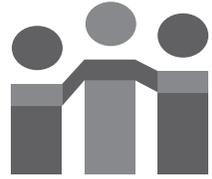


'KEEPING IT TOGETHER'

Family Support and Information Guide For residents in the City of Casey



Produced by
Casey North Community Information & Support Service
www.caseynorthciss.com.au
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Introduction

The Keeping It Together program has been developed by Casey North Community Information & Support Service to assist families that are dealing with issues that place pressure on those families and often lead to family breakdown.

Since our service was established in 1997 we have identified that Family Breakdown is one of the major problems that the families we support are dealing with. The every day pressures of life and increasing cost of living places a great deal of stress on many families. However, we also know that there are services available to assist families to overcome these issues and the 'Keeping It Together' brochure has been developed so that families needing support know where to turn.

In addition to the brochure Casey North Community Information & Support Service has also developed support programs as part of the 'Keeping It Together' project including, support groups, financial counselling and education and other key services.

Every effort has been made to ensure that the information contained in the guide is correct at the time of printing, however we recognize that as soon as such a document is published details can change. If you find this to be the case please contact Casey North CISS or Cranbourne CISS (contacts contained in the guide) and updated information will be provided.

Susan Magee
Executive Officer
Casey North Community Information & Support Service

Financial Pressure

Problems with finances can be the cause of stress that places great pressure on relationships. There are services and resources available in the community to assist you to address and overcome financial burden.

Financial Counselling Programs

Financial Counsellors can assist with explaining your rights, providing options and negotiating for;

- *Centrelink entitlements*
- *Mortgage and rent arrears*
- *Contract disputes*
- *Superannuation claims*
- *Car loans and credit cards*
- *Obtaining a copy of your credit file*
- *Bankruptcy*
- *Fines*
- *Utility bills*
- *Budgeting*
- *and much more*

Casey North CISS

Phone: 9705 6699

cnciss@caseynorthciss.com.au

Cranbourne ISS

Phone: 5996 3333

ciss@cranbourne.org.au

Gambling

While most people gamble to relax and have fun, for some people gambling can change and develop into a problem. When that happens, gambling can play too big of a role in a person's life and hurt them, their family, friends and the people who care for them.

People with gambling problems may find it difficult to deal with the problem on their own. Talking to some one is one way to work through the problem. More information available on these websites:

www.problemgambling.vic.gov.au

www.responsiblegambling.vic.gov.au

www.gamblinghelponline.org.au

Gamblers Help

Immediate Telephone Support

Gambler's Helpline is a free, confidential 24hour, seven day a week service with professional counsellors available for confidential telephone counselling, information and referrals. Access to interpreters is available for Non-English speaking callers.

Gambler's Help Line

FREECALL 1800 858 858

www.gamblershelpsouthern.org.au

FREECALL 1800 777 706

(TTY for the hearing impaired only)

Gamblers Anonymous

PO Box 191
Moorabbin, VIC 3189
Phone: (03) 9696 6108
gavictoria189@gmail.com
www.gaaaustralia.org.au

Provides group therapy sessions for people experiencing problems with gambling. Call to find your nearest venue.

This service is free of charge.

Gam-Anon

For partners, family members or friends of someone with a gambling problem.

gam-anon@live.com.au

Emergency Relief & Material Aid

Emergency Relief and Material Aid can ease the pressure when finances become tight. Assistance to purchase food and other basic needs are generally available. Call to see which agency looks after the area that you live in.

Casey North CISS

Phone: 9705 6699
cnciss@caseynorthciss.com.au

Cranbourne ISS

Phone: 5996 3333
ciss@cranbourne.org.au

Salvation Army Support Services

1 New Holland Drive, Cranbourne 3977
Phone: 5995 0133
Monday - Friday 9:30am - 3:30pm
Closes at lunch time: 12:45 - 1:30pm
51 Bald Hill Road, Pakenham 3810
Phone: 5941 4906
Monday, Thursday, Friday 8:30am - 3.30pm

Parenting Resources

Parent Tool Kit

parenttoolkit.com

Parent Toolkit is a one-stop resource developed with parents in mind. It includes information about almost every aspect of your child's development.

