info@windermere.org.au
www.windermere.org.au
A local support agency for families and children providing a wide range of services, including:
Counselling – crisis, relationship and addictive behaviour for families, young people and children.
Family Support Program – provides in home service with a focus on parenting. Works towards developing good parenting skills, home management and life skills.
Parenting programs
Housing Support Workers – provides support to families and individuals that are homeless or at risk of homelessness to access and maintain shelter.
Most services are free of charge, with a sliding fee applicable to the counselling programs.

Relationships Australia
2/199 Sth. Gippsland Highway, Cranbourne
Phone: 5990 1900
Email: cranbourne@rav.org.au
405 Narre Warren Road, Cranbourne North
Phone: 5911 5400
Email: cranbournenorth@rav.org.au
www.relationshipsaustralia.com.au
Support for parents and children, step-families, families in crisis, couples, single adults, parents and children after separations. They deal with personal, couple and family issues, behavioural problems as well as school and work issues.
A fee for service applies to most services and is based on your total family income and ability to pay.

Casey & District Multiple Birth Association
P.O. Box 37
Hampton Park 3976
Phone: 9513 4445
Email: info@caseydistrict.amba.org.au
www.caseydistrict.amba.org.au
Provides information, practical assistance and support for multiple birth families.

CatholicCare
33-35 Princes Hwy, Dandenong
Phone: 8710 9600
www.ccam.org.au
We help people to build positive relationships, and repair connections when needed. We provide family and relationship services, relationship courses, pastoral services, refugee and asylum seeker support, and school and education support. All services are offered to the whole community, regardless of religious belief of background.

Stepfamilies Australia
100 Drummond Street,
Carlton VIC 3053
Phone: 9663 6733
Email: info@stepfamily.org.au
www.stepfamily.org.au
A community non-profit organisation offering education, support and resources to stepfamilies. Workshops and discussion groups. On-line newsletter.

Uniting Connections
184 Sladen Street
Cranbourne 3977
Phone: 5990 8400
www.connections.org.au
Narre Warren Office
55 Webb St.
Narre Warren 3805
Phone: 9704 8377
Provides support for vulnerable families such as counselling. Also provides support for youths at risk of homelessness or not completing their schooling.

Family Relationship Centre
38 Clyde Road
Berwick 3806
Phone: 8768 4111
National Advice line: 1800 050 321
Email: enquiries@berwickfrc.org.au
A Family Relationship Centre can provide information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with separation. Assist separating families to resolve disputes by focusing on best interests of children.

Parentline
Phone: 13 22 89
Monday - Sunday 8.00am – 12 Midnight – 7 days.
Professional advisers will answer calls from parents experiencing problems coping with their children. Problems can be big or small, from a toddler with a tantrum to a teenager suspected of drug use. The service is free and offers instant connection by phone to a vast and professional resource.

Keeping It Together
Casey North CISS
Phone: 9705 6699
Email: cnciss@caseynorthciss.com.au
An 8 week skills program for women aimed at strengthening relationships and developing strategies to overcome the pressures of every day life.
Cranbourne ADHD Support Group
Cranbourne Community House
49 Valepark Crescent
Cranbourne 3977
Phone: 5996 3333 (Cranbourne ISS)
Support group for families and children diagnosed with attention deficit hyperactivity disorder. Meets monthly, call for details.

Maternal and Child Health Line
Phone: 132 229
After hours phone-in advisory service for parents of new born babies and children up to six years of age. The service aims to help alleviate stress and anxiety in parents of new babies in the early days of parenting and beyond, by providing advice on feeding, behaviour problems, and other issues. The service is free and available 24 hours, 7 days a week.

Better Place Australia
Meditation & Counselling
86-88 Victor Crescent
Narre Warren 3805
Phone: 8781 9111
Email: via website
www.betterplaceaustralia.com.au
This service provides a family law information, counselling and mediation service and parent-adolescent mediation. There is also a mens relationship service which provides practical and emotional support for men around divorce and separation.

Casey Asperger Syndrome Support Care
Email: info@thecass.com.au
www.thecass.com.au
Information and support for families affected by Aspergers, particularly for parents who have just received a diagnosis. Social Activity for Primary, Teens & Tweens.

Australian Red Cross Victoria
23-47 Villiers Street
North Melbourne 3051
G.P.O. Box 9949
Melbourne 3001
Phone: 8327 7700 BH
1800 131 701
www.redcross.org.au/vic
Services include:
- Friendly visiting, disaster relief, and First Aid training and assistance.
- Asylum Seeker Assistance Scheme provides health care for asylum seekers who are not holders of Medicare cards.
- Volunteer transport that takes people without access to public transport, to hospital appointments.

Trauma and Crime
WAYSS Family Violence Outreach & Crisis Service
294-300 Thomas St
Dandenong 3175
Phone: 1800 357 397
Phone: 9791 6111 - Monday - Friday 8.00am - 5.00pm
After Hours: 1800 627 727
Berwick Area Service
Phone: 9703 0044
www.wayssltd.org.au
Provides assistance and support to women, and their children, who are experiencing domestic violence situations.

Safe Steps
Family Violence Response Centre
Phone: 1800 015 188
www.safesteps.org.au
Safe Steps provides a range of service for women and children experiencing violence and abuse from a partner or ex-partner, or someone close to them, Free service.

Dept. of Human Services (Child Protection)
Phone: 131 278 Crisis Line - 24 hours

Victims Support Agency
Level 18, 121 Exhibition Street
Melbourne 3000
GPO Box 4349
Melbourne 3001
Phone: Helpline - 1800 819 817
Telephone Information and Referral Service
Provides a central point of contact for victims of crime and any other person who has been affected by a crime. Referral to a range of legal, financial, emotional and practical support services relevant to victims of crime and information about the rights and entitlements of crime victims.
Victims Counselling Service
A free counselling service for primary, secondary and related victims of reported and unreported crime and those who have applied for an Intervention Order.

**South Eastern Centre Against Sexual Assault**
1 Dandenong Street,
Dandenong South VIC 3175
Phone: 9928 8741 (Admin)
Email: secaso@monashhealth.org
(03) 9594 2289 - Crisis Line - 24 hours
1800 806 292 - Toll free crisis line

Cranbourne Service
located at Cranbourne Information & Support Service
Phone: 5996 3333
156 Sladen Street
Cranbourne 3977

Provides a 24 hour crisis medical and counselling support for all victims of sexual assault. Support groups and an after hours service for victims of family violence are also available.

**Domestic Violence Resource Centre**
52 Cardigan St,
Carlton VIC 3053
Phone: 8346 5200
After Hours: 1800 737 732
www.dvrcv.org.au

Provides support and information services to people who have suffered abuse within a relationship, survivors of childhood sexual abuse, witnesses of family violence, parents who experience violence from their adult or teenage children and those concerned about a family member or friend who is experiencing violence.

