





### **Acknowledgement of Country**

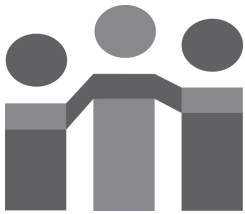
Casey North Community Information & Support Service Inc. and Community Information & Support Cranbourne Inc. respectfully acknowledge the Traditional Custodians of the land on which we live and work, the Bunurong and Boonwurrung peoples.

We pay our respects to Elders past and present and recognise their continuing connection to land, waters, culture and community.

We acknowledge the strength, resilience and knowledge of Aboriginal and Torres Strait Islander peoples and are committed to walking alongside community in the spirit of respect, understanding and inclusion.

# MAKING ENDS MEET 2026

## COMMUNITY SUPPORT RESOURCE AND INFORMATION GUIDE



### Produced By

Casey North Community  
Information & Support Service and  
Community Information &  
Support Cranbourne

**Proudly  
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## 26th Edition - 2025 / 2026

### Introduction

This is the 26th 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 individuals and families who may be experiencing financial hardship or living on limited income.

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 has developed a resource that would be useful to all households in the City of Casey, but particularly individuals and families who are struggling at any point in their life.

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.

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. We also have QR codes available so you can now have a copy in the palm of your hand.  
See links under our entries on page 4.

**Helen Small**

Executive Officer

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# Important Numbers

## Emergency Services

**Ambulance** 000

**Fire Brigade** 000

**Police** 000

Non Urgent Police 131 444

Cranbourne Police Station 5991 0600

Dandenong Police Station 9767 7444

Narre Warren Police Station 9705 3111

Endeavour Hills Police Station 9709 7666

## Hospitals

Monash Health Casey Hospital 8768 1200

Dandenong Hospital 9554 1000

Monash Medical Centre Clayton 9594 6666

Monash Health Moorabbin Hospital 9928 8111

South Eastern Private Hospital 9549 6555

St John of God Berwick 8784 5000

Mulgrave Hospital (Other) 9790 9333

Suicide Help Line 1300 651 251

Lifeline (24 hours) 13 11 14

Nurse on Call 1300 606 024

Open Arms (Veterans & Family Counselling) 1800 011 046

My Aged Care 1800 200 422

NDIS 1800 800 110

(Hearing Impaired TTY Line) 133677 (then 131144)

Sexual Assault Crisis Line 1800 806 292

Gas Outages, Leaks & Emergencies 1800 427 532  
(1800 GAS LEAK)

South East Water (Water & Sewerage) 13 28 12

City of Casey 9705 5200

(Hearing Impaired TTY Line) 9705 5568

Emergency Outside Normal Hours 03 9705 5200

Suicide Call Back Services 1300 659 467

Telephone Interpreter Service 13 14 50

SES 13 25 00

## Victorian Poisons Information Centre

Austin Health 13 11 26  
[www.austin.org.au/poisons](http://www.austin.org.au/poisons)

Provides information and advice on treatments for drug overdoses and poisoning.

### 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 (13 11 26).

**If the Casualty is unconscious, follow St John Action Plan - DRSABCD and call for an ambulance.**

**St John Ambulance Australia (Victoria)**

### These are the Signs you Need to Look Out For:

- Danger
  - Response
  - Seek Help
  - Airway
  - Breathing
  - CPR
  - Defibrillation
1. If the Casualty is conscious:
  2. Check for Danger
  3. Listen to Casualty, provide reassurance to the child, but not advice
  4. Determine the nature of the poisoning ie: try to determine the type of poison taken and record it
  5. Call 000 for an Ambulance
  6. 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.

The City of Casey funds two Information and Support Services. 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

53-54 Webb Street, Narre Warren  
 Phone : 9705 6699  
 Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)  
[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)  
 Facebook: [facebook.com/caseynorthciss](https://facebook.com/caseynorthciss)  
 Instagram: [instagram.com/caseynorthciss](https://instagram.com/caseynorthciss)

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
- Financial Counselling
- Tax Help
- Advocacy and Support
- Emergency Relief
- Financial Literacy & Support Program
- Legal Service - Tenancy Advice

## Community Information & Support Cranbourne

156 Sladen Street, Cranbourne  
 PO Box 5263, Cranbourne  
 Phone: 5996 3333  
[www.ciscranbourne.org.au](http://www.ciscranbourne.org.au)  
 Email: [cisc@cisc.org.au](mailto:cisc@cisc.org.au)  
 Facebook: [facebook.com/cranbourneiss](https://facebook.com/cranbourneiss)

Services Available:

Wide range of information on community and local services,

- Counselling and casework services
- No Interest Loan Scheme
- Tax Help
- Advocacy and Support
- Emergency Relief
- Financial Counselling

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.

## 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.

Connected Libraries (Formerly Casey Cardinia) Phone: 1800 577 548	Endeavour Hills 10 Raymond McMahon Boulevard Endeavour Hills 3802 Phone: 8782 3400
Doveton Library 28 Autumn Place Doveton 3177 Phone: 9792 9497	Narre Warren Bunjil Place 2 Patrick Northeast Drive Narre Warren 3805 Phone: 8782 3300
Hampton Park Library 25 Stuart Ave Hampton Park 3976 Phone: 8788 8500	Pakenham Cardinia Mobile Library Cnr John & Henry Sts Pakenham 3810 Phone: 5940 6200
Cranbourne 65 Berwick-Cranbourne Rd Cranbourne 3977 Phone: 5990 0150	

## Free Internet/Phone Access

All Telstra Payphones are FREE of charge for all Standard national and mobile calls.

[www.telstra.com.au/findus](http://www.telstra.com.au/findus) for location of payphones and wi-fi hotspots.

## Casey Information & Support Outreach Program

The CIS Outreach Program is a joint initiative supporting local residents within the City of Casey council. For the very first time, Casey North Community Information and Support Service and Community Information and Support Cranbourne have merged together in collaboration by visiting the local community to help support and guide individuals and families with information, referrals, crisis support and more. There is no need to book an appointment, it is completely confidential, and you are looked after by a professional empathetic team.

Or contact below:

Senior outreach worker- Vanessa  
 Phone: 0401183103  
 Monday to Thursday  
 Email: [outreach@caseynorthciss.com.au](mailto:outreach@caseynorthciss.com.au)  
 Community outreach worker: Clare  
 Phone: 0401330790  
 Monday to Thursday



## 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](http://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 [fc@caseynorthciss.com.au](mailto:fc@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 may be 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](http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions).

### Utility Relief Grant

The Utility Relief Grant is for eligible cardholders and low income earners 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 \$650 for each utility every 2 years. 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 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](http://www.moneysmart.gov.au)

Government website with advice on budgeting, banking, scams, staying safe on-line, plus more. Get your money back on track.



## Adult Groups and Activities

### Knit and Crochet (Free) - Blind Bight Community Centre

Friendly weekly group for beginners or experienced knitters/crocheters. Bring your own project or learn the basics. Items may also be made for charity.

When: Weekly Wednesday, 12:00pm - 2:00pm

39 Anchorage Drive, Blind Bight

Phone: 03 5998 7014

### Knit and Natter (Free) - Cranbourne West Community Hub

Weekly social group for knitting/crochet (and other crafts welcome). A low-pressure group for chatting and connection while crafting.

4 Flicka Boulevard, Cranbourne West

Phone: 03 9705 5889

Email: [cwch@casey.vic.gov.au](mailto:cwch@casey.vic.gov.au)

### Knit & Natter / Craft Groups (Free) - Connected Libraries

Free craft sessions such as Knit & Natter and learn-to-knit style activities. Sessions vary by branch and dates.

Various library locations across Casey/Cardinia (check events calendar).

Phone: 1800 577 548

Website: [events.connectedlibraries.org.au](http://events.connectedlibraries.org.au)

### Bunjil Place Library (Connected Libraries)

Free library access including books, programs, computers, Wi-Fi and a quiet place to study or meet.

2 Patrick Northeast Drive, Narre Warren

Phone: 03 8782 3300

Website: [connectedlibraries.org.au/branches/bunjil-place](http://connectedlibraries.org.au/branches/bunjil-place)

### St John's Quilters (Community Group)

Monthly group for quilting, patchwork, hand stitching and knitting. Bring your machine or hand stitching and enjoy a friendly group.

Listed via City of Casey Events (check session details online)

Phone: 03 9705 5200

Website: [casey.vic.gov.au/events](http://casey.vic.gov.au/events)

### U3A - Courses & Activity Groups (Retired/Seniors)

Social and learning groups for older adults, including craft, stitching and many other activities (many are free/low-cost for members).

Multiple venues across Casey (see course listings)

Phone: 03 9705 5200 (for local guidance)

Website: [u3acasey.org.au](http://u3acasey.org.au)

### City of Casey Community Centres (Free Groups Vary by Term)

Community centres often host free or low-cost social groups such as craft circles, knit groups, gentle exercise, walking groups and community connection activities.

Various Casey community centres (Cranbourne, Hampton Park, Hallam, Berwick, Doveton, Lynbrook, Clyde North etc.)

Phone: 03 9705 5200

Website: [casey.vic.gov.au](http://casey.vic.gov.au)

### City of Casey - Events & Groups Directory (One-Stop Activity Finder)

Online events search to find free local groups and activities such as craft, knitting, gentle exercise, games groups and community events across Casey.

Online directory (activities held across Casey venues)

Phone: 03 9705 5200

Website: [casey.vic.gov.au/events](http://casey.vic.gov.au/events)

### Oakgrove Community Centre

A non-profit organisation that provides social, educational and recreational

activities for the local community in a supportive environment. To find out what activities and sessions are running please contact the team below.

Phone: 9704 2781

Email: [manager@oakgrovecc.org.au](mailto:manager@oakgrovecc.org.au)

89-101 Oakgrove Drive, Narre Warren South

# Budget Worksheet

Analyse your spending habits by completing this budget worksheet.

Some items may not apply to you, ignore these and add your own.

## Weekly Income & Expenditure Worksheet

Date:

Name:

Adult:

Children:

Income	
Wages	
Centrelink	
Jobseeker	
Jobseeker	
Carer Payment	
Dis. Support Pension	
Parenting Pmt (couple)	
Parenting Pmt (single)	
Special Benefit	
Youth Allowance	
Family Tax Payment	
Rent Assistance	
Workcover	
TAC	
Board	
Child Support	
Redundancy	
Other	
<b>Total Income</b>	<b>0</b>

Expenditure	
Household Expenses	
Mortgage	
Rates	
Body Corporate	
Maintenance (garden/repair)	
Gas	
Electricity	
Water	
NBN/Broadband	
Mobile	
Mobile	
Fortnightly Shopping	

Transport Expenses	
Fares	
Fuel	
Car Maintenance	
Registration	
Etag/Daypass	
Roadside Assist	

Insurance	
House	
Contents	
Car	
Income Protection	
Life	
Mortgage	
Ambulance	
Other	

Education	
School Fees	
School Clothes	
Excursions & Camps	
Books	
Childcare/Kinder	

Medical Expenses	
Private Health	
Specialist/medical	
Optical	
Dental	
Chemist/other	

Personal/Other Expenses	
Clothing	
Recreation (kids, sports, gym)	
Pets (Registration, flea/worm)	
Cigarettes/vapes	
Streaming services (Netflix)	
Subscriptions (Gaming, podcasts)	
Gambling (Tatts, pokies)	
Date night/going out	
Birthdays	
Christmas (celebrations)	
Holidays/camping	
Haircuts	
Grooming/makeup	
Coffees/work lunches	
Take away/eating out	
Kids pocket money	
Donations	
Other	

Savings	
Super contributions	
Savings	
Christmas club	
Union fees	
<b>Total Expenditure</b>	<b>0</b>
<b>Income Less Expenditure</b>	<b>0</b>

Debts Repayments	Amount	Payment
Car Loan		
Personal Loan		
Debt 1		
Debt 2		
Debt 3		
Debt 4		
Fines		
Centrelink		
<b>Total Debts/Payments</b>	<b>0</b>	<b>0</b>

<b>Income Less Expenditure &amp; Repayments</b>	<b>0</b>
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## Children, Families and Maternal

### **Pop-Up Playgroup (0-5 years) - City of Casey**

Free outdoor pop-up playgroup sessions for children aged 0-5 years and their families during school terms. Includes messy play, music, books, art and active play. Parks across Casey (location varies)  
Phone: 03 9705 5200

### **Children & Families Programs (0-5 years) - City of Casey**

Inclusive family supports and programs for parents/carers with children aged 0-5, including playgroups and early years support.  
City of Casey (various community locations)  
Phone: 03 9705 5200

### **Maternal & Child Health Services - City of Casey**

Free MCH service supporting families with children (birth to school age), including appointments, advice and support programs.  
City of Casey Maternal & Child Health (various locations)  
Phone: 03 9705 5590

### **Community Services Directory - City of Casey & Surrounds**

Support services for families, carers and parents.

### **Children & Families Programs - City of Casey**

Inclusive family supports and programs for parents/carers with children aged 0-5 years, including playgroups and early years support.  
Various community locations across Casey  
Phone: 03 9705 5200

### **Young Parents Playgroup - City of Casey**

Playgroup for parents aged under 25 with children aged 5 years and under. Great for social connection and support. No bookings required.  
Casey ARC, Narre Warren (see event listing for session details)  
Phone: 03 9705 5200

### **PANDA - Perinatal Anxiety & Depression Australia**

Free counselling, information and referrals for anyone concerned about their emotional wellbeing during pregnancy and in the first year after birth. Partners, family and friends can also call. Australia-wide telephone service.  
Phone: 1300 726 306  
Website: [panda.org.au](http://panda.org.au)

### **Healthy Mothers Healthy Babies (Monash Health)**

Specialist support for women and families experiencing vulnerabilities during pregnancy and early parenting. Provides coordinated support, assessment, and referrals. Monash Health program (contact to access nearest location)  
Phone: 03 8558 9000  
Email: [healthymothershealthybabiesprogram@monashhealth.org](mailto:healthymothershealthybabiesprogram@monashhealth.org)  
Website: [monashhealth.org/services/healthy-mothers-healthy-babies](http://monashhealth.org/services/healthy-mothers-healthy-babies)

### **Monash Health Community (Berwick) - Community Health & Support**

Community health service for Casey/Cardinia residents. Can support referrals and wellbeing supports including pathways into mental health and family services.  
28 Parkhill Drive, Berwick  
Phone: 03 8768 5100  
Website: [monashhealth.org](http://monashhealth.org)

### **Maternal & Child Health (MCH) City of Casey**

Free support for families with babies and young children (birth to school age). MCH nurses can support emotional wellbeing, provide guidance and refer for postnatal depression/anxiety supports.  
Various MCH locations across Casey (contact council for nearest centre)  
Phone: 03 9705 5200  
Website: [casey.vic.gov.au/maternal-child-health](http://casey.vic.gov.au/maternal-child-health)

### **Mums Supporting Families in Need**

MSFIN works with welfare agencies to provide material aid support for families in crisis. They do not liaise directly with families; this is to ensure that families in need are provided with professional and holistic support from trained support workers. If you are in need of support, contact your local community support centre.

If you are unsure where your local community support centre is, visit [www.cisvic.org.au](http://www.cisvic.org.au) or contact your local council for more information. Community Information &

Support Victoria (CISVic) is the peak body representing local community information and support services and they're there to help.

Website: [msfin.org.au/localsupportagencies](http://msfin.org.au/localsupportagencies)

Residents in the City of Casey

Casey North CISS

Phone: 9705 6699

Information and Support Service Cranbourne

Phone: 03 5996 3333

## **City of Casey Halls and Venues to Hire**

### **City of Casey Facilities for Hire (Community Venues)**

#### **Aboriginal Gathering Place**

20 Agonis Street, Doveton

Phone: 03 9792 7378

#### **Akoonah Park Centre**

2 Cardinia Street, Berwick

Phone: 0458 651 000

#### **Arbourlea Family and Community Centre**

75 Wheelers Park Drive, Cranbourne North

Phone: 03 9705 5590

#### **Arthur Wren Hall**

16-20 Stuart Avenue, Hampton Park

Phone: 03 8768 8342

#### **Autumn Place Community Hub**

29 Autumn Place, Doveton

Phone: 03 9705 5200

#### **Balla Balla Community Centre**

7-9 Selandra Boulevard, Clyde North

Phone: 03 5990 0900

#### **Berwick Neighbourhood House**

26 Parkhill Drive, Berwick

Phone: 03 9704 1863

#### **Berwick Senior Citizens Centre**

112 High Street, Berwick

Phone: 03 9704 1863

#### **Bind Bight Community Centre**

Anchorage Drive, Blind Bight

Phone: 03 5998 7014

# 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 really can 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

53-54 Webb Street, Narre Warren

Phone: 9705 6699

Email: [fc@caseynorthciss.com.au](mailto:fc@caseynorthciss.com.au)

Website: [caseynorthciss.com.au](http://caseynorthciss.com.au)

## Community Information & Support Cranbourne

156 Sladen Street, Cranbourne

Phone: 5996 3333

Email: [cisc@cisc.org.au](mailto:cisc@cisc.org.au)

Website: [cranbourneiss.org.au](http://cranbourneiss.org.au)

## National Debt Helpline

Free telephone financial counselling for Victorians

Phone: 1800 007 007

Website: [ndh.org.au](http://ndh.org.au)

## Consumer Affairs Victoria

113 Exhibition Street, Melbourne

Helpline: 1300 558 181

46-50 Walker St, Dandenong

Phone: 03 8765 5222

Website: [consumer.vic.gov.au](http://consumer.vic.gov.au)

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

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

## Consumer Action Law Centre

Unit 6/179 Queen St, Melbourne

Legal Advice Line: 03 9629 6300 or 1800 466 477

Workers Legal Advice: 9602 3326

Koori help: 1800 574 457

[www.consumeraction.org.au](http://www.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:

Illion - [www.illion.com.au](http://www.illion.com.au)

Equifax - [www.equifax.com.au](http://www.equifax.com.au)

Experian - [www.experian.com.au](http://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. Loans are available up to \$2,000 for essential goods including household items, car repairs and registration, medical and dental, technology, housing and education.

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.

## You are eligible if you have:

- A health care card or
- Earn less than \$70,000 a year for singles or \$100,000 if you have a partner or children or
- Have experienced domestic violence in the past 10 years and
- Have capacity to pay the loan

## Casey North CISS - No Interest Loan Scheme (NILS)

No interest loans for eligible people to purchase essential household goods/services, plus support referrals.