Think You Know

Thinkuknow is an education programme that has been keeping children and young people safe by providing education about sexual abuse and sexual exploitation. It provides educational resources to raise young people's awareness.

thinkuknow.org.au

Education for Parents

Find information about raising children from toddlers to teenagers. This website contains a host of information to help make decisions about your children.

Education.vic.gov.au/parents

Parentline

Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues.

Phone: 13 22 89

8 am to midnight, 7 days a week including public holidays

MyTime

MyTime supports parents and carers of children with disabilities. It connects them with others in similar situations and offers skilled guidance from a facilitator to help them access local services and reliable information.

www.mytime.net.au

Drifting Apart – Relationship Issues

Counselling Services

Relationship counselling assists you to identify and work through the issues that are affecting your relationship.

Counselling services can be provided to the individual and/or couple.

Casey North Community Information & Support Service

Suite 2, 30-32 Verdun Dve

Narre Warren

Phone: 9705 6699

Short term counselling of up to 4 sessions available by appointment. This service is free and there is usually no waiting list.

Community Information & Support Cranbourne

156 Sladen St

Cranbourne 3977

Phone: 5996 3333

Counselling available by appointment

This is a free service.

Mensline Australia

Phone: 1300 789 978

www.mensline.org.au

24/7 telephone counselling, information and referral for men regarding family and relationship issues. Online counselling and video chat also available.

Andrews Centre

2-6 Hanna Drive

Endeavour Hills 3802

Phone: 03 9700 4944

Email: admin@andrewscentre.org

Group, family and individual counselling services are available. Contact the centre for costs.

Relationships Australia

38 Clyde Road

Berwick 3806

Phone: 8768 4111

2/199 Sth Gippsland Hwy

Cranbourne 3977

Phone: 5990 1900

405 Narre Warren Rd

Cranbourne North 3977

Phone: 5911 54000

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.

Positive Lifestyle Program

A ten week programme including the following sessions: Self-Awareness, Anger, Depression, Stress, Loneliness, Grief and Loss, Creative Problem Solving, Assertiveness, Self-Esteem and Goal Setting.

Phone: 5995 1433

Family Relationship Advice Line

National telephone service that provides information and referral to services that can help strengthen relationships, overcome relationship difficulties or deal with separation.

Phone: 1800 050 321

8am - 8pm Monday to Friday

10am - 4pm Saturday (local time)

except on national public holidays.

Monash Health

Counselling services available to health care card holders at:

28 Parkhill Dve, Berwick 3806

156A Sladen St, Cranbourne 3977

67 Power Rd, Doveton 3177

Call 8768 5147 for enquiries at all sites.

CatholicCare – Dandenong

Level 2, 33-35 Princess Highway

Dandenong 3175

Phone: 03 8710 9600

A service provided by the Catholic Family Service, offering marriage, family and personal counselling.

Windermere

48 Webb St

Narre Warren 3805

Phone: 1300 946 337

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.

Connections

55 Webb Street

Narre Warren

Phone: 9704 8377

184 Sladen Street

Cranbourne

Phone: 5990 8400

www.unitingvictas.org.au

Provides support for vulnerable families such as counselling. Also provide support

for youths at risk of homelessness or not completing their schooling.

Living Springs Counselling

446 Centre Road

Berwick 3806

Phone: 9702 6687

Counselling service for individuals, couples and families. Fees apply, call for details.

Keeping It Together

Casey North CISS

Phone: 9705 6699

An 8 week life skills education program for women experiencing relationship issues. Aimed at developing personal strength and strengthening relationships. Course covers:

- Assertiveness
- Conflict resolution
- Women's rights
- Self-esteem and self-care
- Working with anger
- Financial literacy

Parenting & Blended Families

Windermere Child & Family Services

48 Webb St, Narre Warren 3805
Phone: 1300 946 337

Parent education and skills development program. Call for details.

Stepfamilies Australia

100 Drummond Street, Carlton 3053
Phone: 9663 6733

www.stepfamily.org.au

Email: info@stepfamilies.org.au

Provides support, education and other resources to step families in Victoria

Casey North CISS

Suite 2, 30-32 Verdun Dve
Narre Warren
Phone: 9705 6699

Counselling, information and support.