**No To Violence - Formerly Mens Referral Service**
Richmond 3121
Phone: 9428 2899
1300 766 491
www.mrs.org.au

This Men’s Referral Service is a state wide telephone counselling, information and referral service for men who have been violent or abusive towards members of their family. No To Violence is a central point of contact for men who are making their first moves towards taking responsibility for their violent or abusive behaviour, but do not know how or where to go for help.

The telephone service is not, however, gender specific. Women who call the service are provided with support and information on services and resources available to assist them to overcome the violence and abuse that they have experienced.

**Gambling Support**

**Gamblers Help Southern**
Cranbourne Intergrated Care Centre
140-150 Sladen St
Cranbourne 3977
Cardinia Casey Community Health Service
28 Parkhill Drive
Berwick 3806

Counselling Line - Phone: 1800 858 858 - 7 days a week
www.gamblershelpsouthern.org.au

Intake Worker - Phone: 9575 5353
24 hour telephone counselling service for gamblers and their families. Counselling can be on a one to one basis, with a friend or partner, or in a group.

**Gamblers Anonymous**
PO Box 191, Moorabbin 3189
Phone: 9696 6108
Email: gavictorial8a@gmail.com

Provides group therapy sessions for people experiencing problems with gambling. Social functions are also held on an irregular basis. There are 37 meeting places in Victoria, call to find out where the nearest venue to you is.

This service is free of charge.

**Gambling Help Online**
Phone: 1800 858 858
www.responsiblegambling.vic.gov.au

24-hour multilingual telephone counselling referral and information service, for those affected by problem gambling behaviour.
www.gamblinghelponline.org.au

Self help resources or chat to us online.
WELFARE & GENERAL SUPPORT SERVICES

Emergency Relief
Cranbourne Information & Support Service
156 Sladen Street
Cranbourne 3977
P.O. Box 5263
Cranbourne 3977
Phone: 5996 3333
Email: ciss@cranbourneiss.org.au
www.cranbourneiss.org.au
Refer Page 1

Casey North Community Information & Support Service
Suite 2, 30-32 Verdun Dve
Narre Warren VIC 3805
Phone: 9705 6699
Email: cncciss@caseynorthciss.com.au
www.caseynorthciss.com.au
Refer Page 1

St Vincent de Paul Society
Phone: 1800 305 330 - Free call
A support agency for the local community. Services include, material aid, friendly visiting to aged people living alone and hospital visiting.
To access the material aid service people should call the Cranbourne centre to arrange for a worker to visit them in their home.

Salvation Army Berwick
Cnr. Parkhill Drive & Ernst Wanke Rd,
Berwick 3806
Phone: 9704 1940
Limited emergency relief services, but they may be able to assist with vouchers for their Salvos shops (furniture) and access to white goods. Appointments need to be made for interview.

Andrews Centre
2-6 Hanna Drive
Endeavour Hills 3802
Phone: 97004944
A support agency for the local community. Services include material aid, counselling, and various community courses. Counselling fee applies, charges for courses are varied.

Salvation Army (Cranbourne)
Community Support Services
1 New Holland Drive, Cranbourne 3977
Phone: 5995 0133
Provides a crisis support service for local residents.
Services include;
• Emergency Relief – food parcels and relief, furniture, household goods and clothing.
• Counselling – Family, personal and youth
• Shower facilities also available.
All services are free and the service is open from 9.30am to 3.00pm Monday to Friday.
Close for lunch: 12.45pm – 1.30pm

Salvation Army (Dandenong & Doveton)
Shop 6 and 7, 147-151 Foster Street
Dandenong 3175
Phone: 9794 3500
The Salvation Army has consolidated the two centres to the above address, servicing residents of Doveton and Dandenong, however assistance is provided to people outside the area in crisis situations.
Services include:
• Emergency Relief (Food & Food vouchers)
• Material aid (clothes)
• Budgeting assistance, Counselling, Family support.
All services are free and the centre is open Monday to Friday, 9.30am to 3.30pm.
Limited Services at Doveton Centre.
1a Frawley Road, Doveton.
Phone 9794 3500 for appointment

4C’S Cardinia Combined Churches Caring
5/114 Princes Highway (behind La Porchetta’s)
Pakenham 3810
Phone: 5941 2268
Email: reception@the4cs.org.au
www.the4cs.org.au
Provides assistance to residents of Shire of Cardinia, including emergency relief.
Hours: Tue, Wed & Fri 10.00am to 3.00pm

Berwick Church of Christ Food Pantry
432-446 Centre Road, Berwick
Phone: 9702 1011
Food Pantry is open on Tuesdays 10.30-2.00
A referral is required from Casey North CISS or Cranbourne ISS.
Some clothing also available for adults and children.

Free Meals
St Vincent de Paul - Soup Van
Operates: Tuesday, Thursday and Sunday
6.10 - 6.20 - Narre Warren Railway station (near Bus stop)
7.00 - 7.30 - Hampton Park Shopping Centre
(Somerville Rd. bus stop)
8.10 - 8.30 Lyall St, Cranbourne Bus Stop (nearWestpac)
Cranbourne Regional Uniting Care - Food Truck
Operates Mon, Wed & Sat 6.30pm – 8.30pm
CRANBOURNE in Lyall St, in carpark opposite Westpac
Operates Fridays 6.30pm – 8.30pm in CRANBOURNE
Kids Early Education Centre, 133a Duff St., (opp Coles loading bay).

Transit
Narre Warren Christian Church
4, 5-3 Webb Street, Narre Warren (opposite Ritchies)
Phone: 9796 8966, 0438 398 594
Sit down meal and groceries available
A donation (suggestion $5) towards food support is requested if guests can afford it. If they cannot afford it, they are still welcome and able to collect food.
Monday night 4.00pm - 6.00pm (meal)
Some groceries provided
Wednesdays 10.00am - 2.00pm (meal)
Some groceries provided
Thursday 2.00pm - 4.00pm
groceries for families only

Hampton Park Uniting Church
1 Coral Dve, Hampton Park 3976
Phone: 9799 7994.
Provide free lunches (2 courses) every Thursday, no eligibility restrictions.
11am pre lunch cuppa and chat – 12.30pm lunch

Hampton Park Uniting Place
Cnr Hallam Rd and Coral Dve
Phone: 9799 7994
A gathering place for community connection.
People of all abilities come together to grow vegetables and herbs and get to know each other.
Thursday 10am - 2pm
3rd Saturday of the month 9am - 1pm

Timbarra Community Soup Kitchen
27 Parkhill Drive, Berwick 3805
Meals once a month. Served from 5.30pm – 7.30pm
Phone: 9796 1970 for next date.