53-54 Webb Street, Narre Warren

Phone: 03 9705 6699

Website: [caseynorthciss.com.au/no-interest-loan-scheme](http://caseynorthciss.com.au/no-interest-loan-scheme)

## Information and Support Service - Cranbourne

Community support service providing assistance, referrals and support programs for local residents.

Cranbourne (contact service for address/location details)

Phone: 03 5996 3333

## Good Money Dandenong (NILS/Car loan up to \$5,000)

Access to No Interest Loans, including NILS for cars (eligibility applies). Walk in service (check opening hours).

250 Lonsdale Street, Dandenong

Phone: 03 8768 2167

Website: [goodmoney.com.au/locations/dandenong](http://goodmoney.com.au/locations/dandenong)

## Good Shepherd - Find a NILS Provider

Search tool to find the nearest NILS provider based on location.

Online provider finder.

Website: [goodshep.org.au/nils-provider-finder](http://goodshep.org.au/nils-provider-finder)

# Shopping on a Shoe String Budget

## Local Opportunity Shops

### Berwick Op Shop

3a Clyde Rd, Berwick  
Phone: 9707 1745

### Berwick Red Cross Shop

20 Adams Lane, Berwick  
Phone: 9769 4782

### Beaconsfield Salvos

Shop 7/2 Beaconsfield Emerald Rd, Beaconsfield  
Phone: 9796 2389

### Cranbourne Salvos

Homemaker Centre  
10A/350 Gippsland Hwy, Cranbourne North  
Phone: 5995 7487

### The Hope Centre

40 Intrepid Street, Berwick  
Open: Thurs, Fri & Sat  
Phone: 9796 1006

### Vinnies Cranbourne

218 High St, Cranbourne  
Phone: 5996 3926

### Epilepsy Op Shop

10 Lurline St, Cranbourne  
Phone: 5995 2369

### Salvation Army Shop Cranbourne

108 Camms Rd, Cranbourne  
Phone: 5995 1454

### Hampton Park Salvos

Shops 31 & 32  
Hampton Park Shopping Square  
Somerville Rd, Hampton Park  
Phone: 9799 8767

### Narre Warren Op Shop

4A Malcolm Crt, Narre Warren  
Phone: 9796 7144

### Narre Warren Salvos

3 Webb St, Narre Warren  
Phone: 9796 7836

### Savers

Westfield Fountain Gate  
Homemaker Centre  
23 Brechin Drive, Fountain Gate  
Phone: 9703 0000

### The Casey Outreach Op Shop

350-352 Pound Road, Narre Warren South  
Phone: 0435 367 165 during business hours

### Narre North Op Shop

1-13 Main Street, Narre Warren North  
Phone: 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  
Phone: 9796 1455 (Sunday only)  
Every Sunday 8:30am – 1:30pm

### Dandenong Market

Clow Street & Cleeland Street, Dandenong  
Phone: 9701 3850  
Every Tuesday, Friday, Saturday and Sunday 7am - 4pm

### Berwick Farmers Market

The Old Cheese Factory  
34 Homestead Road, Berwick  
2nd Saturday of each month  
8.00am - 12.30pm  
Phone: 0407 968 841

### Pearcedale Market

Pearcedale Community Centre  
710 Baxter-Tooradin Road  
8am - Noon, 3rd Saturday of the month  
Phone: 0418 532 620

### Tooradin Market

Memorial Island - Sawtells Inlet,  
Sth Gippsland Hwy, Tooradin  
3rd Sunday each month,  
9am - 1pm (May - Aug)  
8am - 2pm (Sept - April)  
Enquiries: 0429 188 280

# Shopping on a Shoe String Budget

## Supermarket Shopping Savings

Below are a few tips for decreasing your grocery bill.

- Write a shopping list. Going shopping without a shopping list 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

## Save Money by Buying Second Hand Online

[www.ebay.com.au](http://www.ebay.com.au)  
[www.gumtree.com.au](http://www.gumtree.com.au)  
[www.tradingpost.com.au](http://www.tradingpost.com.au)

Refer to pg. 26 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](http://www.garagesaletrail.com.au)

[facebook.com/marketplace](https://www.facebook.com/marketplace)  
Private Facebook groups.



# Save Money in the Home and 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.

### Groceries & Food

Plan meals for the week and shop with a list. Buy home brand items where possible. Use frozen vegetables and fruit to reduce food waste. Cook once and use leftovers for lunch the next day. Choose low-cost meals such as pasta, rice, soups, eggs, lentils and beans.

### Bills & Utilities

Check if you are eligible for a concession card or discounts. Contact utility companies and ask about hardship support plans. Wash clothes in cold water and hang dry where possible. Turn off lights and appliances at the wall to reduce electricity use.

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 \$42 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.

Turn off gadgets and appliances; up to 10 per cent of the electricity used in your home is used on gadgets that are plugged in on standby. Turn off unused appliances at the wall.

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.

# Save Money in the Home and on the Road

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](http://www.ausgrid.com.au), [energy.gov.au](http://energy.gov.au)

## Transport

Combine errands to reduce fuel costs. Use public transport when cheaper, or carpool when possible. Keep tyres properly inflated to improve fuel efficiency.

## Clothing & Household Items

Use local op shops and community donation hubs. Join "Buy Nothing" community groups online. Swap or share items with friends/family (especially children's clothing and toys).

## Free and Low Cost Activities

Use local libraries, parks and community centres for free activities. Look for free school holiday programs and community events.

## Budget Beauty Swaps (homemade and low cost)

### Makeup Remover (Oil Cleanser)

Best for removing mascara/foundation.

You'll need: 1 tsp olive oil or coconut oil, warm water and face washer.

How to use: Rub oil onto dry face (especially eye makeup). Wet cloth with warm water. Gently wipe off and rinse. If acne-prone, use very small amount and patch test first.

### Micella-Style Gentle Remover

Best for light makeup, sensitive skin.

You'll need: 1 cup cooled boiled water, 1 tsp baby shampoo (very small amount), 1 tsp aloe vera gel (optional).

How to use: Mix in a clean bottle, shake before use, apply with cotton pad. Avoid getting into eyes.

### DIY Makeup Remover Wipes

You'll need: Paper towel roll or cotton rounds, container/jar, warm water, a few drops of baby wash or gentle cleanser, 1 tsp oil (optional).

How to use: Soak paper/cotton rounds in mixture and store sealed. Use within 3-5 days.

### Homemade Facial Scrubs (Budget & Easy)

Oat Scrub (Most gentle & Best overall)

You'll need: 1 tbsp rolled oats (or oat flour), 1 tbsp yoghurt or warm water, 1/2 tsp honey (optional).

How to use: Mix, apply in circles, rinse. Great for sensitive skin.

### Sugar & Oil Lip Scrub

You'll need: 1 tsp sugar, 1/2 tsp olive/coconut oil.

How to use: Massage on lips 30 seconds, wipe off.

### Coffee Scrub (Body Scrub)

You'll need: 2 tbsp used coffee grounds, 1 tbsp olive oil.

How to use: Rub on arms/legs in shower (not face), rinse well. Can block drains, use small amount.

### Yoghurt Mask (Brightening & Soothing)

You'll need: Plain yoghurt 1-2 tbsp.

How to use: Leave 10 mins, rinse.

### Banana Mask (Moisture Boost)

You'll need: 1/2 mashed banana, 1/2 tsp honey (optional).

How to use: Apply 10-15 mins, rinse.

## DIY Body Lotion

You'll need: 1 tsp coconut oil, 1 tsp olive oil (or just one).

How to use: Warm between hands, apply after shower.

## Hair Mask (Dry Hair Ends)

You'll need: 1 tbsp olive oil or coconut oil.

How to use: Apply to ends 20-30 mins, shampoo twice.

## DIY Deodoriser for Shoes

You'll need: Bicarb soda.

How to use: Sprinkle a tiny amount in shoes overnight, shake out.

## Smart Budget Beauty Tips

Use face washer and cleanser instead of wipes (cheaper long-term).

Apply moisturiser on damp skin (uses less).

Use Vaseline as: lip balm, eyebrow taming, heel softener (with socks at night).

Buy one multipurpose oil (olive or coconut) for: remover, hair mask, body oil.

## 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.

# Save Money in the Home and on the Road

## 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](http://www.racv.com.au)

## 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.

## Services & Resources

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 2041 forecast of 549,190 residents living in Casey.

Casey currently does not currently have elected Councillors rather has a panel of administrators. The panel was appointed after the dismissal of Casey Council and will remain until October 2024.

The three administrators are:

Noelene Duff PSM – as Chair Administrator  
Miguel Belmar  
Cameron Boardman

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 51).

The City of Casey maintains a comprehensive Community Directory on its website  
[www.casey.vic.gov.au](http://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  
Phone: 9705 5200  
TTY: 9705 5568  
TIS: 131 450 (Translating & Interpreting Service)  
Email: [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)  
[www.casey.vic.gov.au](http://www.casey.vic.gov.au)  
(Near Fountain Gate Shopping Centre)  
PO Box 1000, Narre Warren 3805

Cranbourne Customer Service Centre  
Cranbourne Park Shopping Centre  
Shop 156, South Gippsland Hwy, Cranbourne 3977



*Australian Garden, Cranbourne Botanical Gardens*

# Community Centres

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**

7-9 Selandra Boulevard, Clyde  
Phone: 5990 0900

## **Beaconsfield Neighbourhood Centre Inc**

8 O'Neil Road, Beaconsfield  
Phone: 8768 4400

## **Berwick Neighbourhood Centre**

112 High Street, Berwick  
Phone: 9796 1970

## **Blind Bight Community Centre**

42 Anchorage Drive, Blind Bight  
Phone: 5998 7014

## **Brentwood Park Neighbourhood House and Community Centre**

21A Bemersyde Drive, Berwick  
Phone: 8743 0671

## **Bridgewater Family and Community Centre**

45 Bridgewater Boulevard, Berwick  
Phone: 9705 5200

## **Cranbourne Community House**

49 Vale Park Crescent, Cranbourne  
Phone: 5996 2941

## **Doveton Neighbourhood Learning Centre**

34 Oak Avenue Hall, Doveton  
Phone: 9791 1449

## **Endeavour Hills Uniting Care**

Neighbourhood Centre  
10 Raymond McMahon Blvd, Endeavour Hills  
Phone: 9700 3789

## **Hallam Community Learning Centre**

"Mapleson House"  
56 Kays Avenue, Hallam  
Phone: 9703 1688

## **Hampton Park Community House**

16-20 Stuart Ave, Hampton Park  
Phone: 8768 8342

## **Livingstone Family & Community Centre**

31 Parkhurst Drive, Cranbourne East  
Phone: 9705 5200

## **Lynbrook Community Centre**

2 Harris Street, Lynbrook  
Phone: 9792 7370

## **Merinda Park Community Centre**

141-147 Endeavour Drive, Cranbourne  
Phone: 5996 9056

## **Foundation Learning Centre**

1 Malcolm Court, Narre Warren  
Phone: 9704 7388

## **Oakgrove Community Centre**

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

## **Pearcedale Community Centre**

710 Baxter-Tooradin Road, Pearcedale  
Phone: 0418 658 519 / 9705 5200

## **Timbarra Community Centre**

27 Parkhill Drive, Berwick  
Phone: 9704 1863

# Complaints & Disputes

## **Dispute Settlement Centre of Victoria**

4/456 Lonsdale Street, Melbourne 3000

Phone: 1300 372 888

[www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

[www.reachagreement.dispute.vic.gov.au](http://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 4, 15 William Street, Melbourne 3000

PO Box 9955, Melbourne 3001

Phone: 1800 228 333

TTY 13 36 77 then ask for 1800 228 333

Fax: 9454 6999

Email: [reviews@aat.gov.au](mailto:reviews@aat.gov.au)

[www.aat.gov.au](http://www.aat.gov.au)

The Administrative Appeals Tribunal (AAT) conducts independent merits review of administrative decisions made under Commonwealth laws. They review decisions made by Australian Government ministers, departments and agencies and, in limited circumstances, decisions made by state government and non-government bodies. They also review decisions made under Norfolk Island laws.

## **Public Transport Ombudsman**

PO Box 538, Collins Street West, Melbourne 8007

Phone: 1800 466 865 (mobile charges may apply)

Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

[www.ptovic.com.au](http://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**

130 Lonsdale Street, Melbourne 3001

Phone: 1800 931 678

[www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto: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](mailto:ask@adavb.org)

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

## **Health Complaints Commissioner**

Level 26, 570 Bourke Street

Melbourne 3000

Phone 1300 582 113

Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

We resolve complaints about healthcare and the handling of health information in Victoria. We can also investigate matters and review complaints data to help health service providers improve the quality of their service. We act independently and impartially.

## **Fines Victoria**

277 William Street, Melbourne 3000

(Corner of Little Lonsdale Street)

Phone: 9200 811

Monday - Friday 8:00am - 6:00pm

## **Commonwealth Ombudsman**

1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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

Available Monday to Friday

Monday: 10am-4pm

Tuesday: 10am-4pm

Wednesday: 10am-2pm

Thursday: 10am-4pm

Friday: 10am-4pm

Level 2, 452 Flinders Street, Melbourne 3000

## **Job Watch**

Level 10/21 Victoria Street, Melbourne Vic 3000

Phone: 9662 1933 (Metro Melbourne)

1800 331 617 (Regional Vic)

[www.jobwatch.org.au](http://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**

Police Conduct Unit

GPO Box 913, Melbourne 3001

Phone: 1300 363 101 (24 hour number)

Email: [ethical.standards@police.vic.gov.au](mailto:ethical.standards@police.vic.gov.au)

[www.police.vic.gov.au](http://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**

121 Exhibition Street, Melbourne 3000

Phone: 1300 558 181

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

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 (Reception)

[admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au)

[www.lsbc.vic.gov.au](http://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](mailto:ombudvic@ombudsman.vic.gov.au)  
[www.ombudsman.vic.gov.au](http://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  
National Relay Service: 13 36 77 and ask for 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
[www.tio.com.au](http://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](mailto:ewovinfo@ewov.com.au)  
[www.ewov.com.au](http://www.ewov.com.au)  
Investigates and resolves disputes between customers, and the gas, electricity and water companies.

#### **Private Health Insurance**

Contact the Commonwealth Ombudsman  
Phone: 1300 362 072

#### **Centrelink Advocacy & Advice (Free)**

Free assistance with Centrelink and social security matters including advice, advocacy and appeals support.  
21 Alamein Road, West Heidelberg 3081  
Phone: 03 9481 0299

#### **Social Security Rights Victoria**

Free children and early years supports (great for Cranbourne/Clyde area).

#### **City of Casey - Maternal & Child Health (Free)**

Free support for parents/carers of babies and young children including health checks, parenting support and referrals.

Locations across Casey (varies).

Phone: 03 9705 5590

Website: [cranbournepark.com.au](http://cranbournepark.com.au)

## **Cultural Specific - Refugee & Humanitarian Support**

#### **Southern Migrant and Refugee Centre**

39 Clow Street, Dandenong  
Phone: 9767 1900  
[www.smrc.org.au](http://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 Senior Citizen Association Inc**

78 Power Road, Doveton  
Phone: 9700 6165  
Email: [secainc@lycos.com](mailto:secainc@lycos.com)  
Activities for Chinese seniors – over 50.

#### **Afghan Australian Association of Victoria Inc.**

105 Haversham Avenue, Wheelers Hill  
Phone: 9562 1289  
Mobile: 0401 784 699  
Email: [a\\_k\\_fazal@yahoo.com.au](mailto: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.

#### **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.

#### **Refugee Resource Hub**

205 Thomas Street, Dandenong  
Phone: 8772 1380  
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.

#### **ASRC 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.

#### **Adult Multicultural Education Service (AMES)**

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

# Cultural Specific - Refugee & Humanitarian Support

www.ames.net.au  
Enquiries: Dandenong Phone: 13 26 37  
Narre Warren Service:  
City Edge Centre  
426 Princes Hwy, Narre Warren

## **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.

## **Adult Migrant English Program (AMEP)**

Chisholm Institute  
Phone: 1300 517 459  
AMEP@chisholm.edu.au  
www.melbourneamep.com.au

## **Wellsprings for Women Inc.**

79 Langhorne Street, Dandenong  
Phone: 9701 3740  
www.wellspringsforwomen.com  
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.

## **Hazara Shamama Association of Victoria**

Run by President Dr Zakir Hussain. Community supporting advocacy. This non for profit service assists newly arrived Hazara families navigate services related to housing, health, employment, education. Service runs youth engagement, mental health awareness, women's empowerment, cross cultural understanding and work with referrals by collaboration.  
Phone: 0470 697 329  
73 Walker Street, Dandenong  
Email: shamama.org@gmail.com

## **Ruscare Ltd**

13 Conway Street, Dandenong South  
Phone: 9793 5955 + 9793 0028  
Email: reception@ruscare.com.au  
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  
Phone: 9389 8901  
info@foundationhouse.org.au  
www.foundationhouse.org.au  
Provides services to people who have experienced torture or trauma in their country of origin.

## **AEI - NOOSR (Australian Education Information)**

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**

Doveton Baptist Church  
127 Kidds Road, Doveton  
Phone: 9701 3421  
www.afcsvictoria.org.au

## **Victorian Multicultural Commission**

Level 3/1 Macarthur Street, East Melbourne 3002  
Phone: 9651 5901  
contact@vmc.vic.gov.au  
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 a 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  
Doesn't run on school holidays.  
www.connectedlibraries.org  
Select events.

## **Action on Disability Within Ethnic Communities ADEC**

Dandenong Office - Suite 1, 50 Thomas Street, Dandenong  
Phone: 9480 7000  
info@adec.org.au  
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.

## **Afri-Aus Care UBUNTU**

A not for profit organisation founded by Selba Luka. Afri Aus care is governed by a board of community leaders and health professionals. It has the support of many organisations focused on helping youth at risk and their families from Africa and CALD backgrounds. Community programs include mental health, empowering mothers, employment readiness, diversion program for young individuals engaged in the justice system, sporting endeavours, homework and tertiary clubs integrating with RMI, drug and alcohol workshops.  
Phone: 0433 526 553  
562-564 Springvale Road, Springvale  
Website: afri-auscare.org

**Islamic Education And Awareness of Casey/Dandenong 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.

22-24 Brunt St, Cranbourne

Phone: 0403 855 558

Email: ieaca.inc@gmail.com

131-133 Belgrave-Hallam Road, Narre Warren North

Phone: 9796 8539

**Centre for Multicultural Youth**

Casey Youth Hub

52 Webb Street, Narre Warren

Phone: 8594 1566

info@cmy.net.au

www.cmy.net.au

Provides a range of programs and supports for refugee and migrant young people.