Cranbourne ISS

156 Sladen Street, Cranbourne 3977
Phone: 5996 3333

Counselling, information and support.

Parentzone - Southern

Dandenong

131-147 Walker Street, Dandenong 3175
Phone: (03) 9293 8500

Pakenham

75 Army Road, Pakenham 3810
Phone: (03) 9781 6767

Frankston

60-64 Wells Street, Frankston 3199
Phone: (03) 9781 6700

Parentzone offers:

- Opportunity to discuss parenting challenges and rewards
- Links to shared learning experiences through parenting programs.

Andrews Centre

2-6 Hanna Drive, Endeavour Hills 3802
Phone: 9700 4944

www.andrewscentre.org.au

Offers counselling and support (subsidised rates for people on a low income. Waiting periods apply.

City of Casey Youth Services

Phone: 9705 5200

Intake: 0417 347 909

www.caseu.vic.gov.au/youth/home

- Hampton Park Youth Information Centre: 9702 9510
- Cranbourne Youth Information Centre: 9792 7350
- Narre Warren Youth Information Centre: 9792 7330

Mensline Australia

Phone: 1300 789 978

www.mensline.org.au

MensLine Australia is the national telephone and online support, information and referral service for men with family and relationship concerns.

Raising Children

Reliable and scientifically validated information and resources to support them in the day-to-day work of raising children and looking after their own needs.

It covers pregnancy and birth, newborns (0-3 months), babies (3-12 months), toddlers (1-3 years), preschoolers (3-5 years), school-age children (5-9 years), pre-teens (9-11 years), teens (12-18 years) and grown-ups, children with autism and children with disability.

www.raisingchildren.net.au

Parenting After Separation

Parenting after Separation is a program designed to support separated parents and their children. It teaches parents how to adapt to separated parenting and manage challenges such as parenting from a distance, conflict with a former partner and the children's reactions and responses.

www.relationshipmatters.com.au

Phone: 1300 543 396

Tresillian

Early parenting service offering up to date parenting information, links to resources, assistance and support to help parents with babies.

Phone 1300 272 736

7 days: 7am - 11pm

www.tresillian.org.au

Tuning Into Kids

Tuning in to Kids™ is a parenting program that helps children to learn to understand and regulate their emotions. The program teaches parents ways of helping their children develop good emotional skills.

www.tuningintokids.org.au

Phone: 5990 1900

Arguments

Arguments and disagreements are a natural part of life. It is how we deal with them that impacts on our relationships with others.

Many services have developed programs to assist us to look at our own behaviour and how we respond to others and develop better communication skills.

Windermere Child & Family Services

48 Webb Street, Narre Warren 3805

Phone: 1300 946 337

A local 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.

Better Place Australia

86-88 Victor Crescent

Narre Warren 3805

Phone: 8781 9111

This service provides a family law information 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.

Family Relationship Centre - Berwick

A Family Relationship Centre can help you by providing information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with separation. Family Relationship Centres provide information, referral and individual sessions free of charge.

Centres also provide up to one hour of joint Family Dispute Resolution sessions free of charge.

38 Clyde Road, Berwick 3806

Phone: (03) 8768 4111

Anger Management Programs

Mens's Referral Service

Phone: 1300 766 491

24 Hour Service

Provides a telephone referral and advice service.

All calls are anonymous and confidential.

www.ntv.org.au

Positive Lifestyle Centre

Salvation Army

147-151 Foster St, Dandenong 3175

Phone: 9794 3500

Anger Management Program

- Acquaints participants with strategies to cope with various anger situations.
- Identify and express their individual anger styles in an appropriate manner.

Call for information on dates and cost.

Women Managing Anger Program - Windermere

A 6 week program for women who want practical strategies and support to take control of their anger.

Phone: 1300 946 337

Young people who use Violence

As a mother, carer or relative, you may find that your child is using violence or abuse to intimidate and control you and perhaps other family members as well. It has gone beyond 'acting out' and you feel something's not right.

You may find it difficult to accept that what your child is doing is abusive. You are not responsible for the abusive behaviour but are important to resolving this behaviour.