Winepress – Basecamp
40 Intrepid Street, Berwick
Phone: 0409 190 537 - (Mick)
Free Meal - 1st and 3rd Saturday of the month
Time: 6.30pm

Turning Point Support Centre
1785 South Gippsland Hwy, Cranbourne 3977
Phone: 5996 3048
Offers material aid (food only) in emergency. Support and Counselling.
Hours: Emergency Food - Friday 10.00am - 2.30pm.
Community Brunch - every Friday 10.00am - 11.30am during school terms
Community Lunch - First Friday of the month 12.30 - 2pm

Cornerstone
139 David St, Dandenong 3175
Phone: 0481 186 323
www.cornerstonecentre.com.au
A drop-in place to many in our community who are experiencing hardship and are in need of extra support.
Breakfast & Lunch available Wed & Fri 9.00am-12.30pm
Food parcel available. Evening meal available on 3rd Thursday of the month. Orange sky laundry. Some clothing available.
All services are free of charge to residents of the City of Casey and City of Greater Dandenong.

Doveton Neighbourhood Learning Centre
34 Oak Ave, Doveton
Phone: 9791 1449
Email: manager@dovetonnic.com.au
‘Manna for Life’ - Free Meal - Tues. 6.30-9.30pm
Food support from the bank:-
Mon, Wed, Thurs & Fri 9.30am-2.00pm
Showers for the homeless - take own towel
Orange laundry for the homeless

Casey City Church: Saturday Night Life
426 Princes Hwy
Narre Warren 3805
Phone John: 8790 2917
Free meal, clothing, shower, haircuts and good music.
Old time sit around the fire for a chat.
Held on the second Saturday of every month (December - the 1st Sat) 7pm to 10pm

Other Support Services
Beyond Blue
Infoline: 1300 224 636
TTY: 133 677
Email: infoline@beyondblue.org.au
www.beyondblue.org.au
It can be hard to know whether you or someone you know needs help with depression, anxiety or related disorders. Beyond Blue is a support and information service with comprehensive information and support available.

Lifeline – Melbourne
Wesley Central Mission
Phone: 13 1114 Counselling
1800 551 800 Kids Help
www.lifeline.org.au
Crisis telephone counselling service available 24 hours, 7 days per week. Services also include information and support.
referral by trained volunteers, specialisation in suicide prevention. Counselling is also available for people who are bereaved by suicide.

**Legacy Melbourne**
293 Swanston Street, Melbourne 3000  
Phone: 8626 0500
6 Birch Avenue, Dandenong North 3175  
Phone: 9701 1058  
Email: office@stheasternlegacy.com.au  
Cranbourne Legacy Widows Club – Mrs Shirley Pearse  
Phone: 5996 2825
Legacy is dedicated to caring for the families of deceased veterans. Programs aim to support the protection of individuals and families basic needs; advocate for their entitlements, rights and benefits; assist families through bereavement; and helping people thrive, despite their adversity and loss.

**Carry On (Victoria)**
8th Floor, 1 Elizabeth Street  
Melbourne 3000  
P.O. Box 39, Flinders Lane  
Melbourne 8009  
Phone: 9629 2648
Welfare services provided to ex service men and women from war zones, including World Wars 1 and 2, Korea, Vietnam, Malaysia and peace keeping operations. Also available to wives, widows and children that are not eligible for legacy.

**Travellers’ Aid Australia**
• City Village  
Level 3, 225 Bourke Street, Melbourne 3000  
Phone: 03 9654 2600  
Travellers Aid Access Service 03 9654 7690  
Email: info@travellersaid.org.au  
www.travellersaid.org.au
• Flinders Street Station  
Main Concourse, Flinders Street, Melbourne 3000  
Phone: 03 9610 2030  
Email: fss@travellersaid.org.au
• Southern Cross Station  
99 Spencer Street, Docklands VIC 3008  
Phone: 03 9670 2072  
Email: scs@travellersaid.org.au
Assists travellers and helps them reach their destination safely and confidently. Offers a quiet space and amenities, transport information, internet access and luggage storage.

**Access Service (TAAS)**

**Dress for Success**
25-27 Ross Smith Ave East, Frankston  
A free dressing and support service for women and school leavers to help them build their job readiness and interview skills and enable them to dress in stylish outfits for interviews.  
Hours: Mon-Thu 10.00am to 3.00pm  
Phone: 9770 0220  
www.morningtonpeninsula.dressforsuccess.org

**ANGLICARE Child FIRST and Family Solutions**
60-64 Wells Street, Frankston 3199  
Phone: 9781 6700
This service supports vulnerable children and families with complex needs.

**State Schools Relief**
PO Box 59  
Moorabbin 3189  
Phone: 8769 8400  
www.ssr.net.au
Provides clothing and footwear to disadvantaged children, attending Victorian Government Primary and Secondary schools. The Committee does not respond to direct requests from parents, but to the school Principal who acts as the school based representative of the Committee. Assistance may be in the form of clothing or footwear from the Committee’s own supply, or by authorisation from a school shop or nominated supplier.

**Gay & Lesbian Support**

**Switchboard (Vic) Inc.**
Phone: 9663 2474 (Admin)  
1800 184 527 Toll free outside Metro area - QLife Aus  
www.switchboard.org.au  
Webchat: www.qlife.org.au
Free telephone counselling. Information and referral service for gay men, lesbians and others.  
5.30pm – 10.30pm 7 days

**Victorian AIDS Council and Gay Men’s Health Centre**
Support services – See page 25
YOUTH SERVICES

**City of Casey – Youth Services**
Magid Dve, Narre Warren 3805
PO Box 1000 – Narre Warren 3805
Phone: 9705 5200

Services for young people between 10 – 25 years. Young people and families can access the service in relation to family conflict, self destructive behaviours, relationships, education, legal issues and sexuality. The Youth Support Program is a confidential, generalist youth service. The program provides short to medium term counselling and referral to young people and their families.

**Personal Development** – programs, workshops and activities for groups. 

**Recreation Worker** & **Family Liaison Support Service available**

**Youth Information Centres – locations**

**Casey Youth Hub**
52 Webb Street, Narre Warren
Hours: 1.30pm - 5.30pm Mon-Fri.
Youth Activies, Counselling, Information
Phone: 9792 7330

**Cranbourne Youth Information Centre**
Shop 156, Cranbourne Park S/C, Cranbourne 3977
Next to City of Casey Customer Service
Phone: 9792 7350 - Mon - Fri 9.30am - 5pm

**Hampton Park Youth Info Centre**
22-26 Stuart Ave, Hampton Park 3976
(Next to the Hampton Park Library)
Phone: 9702 9510
Monday to Friday 1.30pm – 5.30pm

**Casey 360**
• Mobile youth information centre
• Various locations.
Phone: 9705 5200

**Youth Employment Scheme**

The Youth Employment Scheme (YES) offers young people aged 15 to 24 an opportunity to work in the Victorian Public Service (VPS) or an agency of government for 12 months while studying for a Certificate III or IV qualification. Priority given to young people who have left school without completing year 12. Other eligibility requirements.