**Community Support Group**

199 Lonsdale Street, Dandenong

Phone: 8594 1561

**Ngwala Willumbong (Indigenous Only)**

93 Wellington Street, St Kilda 3182

Phone: 9510 3233 - 24hours/7 days a week Providing assistance to indigenous men, women, families and youth experiencing, or at risk of homelessness. Referrals and other assistance also provided.

**Serbian Social Services and Support Inc.**

Support and help for individuals, their careers and families with their rights, options and general wellbeing, especially the elderly. Provides activities and social support.

Phone: 03 9355 4555

Shop 7/249-259 Lonsdale Street, Dandenong

Monday - Wednesday 9am-4pm

**KOMAK - Afghan Community Support Service**

KOMAK (meaning "help" or "support" in Dari) is a specialised service that supports the Afghan community to build resilience, strengthen wellbeing, and create community connections across Dandenong and South-East Melbourne. KOMAK works with individuals, families, young people, community leaders and professionals, providing culturally safe support and community-led activities to reduce isolation and improve outcomes.

Support includes assessment, referral and support for people at risk of anti-social behaviour, case support and service coordination for a range of issues, activities that encourage community connection and belonging, community engagement and trust-building, early response and intervention support (discreet, sensitive support for families and young people during tough times).

Service area South East Melbourne

51 Princess Highway, Dandenong

Phone: 03 879 8999

**Bakhtar Organisation (Dari/Farsi Speakers)**

Bakhtar provides support for Dari/Farsi speaking community members, including help with forms, letters and citizenship (note: they do NOT assist with visa applications). Support includes forms and paperwork support, letters,

citizenship assistance (no visa applications), drop-in sessions available.

Monday to Friday 10am-2pm

Sessions are 20 minutes only. People may need to return 2-3 times and may need to wait. Bring ALL documents to appointments.

Located in a scout hall in the park.

23-47 Gunns Road, Hallam

Phone: 03 9703 2555

**VAAN - Vic Afghan Assoc Network (Dari/Farsi/Hazaragi/Pashtu)**

VAAN provides assistance to Afghan community members speaking Dari/Farsi, Hazaragi and Pashtu, especially newly arrived people.

Who can access: VAAN can only assist if clients speak Dari/Farsi/Hazaragi/Pashtu, and have been in Australia LESS than 5 years. Support includes help with short forms and applications, not able to assist with centrelink forms.

Appointments: not a walk-in service. Clients must call to make an appointment.

Monday to Friday 9.30am-4.30pm

Phone: 0479 098 200

Email: info@vasn.org.au

3/33 Robinson Street, Dandenong (entrance around corner in Hutton Street).

**Abutalib Community Centre (Hazaragi)**

Abutalib Community Centre is a not for profit charity supporting the Hazaragi community. Support includes help with most forms, resume support, no criteria listed in the service information.

Contact Sher Ali

Phone 0422 466 337

38 Corado Court, Hallam

**Refugee Legal - Afghan Support (Legal forms & visa applications)**

Refugee Legal provides support for refugees, including assistance with legal forms and visa related matters.

Contact options:

Afghan Hotline

Phone: 03 9413 0166

Monday to Friday 9am-5pm

Telephone Advice Line

Phone: 03 9413 0100 Wednesdays and Fridays 10am-2pm

General Phone

Phone: 03 9413 0101 Monday to Friday 9am-5pm

**Refugee Resource Hub (General Refugee Help)**

The Refugee Resource Hub provides general help and support for refugees.

205 Thomas Street, Dandenong

Phone: 03 8772 1380

**Department of Home Affairs**

For people who want to visit, work, study or live in Australia. Includes details of Australia's refugee and humanitarian program. Includes information for employers about sponsoring skilled people to work in Australia. Please visit [www.homeaffairs.com.au](http://www.homeaffairs.com.au) for more information

# Cultural Specific - Aboriginal & Torres Strait Islander Peoples

## Aboriginal Housing Victoria Narrandjeri House

125-127 Scotchmer Street, Fitzroy North 3068

Phone: 1800 248 842

Emergency and after hours: 9403 2100

[www.ahvic.org.au](http://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.

## Aboriginal Hostels Ltd

William T Onus Hostel

75 Westgarth Street, Northcote 3070

Phone: 9036 4510

[www.ahl.gov.au](http://www.ahl.gov.au)

Provides temporary accommodation for Aboriginal and Torres Strait Islanders. Manages a network of hostels across Australia.

## VACCA Dandenong

The Victorian Aboriginal Child and Community Agency is a state wide Aboriginal Community Controlled Organisation (ACCO). Servicing children, young people, families and community members in Victoria, VACCA is Victoria's peak voice for Aboriginal and Torres Strait Islander children. VACCA has protected and promoted the rights of Aboriginal children, young people, families and communities since 1977.

Phone: 03 9108 3500

Level 2, 1-7 Langhorne Street, Dandenong

Website: [vacca.org](http://vacca.org)

## Dandenong & District Aborigines Co-Operative

62 Stud Road

PO Box 683, Dandenong

Phone: 8902 9700

[info@ddacl.org.au](mailto:info@ddacl.org.au)

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.

## 13 Yarn

13YARN (139276) is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander crisis supporter who can provide crisis support 24 hours a day, 7 days a week.

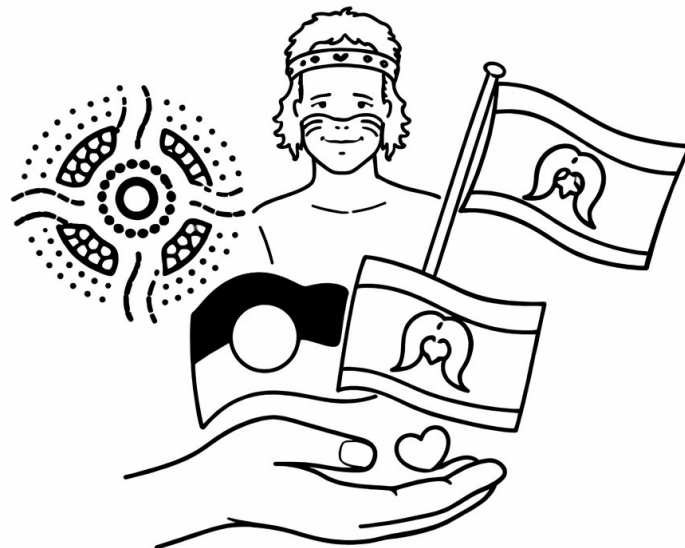
## Casey Aboriginal Gathering Place

The Casey Aboriginal gathering place is a dedicated place where community members can feel safe and strengthen their connection to culture, country and other community members.

PROGRAMS:

- Interactive gardening
- Homework group
- Yarn and art
- Playgroup
- Koorie school holiday program
- Aboriginal youth, Case management and mentor program.

For more information please contact below.



Phone: 97927378

20 Agonis Street, Doveton

Email: [aboriginalgatheringpl@casey.vic.gov.au](mailto:aboriginalgatheringpl@casey.vic.gov.au)

## Ngwala Willumbong (Indigenous Only)

93 Wellington Street, St Kilda 3182

Phone: 9510 3233 - 24hours/7 days a week Providing assistance to indigenous men, women, families and youth experiencing, or at risk of homelessness. Referrals and other assistance also provided.

## First People's Health & Wellbeing

Healthcare that meets the health and wellbeing needs of Australian First Peoples including general practice, women's health, physiotherapy, social and emotional wellbeing, pathology, Aboriginal health check.

401-403 Nepean Highway, Frankston 3199

Phone: 03 9070 8181

## Healthy Koori Kids

Healthy Koori Kids is a service for Aboriginal children aged 0-17 years who are at risk of entering or are in out-of-home care. The service offers a team comprising a paediatrician, paediatric psychologist, speech therapist, a teacher and a social worker, providing a fortnightly clinic to address children's health needs.

Healthy Koori Kids runs fortnightly from Monash Health Cranbourne Integrated Care Centre and monthly from Monash Health Community Springvale.

Phone: Healthy Koori Kids Coordinator 0400 184 951

Email: [healthykoorikids@monashhealth.org](mailto:healthykoorikids@monashhealth.org)

Contact Hours: 8.30am-4.30pm Monday to Friday

## Aboriginal Hospital Liaison Officers

The Aboriginal Hospital Liaison Officer provides cultural support and assistance to all Aboriginal and Torres Strait Islander patients and their families during their inpatient stay in Monash Health. They can also assist in connecting patients to community services during discharge planning.

Email: [aboriginalhealth@monashhealth.org](mailto:aboriginalhealth@monashhealth.org)

Phone: 03 9792 7948 8am-4.30pm

## Yarning SafeNStrong

Yarning SafeNStrong is a free, confidential 24 hour counselling service designed to support the mental health and wellbeing of Aboriginal and Torres Strait Islander peoples and their families. The counselling is provided by culturally competent professionals who understand the

specific needs and experiences of Aboriginal and Torres Strait Islander peoples. This ensures that individuals can "yarn" safely with someone who understands their context.  
Phone: 1800 959 563  
Email: ysns@vahs.org.au

#### **Brother to Brother 24 Hour Crisis Line**

Provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons. The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.  
Phone: 1800 435 799 24 hours, 7 days a week.

#### **Dardi Munwurro**

Dardi Munwurro delivers a range of family violence, healing and behaviour change programs and services to break the cycle of inter-generational trauma in Aboriginal families and communities, by empowering and inspiring individuals to heal the past, acknowledge the present, and create a positive vision for the future.  
Phone: 1800 435 799  
Email: info@dardimunwurro.com.au

#### **Djirra**

Djirra is an Aboriginal Community Controlled Organisation providing support to Aboriginal people who are currently experiencing family violence or have in the past. Djirra offers counselling sessions, safety planning discussions and follow-up support, financial assistance through Flexible Support Packages, and personalised referrals to specialist support services with issues such as housing and homelessness, drugs and alcohol, parenting, debt and employment. Djirra's Aboriginal Family Violence Legal Services supports Aboriginal people affected by family violence. They provide legal advice and representation, including court representation in relation to Intervention Orders, Family Law, Child Protection and Victims of Crime assistance. Djirra provides services across Victoria with offices in metropolitan and regional areas. Their services include telephone and face-to-face legal and non-legal support.  
Phone: 1800 105 303  
Email: info@djirra.org.au

#### **Elizabeth Morgan House - Aboriginal Women's Service Inc.**

The Elizabeth Morgan House is the peak body in Victoria for Aboriginal women and children, advising Peak Aboriginal Organisations, Government and NGO sector on issues affecting Aboriginal women and families. They provide refuge accommodation, specialist family violence services, therapeutic support and work with women in the justice system to uphold and defend their rights to live a life free from violence. Their support also extends to parents of Aboriginal children, as well as partners and ex-partners of

Aboriginal people. They are proudly an Aboriginal community-controlled organisation. They work in consultation with their community in all aspects of their services. Services include crisis accommodation, counselling, housing support, outreach support, court support.

Phone: 03 9403 900

Email: info@emhaws.org.au

#### **Monash Health Aboriginal Midwives**

The Aboriginal Midwife Coordinator is to provide culturally safe maternity care to Aboriginal women, babies and families during the course of pregnancy as well as post-natal care. They support with cultural, emotional and spiritual support to women and families. Participation in pre-natal and post-natal care planning and appointments, culturally safe maternal and parental education and clinical support, patient advocacy and referrals to other services, support in relation to appointments, birth plan and maternal and child health follow up.

Email: ahs@monashhealth.org

#### **Brotherhood of St Laurence**

The store stocks a huge range of used goods including clothing, shoes, fridges, furniture, electrical, books, homeware and bric-a-brac.

Corner of Station and Main Street, Pakenham

Phone: 03 5941 4343 Monday to Saturday 9.30am-5pm

#### **Bujilwarra Residential Rehabilitation**

Bunjilwarra is a 12 bed Alcohol and Other Drugs residential rehabilitation and healing service for Aboriginal young people (male and female) aged between 16 and 25 years. It is a purpose-built, statewide service on a 1.7 hectare site in Hastings, Victoria. On a day-to-day basis, Bunjilwarra is guided by 12 practice principles.

Phone: 03 5979 2011

Email: info@bunjilwarra.org.au

#### **Windana First Peoples' Healing Program**

The First Peoples' Healing Program supports people aged 16 to 55 who identify as Aboriginal or Torres Strait Islander, and/or their immediate family, around concerns related to alcohol and other drugs. They offer a flexible approach which includes First Peoples' supports that have been identified within the community-supporting a person's journey and connection to self, Mob and Country. The First Peoples' Healing Program is available across the Frankston and Mornington Peninsula areas.

Email referral to: firstpeoples@windana.org.au

Phone: 03 9532 0811

31 Playne Street, Frankston 3199

1337-1339 Nepean Highway, Rosebud 3939

2/7-9 Bakewell Street, Cranbourne 3977

23 Bailey Road, Cockatoo 3781

# Disability

## Alfred Health Carer Services

Caulfield Hospital, 260 Kooyong Road, Caulfield 3181

Helpline: 1800 512 121

Email: [info@carersouth.org.au](mailto: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](http://www.arbias.org.au)

Specialist service for people with alcohol & substance related brain impairment.

[enquiries@arbiasvic.com.au](mailto:enquiries@arbiasvic.com.au)

Phone: 8388 1222

## Hearing Australia

Phone: 134 432 for connection to nearest centre

Berwick: 8710 4000

Narre Warren: 8710 4000

Cranbourne: 5991 2500

## Beyond Blue

Infoline: 1300 22 46 36

TTY: 133 677

Email: [infoline@beyondblue.org.au](mailto:infoline@beyondblue.org.au)

[www.beyondblue.org.au](http://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.

PO Box 1451, Pearcedale 3912

Email: [secretary@bdi.org.au](mailto:secretary@bdi.org.au)

[www.bdi.org.au](http://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

Phone: 5978 7922

[www.blairlogie.org](http://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

Phone: 9705 9111

3 Stawell Street, Cranbourne

Phone: 1800 274 343

Suite 1, 9 Clyde Road, Berwick

Phone: 9769 3950

[enquiries@thebridgeinc.org.au](mailto:enquiries@thebridgeinc.org.au)

[www.thebridgeconnects.org.au](http://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](mailto:info@thebridgeconnects.org.au)

## Carer Gateway

Phone: 1800 422 737 (Mon-Fri 8am-5pm)

[www.carergateway.gov.au](http://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.

Phone: 9705 5200

## Disability Gateway

Intake Response: 1800 643 787

[www.disabilitygateway.gov.au](http://www.disabilitygateway.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 Australia Inc.

Unit 2/28A Albert Street, Preston 3072

Phone: 9474 0077

Toll Free: 1800 808 126

Email: [info@dja.org.au](mailto:info@dja.org.au)

[www.dja.org.au](http://www.dja.org.au)

Provides advocacy services to people with disabilities, and focuses on the needs, rights and interests of people with a disability.

## DRC Advocacy

4th Floor Ross House, 247 Flinders Lane, Melbourne 3000

Phone: 9671 3000

[info@drc.org.au](mailto:info@drc.org.au)

[www.drc.org.au](http://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.

## City of Casey Website

[www.casey.vic.gov.au/aged-disability-care](http://www.casey.vic.gov.au/aged-disability-care)

Extensive database of services relating to people with a disability.

## Early in Life Mental Health Services – Casey (ELMHS)

28 Parkhill Drive, Berwick

Psychiatric Triage (24 Hours) 1300 369 012

Early in Life Mental Health Services (ELMHS) is a place where young people who are experiencing emotional, behavioural or mental health problems can get help.

## ERMHA - Carer Support

First Floor, Building G, 45 Assembly Drive, Dandenong South

Phone: 1300 376 421

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.

## ERMHA365

First Floor, Building G, 45 Assembly Drive, Dandenong South

Phone: 1300 376 421

Email: [respite@ermha.org](mailto:respite@ermha.org)

[www.ermha.org](http://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.org.au](http://www.grow.org.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 Warren

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
- Alcohol and Drug Issues
- Work, Study and School issues

### **Each**

Phone: 1300 003 224

[www.each.com.au](http://www.each.com.au)

5/66 Victor Crescent, Narre Warren

Phone: 8781 9500

38 Bakewell Street, Cranbourne

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.

### **Mind Australia**

Phone: 1300 286 463

Email: [mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

[www.mindaustralia.org.au](http://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: [contact@mindspot.org.au](mailto:contact@mindspot.org.au)

[www.mindspot.org.au](http://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.

### **Mentis Assist**

Phone: 1300 MENTIS (1300 636 847)

Email: [info@mentisassist.org.au](mailto:info@mentisassist.org.au)

[mentisassist.org.au](http://mentisassist.org.au)

We provide short term clinical mental health nursing and care coordination for eligible clients through our MHICC Program. Referral and acceptance to the program is via the access and referral team at the PHN on 1800 862 363 or via their

website at [www.semphn.org.au](http://www.semphn.org.au)

### **Early in Life Mental Health Service (ELMHS)**

Phone: 1300 369 012

- Provides psychiatric assessment
- Services include, family therapy, individual therapy, parent work, and group work.

### **Multi Purpose Taxi Program (MPTP)**

Phone: 1800 638 802

Email: [mptp@taxi.vic.gov.au](mailto:mptp@taxi.vic.gov.au)

[www.taxi.gov.au](http://www.taxi.gov.au)

Membership application forms available online, must be completed by a medical practitioner.

### **NDIS**

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community and an improved quality of life. The NDIS also connects anyone with a disability to services in their community.

Phone: 1800 800 110

[www.ndis.gov.au](http://www.ndis.gov.au)

### **Oz Child Services – Home Based Care**

Level 4, 14-16 Mason Street, Dandenong

Phone: 9212 3900

Email: [fostercareadmin@ozchild.org.au](mailto:fostercareadmin@ozchild.org.au)

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-ordination Services

Ground Floor, Suite 1-3, 68 Victor Crescent, Narre Warren

Phone: 1800 242 696

### **Personal Helpers & Mentors Service (PHaMs)**

Wise Employment

41-45 High Street, Cranbourne

Phone: 5990 3600

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.