Blue Knot Foundation

Helpline 1300 657 380

Monday - Sunday 9am - 5pm

helpline@blueknot.org.au

Support for adult survivors of childhood trauma, including survivors, family and friends.

- Workshops
- Helpline
- Counselling
- Information

Royal Society for the Prevention of Cruelty to Animals (RSPCA) Victoria

If your child is being cruel to animals or pets, it could be a sign of other serious issues.

www.rspcavic.org/services/education/children-and-animal-cruelty

Child Protection Crisis Line

Phone: 13 12 78

Kids Helpline

Free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

Phone: 1800 551 800

Service available 24/7

Someone to talk to

The old saying goes 'A problem shared is a problem halved'. Some times just having some one to talk to can help. There are various services available where you can call and speak to a trained professional on the phone and other services where you can see some one in person.

Casey North Community Information & Support Service

This service provides a generalist support service. The Social Work program can assist you to work through existing issues and link you into other resources if appropriate.

Phone: 9705 6699

Community Information & Support Cranbourne

Similarly to Casey North, the Cranbourne service can assist you to work through issues and link you into resources available in your community.

Phone: 5996 3333

Lifeline – Melbourne

Wesley Central Mission

148 Lonsdale St

Melbourne 3000

Phone: 13 1114 Counselling

13 36 77 TTY

1300 651 1135 Statewide suicide help line

www.wesley.org.au

Crisis telephone counselling and suicide prevention service available 24 hours, 7 days per week.

Services also include information and referral by trained volunteers, specializing in suicide prevention.

Mensline Australia

Phone: 1300 789 978

Telephone counselling, information and referral for men

Parentline

Phone: 13 22 89

www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service

Telephone service for stressed parents operating seven days a week.

Professional advisers will answer calls from parents experiencing problems coping with their children. Problems can be big or small, from a toddler with a tantrum to a teenager suspected of drug use. The service is free and offers instant connection by phone to a vast and professional resource.

Kids Helpline

1800 551 800 Counselling line –24 hours

www.kidshelp.com.au

This is a nation wide, confidential, 24 hour, anonymous telephone counselling service for children and young people staffed by trained counsellors.

Windermere Child & Family Services

48 Webb St

Narre Warren 3805

Phone: 1300 946 337

Family counselling available.

Call for details.

WIRE - Women's Information and Referral Exchange

Free, confidential telephone support service for women all over Victoria. Information and referrals provided for women by women, Mondays to Fridays 9am to 5pm.

Phone: 1300 134 130

SANE Helpline

Mental health information and referral service.

Phone: 1800 187 263
10am - 10pm Mon - Fri
www.sane.org

QLife Australia

QLife is a peer run counselling and referral service that provides phone counselling and web chat services for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBT).

Phone: 1800 184 527
(3pm - 12am every day)
Webchat 3pm - 12am every day
www.qlife.org.au

Family Drug Support

Supporting families affected by drug and alcohol

Support line: 1300 368 186
(available 24 hours 7 days a week).
www.fds.org.au

Services to Assist with Family Violence

Police

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Cranbourne Police Station	03 5991 0600
Dandenong Police Station	03 9767 7444
Narre Warren Police Station	03 9705 3111
Endeavour Hills Police Station	03 9709 7666

Orange Door

311 Lonsdale Street
Dandenong 3175
Phone: 1800 271 170
Email: sma@orangedoor.vic.gov.au
www.orangedoor.vic.gov.au
Mail: PO Box 753
Dandenong 3175

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.

South East Centre Against Sexual Assault (SECASA)

Phone: 9928 8741 (Admin)
Phone: 9594 2289 (Crisis Line)

Cranbourne ISS

156 Sladen Street, Cranbourne

SECASA Dandenong

1 Dandenong St, Dandenong

In Touch – Multicultural Centre Against Family Violence

Phone: 9413 6500
1800 755 988 (Toll Free)
intouch.org.au

Advice, support and referral in all languages. 10am - 4pm Mon - Fri.

Windermere

48 Webb Street
Narre Warren 3805
Phone: 1300 946 337

Counselling and group work services are provided for women and their children who are safe in their homes but want assistance and counselling to recover from the effects of the experience of family violence.