**Kids Help Line**
1800 551 800
www.kidshelp.com.au

Provides free, anonymous and confidential telephone counselling for children from 5 to 25 years, 24 hours a day, 7 days a week. 
Web counselling: Monday – Friday 3.00pm – 9.00pm 
Sat – Sunday 10.00am – 8.00pm

**Try Australia - TryBuild Project**
Phone: 8545 9500
Email: info@try.org.au
www.trybuild.org.au

The Program provides young, unemployed people with hands-on training for a Certificate 1 in Building with line-of-sight to a job. It provides young people from the south-east corridor with the opportunity to learn key trade skills in building and carpentry and provides supportive mentoring to assist the participants build their confidence and life skills.

**Uniting Connections**
Narre Warren Office – Phone: 9704 8377
Cranbourne Office – Phone: 5990 8400
www.connections.org.au
enquiries@connections.org.au

Services: Programs include
• South East Family Service (SEFS)  • Child FIRST
• Finding Solutions  • Reconnect  • Clean Slate
• Learning for Life  • School Focused Youth Services
• Dandenong Secondary School Program
• Child-centred, Consultancy, Assessment, Therapy and Training Services (CCATTS)

Area Served: Cardinia, Casey, Dandenong
Hours: Monday to Friday 9am - 5pm - No charge

**Headspace**
66 Victor Crescent, Narre Warren 3805
Phone: 1800 367 968
www.headspace.org.au

Headspace is a youth health service for 12 - 25 yrs people.
• Mental Health Issues
• General Physical Health
• Sexual Health and Sexuality Issues
• Family and Relationship Issues
• Alcohol and Drug Issues
• Work, Study and School Issues

**L2P Learner Driver Program**
Phone: 9705 5200
www.casey.vic.gov.au - to check criteria
This is a City of Casey Program to assist Learner Drivers under 21, without appropriate family support to manage their required hours of driving.

**Mental Health**
www.youthbeyondblue.com

Beyond Blue strategies to assist young people who may have concerns or questions about mental health.
OTHER SERVICES

Collective of Self Help Groups
Level 3 / Room 6 - 247 Flinders Lane
Melbourne 3000
Phone: 9650 2005
Email: info@coshg.org.au
www.coshg.org.au
COSHG is a network of self help and social action groups. These groups are made up of and controlled by people who are directly affected by a particular issue.
Self Help Groups are groups of people who get together with others ‘in the same boat’ to support each other, share experiences and knowledge, and work together to improve their quality of life.
For more information phone, email or ask for the Directory at your local library or Community Information Service.

Lort Smith Animal Hospital
24 Villiers Street, North Melbourne 3051
Phone: 9328 3021
www.lortsmith.com
Provides discount veterinary services for pensioners. Provides care for pets while owners receive care or cannot take care of pet temporarily due to homelessness, etc.

Tax Help
Program provided by the ATO to assist low income earners to complete their tax returns FREE. The program runs between July and October.
For information, phone:
Casey North CISS 9705 6699
Cranbourne ISS 5996 3333
Eligibility criteria applies and includes taxable income Up to $50,000.

Workventures Connect It
Phone: 1800 112 205
www.shop.workventures.com.au
Turns corporate-grade personal computers and equipment into affordable and reliable systems for low-income households, schools and non-profit organisations. Costs apply.

Laundry Service for the Homeless (Free)
Orange Sky Mobile Laundry Bus is available at
Transit, Factory 4, 3 Webb Street, Narre Warren
On Mondays - 4.30pm - 7.30pm
133 Duff Street, Cranbourne West
On Fridays - 6.30pm - 8.30pm

Hire for Baby
Phone: 9018 5060 / 0422 095 889
Email: berwick@hireforbaby.com
Baby equipment and hire service, accredited restraint fitter.

Royal Society for the Prevention of Cruelty to Animals (Victoria) Inc RSPCA
3 Burwood Highway
Burwood East 3151
Phone: 9224 2222
www.rspcavic.org
Local Branch: RSPCA Peninsula
1030 Robinsons Rd, Pearcedale 3912
Phone: 5978 9000
Vet Clinic: 5978 6722
Provides a range of service for animals. There is also a veterinary clinic that is available to the public for private consultation and costs for treatment are charged at reasonable rates.

Australian Animal Protection Society - Keysborough Animal Shelter
Phone: 9798 8415
Fax: 9769 0317
Vet Clinic - 9701 5785 (temporary closure)
Open to Public - Cares for dogs, cats and other animals.

Airport Buses
Sky Bus operates 24 hours a day between the Airport and the city centre. Also services Frankston and the Mornington Peninsula. - (Extra Cost). The service runs approximately every 10 minutes at a cost of $18 one way, $36 return and $9.00 children.
Phone: 1300 759 287
www.skybus.com.au
Suburban buses:
Dandenong Area: covers - Cranbourne, Berwick, Narre Warren, Hallam, Endeavour Hills & Dandenong
Phone: 9782 6766
www.airportbusdandenong.com.au
THINGS TO DO

Bunjil Place
Patrick Northeast Drive, Narre Warren 3805
www.bunjilplace.com.au
Library
Cafe
Theatre
Function Centre
Gallery

Casey Aquatic & Recreation Centre (ARC)
340-350 Princes Highway, Narre Warren
Phone: 9705 5000
• 50 metre pool
• wave pool (with a beach!)
• toddlers’ pool
• learn-to-swim pool
• gymnasium
• aerobics
• spa and steam room
• sports medicine clinic
• creche
Leisure centres provide activities for all age groups, contact your nearest centre for details of current programs and cost.

Berwick Leisure Centre YMCA
79 Manuka Road, Berwick 3806
Phone: 9707 3371

Endeavour Hills Leisure Centre YMCA
Raymond McMahon Boulevard, Endeavour Hills 3802
P.O. Box 352
Endeavour Hills 3802
Phone: 9213 1400
www.ehlc.ymca.org.au

RACE (Casey Recreation and Aquatic Centre) - Cranbourne
65 Berwick-Cranbourne Rd, Cranbourne 3977
Phone: 5990 8600
Email: caseyrace@ymca.org.au
Offers a wide range of either water based or land based. Including: water based classes, exercise classes and other health and wellbeing activities.