### **SANE**

C/O 700 Swanston Street, Carlton Vic 3053

Phone: 9682 5933 / Helpline: 1800 187 263

[info@sane.org](mailto:info@sane.org)

Sane offers connection and community to people with complex mental health issues including trauma. They also support their friends and family.

### **Travellers Aid Access Service (TAAS)**

Phone: 03 9654 2600

Southern Cross Station – Phone: 03 9670 2072

Flinders Street Station – Phone: 03 9068 8187

Ballarat Station – Phone: 0491 767 177

Seymour Station – Phone: 03 5793 6210

# Disability

Email: [info@travellersaid.org.au](mailto:info@travellersaid.org.au)

[www.travellersaid.org.au](http://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

Local - 45 Princes Highway, Dandenong

Email: [info@visionaustralia.org](mailto:info@visionaustralia.org)

1300 847 466 or for local branch 03 8791 0201

[www.visionaustralia.org.au](http://www.visionaustralia.org.au)

Services, facilities & information for visually impaired persons.

## Windermere Early Childhood Development Services

48 Webb Street, Narre Warren

Phone: 1300 946 337

[www.windermere.org.au](http://www.windermere.org.au)

Cranbourne - 75-81 Willora Crescent, Cranbourne 3977

Timbarra - 26 Parkhill Drive, Berwick 3806

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.

## NRS

The National Relay Service (NRS) can help if you're deaf or find it hard to hear or speak to hearing people on the phone. The NRS is available 24 hours a day, except for Video Relay calls. Video Relay calls are only available 7am to 6pm (Aust

EST) Monday to Friday and 8am to 12pm Saturday. Video Relay calls are also not available on national public holidays. For step by step instructions on how to contact NRS please visit [www.accesshub.gov.au/servies/sms-relay-text-and-listen](http://www.accesshub.gov.au/servies/sms-relay-text-and-listen)  
Phone: 1300 555 727 or 1800 555 727  
Text: 0423 677 767

## Disability Resource Centre

Level 3, 247 Flinders Lane, Melbourne 3000

[www.drc.org.au](http://www.drc.org.au)

Phone: 9671 3000

Assists people to:

- Understand their rights
- Make informed decisions
- Speak up for yourself

## Parking Permits

If you have significant disability or injury, you may be eligible for an Accessibility Parking Permit. There are different types of permits. To apply or renew a permit visit [accessibleparking.vic.gov.au](http://accessibleparking.vic.gov.au)

## City of Casey - Volunteer Transport (Accessible Transport)

Support for eligible residents requiring transport assistance to access appointments and services (fees may apply depending on trip). Enquiries and bookings through Casey Accessible Transport.

Bunjil Place, 2 Patrick Northeast Drive, Narre Warren

Phone: 03 9705 5444

## Victorian Aides and Equipment Program (VA&EP)

People can read about eligibility, what equipment is available, and how to access the program via an assessor: [health.vic.gov.au/aids-equipment-and-prostheses/victorian-aids-and-equipment-program-vaep](http://health.vic.gov.au/aids-equipment-and-prostheses/victorian-aids-and-equipment-program-vaep)

## SWEP (State-Wide Equipment Program)

This is the program that administers VA&EP and manages equipment supports/re-issue pathways. VA&EP is administered through SWEP, which manages assistive technology programs and also manages re-issue equipment (equipment collected, checked and refurbished for future use). Assist with re-issued/refurbished assistive technology (through assessed programs).  
Website: [swep.bhs.org.au](http://swep.bhs.org.au)

# Drug & Alcohol

## Al Anon Family Groups - Victorian Southern Area

Level 7, 51 Queen Street, Melbourne 3001

Phone: 1300 252 666 Helpline

After Hours: 8772 2017

[www.al-non.org.au](http://www.al-non.org.au)

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: 1300 652 820 (helpline)

Self help organisation, providing members with support to abstain from the use of drugs.

[www.na.org.au](http://www.na.org.au)

## 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 Kidds & Power Rds Doveton -

Tuesday 8pm  
Uniting Church Berwick  
Wednesday 7pm and Monday 10am  
Hampton Park Community House  
Tuesday 7pm in person and online  
St Paul Apostle Parish, Endeavour Hills  
Monday 7.30pm and Thursday 7pm  
Hampton Park Community House, Stuart Ave -  
Tuesday 7pm  
To arrange to attend any of these groups, you would need to contact the Head Office number provided.

#### **PAMS (Pharmacotherapy Advocacy Mediation Support)**

A phone service that assists with Methadone/Suboxone/ Long-acting Buprenorphine injection (Buvidal/Sublocade) issues between clients and Prescriber and Dispensers.  
Phone Service ONLY: 1800 443 844  
Monday to Friday  
Phone: 9800 1071 - 11.00am - 5.00pm

#### **SURe**

Substance Use Recovery  
Suite 5, 66 Victor Cres, Narre Warren  
Phone: 1300 007 873 or 8781 9500  
38 Bakewell Street, Cranbourne  
Phone: 5990 7900  
[www.sureaod.org.au](http://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**

122 Thomas Street, Dandenong  
Phone: 9792 7620; 1300 473 237  
Email: [seads@monashhealth.org](mailto: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  
Phone: 1800 142 536  
Email: [secada@windana.org.au](mailto:secada@windana.org.au)  
[www.secada.org.au](http://www.secada.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.

#### **Nas Recovery Centre**

15 Ercildoune Court, Cranbourne West  
Email: [help@nasrecoverycentre.com](mailto:help@nasrecoverycentre.com)  
[www.nasrecoverycentre.com](http://www.nasrecoverycentre.com)

Phone: 0434 000 670  
A community based alcohol and other drugs, mental health treatment organisation which supports youth, adults and families from African backgrounds. Programs include: Intakes and Assessment, Home Detox (Withdrawal), Family Therapy, Counselling Psychosocial Recovery, Forensic Specific Program, Support Groups, Case Management Suicide Interventions, Accredited Program Fines Repayment, Road Safety Behaviour Program.  
Monday, Wednesday, Friday: 9am-5pm.

#### **Direct Line**

Phone: 1800 888 236  
[www.directline.org.au](http://www.directline.org.au)  
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  
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  
[smartrecoveryaustralia.com.au](http://smartrecoveryaustralia.com.au)  
[smartberwickvic@gmail.com](mailto:smartberwickvic@gmail.com)

#### **The START Community**

Located at Berwick Salvation Army,  
Corner of Parkhill Drive & Ernst Wanke Road, Berwick  
Phone: 0437 951 545 / 9704 1996  
After hours support: 0436 301 560  
Email: [startberwickvic@salvationarmy.org](mailto: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

#### **Better Health Network - Alcohol & Other Drugs Support**

Better Health Network provides support for people affected by alcohol and other drug (AOD) use, including individuals, families, carers and professionals. Their service offers information, education, harm minimisation advice and support to navigate the AOD treatment system, as well as group support options and opportunities in Victoria. Advocacy and assistance to help access the AOD treatment system.  
Phone: 1800 229 263  
Email: [BAODS@bn.org.au](mailto:BAODS@bn.org.au)  
Website: [baysidealcoholanddrugsservices.org.au](http://baysidealcoholanddrugsservices.org.au)

#### **LGBTIQ+ Specialist AOD Support**

For LGBTIQ+ safe and inclusive alcohol and drug services.  
Phone: 1800 906 669 (toll-free)

# Employment, Education & Income

## Centrelink

[www.servicesaustralia.gov.au](http://www.servicesaustralia.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                      Centrelink Narre Warren

7-9 Codrington Street

71-73 Webb Street

Cranbourne 3977

Narre Warren 3805

## Child Support (Advocacy)

Springvale Monash Legal Service

5 Osbourne Ave, Springvale 3171

Phone: 9545 7400

Mothers Legal Help Program

Telephone advice on child support matters is available on Mondays from 10am - 12.30pm.

## Child Support Agency

Phone: 13 12 72 (general enquiries)

[www.servicesaustralia.gov.au/individuals/child-support](http://www.servicesaustralia.gov.au/individuals/child-support)  
Information and advise about child support.

## Administrative Appeals Tribunal (Commonwealth)

Level 4, 15 William Street, Melbourne Vic 3000

Phone: 1800 228 333

Email: [sscsdivision@aat.gov.au](mailto:sscsdivision@aat.gov.au)

(Centrelink and Child Support Cases)

[www.aat.gov.au](http://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

Phone: 9481 0355

Phone: 1800 094 164 (rural callers)

Monday to Friday 9.00am - 5.00pm

[www.ssr.org.au](http://www.ssr.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.my.gov.au](http://www.my.gov.au)

A secure website to access all your government services. One Log-in, one password, one destination. Centrelink - Child Support - Veteran's Affairs, My Health Record - National Disability Insurance Scheme - Australian Taxation Office - Medicare - JobSearch - My Aged Care - Victorian Housing Register Application.

## MAX Connect Employment Health Learning

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 603 503

Email: [narre.warren@maxemployment.com.au](mailto:narre.warren@maxemployment.com.au)

[www.maxsolutions.com.au](http://www.maxsolutions.com.au)

Cranbourne

Cranbourne Park Shopping Centre, High Street,

Cranbourne

Phone: 1800 603 503

Government Job Services Australia.

Provides integrated employment, health and training services to eligible job seekers in a case-management style.

## Job Watch (Melb. Metro, Country VIC, QLD, TAS)

Phone: 9662 1933

1800 331 617

Email: [admin@jobwatch.org.au](mailto:admin@jobwatch.org.au)

[www.jobwatch.org.au](http://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  
 62 High Street, Cranbourne  
 Phone: 5924 8030  
 Suite 101, Building 1, 66 Victor Cres, Narre Warren  
 Phone: 9088 4204  
[www.matchworks.com.au](http://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.

**APM Employment Service**

Suite 3B, 58-60 Victor Crescent, Narre Warren  
 Phone: 8794 9532

**Fair Work Ombudsman**

Phone: 13 13 94  
[www.fairwork.gov.au](http://www.fairwork.gov.au)  
 Information on federal workplace laws, investigation of complaints.

**Outlook Employment**

Suite 320, Level 2, 56 Victor Crescent  
 Narre Warren 3805  
 Phone: 9705 6445

**Jobs Vic**

Shop 3, 1-21 High Street, Cranbourne 3977  
 Phone: 0418 311 340  
 Email: [info@outlookemp.com.au](mailto:info@outlookemp.com.au)  
 A free service to assist people with disabilities find and keep paid employment.

**Echo - Australia**

2/7-9 Bakewell Street, Cranbourne  
 Phone: 5990 0555  
 2D, Office 3 Ground Floor, Victor Crescent, Narre Warren  
 Phone: 8790 1621  
 Email: [echo@echoaustralia.com](mailto:echo@echoaustralia.com)  
[www.echoaustralia.com](http://www.echoaustralia.com)  
 Appointment Only  
 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**

To find an apprenticeship centre in your area.  
[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

**WISE Cranbourne**

41-45 High Street, Cranbourne  
 Phone: 5990 3600  
 Job network and disability employment service.

**At Work Australia**

At Work Australia works with people living with a disability, injury, health condition or those who require additional support to find meaningful and sustainable employment.  
 Suite 3, 64 Victor Crescent, Narre Warren  
 Phone: 1300 080 856  
 134A High Street, Cranbourne  
 Phone: 1300 080 856  
 Endeavour Hills Neighbourhood Centre  
 10 Raymond McMahan Boulevard, Endeavour Hills  
 Website: [atworkaustralia.com.au](http://atworkaustralia.com.au)

Email: [contact@atworkaustralia.com.au](mailto:contact@atworkaustralia.com.au)

**Octec Employment Services**

8/418 Princes Highway, Narre Warren  
 Phone: 9705 8744 / 1800 258 182  
[www.octec.org.au](http://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  
 Phone: 9470 2972  
 Age group 15 - 21  
[www.concernaustralia.org.au/handbraketurn](http://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](http://www.fwc.gov.au)  
 This is an independent body whose services include, dispute resolution, unfair dismissal & other workplace matters.

**Chisholm Institute of Technical & Further Education**

Dandenong Campus, 121 Stud Road, Dandenong  
 Cranbourne Campus  
 2 New Holland Drive, Cranbourne  
 Berwick Campus  
 25 Kangan Drive, Berwick  
 Phone all Campuses  
 Help No: 1300 244 746  
[www.chisholm.edu.au](http://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.  
 Phone: 1300 517 459

**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](http://www.chisholm.edu.au/freetafe)  
 Phone: 1300 244 746

**Casey Job Advocates**

Phone: 9705 5200  
 Email: [jobadvocates@casey.vic.gov.au](mailto:jobadvocates@casey.vic.gov.au)

# Employment, Education & Income

## Centre for Adult Education (CAE)

253 Flinders Lane, Melbourne 3000

Box Hill Institute

465 Elgar Road, Box Hill 3128

Phone: 9652 0611

[www.cae.edu.au](http://www.cae.edu.au)

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

[www.jobs.vic.gov.au/about-jobs-victoria/youth-employment-scheme](http://www.jobs.vic.gov.au/about-jobs-victoria/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.

## Save on School Purchases

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 about payment plans for fees, excursions and camps.

## Education Funding for Camps, Sports and Excursions

[www.education.vic.gov.au](http://www.education.vic.gov.au)

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: [enquiries@embrace-education.org](mailto:enquiries@embrace-education.org)

[www.embrace-education.org](http://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.

Homework Clubs at:

Hallam Secondary College: Tuesday 3.30pm - 5.00pm

Hampton Park: Wednesday 3.30pm - 5.00pm

## Second Hand Books and Uniforms Online

[www.sustainableschoolshop.com.au](http://www.sustainableschoolshop.com.au)

[www.ebay.com.au](http://www.ebay.com.au)

[www.theuniformexchange.com.au](http://www.theuniformexchange.com.au)

## 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.

[www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

## No Interest Loan Scheme (NILS)

This is a smart loan choice to help manage your money at an affordable rate of repayment with no fees and no interest ever! You pay back exactly what you borrow. Loans are available up to \$2,000 for essential goods including household items, car repairs and registration, medical and dental, technology, housing and education. You are eligible if you have a:

- health care card/pension card
- earn less than \$70,000 a year
- earn less than \$100,000 a year for couples with dependents
- have experienced family/domestic violence in the last 10 years

Contact Casey North CISS: 9705 6699

Cranbourne ISS: 5996 3333

Good Money Nils Loans: 1300 770 550

# Health

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, 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 8572 5631

[www.monashhealth.org/services/monash-health-community](http://www.monashhealth.org/services/monash-health-community)

Berwick: 28 Parkhill Drive, Berwick

Phone: 8768 5100

Cranbourne: 140-154 Sladen Street, Cranbourne

Phone: 5990 6789

Postal address: Locked bag 2500, Cranbourne

Pakenham: Henty Way, Pakenham

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

### Melbourne Sexual Health Centre

580 Swanston Street, Carlton 3053

Phone: 9341 6200 or 1800 032 017

Qualified Counsellors in sexual health and transmissible infections (STIS) including HIV.

Monday to Friday.

### 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.

#### NSP's (Needle & Syringe Exchanges)

Monash Health Cranbourne

140-154 Sladen St, Cranbourne

Monday to Friday, 8.00am - 5.00pm

SHARPS NSP Frankston

20 Young St, Frankston 3199

Monday to Friday, 9.00am - 5.00pm

Phone: 9784 7409

Peninsula Health, Mobile Outreach NSP

Please leave a voice message with your contact details.

7 days a week, 6.30 - 9.45pm

Phone: 1800 642 287

#### 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.

# Health

## 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  
Appointments Call: 9771 1007  
First Tuesday of every month, 10.00am - 2.00pm

## 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 78 48

[www.quit.org.au](http://www.quit.org.au)

## South Eastern Counselling & Psychology

64 Victor Crescent, Narre Warren  
201 High Street, Cranbourne  
6/94 High Street, Berwick  
Phone: 1300 554 662 (Enquiries & Appointments)  
[www.secounselling.com.au](http://www.secounselling.com.au)  
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.

## Very Special Kids

A self funded charity that provides a service for children with life limiting illness and their families. They include medical nursing, allied health, respite and practical support as well as equipment and information.  
Referral must be made by GP or hospital.  
321 Glenferrie Road, Malvern 31444  
Family Centre: 297 Pink Hill Boulevard, Officer  
Phone: 9804 6222 / 1800 888 875  
Website: [vsk.org.au](http://vsk.org.au)  
Email: [mail@vsk.org.au](mailto:mail@vsk.org.au)

## Head to Health Clinics

Service provides a safe and welcoming space to talk to someone if you or someone you know are in distress or need help finding the right mental health support.  
Berwick Hub - 7/46 Princes Highway, Beaconsfield  
Phone: 1800 595 212

## 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](mailto: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](mailto:fpv@fpv.org.au)  
[www.fpv.org.au](http://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 - 5.30pm  
Cost: Medical consultations free.  
Pharmaceutical charges apply.  
Ring for an appointment or drop in service operates Monday to Friday 1pm to 4pm

## Thorne Harbour Health - LGBTIQ+

Formerly Victorian AIDS Council/Gay Men's Health Centre  
200 Hoddle Street, Abbotsford VIC 3067  
Phone: 9865 6700  
1800 134 840 Toll Free - Country Callers only  
9827 3733 TTY  
Email: [enquiries@thorneharbour.org](mailto:enquiries@thorneharbour.org)  
[www.thorneharbour.org](http://www.thorneharbour.org)  
Through a range of projects, delivery of community led and culturally appropriate services that improve the health and wellbeing of LGBTI people living throughout Victoria.

## ACO Eye Health Clinic

ACO eye care services range from general to advanced optometry. Diagnostic ocular imaging is provided as needed at no additional cost. The experienced team provides inclusive and supporting services to ensure people of all ages, languages and abilities feel welcome and cared for. As Victoria's only public health optometry provider, AOC work closely with the state government to deliver subsidised care through the Victorian Eyecare Service. VES is a Victorian State Government program providing low-cost eye care to eligible patients. For people living in Melbourne, VES is accessible at all ACO Eye Health clinics. 116 David Street, Dandenong  
Phone: 03 9771 1007  
Email: [dandenong@acoeyehealth.org.au](mailto:dandenong@acoeyehealth.org.au)

## Support Pathways Psychology

A team of provisional registered and clinical psychologists and counsellors undertaking one on one sessions who can provide face to face sessions and telehealth appointment at no cost or bulk bill via app referral (a small fee per appointment applies in Perth and Warrnambool). NDIS support also available.  
Phone: 5292 3555  
Email: [therapy@supportpathways.org](mailto:therapy@supportpathways.org)

## Palliative Care South East

80 Victor Crescent, Narre Warren  
[www.palliativecaresoutheast.org.au](http://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

Resource for people living with HIV/AIDS in Victoria.