Safe Steps

Phone: 1800 015 188 (Toll Free)

www.safesteps.org.au

- Crisis accommodation
- Risk assessment
- Safety planning
- Information and support
- Referrals

1800respect

Phone: 1800 737 732

www.1800respect.org.au

- Online counselling
- Telephone counselling
- Telephone interpreting available

Men's Referral Service

Phone counselling available for men who may want to change their violent behaviour.

Phone: 1300 766 491

Monday to Friday 8am to 9pm

Weekends 9am to 5pm

Victims of Crime Helpline

Phone: 1800 819 817

0427 767 891 (for text messages)

www.victimsofcrime.vic.gov.au

8am - 11pm

Sexual Assault Crisis Line

The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.

5pm weeknights to 9am the next day including weekends and public holidays.

Phone: 1800 806 292

www.sacl.com.au

Domestic Violence Resource Centre Victoria

www.dvrcv.org.au

For support services in your local area and publications.

The Lookout

Lists local family violence and support services

www.thelookout.org.au/service-directory

Emerge Women and Children's Support Network

Support to enable independence for women and children to break the cycle of family violence.

www.emergesupport.org.au

Elizabeth Morgan House

Aboriginal Women's Service

A service that provides a range of support to Aboriginal women and children experiencing family violence - from crisis to recovery programs.

www.emhaws.org.au

Email: info@emhaws.org.au

Phone: (03) 9403 9400

Mon - Thur 9am - 5 pm

Ask Someone

www.asksomeone.org.au

This website has been designed to help you, or someone you know who has experienced family violence in any form, or used violence against a family member seek, free professional support and information 24/7.

Seniors Rights Victoria

Elder abuse is any act which causes harm to an older person and is carried out by someone they know and trust such as a family member or friend. The abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Phone: 1300 368 821
(Free confidential Hotline)

seniorsrights.org.au

Court Network

Non-legal court support, information and referral service operating throughout Victoria and Queensland. Court Network is the only court based service explicitly and solely concerned with the need of court users.

Phone: 1800 681 614

courtnetwork.com.au

Email: admin@courtnetwork.com.au

Elder Rights Advocacy (ERA)

For information and advocacy about any aged care concerns, ERA advocates listen and help you identify and advocate for solutions. They cover all areas of Victoria and all forms of aged care; home-based and residential.

Phone: (03) 9602 3066

1800 700 600

www.era.asn.au

For Children & Young People:

What's OK at Home

This website helps children to work out what's okay in a family and what's not. It tells them what to do if someone in their family is hurting or abusing them or another member of the family.

woah.org.au

Relate

Offers a range of information to help with couple and family relationships, whether you're young or old, straight or gay, single or in a relationship.

relate.org.uk/relationship-help

Technology and Safety – Useful Links

While technology has increasingly become an important way for women to connect with family and friends, in the last few years it has been used as a tool for perpetrators seeking to stalk and abuse women.

Women have the right to use technology freely and safe from abuse. The resources here will help increase awareness about using technology safely.

Domestic Violence Resource

Centre Victoria:

Technology safety

www.dvrcv.org.au/knowledge-centre/technology-safety

Facebook: Safety

www.facebook.com/safety/tools/

SmartSafe

Developed in response to technology facilitated abuse in Australia. It aims to support education and awareness around the positive use of technology for those experiencing violence.

www.smartsafe.org.au

Victims of Crime-Stalking

www.victimsofcrime.vic.gov.au/the-crime/types-of-crime/stalking

Cybersmart

Phone: 1800 880 176

www.esafety.gov.au

Stay Safe Online

Free service for Australian internet users, to explain recent online threats and how they can be managed.

www.esafety.gov.au/key-issues/adult-cyber-abuse

Technology Safe Australia

www.techsafety.org.au/resources

The resources on this page comprises a wide range of information on how women can increase their technology privacy and security.

eSafety Information

www.esafety.gov.au/esafety-information

WESNET Safety Net Australia

The project was established in 2011 to examine the intersection of technology and Violence Against Women (VAW).

www.wesnet.org.au/safetynet