Doveton Pool In The Park YMCA
64 Tristania Street, Doveton 3177
Phone: 9791 8346

Royal Botanic Gardens Cranbourne
1000 Ballarto Road, Cranbourne 3977
Phone: 5990 2200
www.rbg.vic.gov.au
The Botanical Gardens are situated in the last remnant of natural bushland in the Cranbourne area. Tea tree heathland, swamps and sedgelands, wet heathland, forming a bushland conservation area, home to a great diversity of plants, native animals, birds and reptiles, including several rare and threatened species. Walking tracks, some suitable for wheelchairs, with assistance. Trig Point Lookout, with 360 degree view across south eastern Victoria.
Open 9.00 - 5.00pm daily (Free entry).
Charges apply to guided tours, Australian garden is free.

Friends of the Royal Botanic Gardens, Cranbourne
1000 Ballarto Road, Cranbourne 3977
Phone: 5990 2200
The Friends support and assist in every way possible the work of developing the Gardens. They encourage community awareness and use of the scientific, educational, cultural features and facilities of the Gardens. They work to conserve, protect and foster the Gardens.
Activities include propagation of native plants, talks, walks, family barbecues and picnic lunches, night walks.

Wilson Botanic Park Berwick
Princes Highway, Berwick 3806
Phone: 9707 5818
www.wilsonbotanicpark.com.au
Beautiful Gardens, Native & Exotic Plants, Play ground, Picnic areas & Barbecues, Interesting Walks, and much more.

Hallam Valley Trail
A 10km pedestrian and cycle path that meanders through The Hallam Creek valley. Suitable for all abilities. Several access points. See at www.casey.vic.gov.au
City of Casey Events:

Casey Cardinia Libraries
Many events from Creativity, Food, Lifestyle/Wellness & Technology for Adults and Children. Mostly free.
www.cclc.vic.gov.au/events

Moonlit Sanctuary
550 Tyabb-Tooradin Road, Pearcedale 3912
Phone: 5978 7935
www.moonlitsanctuary.com.au
This conservation park invites you to explore 10ha of bushland, meeting endangered species, feeding kangaroos and wallabies, petting koalas and enjoying colourful birds, reptiles, dingos and many other animals.

The Old Cheese Factory Art Gallery & Craft Centre
34 Homestead Road, Berwick 3806
Phone: 9702 1919
Open 10am – 4pm daily. There is no cost to visit the centre. Children’s playground, barbecue facilities, and other attractions.

Berwick Artists Society
Old Cheese Factory
Homestead Road, Berwick 3806
P.O. Box 496
Berwick 3806
Email: basart1@outlook.com
Workshops and demonstrations, paint outs, exhibition, etc. Library books and videos. Regular meetings and groups, some classes on Thursday 10am - 12:45pm. Visitors welcome. Small fee charged.
Membership $35 per annum, $5 for students, families $50 per annum. Casual fee available to visitors. Call for further information.

Berwick Amateur Theatre Society
The Factory
New Holland Drive, Cranbourne 3977
Phone: 0422 096 768
Email: info@batsetheatre.org.au
Productions, workshops and social activities for people with an interest in acting and theatre.

Myuna Farm
182 Kidds Road, Doveton 3177
Phone: 9706 9944
A public community farm providing access to farm animals and demonstrations of farm life.

- Animal display centre
- Pony rides
- Talking Cockie Show
- Wetlands nature walk
- Train rides & Play equipment
- Barbecues and much more.
Open 10am-4pm every day of the year. Costs apply.

Parks Victoria
Level 10, 535 Bourke Street, Melbourne 3000
Phone: 9650 9420
www.parkweb.vic.gov.au
Manages Victoria's national, state, marine, regional and metropolitan parks, conservation reserves, bays and major waterways, historical properties and cultural assets.
A series of guides and maps are available for free.

Half Tix
Melbourne Town Hall
Swanston Street, Melbourne 3000
Phone: 9650 9420 for daily listings.
This agency provides a selection of tickets to the theatre, opera, ballet and concerts for half their normal price. Tickets are sold for cash only and are only available on the day of the performance.
It is open:
Monday 10am to 2pm
Tues, Wed, Thurs 11am to 6pm;
Friday 11am to 6:30pm;
Saturday 10am to 4pm.
www.halftixmelbourne.com
A cost efficient way of seeing a show in town.

Lysterfield Lake Park
Horswood Road
Lysterfield 3156
Phone: 13 19 63
www.parkweb.vic.gov.au
Swimming, boating, mountain bike trails, and picnic areas.

1001 Steps - Bayview Park
188T Quarry Road, Narre Warren 3805
Fresh air and exercise with a superb view at the top. Parking available.
McClelland Gallery & Sculpture Park
390 McClelland Drive, Langwarrin
www.mcclellandgallery.com
Closed on Mondays
Beautiful grounds with many large sculptures, picnic areas or café available. Free entry to the park (donation if desired).

Presentation Family Holidays
122 Balmarring Beach Road
Balmarring 3926
Phone: 5983 1819
Email: presfamilyholiday@bigpond.com
www.presentationfamilycentre.org.au
Managed by the Presentation Sisters (Catholic Social Services) Provides low cost holiday accommodation (self contained) for families, individuals and community groups who for financial or other reasons cannot access other holiday venues.

The National Gallery of Victoria
180 St Kilda Road
Melbourne 3000
The Ian Potter Centre:
NGV Australia
Federation Square
Cnr Russell & Flinders Streets
Phone: 8620 2222 General Enquiries
www.ngv.vic.gov.au
Entrance to the Gallery is free and there are also free guided tours. However, from time to time various exhibitions do attract an entrance fee.

Village Cinemas
Kidz Flix
Children’s movies from 9.30am on Saturday and Sunday for $5. Adult tickets at kids prices.
Look for orange icons at session times.

Seniors Friday
$8 for selected screenings each Friday morning.

Casey Skateparks
Tooradin Skatepark
Tooradin Recreation Reserve
South Gippsland Highway
Tooradin
Outdoor Street Skate area.
Free

Pearcedale Skatepark
Pearcedale Recreation Reserve
Baxter-Tooradin Road

Endeavour Hills Skate Park
Raymond McMahon Boulevard
Endeavour Hills
(behind Endeavour Hills Shopping Centre) – Free.

Hampton Park Skate Park
Cairns Road Recreation Reserve.

Buchanan Skate Park
Cnr Clyde Road and Buchanan Road
Berwick.

Merinda Park Skate Park
Endeavour Drive
Cranbourne North

Narre Warren - Ray Bastin Reserve
Narre Warren-Cranbourne Road (Cnr Norfolk Drive)
Narre Warren.

Ray Perry Skate Park
Cnr Brunt Street and South Gippsland Highway
Cranbourne.

The Shed – Skatepark
New Holland Drive
Cranbourne
Enter via 65 Berwick - Cranbourne Road
Casey Playgrounds

For further information about the numerous Community playgrounds and supported playgroups, contact the Playgroup Development Officer at the City of Casey.