Email: [info@livingpositivevictoria](mailto: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](http://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](http://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](http://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 Health Information**

Royal Children's Hospital

Flemington Road, Parkville 3052

Phone: 9345 5522

Email: [safety.centre@rch.org.au](mailto: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](http://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

1800 032 017 - Free Call (Melbourne Metro)

HIV positive people only: 9341 6200

[www.mshc.org.au](http://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 LGBTQIA+ sensitive clinic.

Check website for opening times.

Telephone information service available.

### **Bolton Clarke**

Formerly Royal District Nursing Services

Phone: 1300 221 122 (24 hours)

[www.rdns.com.au](http://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](mailto:swep@bhs.org.au)

[www.swep.bhs.org.au](http://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

### **Monash Health Primary Health Clinic**

122 Thomas Street, Dandenong

Phone: 9792 7630

Specific services include blood born virus testing HIV and hepatitis diagnosis and treatment. Vein care advice and wound care dressing. Information and education to reduce harm and association with injection. Sexual health care, antenatal care, first aid, overdose response, vaccinations, outreach support, social support and referrals.

# 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

Phone: 1300 286 625

[www.dffh.vic.gov.au/dandenong-office](http://www.dffh.vic.gov.au/dandenong-office)

## Rental Housing Support

### Peninsula Community Legal Service

65 Berwick-Cranbourne Road, Cranbourne East

Phone: 9783 3600

Email: [pclc@pclc.org.au](mailto:pclc@pclc.org.au)

### Free Tenancy Advice Program

Peninsula Community Legal Service

Outreach Service at CNCISS - Tuesday Afternoons

30-32 Verdun Drive, Narre Warren

Free advice to private rental clients.

Appointment required.

Phone: 9783 3600

### Consumer Affairs Tenancy Advice

Phone: 1300 55 81 81

[www.consumer.vic.gov.au/housing/renting](http://www.consumer.vic.gov.au/housing/renting)

### Tenants Victoria

55 Johnston Street, Fitzroy 3065

Phone: 9416 2577 (Advice Line)

Phone: 9416 0513 (FAX)

[www.tuv.org.au](http://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.

### 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](mailto:amida@amida.org.au)

[www.amida.org.au](http://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, 20-22 Princes Highway, Dandenong

PO Box 3, Dandenong

Phone: 9791 6111 BH

1800 637 993 free call (not mobiles)

Monday - Friday 9.00am - 5.00pm

[www.wayss.org.au](http://www.wayss.org.au)

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

Workers available at Dandenong office:

8am to 11pm 7 days a week

### Launch Housing – Dandenong

35 Robinson Street, Dandenong

Free Call: 24 hour service - 1800 825 955

Phone: 9792 0750

Fax: 9792 0751

Email: [dandenong@launchhousing.org.au](mailto:dandenong@launchhousing.org.au)

[www.launchhousing.org.au](http://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

Phone: 9705 3200

[www.windermere.org.au](http://www.windermere.org.au)

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.

### Aboriginal Housing Victoria

see Cultural Specific - page 22.

### Aboriginal Hostels Ltd

see Cultural Specific - page 22.

**Community Housing Ltd**

Phone: 1300 245 468

[www.chl.org.au](http://www.chl.org.au)

Affordable housing for low to moderate income households. Rents offered at discount rental to the market rates. Housing range varies in type and size.

**Frontyard Youth Services**

19 King Street, Melbourne 3000

Phone: 9611 2411 - 7 days

1800 800 531 Freecall

Email: [frontyard@mcm.org.au](mailto:frontyard@mcm.org.au)

[www.mcm.org.au](http://www.mcm.org.au)

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](mailto:reception@womenshousing.com.au)

[www.womenshousing.com.au](http://www.womenshousing.com.au)

Offers a range of housing services for women in metropolitan Melbourne.

**Housing for The Aged Action Group**

1st Floor, Ross House, 247 - 251 Flinders Lane, Melbourne 3000

Phone: 1300 765 178 or 9654 7389

[www.older tenants.org.au](http://www.older tenants.org.au)

Email: [haag@older tenants.org.au](mailto:haag@older tenants.org.au)

Housing information and support service. Aims to alleviate housing related poverty for people over 55 years.

**ERMHA365 Community Connect**

Phone: 1300 376 421 - 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.

**Health Care Connections**

Provide services that address barriers for people experiencing homelessness and to improve their access to primary care services. Identify and support services for people experiencing homelessness and those at risk of homelessness where it is demonstrated that there are physical, geographic or other barriers to accessing primary care services. Promote coordination between services at a local level and support local service providers in having the skills and systems to provide effective care that integrates with individual's usual primary care provider.

Phone: 9977 0030

Email: [healthcc@mcm.org.au](mailto:healthcc@mcm.org.au)

**Housing Support for Older People**

[www.housing.vic.gov.au/support-older-people](http://www.housing.vic.gov.au/support-older-people)

Services to help older people stay in their home and get involved in community life.

**National Rental Affordability Scheme**

Phone: 1300 245 468

[www.chl.org.au](http://www.chl.org.au)

[www.housing.vic.gov.au/national-rental-affordability-scheme](http://www.housing.vic.gov.au/national-rental-affordability-scheme)

Can provide affordable rental housing to low income people who find it hard to afford market rental rates. Connected to Community Housing (Vic) Ltd.

**Journey Walkers**

Aboriginal People Access Point

Phone: 9462 4399

## Legal

**Peninsula Community Legal Centre**

Frankston, 441 Nepean Highway, Frankston 3199

Phone: 9783 3600

1800 064 784 Std Only

Cranbourne 65 Berwick Cranbourne Road, Cranbourne East

Phone: 5995 3722

[www.pclc.org.au](http://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

**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.

**South-East Monash Legal Service**

5 Osborne Ave, Springvale 3171

Phone: 9545 7400

Email: [info@smls.org.au](mailto:info@smls.org.au)

[www.smls.org.au](http://www.smls.org.au)

Suite 1, Level 2, 64 Victor Crescent, Narre Warren

Phone for appointment: 9038 8002

Email: [info@narrewarren@smls.org.au](mailto:info@narrewarren@smls.org.au)

Outreach service also at Cranbourne, Doveton and Pakenham - Phone: 9038 8002

**Fines Victoria**

[online.fines.vic.gov.au](http://online.fines.vic.gov.au)

Information on fines received and options for paying.

**Family Law Assistance Program**

Monash Law Clinics Clayton

60 Beddoe Avenue, Clayton 3168

[e-law-clinics@monash.edu.au](mailto:e-law-clinics@monash.edu.au)

Phone: 9905 4336 / 1800 860 333

# Legal

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.**

46-48 Boundary Street, South Melbourne 3205  
Phone: 9629 4422 or 1800 555 887 free calls for rural Victoria. Hours Tuesday to Friday 9.00am-12.00pm and 2.00pm-4.00pm  
[www.mhlc.org.au](http://www.mhlc.org.au)

Free and confidential support and advice from our team of lawyers, social workers and financial counsellors. This includes:

- General advice and information on topics such as: patient rights, complaints and FOI requests
- Mental Health Tribunal representation
- Assistance with preparation of Advance Statements
- Inside Access: civil legal and other support services to people in correctional and forensic facilities in Victoria
- Health Justice Project: Working with Bolton Clarke Homeless Persons Project to provide increased access to justice and improved outcomes for a vulnerable cohort of Victorians.

## **Insurance Law Service**

Phone: 1300 663 464  
[www.insurancelaw.org.au](http://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 Road, Berwick  
Phone: 8768 4111  
National Advice Line: 1800 050 321  
Email: [enquiries@berwickfrc.org.au](mailto:enquiries@berwickfrc.org.au)

## **Family Court – Dandenong**

53-55 Robinsons Street, Dandenong  
Phone: 1300 352 000

## **Magistrates Court – Dandenong**

Cnr Foster & Pultney Streets, Dandenong  
Phone: 7003 4119

## **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](http://www.vals.org.au)

The Victorian Aboriginal Legal Service works to ensure that Indigenous people know 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**

Phone: 8636 4400  
Email: [admin@justiceconnect.org.au](mailto:admin@justiceconnect.org.au)  
[www.justiceconnect.org.au](http://www.justiceconnect.org.au)  
Facilitates referrals, linking individuals experiencing hardship with pro-bono legal services.

## **Victoria Legal Aid – Dandenong**

14 Mason Street, Dandenong  
Phone: 9767 7111 / 1300 792 387  
[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)  
Victoria Legal Aid provides a wide range of legal services. 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 - Afghan Support (Legal forms & visa applications)**

Refugee Legal provides support for refugees, including assistance with legal forms and visa related matters.  
Contact options:  
Afghan Hotline  
Phone: 03 9413 0166  
Monday to Friday 9am-5pm  
Telephone Advice Line  
Phone: 03 9413 0100 Wednesdays and Fridays 10am-2pm  
General Phone  
Phone: 03 9413 0101 Monday to Friday 9am-5pm

## **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](mailto:publicadvocate@justice.vic.gov.au)  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)  
The Office of the Public Advocate (OPA) is an independent statutory body that safeguards the rights and interests of people with disability in Victoria and works to eliminate abuse, neglect and exploitation of people with disability. OPA provides advice and information on the rights of people with disability or mental illness, their treatment and care. This may include:

- Applications of the Guardianship List of VCAT
- Administration and guardianship
- Supported decision-making
- Powers of Attorney
- Medical treatment decisions
- Referral to OPA's COmmunity Visitors Program

The OPA Advice Service is available Monday to Friday, 9.00am - 4.45pm, and can be contacted on:  
Phone: 1300 309 337 / NRS: 133 677  
Email: [opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)

## **Women's Legal Service Victoria**

Level 10, 277 William Street, Melbourne VIC 3000  
Phone: 8622 0600  
[www.womenslegal.org.au](http://www.womenslegal.org.au)  
Monday to Friday 8.00am - 5.00pm  
They work with women experiencing disadvantage to address legal issues arising from relationship breakdown or violence. We provide secondary consultations and referrals to family violence workers and other practitioners; and ongoing legal representation in family law, family violence and child

protection (as assessed by WLSV). We do not accept self referrals. We provide free legal support at Melbourne Magistrates Court to assist with Family Violence Intervention Orders.

### Law Institute of Victoria - Legal Referral Service

Level 13, 140 William Street, Melbourne 3000

Phone: 9607 9311

[www.liv.asn.au/referral](http://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.

### Youthlaw

147 - 155 Pelham Street, Carlton Vic 3000

Phone: 9113 9500

Email: [info@youthlaw.asn.au](mailto:info@youthlaw.asn.au)

Youthlaw works to address the legal issues facing young people through legal services, advocacy, law reform and preventative education programs, within a human rights and social justice framework.

### Victoria Legal Aid

Advice Line 1300 792 387

8am - 6pm Monday to Friday

Closed public holidays.

### Job Watch (Melb. Metro, Country VIC, QLD, TAS)

Phone: 9662 1933 / 1800 331 617

Email: [admin@jobwatch.org.au](mailto:admin@jobwatch.org.au)

[www.jobwatch.org.au](http://www.jobwatch.org.au)

An employment rights legal centre which provides assistance to Victorian workers about their rights at work.

## Recipes

### Penny-wise Pantry - Cooking Smarter Recipes

Good food doesn't have to cost a fortune! These budget friendly recipes are designed to help you make tasty, filling meals using affordable ingredients and pantry basics. You'll find simple ideas that are quick to cook, easy to customise, and perfect for busy households. Whether you are planning to use what you already have, or planning meals to reduce food waste, this section is packed with practical recipes to help your money go further.

### Damper (No yeast bread)

Servings 8, total time 40 minutes.

#### Ingredients:

3 cups self-raising flour

1 tsp salt

60g butter cut into small cubes

1/2 cup milk

1/2 cup water

#### Instructions:

Preheat oven to 180°

Add flour and salt into a bowl, rub in cubed butter until mixture resembles fine breadcrumbs

Make a well in the centre, add the milk and water, mix with a knife until dough starts to come together

Transfer to a lightly floured surface and gently knead and shape into a ball

Place on a greased oven tray, flatten slightly so that you have a round approximately 15-16cm in diameter

Using a sharp knife, cut two slits across dough like a cross, approximately 1cm deep

Brush top of dough with milk

Bake for 30 minutes, or until golden brown

Enjoy with classic toppings like butter, golden syrup, honey and jam. It's also great for savoury options like cheese, vegemite, hummus or a side for soups and casseroles. Feel free to also add berries or sultanas for baking.



### Red Lentil Turkish Soup

Servings 5, cooking time 30-40 minutes

#### Ingredients for soup:

1 cup dried red lentils rinsed well or 1 can red lentils

1 medium onion diced

1 medium carrot chopped

1 small potato chopped

1 teaspoon black pepper

2 teaspoons dried mint

1 1/2 teaspoons salt

6 cups water

**Ingredients for mint sauce (not necessary if you don't have the ingredients of sauce)**

2 tablespoons olive oil or butter

1 teaspoon paprika

2 teaspoons dried mint

#### Instructions:

Combine lentils, onion, carrot, potato, salt and pepper in a



# Recipes

large pot. Pour water over them. Cook it uncovered until it boils over medium high heat.

Bring the heat to medium low and let it simmer, stirring occasionally until everything is tender.

Blend it until smooth using an immersion blender (aka hand blender) or a food processor. Put it back over the lowest heat and let it simmer for about 5 minutes.

## Instructions for mint sauce

Add olive oil or butter into a small pot with paprika and mint. Stir until it starts to bubble and immediately take it off the stove. Pour the mint sauce into the soup pot and stir well. This soup is vegetarian and can be made vegan by substituting butter. It can be made thicker by adding more lentils and goes well with bread or on its own.

## Simple Traditional Spaghetti

Serves 4

### Ingredients:

1 packet any spaghetti, uncooked  
1 tbs tomato paste  
2 tablespoons olive oil (or any other oil)  
5 large garlic cloves, minced  
1 onion  
2.5 teaspoons salt  
Ground black pepper to taste  
2 teaspoons oregano, dried  
Parmesan cheese, grated (to serve on cooked spaghetti)

### Instructions:

Fill a pot halfway with water and 1 tsp of salt. Bring water to a boil then add in the spaghetti, separate pasta with tongs a few times during the first 2 minutes of cooking. This will ensure spaghetti does not stick together.

Cook pasta uncovered according to packet instructions or until al dente, stirring occasionally. Taste for doneness while cooking. Do not overcook until too soft. The key to tasty pasta is firm cooked pasta. Drain spaghetti in a colander. Return pot to medium heat and add olive oil, 4 garlic cloves, onion and oregano stir until light golden. Add tomato paste, can tomatoes, salt and pepper to the pot and stir for 4 minutes.

Add drained pasta and 1 garlic clove. Stir gently until warmed through.

Sprinkle with parmesan cheese and serve immediately. You can also add any minced meat to the sauce (after the garlic, onion and oregano, until meat is browned) or you can add lentils, chopped veggies, or any other legumes to make it bulky. Enjoy!

## Easy Chicken and Rice Casserole

Serves 6

Cooking time 1 hour

### Ingredients:

2 cans condensed cream of chicken soup  
1 cup chicken broth (beef and vegetable can also be used)  
2 cups of rice  
2 cups cooked chicken (rotisserie, or feel free to use a packet of white mushrooms, pumpkin, zucchini, tofu, soy, seitan or chickpeas)  
2 cups frozen or can mixed vegetables  
1 teaspoon garlic powder  
1 teaspoon onion powder  
1/2 teaspoon oregano or basil  
Pepper to taste

1/2 cup chopped onions or green onions

3 cups grated cheddar divided or grated parmesan cheese

### Instructions:

Preheat your oven to 180 degrees celsius

Add the cream of chicken soup and chicken broth to a bowl and stir together until combined

Grease a medium to large oven tray/dish or place baking paper into the tray

To the casserole dish, add the rice, chicken (or filling of your choice) veggies, garlic powder, onion powder, oregano or basil seasoning, pepper, onions, and one cup of the cheddar/parmesan

Pour the soup/broth mixture into the casserole dish, toss until everything is coated thoroughly, and smooth in an even layer

Cover the casserole dish tightly with foil or the lid it came with (important so the rice cooks properly). Bake for 45 minutes

Take the casserole dish out of the oven, carefully remove the foil, and top with the remaining cheese. Return to the oven and bake uncovered for another 10-15 minutes or until the cheese is nicely melted and the rice is soft and creamy.

## Delicious and Healthy Burrito Bowls

Serves 5

Cooking time 50 minutes

### Ingredients:

2 cups uncooked long grain white rice  
1/2 tsp salt  
2 cans black beans  
1/2 tsp ground cumin  
1/4 tsp garlic powder  
1 jar salsa or canned tomatoes  
1 cup shredded cheese  
1 bunch green onions  
1 jalapeno (optional)

### Instructions:

Add the rice, salt, and 3 cups water to a medium saucepot. Place a lid on top, turn the heat on to high, and allow the water to come up to a full boil. Once boiling, turn the heat down to low and let it continue to simmer for 15 minutes. After 15 minutes, turn the heat off and let it sit, with the lid in place, for an additional five minutes. Fluff just before serving. While the rice is cooking, make the beans. Add both cans of black beans (undrained) to a small saucepot, along with the cumin, and garlic powder. Heat over medium, stirring often, until heated through.

Slice the green onions and jalapeno (if using).

Once the rice is cooked, build the bowls. Add one cup cooked rice, 1/2 cup warm black beans, 1/3 cup salsa, and 1 oz. shredded cheese (about 1/4 cup) to each bowl. Top with a few sliced green onions and jalapenos, then serve.

You can also add plain Greek style yoghurt or sour cream on top for extra tastiness. Add a few plain nacho chips or baked crispy Lebanese/flat bread to the bowls.

### Baked crispy Lebanese bread

Add 1 or 2 Lebanese or flat breads to a baking tray. Spray with cooking/olive oil, sprinkle salt and bake in the oven until golden brown.

Take out of oven, let them cool then break them into pieces like nacho chips.



### Easy Chickpea Curry

#### Ingredients:

2 tablespoons olive oil  
1 large onion, sliced or diced  
3 cloves garlic, minced  
2 tablespoons mild curry paste  
1 can crushed tomatoes  
1 can full fat coconut milk  
2 cans chickpeas, drained and rinsed  
1/2 lemon juice  
1 teaspoon sugar  
1/2 teaspoon salt, plus more to taste  
2 cups baby spinach (or any green or canned vegetables of your choice)

#### Instructions:

In a large pan, heat the oil over medium-high heat. Add the onions and saute for 5 minutes. Add the garlic and curry paste and stir, cooking for 1-2 minutes. Pour in the crushed tomatoes, coconut milk and chickpeas. Bring to a boil, then simmer for about 10 minutes, stirring occasionally. Stir in the lemon juice, sugar, salt to taste and spinach/vegetables. Cook for a minute until the spinach has wilted. Serve with rice or Naan. Enjoy!



### Budget Friendly Naan Bread Recipe

#### Ingredients:

1 1/2 cups (220g) all-purpose flour (plain flour)  
1 cup (250g) plain yoghurt (or dairy free vegan yoghurt)  
2 teaspoons baking powder  
1/4 teaspoon salt

#### Instructions:

Mix all ingredients together in a large bowl. Kneading with your hands to bring it all together. Knead it for a minute or so in the bowl until it comes together in a fairly sticky ball. If necessary, add a little more flour to make it manageable. Divide it into six equal pieces. Using a rolling pin dusted with flour, roll each one out onto a floured surface to about 6" diameter.  
Heat a frying pan (without oil) until hot. Cook each flatbread for a few minutes on each side until lightly golden spots appear and it puffs up.  
Best eaten on the same day. If making ahead, warm them up in the oven before serving.

### Tuna Patties

Serves 2

Cooking time 25 minutes

#### Ingredients:

1 tin tuna  
1 egg  
1/2 cup mashed potato OR breadcrumbs  
Salt/pepper  
1 cup cooking oil

#### Instructions:

Combine all ingredients together in a bowl, use your hands to create a patty (small round balls or small flattened ball) Add 1 cup cooking oil to frying pan and fry each patty for 4 minutes on each side or until golden.  
Enjoy between bread or with a sauce of your choice.

### Egg Fried Rice

Serves 4

Cooking time 30 minutes

#### Ingredients:

2 cups leftover rice  
1 chopped onion  
1 cup frozen or canned vegetables  
2 eggs  
4 tbs soy sauce  
2 tbs cooking oil

#### Instructions:

Fry the onion in a pan until golden, add the vegetables and stir for 4 minutes. Add the cooked rice and soy sauce string together.  
Add the eggs and quickly mix until it is cooked through. You can add oyster sauce or more soy for extra flavour.



### Vegetable Soup (Waste saver)

Serves 4

Cooking time 40 minutes

#### Ingredients:

2 cups leftover veggies or frozen/canned  
3 stock cubes (vegetable, chicken, beef)  
1 cup lentils/rice/pasta optional

#### Instructions:

Put all the ingredients into a pot and fill it up with 1 1/2 litre of water.  
Bring to a boil, cook for 25 minutes or until pasta/legumes are cooked thoroughly (the soup should be of chunky consistency).  
Add desired herbs/spices, salt and pepper for extra taste. You can also add 1 can crushed tomatoes or 2 tbs tomato paste for a minestrone flavour. Enjoy!

# Seniors

## **University of the Third Age: Casey U3A Inc**

19 Beldale Court, Berwick  
Phone: 0493 280 458  
Email: caseyu3a@gmail.com  
www.casey.u3anet.org.au

## **U3A Cranbourne Inc**

20-22 Bowen Street, Cranbourne  
Phone: 0493 991 919  
Email: admin@u3acranbourne.org.au  
www.u3acranbourne.org.au

U3A offers a large range of activities and classes for retired, active people. Low cost learning in a wide variety of subjects.

## **Mecwa - Cardinia Care**

58 John Street, Pakenham  
Phone: 5941 5454  
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.  
www.mecwacare.org.au

## **Council on the Ageing (Victoria) – COTA**

Suite 13.03, 470 Collins Street, Melbourne 3000  
Phone: 9655 2100 / 1300 135 090  
Fax: 9654 4456  
Email: askcota@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**

Level 2, Suite 2.5/424 St Kilda Rd, Melbourne 3004  
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 and 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  
www.seniorsonline@dhhs.vic.gov.au

## **Casey/Cardinia Life Activities**

Brentwood Park Neighbourhood House  
Bemerside Drive, Berwick VIC

Phone: 0410 445 951 or 8743 0671

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.

## **My Aged Care**

If you need some help around the house, or would like to look into aged care homes.

Open Monday - Friday 8:00am - 8:00pm

Saturdays 10:00am - 2:00pm

Closed Sundays and National Public Holidays

Translating and Interpreting services call 131 450

To access sign language interpreting services through Deaf Connect call 1300 773 503 or email

interpreting@deafconnect.org.au well in advance to ensure an interpreter is available. To book a face to face appointment with an aged care service officer call the Service Australia line on 1800 227 475 Mon to Fri 8:00am - 5:00pm.

Phone: 1800 200 422

www.myagedcare.gov.au

## **Better Place Australia**

Mediation & Counselling

86-88 Victor Crescent, Narre Warren

Phone: 8781 9111 or 1800 639 523

Seniors Mediation assist in resolving conflict about care decisions, finances or future planning.

## **Seniors Information Victoria**

247 Flinders Lane, Melbourne Vic 3000

Phone: 1300 135 090

# Services for Women

## **Wellsprings – for Women Inc.**

79 Langhorne Street, Dandenong

Phone: 9701 3740

[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)

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.

## **Women's Health in the South East (W.H.I.S.E.)**

Units 11-12/2 Central Ave, oorabin 3189

Phone: 9794 8677

Email: [whise@whise.org.au](mailto:whise@whise.org.au)

[www.whise.org.au](http://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.caroline.org.au](http://www.caroline.org.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**

210 Lonsdale Street, Melbourne 3000

Phone: 9654 0622 / 1300 552 511

(Admin 9654 0327)

Email: [contact@csmc.org.au](mailto:contact@csmc.org.au)

[www.csmc.org.au](http://www.csmc.org.au)

Free and confidential telephone support, information and referral on all issues related to being a single mother including parenting alone, Centrelink, Child Support, family law etc. Limited emergency relief is available. Sign up for our free fortnightly e-bulletin for up to date information about single mother issues or become a member (free for single mothers). Join our Single Mother Share House Register if you are interested in sharing with another single mother family.

## **Intouch Multicultural Centre Against Family Violence**

PO Box 2905, Melbourne 3001

Phone: 9413 6500 / 1800 755 988

Email: [admin@intouch.org.au](mailto:admin@intouch.org.au)

[www.intouch.org.au](http://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**

Victoria Branch

Suite 3, 71 Robinson St, Dandenong

Phone: 9791 4644 - Admin

1800 686 268 Breastfeeding Helpline 24 hour

Email: [vicoffice@breastfeeding.asn.au](mailto:vicoffice@breastfeeding.asn.au)

[www.breastfeeding.asn.au](http://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

Level 5/255 Bourke Street, Melbourne 3000

Phone: 1300 134 130

Email: [support@wire.org.au](mailto:support@wire.org.au)

[www.wire.org.au](http://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.

## **Share the Dignity - Dignity Vending Machines**

(Free pads/tampons)

Free period products from dignity vending machines at public locations. Check locations on website map: [sharethedignity.org.au/end-period-poverty/dignity-vending-machines](http://sharethedignity.org.au/end-period-poverty/dignity-vending-machines)

Victorian Government - Free Pads & Tampons Information Information page about free pads/tampons available in public places (Victoria wide). Online information page: [vic.gov.au/free-pads-and-tampons-public-places](http://vic.gov.au/free-pads-and-tampons-public-places)

# Services for Men

## **Victorian Men's Shed Association**

www.vmsa.org.au  
Phone: 0408 465 228

## **Endeavour Hills Men's Shed**

Sydney Pargeter Reserve, 289 Power Road, Endeavour Hills  
Phone: 0418 363 416  
Email: endeavourhills.mensshed@gmail.com

## **Akoonah Park Men's Shed**

Akoonah Park (Berwick Showgrounds)  
Gate 4, 2 Cardinia Street, Berwick  
Phone: 0407 662 383 (President Lindsey)  
Email: sharlin552@gmail.com

## **No to Violence - Formerly Men's Referral Service**

Phone: 1300 766 491 (Phone Counselling Line)  
8.30am to 12.30pm Monday to Friday  
www.ntv.org.au  
Provides a telephone referral and advice service regarding issues relating to domestic violence. All calls are anonymous and confidential.

## **Mensline Australia**

Phone: 1300 789 978  
www.mensline.org.au  
Free telephone counselling, information and referral for men, as well as support for concerned family members.

## **Flagstaff Crisis Accommodation**

9 Roden St, West Melbourne 3003  
Phone: 9329 5777  
Open 24 Hours / 7 Days a Week  
Referral only through Salvation Army. Emergency accommodation for males 18 years and over.

## **Men's Referral Service (Free 24/7 Phone Support)**

Free, confidential counselling and referrals for men who use (or are worried about using) violence or controlling behaviour. Also supports family members seeking advice.  
Phone service Australia wide.  
Phone: 1300 766 941 (24/7)  
Website: ntv.org.au/mrs

## **MensLine Australia (Free Counselling for Men)**

Free phone and online counselling for men about relationships, parenting, separation, stress, anger and wellbeing. Phone/online service.  
Phone: 1300 789 978  
Website: mensline.org.au

## **City of Casey - Men's Shed Programs (Free/Community Connection)**

Men's Shed programs support men to connect, reduce isolation and improve wellbeing through projects and social support (locations vary). Programs across Casey, contact to find nearest option).  
Phone: 03 9705 5200  
Website: casey.vic.gov.au

## **Cranbourne Community House - Men's Shed Program**

Community-based men's shed program for social connection, projects, learning skills and community belonging.  
49 Valepark Crescent, Cranbourne  
Phone: 03 5996 2941  
Website: cchinc.org.au

## **Men's Social Meet-up Group (Connecting New Communities)**

Welcoming group for men to socialise and build connections. Weekly online group with a monthly face-to-face catch up.  
Online Wednesdays 7-8pm and monthly in person meet-up. Cranbourne West Community Hub, Flicka Boulevard, Cranbourne West  
Phone: 03 9705 5200  
Website: conversations.casey.vic.gov.au

## **Hampton Park Community House (Free Community Programs)**

Local community hub offering activities and connection opportunities that may support men's wellbeing and reduce isolation (programs vary).  
16-20 Stuart Avenue, Hampton Park  
Phone: 03 878 8342  
Website: hamptonparkch.vic.edu.au

## **Men's Friendship Group - Cranbourne Park**

Casual social group focused on men's wellbeing and connection (meet point is typically the food court area). Cranbourne Park Shopping Centre, Cranbourne  
Phone: 03 5990 1200

## **Casey North Community Information and Support Service (CNCISS)**

Free information, referrals and practical support for people experiencing hardship. Can assist with linking families to perinatal mental health supports and local services.  
53-54 Webb Street, Narre Warren  
Phone: 03 9705 6699  
Website: caseynorthciss.com.au

## **Safe Steps Family Violence Response Centre (Free 24/7)**

Specialist family violence crisis response for women and children, including safety planning, risk assessment, referrals and crisis accommodation pathways. Victoria wide telephone service.  
Phone: 1800 015 188 (24/7)  
Website: safesteps.org.au

# Support Services

## Grief & Loss

### Griefline

Phone: 1300 845 745  
www.griefline.org.au

### Australian Centre for Grief and Bereavement

Lower Ground Level, 253 Wellington Rd, Mulgrave 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 4, 670 Canterbury Road, Surrey Hills 3127  
Phone: 1300 072 637 Support  
24/7: 8595 2400 and 1300 308 307  
Email: victoria@sands.org.au  
www.sands.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.

### 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

80 Victor Crescent, Narre Warren  
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  
Phone: 1300 946 337  
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

38 Clyde Road, Berwick  
Phone: 8768 4111  
2/99 Sth Gippsland Hwy, Cranbourne  
Phone: 5990 1900  
405 Narre Warren Road, Cranbourne North  
Phone: 5911 5400  
www.relationshipsvictoria.com.au

Support for parents and children, step families in crisis, couples, single adults, parents and children after separations. All 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  
Phone: 9513 4445  
Email: enquiries@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.catholiccarevic.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

123 High Street, Cranbourne  
Phone: 5990 8400  
Doveton Office  
10 Ti-Tree Drive, Doveton  
Phone: 9794 0725  
Narre Warren Office  
55 Webb St., Narre Warren  
Phone: 9704 8377  
www.connections.org.au

Provides support for vulnerable families such as counselling. Also provides support for youths at risk of homelessness or not completing their schooling. Many diverse programs to assist parents.

### 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

# Support Services

offers instant connection by phone to a vast and professional resource.

## **Cranbourne ADHD Support Group**

156 Sladen Street, Cranbourne

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

A free and confidential service available to parents and families with children from birth to commencing school age. The Maternal and Child Health Line is staffed by qualified Maternal and Child Health nurses. Parents can ring the MCH Line 24 hours a day, 7 days a week to get information, support and guidance on lots of issues like child health, nutrition, breastfeeding, maternal and family health and parenting.

## **Better Place Australia**

Meditation & Counselling

86-88 Victor Crescent, Narre Warren

Phone: 8781 9111

Email: via website

[www.betterplaceaustralia.com.au](http://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 Autism Spectrum Support**

Email: via website

[www.thecass.com.au](http://www.thecass.com.au)

Information and support for families affected by autism, 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](http://www.redcross.org.au)

Services include:

- Tracing agency that provides information and advice about family reunion.
- Telecross, a telephone service that provides support to people who are isolated, lonely or at risk
- 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 & Crime**

### **Orange Door**

Level 2/311 Lonsdale Street, Dandenong

Phone: 1800 271 170

Email: [sma@orangedoor.vic.gov.au](mailto:sma@orangedoor.vic.gov.au)

[www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

Mail: PO Box 753, Dandenong

Services offered:

- Women, children and young people's family violence services
- Child and family services
- Aboriginal services
- Men's family violence services

The Orange Door welcomes everyone, regardless of migration status. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

### **1800 RESPECT**

Sexual violence counselling services. Available 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.

Phone: 1800 737 732

[www.1800respect.org.au](http://www.1800respect.org.au)

### **Safe Steps**

Family Violence Response Centre

Phone: 1800 015 188

[www.safesteps.org.au](http://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

or text: 0427 767 891

8.00am - 11.00pm 7 days

Email: [vsa@justice.vic.gov.au](mailto:vsa@justice.vic.gov.au)

[www.victimsofcrime.vic.au/victims-support-agency](http://www.victimsofcrime.vic.au/victims-support-agency)

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.

Phone: 1800 819 817

### **South Eastern Centre Against Sexual Assault**

867 Centre Road, Bentleigh East 3165

Phone: 9928 8741 (Admin)

Email: [secasa@monashhealth.org](mailto:secasa@monashhealth.org)

[www.secasa.com.au](http://www.secasa.com.au) [www.secasayouth.com.au](http://www.secasayouth.com.au)

(03) 8769 2200 - Crisis Line - 24 hours

1800 806 292 - Toll free crisis line

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.

### **Safe and Equal - Formerly Known As the Domestic Violence Centre**

19-21 Argyle Place South, Carlton 3053

Phone: 8346 5200

After Hours: 1800 737 732

[www.dvrcv.org.au](http://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: 9487 4507  
1300 766 491  
[www.mrs.org.au](http://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, Dandenong, Springvale  
Counselling Line  
Phone: After Hours 1800 858 858 - 7 days

[www.gamblershelpsouthern.org.au](http://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.

Call to find your closest location

### **Gamblers Anonymous**

Phone: 9696 6108

Email: [gavictorial8a@gmail.com](mailto: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

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

[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

Self help resources or chat to us online.

### **Gamblers Help Youth Line**

Phone: 1800 262 376



*Each year Casey North CISS holds a Winter Coat Drive, clients can select a coat to suit from the rack in Reception.*

# Weather Relief Options (Cooling and Warming Locations)

## Bunjil Place

Warm / Cooling Place. Free public space to rest, stay cool or warm, use nearby facilities, and access free programs/ events.

2 Patrick Northeast Drive, Narre Warren

Phone: 03 9709 9700

Website: [bunjilplace.com.au](http://bunjilplace.com.au)

## Connected Libraries

Warm / Cooling Place, charging, programs. Libraries provide free safe spaces, computer access, charging, Wi-Fi, programs and activities for all ages.

Library branches across Casey/Cardinia. See website for nearest branch.

Phone: 1800 577 548

Website: [connectedlibraries.org.au](http://connectedlibraries.org.au)

## City of Casey Customer Service

Community centre info and referrals. Support for residents to access council services and find local community centres, programs and supports.

Bunjil Place, 2 Patrick Northeast Drive, Narre Warren

Phone: 03 9705 5200

Website: [casey.vic.gov.au/contact-us](http://casey.vic.gov.au/contact-us)

## Orange Sky (Free Laundry & Showers)

Free mobile laundry and shower service (plus friendly conversation and connection). Locations and times vary across Melbourne. Check website for locations/timetable.

Website: [orangesky.org.au/our-locations](http://orangesky.org.au/our-locations)

# Welfare & General Support Services

## Emergency Relief

### Community Information and Support Cranbourne

156 Sladen Street, Cranbourne

P.O. Box 5263, Cranbourne

Phone: 5996 3333

Email: [ciss@cranbourneiss.org.au](mailto:ciss@cranbourneiss.org.au)

Website: [cranbourneiss.org.au](http://cranbourneiss.org.au)

### Casey North Community Information & Support Service

53-54 Webb Street, Narre Warren

Phone: 9705 6699

Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

Website: [caseynorthciss.com.au](http://caseynorthciss.com.au)

### 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.

### Andrews Centre

2-6 Hanna Drive, Endeavour Hills

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

Direct Number Phone: 8873 5288

To make an appointment for vouchers from your nearest Salvo's.

### Salvation Army (Dandenong)

Shop 6 & 7, 147-151 Foster Street, Dandenong

Phone: 9794 3500

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, 9.00am to 3.00pm.