Phone: 9705 5200
Email: caseycc@casey.vic.gov.au

Banjo Patterson Park
Patterson Drive
Lynbrook

Bike Around Australia Bike Track and Playground
Buchanan Park
Berwick Clyde Road
Berwick

Casey Regional Playground,
Ray Bastin Reserve
Cnr Narre Warren-Cranbourne Road and Norfolk Drive
Narre Warren

Livvi’s Place Playground Reserve
251 Boland Drive, Lyndhurst.
Fully accessible playground for children of all abilities.
Includes a liberty swing, which can hold a wheelchair and carer. Needs a key, this is available for loan from the City of Casey.

Lawson Poole Reserve
Lesdon Avenue
Cranbourne

Toy Libraries
Toy libraries provide an opportunity to borrow toys and then change them over as they ultimately lose their appeal.

Berwick Toy Library Inc
Timbarra Community Centre
27 Parkhill Drive,
Berwick 3806
Phone: 0404 089 854

Cranbourne & District Toy Library
located at Cranbourne library
Cranbourne 3977
Phone: 5990 0900
Email: info@cranbournetoylibrary.com.au

Join your local library

Berwick Mechanics Institute & Free Library
15 High Street
Berwick 3806
Phone: 9707 3519

Cranbourne Library, Berwick Cranbourne Road
Phone: 5990 0150

Cranbourne Library, Berwick Cranbourne Road
Phone: 5990 0150

Bunjil Place, Narre Warren 3805
Phone: 8782 3300

Pakenham Library
John Street, Pakenham 3810
Phone: 5940 6200

• Free Membership - Open up to 7 days a week.
• Free Wi-Fi and computers with internet access
• Home Library Service, large and regular print, talking books and picture books. Magazines and online resources to read or download!
• DVDs, CDs, CD-ROMS and eAudiobooks
• Information in basic English, Chinese, Italian, Sinhalese and access to other languages; trace your family tree or discover treasures with Local History.
• Yourtutor - Free online homework help.
• Storytimes, reading clubs and activities to enrich your child’s imagination
• Seminars. Book Chats and resources for your lifelong learning. Find out what’s happening in our monthly e-newsletter.
• Lynda.com - An online training portal with 6,000 courses
Volunteering is a valuable and worthwhile contribution to your community. If you have time to volunteer for any purpose you could contact your local Volunteer Resource Service. Many of the services listed in this agency also need volunteers to help provide community programs including the following:

Andrews Centre
Anti Cancer Council
Australian Animal Protection Society
Australian Red Cross
Australian Red Cross - Been around before store
Beyondblue
BIALA (Windermere)
Carry On
Caroline Chisholm Society
Casey Cardinia Library Service
Casey North Community Information & Support Service
City of Casey
Combined Pensioners Victoria
Community Centres
Cornerstone
Cranbourne Information & Support Service
Gay & Lesbian Switchboard (Vic)
Grow
JobWatch
The Bridge Inc.
Legacy Victoria
Life Line
L2P Learner Driver Program
Mind Australia
Monash Community Health Service
Monash Health
Myuna Farm
Opportunity Shops
Oz Child
Palliative Care South East
Peter MacCallum Cancer Institute
Royal Botanical Gardens
RSPCA
Salvation Army
Society of St Vincent de Paul
Southern Migrant & Refugee Centre
Step families Victoria
Travellers Aid
U3A (University of Third Age)
Victims Referral & Assistance Service
Victoria AIDS Council
Weavers - Support for Carers program
WIRE Women's Information
Wellsprings - for Women

WRESACARE

CITY OF CASEY
VOLUNTEER MATCHING SERVICE
Phone: 9705 5200

The City of Casey Volunteer Matching Service is a web-based and fully automated program that has been developed for both volunteers and local volunteer groups as an easy to use service.

Volunteers can quickly and easily register their details through the City of Casey website and these details are then sent to registered volunteer Organisations that require volunteers with similar skills

SOUTH EAST VOLUNTEERS
Head Office
5 Myrtle Street,
Glen Waverley 3150
Phone: 9562 0414
Email: info@sev.org.au
www.sev.org.au
Assistance to people to find volunteer work

Outreach Service at CNCISS
Suite 2, 30-32 Verdun Dve, Narre Warren
LOCAL POLITICIANS
Your Local Parliamentary Representatives

Federal Parliamentary Representatives

**Member For Aston**
The Hon. Alan Tudge  
Suite 4, Level 1,  
420 Burwood Highway  
Wantirna South 3152  
Phone: 9887 3890

**Member For Bruce**
Julian Hill MP  
45 Robinson Street  
Dandenong 3175  
Phone: 9791 7770

**Member For Flinders**
The Hon. Greg Hunt  
PO Box 647  
Sommerville 3912  
Unit 1/49 Eramosa Road  
Sommerville 3912  
Phone: 5977 9515

**Member For Holt**
The Hon. Anthony Byrne  
Shop 2B 8-10 Overland Drive  
Fountain Gate 3805  
Phone: 9796 7533

**Member For LaTrobe**
Mr Jason Wood MP  
Unit 3/16 Langmore Lane  
Berwick 3806  
Phone: 9768 9164

**Member For Monash**
Russell Broadbent MP  
45c Albert Street  
Warragul 3820  
Phone: 5623 2064

State Parliamentary Representatives

**Members of the Legislative Assembly**

**Member for Narre Warren North**
Mr Luke Donnellan  
Shop 101, Endeavour Hills Shopping Centre,  
Cnr Heatherton Rd and Matthew Flinders Ave,  
Endeavour Hills 3802  
Phone: 9706 0566

**Member for Keysborough**
Mr Martin Pakula  
Suite 3, 387-389 Springvale Rd  
Springvale 3171  
Phone: 9547 6262

**Member for Gembrook**
Mr Brad Battin  
Suite 3, 445 Princes Highway  
Officer 3809  
Phone: 9796 1987

**Member for Dandenong**
Ms Gabrielle Williams  
8/10 Halpin Way  
Dandenong 3175  
Phone: 9793 2000

**Member for Cranbourne**
Ms Pauline Richards  
157A Sladen St  
Cranbourne 3977  
Phone: 5996 2901

**Member for Narre Warren South**
Mr Gary Maas  
Suite 4/418 Princes Hwy  
Narre Warren 3805  
Phone: 9704 6055

**Member for Bass**
Ms Jordan Crugnale  
9 McBride Avenue  
Wonthaggi 3995  
Phone: 5672 4755
Members of the Legislative Council - Regions

South Eastern Metropolitan
The Hon. Adem Kubitay Somyurek
Unit 2/24 Langhorne Street, Dandenong 3175
Phone: 9794 0699

The Hon Gordon Rich Phillips
1/31 Princes Highway, Dandenong 3175
Phone: 9794 7667

Mr Gavin Wayne Jennings
517A Princes Highway, Noble Park
Phone: 9548 5644

Eastern Victoria
The Hon. Edward O’Donohue
51 James Street, Pakenham 3810
P.O. Box 817 Pakenham 3810
Phone: 5941 1112

The Hon. Jane Garrett
1/23 James Street, Pakenham 3810
Phone: 5940 5010

Local Government Representatives

Local Government Representatives
The postal address for every councillor is
PO Box 1000, Narre Warren VIC 3805.