### Doveton Centre

1a Frawley Road, Doveton

Phone: 9794 3500 for appointment

### Salvation Army (Pakenham)

51 Bald Hill Road, Pakenham

Phone: 5941 4906

Emergency relief and welfare services. Monday, Thursday and Friday: 9:00am - 3.30pm

### Berwick Church of Christ Food Pantry

432-446 Centre Road, Berwick

Phone: 9702 1011

Food Pantry is open on Tuesdays 10.30-2.00 Except public holidays. 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 Society

For assistance call: 5995 0211 or 1800 305 330 (free call)

#### Soup Van

Mobile Pantry Van - Pantry staples, bread, fruit & veg.

**TUESDAYS** - Mobile Pantry Van (1st & 3rd Tuesday of the month)

11:30am – 11:45am Narre Warren IGA Car Park

12:00pm – 12:30pm – Orient Place, Hampton Park (car park)

Soup Van Street Service - Hot soup, sandwiches, snacks, and drinks.

**THURSDAYS** – Berwick & Surrounds

6:30pm – 7pm Narre Warren IGA Car Park

7:15pm – 7:45pm Orient Place, Hampton Park (car park)

**SUNDAYS** – Berwick & Surrounds

6:30pm – 7pm Narre Warren IGA Car Park

7:15pm – 7:45pm Orient Place, Hampton Park (car park)

Need More Help?

Vinnies Welfare Assistance: 1800 305 330

Hot soup, sandwiches, snacks, drinks, pantry staples, bread, fruit & veg.

Every Tuesday - 6.16pm – 7.15pm

# Welfare & General Support Services



## **Dandenong Plaza**

Corner of Clow & Lonsdale Streets – opposite Dandenong Market.

**Tuesdays** - 1st and 3rd of every month 11:30am-11:45am

Narre Warren (IGA car park)

12:00pm-12:30pm Hampton Park Shops (Somerville Road)

12:45pm-1:00pm Cranbourne Lyall Street (bus stop)

## **Thursdays**

6:30pm-7:00pm Narre Warren (IGA car park) 7:15pm-

7:45pm Hampton Park Shops (Somerville Road)

## **Sunday**

6:30pm-7:00pm Narre Warren (IGA car park) 7:15pm-

7:45pm Hampton Park Shops (Somerville Road)

St Vincent De Paul provides sandwiches, soup, bread, milk, and hot food. The mobile van will be packed with toiletries, frozen food, fresh fruit and vegetables

## **Uniting Church Food Van - Cranbourne**

Operates Monday & Wednesdays 6.30 - 8.00pm Lyall Street Car Park Cranbourne, opposite Westpac.

Operates Saturdays 6pm-7.30pm

41 Lesdon Ave , Cranbourne

## **Shepherds Table**

Our Lady Help of Christians Catholic Church

496 Princes Highway, Narre Warren

Meals are served on the first and third Saturday of each month. Bus stop: Verdun Drive Route 828, 838, 936.

To confirm attendance, please call 0409 356 630.

Walk-ins welcome.

## **Transit - Sit Down Meals and Groceries**

Factory 4, 5/3 Webb Street, Narre Warren (opposite Ritchies, near the railway station. Enter car park from Valley Fair Drive).

Dot: 0428 882 068

Meals & groceries provided by Narre Warren Christian Church.

Food collection: Monday 6-7pm and Thursday 1 to 4pm

Meals Monday at 5pm and Wednesday 12 midday then

food pick up from 1.15 to 2.30pm

New registrations Thursday 2 to 4pm

Orange Sky Laundry fortnightly 4pm - 7pm.

Wednesdays: Open from 11am - lunch at 12pm and

1.15pm - 2.30pm for food collection of groceries.

New registration 2:00pm to 2:30pm. Thursdays: from 1pm -

4pm we offer groceries, bread, fruit, and vegetables from

our "Food Support." (Referral letter required for Thursdays, available from Casey North Community Support). Last

Sunday of every month: breakfast starts at 9.30am

(excluding December and January).

Asks for a voluntary donation of between \$2 to \$5 if people can afford it. This goes towards our overall costs. However, if people cannot afford a donation, we understand and they are most welcome to still pick up food. Important: please bring your own cloth bags to collect groceries as we cannot be sure we have any to give away.

## **Hampton Park Uniting Church (Uniting Place)**

1 Coral Drive, Hampton Park

Phone: 9799 7994

Thursdays - Lunches 12.30 - 1.30pm

Emergency food relief from 10.00am - 11.45am

Thursdays - Orange Sky clothes washing and drying

From 10.00am - 12.00pm

Peninsula Legal Aid in attendance monthly.

## **Turning Point Hallam - Food Hampers**

Marriot Waters Family and Community Centre

1785 South Gippsland Hwy, Cranbourne

Operates Fridays 10am - 1pm

Phone: 5996 3048

Morning tea every Friday - Community lunch on the first Friday of each month.

[www.turningpointcentre.com](http://www.turningpointcentre.com) for more information.

## **ADRA Community Cafe**

59 Webb Street, Narre Warren

Dinners every Sunday 4.00pm to 6.00pm

Food parcels available (must register via mobile first)

# Welfare & General Support Services

## Cornerstone Centre

Cornerstone Contact Centre provides support for people experiencing homelessness and disadvantage in Dandenong and the South East. They provide a place of hospitality, belonging and engagement. Cornerstone helps people address issues such as family violence, drug addiction, homelessness, poverty, mental health and social isolation.

Phone: 0481 186 323

Email: [admin@cornerstonecentre.com.au](mailto:admin@cornerstonecentre.com.au)

Website: [cornerstonecentre.com.au](http://cornerstonecentre.com.au)

In person (mealtimes): 25 James Street, Dandenong

In person (Barb Siddall Drop-In Centre): 1/31 James Street, Dandenong.

### Tuesday

- Breakfast from 9am - Lunch from 12pm
- Orange Sky mobile laundry service  
9.30am-12.30pm
- Gardening Club 10am-12pm
- Fresh food parcels from 10am

### Wednesday

- 9am-3pm drop in service
- Join team for a cuppa, a game of table tennis, a snack and a chat

### Thursday

- Evening meal 1st, 2nd, 3rd and 5th Thursday of the month

### Friday

- Breakfast toasties from 9am
- Cornerstone regular lunch program 12pm
- Breakfast served 2nd and 4th Friday of the month  
7.30am-9am
- Fresh food parcels from 10am
- Orange Sky Laundry 9.30am-12.30pm
- Avalon Centre clothing 2nd Friday

Meal programs are held at Dandenong Baptist Church 25-27 James Street, Dandenong.

## Doveton Neighbourhood Learning Centre - Food Relief

34 Oak Ave, Doveton

Phone: 9791 1449

Emergency food aid Thursday-Friday 9.30am - 2pm.

By appointment made via phone. Eligible to those on concession, health care card, asylum seeker and refugee visa or those experiencing hardship.

## Sikh Volunteers Australia

Free meals with free delivery. Freshly cooked vegetarian food. Orders must be placed one day in advance before 7.00pm.

Sunday 6.00 - 8.00pm

Text: 0452 401 734 to order

[www.sikhvolunteersaustralia.org](http://www.sikhvolunteersaustralia.org)

## Sikh Volunteers Australia - Food Van (Free Meals)

Sikh Volunteers Australia (SVA) provides free hot meals to community members through their Food Van service. This program offers welcoming, respectful support to anyone in need. No booking required, free service, takeaway meals available.

### Where & When (Victoria):

Hastings - Sundays: 12.30-1.30pm

Fred Smith Reserve Car Park, Hastings

Rosebud - Tuesdays: 1-2pm

Rosebud Memorial Hall Parking Lot, Rosebud

Frankston - Wednesdays: 6-6.30pm

Young Street Car Park (next to Tasman Meat), Frankston

Frankston North - Wednesdays: 12.30-1.30pm

Mahogany Avenue, Frankston North

Noble Park - Wednesdays: 6-7pm

Car Park Behind Coles, Noble Park

Cranbourne - Thursdays: 6-6.30pm

Greg Clysdale Square, Cranbourne

Pakenham - Fridays: 6-6.30pm

Coles Car Park (near Main Street), Pakenham

Frankston - Saturdays: 6-6.30pm

Young Street Car Park (next to Tasman Meat), Frankston

## We All Eat - Food Assistance

We All Eat is a food assistance (emergency relief) service that provides a weekly box of food to people and families experiencing hardship. There are no eligibility requirements to access food support.

Bookings are essential and can be made online.

Website: [wealleat.org.au](http://wealleat.org.au)

Pickup locations:

Casey - Food Parcel Collections

Wednesday 11am-1pm

Frankston - Food Parcel Collections

Friday 11.30am-1.30pm

Deliveries: food parcel deliveries are available on

Wednesday, Friday and Saturday (subject to availability).

Cost: \$12 (non concession) / \$6 (concession card holders)

We All Eat Op Shop (Free Items)

We All Eat also offers an Op Shop selection where eligible clients can access free items, including some brand new goods. To check eligibility and apply, visit [www.wealleat.org.au](http://www.wealleat.org.au) and complete the Op Shop section. A concession card is required for access.

## COOK4CALD - Meals & Support for CALD Communities

COOK4CALD is a youth-based charity providing judgement free support to culturally and linguistically diverse (CALD) families and individuals in the community. They aim to reduce barriers for migrants, refugees, asylum seekers, and international students to access meals and support. Their assistance is not exclusive and they will support anyone in the community who needs a meal or help connections to suitable services.

COOK4CALD runs two community events: Annual Summer Program & Support Market.

Summer Program Meal Orders: capacity is up to 200 meals per week for the community. For ordering support or questions, contact via email or website.

Email: [cook4cald@gmail.com](mailto:cook4cald@gmail.com)

Website: [cook4cald.org](http://cook4cald.org)

## Other Support Services

### Beyond Blue

Infoline: 1300 224 636

TTY: 133 677

Email: [infoline@beyondblue.org.au](mailto:infoline@beyondblue.org.au)

[www.beyondblue.org.au](http://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 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  
Email: office@stheasterlegacy.com.au  
www.legacy.com.au/melbourne  
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  
www.carryonvictoria.org.au  
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  
6.30am-9.30pm  
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 9068 8187  
Email: fss@travellersaid.org.au  
7days a week 11.00am to 5.00pm

##### **Southern Cross Station**

99 Spencer Street, Docklands VIC 3008  
Phone: 03 9670 2072  
Email: scs@travellersaid.org.au  
7days a week 6.30am - 9.30pm  
Assists travellers and helps them reach their destination safely and confidently. Offers a quiet space and amenities, transport information, internet access and luggage storage.

##### **Travellers Aid Personal Care Service**

Phone: 03 9654 2600  
Southern Cross Station – Phone: 03 9670 2072  
Flinders Street Station – Phone: 03 9068 8187  
Assists people with disabilities. Staff assistance with meals, toilet, travel difficulties and communication. Wheelchair recharging facilities, free internet access, visitor and transport information. Emergency travel cards to return home via VLine or Metro.

#### **Groomed To Go Inc**

Shop 6/11 Station Street Mall, Frankston 3199  
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.  
Phone: 9770 0220  
Email: info@dfsmornington.org  
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.

### **LGBTQIA+**

Q Life Counselling Services Switchboard  
Phone: 1800 184 527 Toll free outside Metro area  
Free telephone counselling and referral service for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual (LGBTQIA+) people, their families, allies and communities.  
3.00pm - Midnight - every day.

#### **Rainbow Door**

10.00am - 6.00pm Every day  
A free service for all LGBTQIA+ people in Victoria.  
Phone: 1800 729 367 / Text: 0480 017 246  
Email: support@rainbowdoor.org.au  
www.rainbowdoor.org.au

#### **Rainbow Network**

Find an LGBTQIA+ youth group across Victoria using the directory on their website.  
Email: rainbownetwork@latrobe.edu.au  
Phone: 9479 8870  
www.rainbownetwork.com.au

#### **Rainbow Families Victoria**

A volunteer community organisation based in Victoria. RFV supports and promotes equality for rainbow families (parents, carers and prospective parents who identify as lesbian, gay, bi or gender diverse).  
Email: rainbowfamilies@gmail.com

#### **Suicide Call Back Service**

If you are experiencing thoughts of self harm or suicide call 1300 659 467 or visit  
suicidecallbackservice.org.au

#### **Cross-Purpose Church - Helping Hands**

Food & Community support. Helping Hands is a community support program run by Cross-Purpose Church, offering free assistance to people experiencing hardship. Support available includes: cooked lunch, showers, clothing, pet food.  
Every Thursday 12.30-2.30pm  
Cross-Purpose Church, Helping Hands  
12-14 Arundel Street, Cranbourne

# Youth Services

## City of Casey – Youth Services

Magid Dve, Narre Warren  
PO Box 1000, Narre Warren  
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

Casey Youth Hub  
52 Webb Street, Narre Warren  
Phone: 9792 7330  
By appointment only.  
Youth activities, counselling, information.

## Cranbourne Youth Information Centre

Shop 156, Cranbourne Park Shopping Centre, Cranbourne  
Next to City of Casey Customer Service  
Phone: 9792 7350  
Weekdays 1.30 - 5.15pm

## Hampton Park Youth Info Centre

22-26 Stuart Ave, Hampton Park (Next to Library)  
Phone: 9702 9510  
Weekdays 1.30 - 5.15pm

## Casey 360

- Mobile youth information centre
  - Various locations.
- Phone: 9705 5200

## Kids Help Line

1800 551 800  
[www.kidshelp.com.au](http://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: Open 24 hours, 7 days a week.

## Uniting Connections

Narre Warren Office – Phone: 9704 8377  
Cranbourne Office – Phone: 5990 8400  
[www.unitingvictas.org.au](http://www.unitingvictas.org.au)  
Email: [enquiries@connections.org.au](mailto:enquiries@connections.org.au)  
Services and 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  
Phone: 1800 367 968  
[www.headspace.org.au](http://www.headspace.org.au)  
[headspaceDNWenquiries@each.com.au](mailto:headspaceDNWenquiries@each.com.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

## City of Casey TAC L2P Learner Driver Mentor Program

Free program helping eligible learner drivers (typically ages 16-23) who don't have access to a supervising driver or car. Learners are matched with a volunteer mentor and vehicle access.

Bunjil Place, 2 Patrick Northeast Drive, Narre Warren  
Phone: 03 9705 5200  
Email: [l2p@casey.vic.gov.au](mailto:l2p@casey.vic.gov.au)

## Beyond Blue - Issues for Young People

Phone: 1300 224 636  
[www.beyondblue.org.au/who-does-it-affect/young-people](http://www.beyondblue.org.au/who-does-it-affect/young-people)  
Beyond Blue strategies to assist young people who may have concerns or questions about mental health.

## Youth Law

See Page 37.

## Fusion - Mornington

2 Cumberland Drive, Mount Martha 3934  
Phone: 5974 1442  
Open Monday to Friday, 9.00am - 5.00pm  
Accommodation for homeless youth 15-21 years.

## FrontYard Youth Services

19 King Street, Melbourne 3000  
Phone: 9611 2411 / After Hours: 1800 800 531  
Crisis accommodation and housing information, referral and youth support. 16 years and over.

City of Casey Youth Counselling & Support (YCASS)  
Free counselling and wellbeing support for young people aged 10-25 years in the City of Casey.  
2 Patrick Northeast Drive, Narre Warren  
Phone: 03 9705 5200  
Youth Counselling Contact: 03 9792 7279  
Website: [youthpositivepathways.com.au](http://youthpositivepathways.com.au)

Embrace Program - Girls Program  
A free empowerment program for girls aged 13-17, focused on confidence, resilience, wellbeing and connection.  
City of Casey Youth Services (program venue varies)  
Phone: 03 9705 5153

Man Cave Program  
A free term-based program for boys/young men designed to build emotional resilience, positive identity and connection.  
Narre Warren Youth Information Centre  
52 Webb Street, Narre Warren  
Phone: 03 9705 5153

Youth Events & Programs - City of Casey  
Free youth events and creative programs including arts, writing and music activities, plus Youth Services program events throughout the year.  
City of Casey Youth Services (venues vary)  
Phone: 03 9705 5153

## Other Services

### Collective of Self-Help Groups

Level 3 / Room 6 - 247 Flinders Lane, Melbourne 3000

Phone: 9650 2005

Wed and Thu 10:00am to 4:00pm

Email: [info@coshg.org.au](mailto:info@coshg.org.au)

[www.coshg.org.au](http://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](http://www.lortsmith.com)

Open 24 hours

Provides discount veterinary services for pensioners.

Provides care for pets while owners receives care or can not 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.workventures.com.au](http://www.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 supports people experiencing homelessness or hardship through access to free laundry and shower services. To see where Orange Sky will be attending next, please visit their website for a location notification.

[orangesky.org.au](http://orangesky.org.au)

Alternatively, you can call a community support service to look it up for you.

### Hampton Park Uniting Church

1 Coral Drive, Hampton Park

Thursdays 10.00am - 12.00pm

### Hire for Baby

Phone: 9018 5060

Email: [berwick@hireforbaby.com](mailto: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](http://www.rspcavic.org)

Local Branch: RSPCA Peninsula

1030 Robinsons Rd, Pearcedale 3912

Phone: 5978 9000

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 and Main Office

26 Aegan Court, Keysborough 3173

Phone: 9798 8415 / 1300 501 420

Vet Clinic - 9585 7936

Open to Public - Cares for dogs, cats and other animals.

[www.aaps.org.au](http://www.aaps.org.au)

Shelter Email: [office@aaps.org.au](mailto:office@aaps.org.au)

Vet Email: [clinic@aaps.org.au](mailto:clinic@aaps.org.au)

### Airport Buses

Sky Bus operates 24 hours a day between the Airport and the City Centre. Service runs approximately every 10 minutes. Call for up to date schedule and pricing.

Phone: 0400 516 198 or 1300 759 287

Email: [info@skybus.com.au](mailto:info@skybus.com.au)

[www.airportbusdandenong.org.au](http://www.airportbusdandenong.org.au)

### Pets Of The Homeless

Email: [hello@petsofthehomeless.org.au](mailto:hello@petsofthehomeless.org.au)

[www.petsofthehomeless.org.au](http://www.petsofthehomeless.org.au)

Provides food, vet care and other support to pet owners in need who are at risk of or currently experiencing homelessness.

### The Rotary Club of Casey

The Rotary Club of Casey is a community-focused organization that emphasizes friendship and mutual support. Members engage in community service, share their passion for giving back, and participate in various events and projects. The club encourages new members to join, offering a chance to connect with a diverse group of professionals dedicated to tackling global and local challenges. They also focus on networking, building their community, and volunteering their time to help those in need. for more information, please contact on

Phone: 0418 135 644

Email: [secretary@rotarycasey.org.au](mailto:secretary@rotarycasey.org.au)

# Things to Do - Free Activities for Kids

Arts, crafts, sensory play and free games and activities to do with Children.

## Cardboard City (Houses, Shops, Roads)

What you need: old boxes (cereal/shoe/delivery boxes), markers/pens, tape or glue.

Optional: bottle caps (wheels), paper scraps.

How to do it: open boxes flat and cut into building shapes. Draw doors/windows/signs. Tape buildings onto a bigger cardboard base. Make roads with grey paper or draw directly. Bonus idea: add "bus stops" and make tiny people from paper.

## Toilet Roll Creatures

What you need: toilet rolls, scrap paper/magazines, glue, markers.

Optional: yarn, buttons, googly eyes.

How to do it: wrap roll in coloured paper, add eyes/arms/legs, turn it into a robot, cat, monster or superhero.

## Nature Collage (Free and Calming)

What you need: leaves, flowers, small sticks (collected outside), paper/cardboard, glue.

How to do it: go on a short "nature hunt." Sort by colour/shape, glue onto paper to make pictures (butterfly, tree, rainbow).

## Leaf Rubbing Art

What you need: leaves, paper, crayons/pencils.

How to do it: put leaf under paper, rub with crayons sideways, colour the background for extra wow.

## Homemade Stamps

What you need: sponges or potato or cardboard, scissors (adult help), paint or coloured markers.

How to do it: cut sponge/potato shape (star/heart/circle). Dip in paint, stamp onto paper to make cards/wrapping paper.

## Magazine Treasure Hunt Collage

What you need: old magazines/catalogues/junk mail, scissors, glue, paper.

How to do it: give the child a "hunt list": something red, a food, a pet, a person smiling. Cut and glue into a "treasure page".

## DIY Puzzle

What you need: cereal box cardboard, markers, scissors.

How to do: draw a picture (or paste one), cut into pieces, mix and rebuild.

## Sock Puppet Theatre

What you need: old socks, marker, scrap fabric/paper.

Optional: cotton balls/yarn.

How to do: draw eyes/mouth, add hair/ears. Make a 5 minute puppet show.

## Kitchen Band (Music & Movement)

What you need: pots, pans, containers, wooden spoon, rice/lentils in a bottle (shaker).

How to do: make instruments, play loud songs, take turns being "conductor".

## Paper Plate / Cardboard Mask

What you need: paper plate or cereal box cardboard, hole punch/scissors, string, markers/paint.

How to do: cut eye holes, decorate (tiger, superhero, princess). Add string and act out a story.

## Sensory Play Recipes (Cheap & Easy)

### Salt Dough (Play Dough Alternative)

What you need: 2 cups plain flour, 1 cup salt, 1 cup water.

Optional: food colouring.

How to do: mix flour and salt, add water slowly and knead.

Make shapes.

Optional: bake at low heat 100-120° until hard.

### No-Cook Playdough

What you need: 2 cups flour, 1/2 cup salt, 2 tbsp oil, 3/4 cup water (add slowly).

How to do: mix dry ingredients, add oil and water, knead until soft. Tip: store in an airtight container/bag.

### Cloud Dough (Soft & Sensory)

What you need: 2 cups flour, 1/4 cup oil (any cooking oil).

What to do: mix flour and oil until crumbly, use cups/spoons to scoop and mould.

### Bubble Foam Wash (Bath-time Play)

What you need: dish soap, water, whisk.

How to do: add soap and water in a bowl. Whisk until foamy.

Use for "car wash" toys.

## Kids "Cooking" Activities (No Baking Needed)

### Fruit Face Plate

What you need: fruit you already have (banana, apple, berries), plate, spoon.

How to do: make a face using fruit pieces, take a photo.

Eat it.

### Sandwich Art

What you need: bread, spreads, toppings (cheese, tomato, cucumber).

What to do: make patterns/faces. Cut into fun shapes.

### Homemade Ice Blocks

What you need: water and juice or cordial, ice cube tray/cups.

How to do it: pour, freeze, add fruit pieces for extra fun.

## Free Indoor Games (No Materials)

### Colour Hunt

"Find 5 blue things, 3 soft things, 1 circle thing etc"

### Shadow Puppet Wall

Turn lights low and use hands on the wall.

### Build-a-Story

One sentence each: "Once upon a time..." "Then..."

"Suddenly..." "In the end..."

## Free Outdoor Activities (Local Parks)

### Nature Scavenger Hunt

Find: a smooth rock, something yellow, a feather, a leaf bigger than your hand etc.

### Chalk Olympics

Draw: hopscotch, long jump line, target circles.

Free Craft Kit List (Keep in a Bag at Home).

If you want a simple, ready to go kit, keep: scissors, glue stick, tape, markers, scrap paper, toilet rolls, cereal boxes, string, old magazines, egg cartons.

## 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](mailto: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.

## Things to Do - Adults & Youth

### Bunjil Place

Patrick Northeast Drive, Narre Warren

[www.bunjilplace.com.au](http://www.bunjilplace.com.au)

Phone: 9709 9700

Library, Café, Theatre, Function Centre, Gallery

### Casey Aquatic & Recreation Centre (ARC)

Patrick Northeast Drive, 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

Phone: 9707 3371

[berwick@ymca.org.au](mailto:berwick@ymca.org.au)

### Endeavour Hills Leisure Centre YMCA

Raymond McMahon Boulevard, Endeavour Hills

P.O. Box 352, Endeavour Hills

Phone: 9213 1400

[www.ehlc.ymca.org.au](http://www.ehlc.ymca.org.au)

[endeavourhills@ymca.org.au](mailto:endeavourhills@ymca.org.au)

### 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

Phone: 0404 089 854

### Cranbourne & District Toy Library

Located at Cranbourne Library, Cranbourne

Phone: 5990 0150

Email: [cranbournetoylibrary@hotmail.com](mailto:cranbournetoylibrary@hotmail.com)

### RACE (Casey Recreation and Aquatic Centre) Cranbourne

65 Berwick-Cranbourne Rd, Cranbourne

Phone: 5990 8600

Email: [caseyrace@ymca.org.au](mailto: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

Phone: 9791 8346

### Royal Botanic Gardens Cranbourne

1000 Ballarto Road, Cranbourne

Phone: 5990 2200

[www.rbg.vic.gov.au](http://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 sedgeland, 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

Phone: 5990 2200

The Friends support and assist in every way possible the

# Things to Do - Adults & Youth

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

Phone: 9707 5818

[www.wilsonbotanicpark.com.au](http://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](http://www.casey.vic.gov.au)

## **City of Casey Events:**

[www.casey.vic.gov.au/events](http://www.casey.vic.gov.au/events)

## **Casey Cardinia Libraries**

Many events from creativity, food, lifestyle/wellness & technology for adults and children. Mostly free.

[www.events.ccl.vic.gov.au](http://www.events.ccl.vic.gov.au)

## **Moonlit Sanctuary**

550 Tyabb-Tooradin Road, Pearcedale 3912

Phone: 5978 7935

[www.moonlitsanctuary.com.au](http://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

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

P.O. Box 496, Berwick 3806

[secretaryberwickartistsociety@gmail.com](mailto:secretaryberwickartistsociety@gmail.com)

Workshops and demonstrations, paint outs, exhibitions, library books and videos. Visitors welcome.

## **Myuna Farm**

182 Kidds Road, Doveton

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: 13 19 63

[www.parkweb.vic.gov.au](http://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**

208 Little Collins Street, Melbourne 3000

Phone: 9650 9420 for daily listings.

Open: Mon 10:00am to 2:00 pm, Tue - Fri 11:00am to 6:00pm, Sat 10:00am to 4:00pm

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.

## **Lysterfield Lake Park**

Horswood Road, Lysterfield

Phone: 13 19 63

[www.parkweb.vic.gov.au](http://www.parkweb.vic.gov.au)

Swimming, boating, mountain bike trails, and picnic areas.

## **1001 Steps - Bayview Park**

188T Quarry Road, Narre Warren

Fresh air and exercise with a superb view at the top. Parking available.

## **McClelland Gallery & Sculpture Park**

390 McClelland Drive, Langwarrin 3910

[www.mcclellandgallery.com](http://www.mcclellandgallery.com)

Closed on Mondays and Tuesdays.

Beautiful grounds with many large sculptures, picnic areas or café available. Free entry to the park (donation if desired).

## **Presentation Family Holidays**

122 Balnarring Beach Road, Balnarring 3926

Phone: 5983 1819

Email: [info@pfc.org.au](mailto:info@pfc.org.au)

[www.presentationfamilycentre.org.au](http://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

Phone: 8620 2222

The Ian Potter Centre: NGV Australia

Federation Square

Cnr Russell & Flinders Streets

Phone: 8620 2222 General Enquiries

[www.ngv.vic.gov.au](http://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 \$7.50. 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  
Free Outdoor Street Skate area.

### 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, Hampton Park.

### 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

### Doveton Skate Park

Waratah South Reserve  
Frawley Road, Doveton

## Join Your Local Library

### Berwick Mechanics Institute & Free Library

15 High Street, Berwick  
Phone: 9707 3519

### Cranbourne West Community Hub

4 Flicka Boulevard, Cranbourne West  
Phone: 5990 0150

### Cranbourne Library Casey Complex

Berwick Cranbourne Road, Cranbourne  
Phone: 5990 0150

### Doveton Library

28 Autumn Place, Doveton  
Phone: 9792 9497

### Endeavour Hills Library

Raymond McMahon Boulevard, Endeavour Hills  
Phone: 8782 3400

### Hampton Park Library

22-26 Stuart Avenue, Hampton Park  
Phone: 8788 8500

### Narre Warren Library

Bunjil Place, 2 Patrick North East Drive, Narre Warren  
Phone: 8782 3300

### Pakenham Library

John Street, Pakenham  
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.
- Yoututor - 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



*Myuna Farm*

# Volunteering

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  
Community Information & Support Service Cranbourne  
Grow  
JobWatch  
The Bridge Inc.  
Legacy Victoria  
LGBTQIA+  
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 Womens Information  
Wellsprings - for Women  
WRESACARE

## City of Casey

### Volunteer Matching Service

[www.casey.vic.gov.au/volunteering](http://www.casey.vic.gov.au/volunteering)

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: [reception@sev.org.au](mailto:reception@sev.org.au)

[www.sev.org.au](http://www.sev.org.au)

Assistance to people to find volunteer work

### Greater Dandenong Volunteer Resource Centre

Level 1, 39 Clow Street, Dandenong

Phone: 9562 0414

[www.gdvrs.org.au](http://www.gdvrs.org.au)

### Outreach Service at CNCISS

Suite 2, 30-32 Verdun Dve, Narre Warren

Phone: 9705 6699

Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

Volunteers can assist with data entry or can work with clients in search of emergency relief. Volunteers working in emergency relief must complete a short 8 session course and be deemed competent to provide emergency relief by the CNCISS Program Manager.

# Local Politicians Your Local Parliamentary Representatives

## Federal Parliamentary Representatives

### Member For Aston

Ms Mary Doyle MP  
Suite 4, Level 1, 420 Burwood Highway,  
Wantirna South 3152  
Phone: 9887 3890

### Member For Flinders

Ms Zoe McKenzie MP  
PO Box 647, Somerville 3912  
Unit 1/49 Eramosa Road, Somerville 3912  
Phone: 5977 9082

### Member For Holt

Ms Cassandra Fernando MP  
Shop 7, 1060 Thompsons Road, Cranbourne West  
Phone: 8790 0556

### Member For LaTrobe

Mr Jason Wood MP  
Unit 3/16 Langmore Lane, Berwick  
Phone: 9768 9164

### Member For Bruce

Julian Hill MP  
45 Robinson Street, Dandenong  
Phone: 9791 7770

### Member For Monash

Russell Broadbent MP  
46c Albert Street, Warragul 3820  
Phone: 5623 2064

### Member For Dunkley

Jodie Belyea  
37 Playne Street, Frankson 3199  
Phone: 9781 2333

## State Parliamentary Representatives

### Members of the Legislative Assembly

#### Member for Narre Warren North

Ms Belinda Wilson MP  
Shop 101, Endeavour Hills Shopping Centre,  
Cnr Heatherton Rd and Matthew Flinders Ave,  
Endeavour Hills  
Phone: 9706 0566

#### Member for Berwick

Mr Brad Battin  
Suite 3, 445 Princes Highway, Officer 3809  
Phone: 5953 0216

#### Member for Dandenong

Ms Gabrielle Williams  
16 Princes Hwy, Dandenong 3175  
Phone: 9793 2000

#### Member for Cranbourne

Ms Pauline Richards  
Marriot Waters Shopping Centre,  
Thompsons Road, Lyndhurst 3975  
Phone: 5996 2901

#### Member for Narre Warren South

Mr Gary Maas  
Shop 4, 166 Somerville Road, Hampton Park  
Phone: 8783 6959

#### Member for Bass

Ms Jordan Crugnale  
9 McBride Avenue, Wonthaggi 3995  
Phone: 5672 4755

### Members of the Legislative Council - Regions

#### South Eastern Metropolitan

Mrs Ann-Marie Hermans  
Michael Galea  
Rachel Payne  
Lee Taramis  
David Limbrick

#### Eastern Victoria

Ms Renee Heath MP  
Tom McIntosh  
Harriet Shing  
Jeff Bourman

# Casey at a Glance

## Cranbourne / Hampton Park

### City of Casey

Cranbourne Customer Service Centre  
Cranbourne Park Shopping Centre, Cranbourne  
P.O.Box 1000, Narre Warren  
Phone: 9705 5200

### Community Information & Support Cranbourne

156 Sladen Street, Cranbourne  
P.O. Box 5263, Cranbourne  
Phone: 5996 3333  
Email: [cisc@cisc.org.au](mailto:cisc@cisc.org.au)  
[www.ciscranbourne.org.au](http://www.ciscranbourne.org.au)  
Provides a wide range of community information and support services.

### Salvation Army (Cranbourne)

1 New Holland Drive, Cranbourne  
P.O. Box 987, Cranbourne  
Provides crisis and support services.  
Via appointment only. Please call 8873 5288 to make an emergency relief appointment.

### Cranbourne Integrated Care

140-154 Sladen Street, Cranbourne  
Phone: 5990 6789

### Cranbourne Community House

49 Vale Park Crescent, Cranbourne  
Phone: 5996 2941

### Hampton Park Community House

16 - 20 Stuart Ave, Hampton Park  
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](http://www.casey.vic.gov.au)

### Merinda Park Learning & Community Centre

141-147 Endeavour Drive, Cranbourne  
Phone: 5996 9056  
Email: [admin@merindapark.com.au](mailto:admin@merindapark.com.au)

### Casey Cardinia Library Service

Berwick-Cranbourne Road, Cranbourne  
Phone: 5990 0150  
22-26 Stuart Avenue  
Hampton Park 3976  
Phone: 8788 8500  
Books, videos, CDs, internet access and much more.

### RACE (Casey Recreation and Aquatic Centre) Cranbourne

65 Berwick-Cranbourne Rd, Cranbourne  
Phone: 5990 8600  
Email: [caseyrace@ymca.org.au](mailto: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  
Phone: 5990 2200  
[www.rbg.vic.gov.au](http://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  
Phone: 9791 1449  
Email: info@dovetonnlc.com.au

### **Casey Cardinia Library**

28 Autumn Place, Doveton  
Phone: 9792 9497  
Books, videos, CDs, internet access and much more.

### **Hallam Community Learning Centre**

Mapleson House  
56 Kays Avenue, Hallam  
Phone: 9703 1688

### **Myuna Farm**

182 Kiddy Road, Doveton  
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  
Phone: 9791 8346

### **Casey Aboriginal Gathering Place**

20 Agonis Street, Doveton  
Phone: 9705 5200 or 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.



# Casey at a Glance

## 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: 9705 5200 or 9705 5889

### Moonlit Sanctuary

Wildlife Conservation Park  
550 Tyabb-Tooradin Road, Pearcedale 3912  
Phone: 5978 7935  
[www.moonlitsanctuary.com.au](http://www.moonlitsanctuary.com.au)  
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  
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: 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  
Phone: 9796 1970

### Cardinia/Casey Community Health Service

28 Parkhill Drive, Berwick  
Phone: 8768 5100

### Berwick Mechanics Institute & Free Library

15 High Street, Berwick  
Phone: 9707 3519

### Berwick Leisure Centre YMCA

79 Manuka Road, Berwick  
Phone: 9707 3371  
Email: [berwick@ymca.org.au](mailto:berwick@ymca.org.au)

### Wilson Botanic Park Berwick

Princes Highway, Berwick  
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  
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, Narre Warren  
Tennis, cricket, football, softball, netball, soccer

### Pioneer Park

Cnr Peel Street and Lyall Road, Berwick  
Playground, cafe, heritage building, parklands.

## **Endeavour Hills & Narre Warren Area**

### **Andrews Centre**

2-6 Hanna Drive, Endeavour Hills  
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  
Phone: 9700 3789  
Email: info@ehillsnc.org.au

### **Endeavour Hills Leisure Centre YMCA**

Raymond McMahon Boulevard, Endeavour Hills  
P.O. Box 352, Endeavour Hills  
Phone: 9213 1400  
Email: endeavourhills@ymca.org.au

### **Casey Cardinia Library Service**

Endeavour Hills Library  
Raymond McMahon Boulevard, Endeavour Hills  
Phone: 8782 3400

### **Lysterfield Lake Park**

Horsewood Road, Lysterfield  
Phone: 131963

### **State Mountain Bike Track**

Hallam North Road, Lysterfield South

### **Casey North Community Information & Support Service**

53-54 Webb Street, Narre Warren  
Phone: 9705 6699  
Email: cnciss@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  
www.bunjilplace.com.au  
Library  
Café  
Theatre  
Function Centre  
Gallery  
Phone: 9709 9700

### **Foundation Learning Centre**

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

### **Oakgrove Community Centre**

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

### **Casey Cardinia Library Service**

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

### **Casey Aquatic & Recreation Centre (ARC)**

10 Patrick Northeast Drive, 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.

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# Community Support and Information 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 Services

cnciss@caseynorthciss.com.au

Name of Organisation: .....

Name of Contact Person: .....

Contact Phone Number: .....

Address: .....

CASEY NORTH CISS



CIS CRANBOURNE



# URBAN PATHWAY HOME

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 broilgas 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 and  
Community Information & Support Cranbourne