Balla Balla Ward - 1 councillor
Cr Geoff Ablett
Mobile: 0429 004 347

Edrington Ward - 2 councillors
Cr Timothy Jackson
Mobile: 0400 043 523
Cr Susan Serey
Mobile: 0427 005 852

Four Oaks Ward - 2 councillors
Cr Rosalie Crestani
Mobile: 0429 004 301
Cr Milla Gilic
Mobile: 0427 438 478

Mayfield Ward - 2 councillors
Cr Gary Rowe
Mobile: 0418 393 599
Cr Amanda Stapledon
Mobile: 0418 116 089

River Gum Ward - 2 councillors
Cr Damien Rosario
Mobile: 0400 046 691
Cr Wayne Smith JP
Mobile: 0417 389 039

Springfield Ward - 2 councillors
Cr Sam Aziz
Mobile: 0400 046 905
Cr Rex Flannery
Mobile: 0405 954 876
CASEY AT A GLANCE

Cranbourne/Hampton Park

City of Casey
Cranbourne Customer Service Centre
Cranbourne Park Shopping Centre
Cranbourne 3977
P.O.Box 1000
Narre Warren 3805
Phone: 9705 5200

Cranbourne Information & Support Service
156 Sladen Street
Cranbourne 3977
P.O. Box 5263
Cranbourne 3977
Phone: 5996 3333
Email: ciss@cranbourneciss.org.au
www.cranbourneciss.org.au
Provides a wide range of community information and support services.

Salvation Army (Cranbourne)
1 New Holland Drive
Cranbourne 3977
P.O. Box 987
Cranbourne 3977
Phone: 5995 0133
Provides crisis and support services.

Cranbourne Integrated Care
Cranbourne
140-154 Sladen Street
Cranbourne 3977
Phone: 5990 6789

Cranbourne Community House
49 Vale Park Crescent
Cranbourne 3977
Phone: 5996 2941

Hampton Park Community House
16 - 20 Stuart Ave
Hampton Park 3976
Phone: 9799 0708

Casey Fields
165 Berwick-Cranbourne Road
Cranbourne East
*ovals *tennis *netball *cricket *football
*criterium cycling track *walking trails *lakes
for contact details visit www.casey.vic.gov.au

Merinda Park Learning & Community Centre
141-147 Endeavour Drive
Cranbourne 3977
Phone: 5996 9056
Email: admin@merindapark.com.au

Casey Cardinia Library Service
Berwick-Cranbourne Road
Cranbourne 3977
Phone: 5990 0150
22-26 Stuart Avenue
Hampton Park 3976
Phone: 9702 9744
Books, videos, CDs, internet access and much more.

RACE (Casey Recreation and Aquatic Centre)
– Cranbourne
65 Berwick-Cranbourne Rd
Cranbourne 3977
Phone: 5990 8600
Email: caseyrace@ymca.org.au
Offers a wide range of either water based or land based.Including: water based classes, exercise classes and other health and wellbeing activities.

Royal Botanic Gardens Cranbourne
1000 Ballarto Road
Cranbourne 3977
Phone: 5990 2200
www.rbg.vic.gov.au
The Botanic Gardens are situated in the last remnant of natural bushland in the Cranbourne area. Tea tree heath land, swamps and sedge lands, wet heath land, forming a bushland conservation area, home to a great diversity of plants, native animals, birds and reptiles, including several rare and threatened species.
Walking tracks, some suitable for wheelchairs, with assistance. Trig Point Lookout, with 360 degree view across south eastern Victoria.
Australian Garden (free)
Guided tours (fee applies)
Doveton/Eumemmerring/Hallam

**Doveton Neighbourhood Learning Centre**  
34 Oak Avenue  
Doveton 3177  
Phone: 9791 1449  
Email: dnp@fox.net.au

**Casey Cardinia Library**  
Doveton  
28 Autumn Place  
Doveton 3177  
Phone: 9792 9497  
Books, videos, CDs, internet access and much more.

**Hallam Community Learning Centre**  
Mapleson House  
56 Kays Avenue  
Hallam 3803  
Phone: 9703 1688

**Myuna Farm**  
182 Kidds Road  
Doveton 3177  
Phone: 9706 9944  
A public community farm providing access to farm animals and demonstrations of farm life.  
Open 10am-4pm every day of the year.  
Costs apply.

**Doveton Pool In The Park YMCA**  
64 Tristania Street  
Doveton 3177  
Phone: 9791 8346

**Casey Aboriginal Gathering Place**  
20 Agonis Street  
Doveton 3177  
Phone: 9792 7378  
A range of programs are being run for people of all ages. These reflect the current and future needs of the Aboriginal community.
Coastal Villages & Farm belt area

**Blind Bight Community Centre**
Anchorage Drive
Blind Bight 3980
Phone: 5998 7014

**Pearcedale Community Centre**
710 Baxter-Tooradin Road
Pearcedale 3912
Phone: 5978 6226

**Moonlit Sanctuary**
Wildlife Conservation Park
550 Tyabb-Tooradin Road
Pearcedale 3912
Phone: 5978 7935
www.moonlitsanctuary.com.au

Australia’s Wildlife at Night
Wildlife park where visitors meet endangered native nocturnal animals. Featuring a wide range of nocturnal animals as well as kangaroos, wallabies, emus, waterbirds and other native animals.

**Tooradin Foreshore & Fishermans Cottage**
Off South Gippsland Highway
Phone: 5998 3643

Fisherman’s Cottage Museum is a historic property managed by the Cranbourne Shire Historical Society owned by the City of Casey. The cottage also has a display shed featuring fishing and farming equipment going back as far as the 1870’s.

*bbq *mangroves *wildlife *boardwalks
*nature trails

Open weekends and public holidays.

**Bayles Fauna Park**
630 Kooweerup-Longwarry Road,
Bayles 3981
Phone: 5997 1336 / 0409 385 573

Wildlife, birds, picnic areas, museum. Historical museum.
Hours: 10.00am – 5.00pm - 7 days
Closed on total fire ban & extremely windy days.

**Berwick**

**Berwick Neighbourhood Centre**
112 High St
Berwick 3806
Phone: 9796 1970

**Cardinia/Casey Community Health Service**
28 Parkhill Drive
Berwick 3806
Phone: 8768 5141
Dental Services Phone: 8768 5100

**Berwick Mechanics Institute & Free Library**
15 High Street
Berwick 3806
Phone: 9707 3519

**Berwick Leisure Centre YMCA**
79 Manuka Road
Berwick 3806
Phone: 9707 3371
Email: berwick@ymca.org.au

**Wilson Botanic Park Berwick**
Princes Highway
Berwick 3806
Phone: 9707 5818

Beautiful Gardens, Native & Exotic Plants, Play ground, Picnic areas & Barbecues, Interesting Walks, and much more.

**The Old Cheese Factory Art Gallery & Craft Centre**
34 Homestead Road
Berwick 3806
Phone: 9702 1919

Open 10am – 4pm daily. There is no cost to visit the centre. Children’s playground, barbecue facilities, and other attractions.

**Sweeney Reserve**
Golflinks Road
Berwick 3806
Phone: 5998 3643

*bbq     *mangroves    *wildlife     *boardwalks
*nature trails

Open weekends and public holidays.

**PLAYGROUNDS**

**Pioneer Park**
Cnr Peel Street and Lyall Road,
Berwick
*playground *cafe   *heritage building   *parklands
Endeavour Hills & around

Andrews Centre
2-6 Hanna Drive
Endeavour Hills 3802
Phone: 97004944
A support agency for the local community. Services include, material aid, counselling, and various community courses.
Counselling at reduced rates.
Charges for courses are varied.

Endeavour Hills Uniting Care Neighbourhood Centre
10 Raymond McMahon Blvd
Endeavour Hills 3802
Phone: 9700 3789
Email: ehunc@tpg.com.au.

Endeavour Hills Leisure Centre YMCA
Raymond McMahon Boulevard
Endeavour Hills 3802
P.O. Box 352
Endeavour Hills 3802
Phone: 9213 1400
www.ehlc.ymca.org.au

Casey Cardinia Library Service
Endeavour Hills Library
Raymond McMahon Boulevard
Endeavour Hills 3802
Phone: 8782 3400

Lysterfield Lake Park
Horsewood Road
Lysterfield
Phone: 131963

State Mountain Bike Track
Hallam North Road
Lysterfield South

Narre Warren area

Casey North Community Information & Support Service
Suite 2, 30-32 Verdun Dve, Narre Warren 3805
Phone: 9705 6699
Email: cncciss@caseynorthciss.com.au
www.caseynorthciss.com.au
Provides a wide range of information and support services to the local community.

Bunjil Place
Patrick Northeast Drive, Narre Warren 3805
www.bunjilplace.com.au
Library
Café
Theatre
Function Centre
Gallery

Foundation Learning Centre
1 Malcolm Court, Narre Warren 3805
Phone: 9704 7388
Email: enquiries@flc.vic.edu.au

Oakgrove Community Centre
89-101 Oakgrove Drive, Narre Warren South 3805
Phone: 9704 2781

Casey Cardinia Library Service
Narre Warren
Overland Drive, Narre Warren 3805
Phone: 8782 3300

Casey Aquatic & Recreation Centre (ARC)
340-350 Princes Highway, Narre Warren
Phone: 9705 5000
• 50 metre pool
• wave pool (with a beach!)
• toddlers’ pool
• learn-to-swim pool
• gymnasium
• aerobics
• spa and steam room
• sports medicine clinic
• creche
Leisure centres provide activities for all age groups, contact your nearest centre for details of current programs and cost.
ACKNOWLEDGMENTS

Volunteers at Casey North Community Information & Support Service

Volunteers at Cranbourne Information and Support Service

The many community members who contribute ideas and information
INDEX

Budget Plan (Your Money Worksheet) 3
Caring for Yourself 8
Casey at a glance 50
City of Casey 9
Cleaning Hints 8
Community Centres 10
Complaints & Disputes 11
Credit 4
Cultural Specific 13
Disability 16
Drug & Alcohol 19
Economy Motoring 7
Education 20
Emergency Contact Numbers iv
Employment 20
Environmental 43
Family Support 35
Free Internet Access 1
Gambling Support 37
Garage Sales 6
Gay & Lesbian Support 40
Grief & Loss 34
Health 24
Housing 27
Housing Crisis & Support 28
Housing Emergency 28
Home Ownership 30
Housing Public 27
Housing Rental 27
Income 20
Information & Support Services 1
Introduction ii
Legal 31
Managing Your Money 2
Markets 6
Opportunity Shops 5
Other Services 42
Politicians 48
Recreational 43
Reducing Energy Costs in the Home 7
Seniors 32
Services for Men 34
Services for Women 33
Shopping 5
Support Services 34
Things to do 43
Trauma & Crime 36
Volunteering 47
Welfare & General Support Services 38
Youth Services 41
Low Income Guide Update Form

Annual amendments and additions will be made to the guide each year to ensure that information is accurate and up to date.

If you would like to update the details of your organisation, or submit details for a new listing or new information that may be useful, please complete this form and return to:

Casey North Community Information & Support Service
cnciss@caseynorthciss.com.au

Alternatively information can be emailed to cnciss@caseynorthciss.com.au

Name of Organisation:

Name of contact person:

Contact phone number:

Address:

Brief description of organisation or information for guide:
The message stick is in the centre of the circle, it is normally sent out by an Aboriginal tribe as a passport to the country before contact. Aboriginal people have since the 1967 referendum, at government and council functions opened or welcomed people to the land and introduced Australian Aboriginal history to the people living in their country. The message stick symbolises this.

The circle symbolises the gathering of people (corroboree). This is a story of people coming to live in the City of Casey.

The paths painted with the nationalities, hand written by the people, tell the story of their culture and their past, coming together with the Aboriginal people.

The background painting of the animals and environment tell a story of a lost bushland taken over by the Urban sprawl, once the City of Casey, that can never be the same again.

The animals are getting ready for nightfall, the kangaroos running off into the bush, the insects, frogs, lizards and platypus hiding for the night. The black cockatoos flying off in the distance, as the brolgas nest in the wetlands and the blue wren finds his way home. The barn owl wakes up for the night, the possum hides in the tree.

The sky tells of a colourful stormy night approaching, of a family safe home beside the fire at the end of the day, with only the weekend insight. In the days before contact, Aboriginal people would have a camp on the river, a humpy with a campfire to light the night, (today it is a TV and central heating) with family and friends to tell stories of the day and the Dreamtime, songs and dance to finish the day. Now we go to Fountain Gate. A supermarket and chemist out the front door, a University and Bunnings out the back.

Not only do the Aboriginal Australians have a sad story but also so do many minority groups and countries. If each group told its story of being forced off their land, this would be a never-ending pathway of travel.

Story: The Urban Pathway Home by Annette Xiberras, Wurrundjuri Woman
Front Cover Design: ‘Meeting of Many Paths’ Aboriginal Artist, Cathy Adams

Produced by
Casey North Community Information & Support Service &
Cranbourne Information & Support Service.