



Happy
FAMILIES,
Happy
COMMUNITIES
WESTERN SUBURBS
GUIDE

Acknowledgements

The concept for this manual was developed through both a series of consultations and also after years of assisting in family violence cases in the subcontinental communities.

Hon Marsha Thomson, Member of Parliament for Footscray, and Jasvinder Sidhu, Advisor to the Premier of Victoria Daniel Andrews, saw the need for a manual in 2012 as a response to a lack of understanding of the existing supports available to victims of family violence particularly amongst the Indian community. This came through clearly when they were dealing with people at risk of, or experiencing, family violence that were international students, new migrants or spousal visa holders in Melbourne's west and across wider Victoria. Thus the need for an easily accessible and user-friendly directory of available services to support community leaders in the Indian community was clear.

This idea was further developed into a tangible product by the Western Integrated Family Violence Committee (WIFVC) who helped create a template through community consultation, as well as assisting in data collection and research. We would especially like to credit Maureen Smith, Emma Breheny and Jacinta Masters for their work on this manual.

In the making of this manual WIFVC consulted with:

- Jagriti: A Social Awakening Inc., a community forum established by leaders in Melbourne's Indian community who were concerned about the levels of family violence experienced by Indian families living in Australia;
- cohealth, one of Australia's largest community health organisations delivering services across Melbourne's western metropolitan suburbs; and
- InTouch Multicultural Centre Against Family Violence who work with women & children from culturally and linguistically diverse backgrounds (CALD) who are victims/survivors of domestic violence.

Drafts of the manual were commented on and refined by members of Jagriti: A Social Awakening Inc, Marsha Thomson MP, Jasvinder Sidhu and Dr Lata Satyen.

We are extremely grateful for funding received from the Maribyrnong, Wyndham, Melton and Brimbank Councils. We extend special thanks to the R E Ross Trust for a major grant which enabled the final design and printing of this manual.

We hope that this manual will be helpful in your work with the Indian community so that families who are risk of, or experiencing, family violence can feel safe, supported and understood.

If you have any questions about this resource, please contact Jagriti: A social awakening by emailing jagriti@outlook.com.au







Family violence is a crime.

In an emergency, or if someone is in immediate danger, call 000.

In Australia, the police take family violence very seriously. If you know anyone in immediate danger, contact the police immediately.

A guide to visa eligibility

This guide highlights the services available to women who hold different visa status. Look out for these symbols throughout the guide!

-  Indicates services are open to Everyone, including those on temporary visas
-  Indicates services are open to Everyone, including those on temporary visas, but some condition apply
-  Indicates services are open to Permanent Residents or those on temporary visas
-  Indicates services are open to Citizens and Permanent Residents Only





What is in this guide

This guide includes services that are available to families in the Western suburbs who are experiencing, or at risk of, family violence. The guide is divided into 13 service areas to make it easier for you to use. Each area is colour coded to make it easy for you to find the right service for the person in need.

POLICE

WOMEN'S SERVICES

COURTS

Applying for an Intervention Order
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OTHER USEFUL CONTACTS

What this guide is for

This guide has been made for community leaders such as yourself because the community trusts you. People may come to you for help with problems in their relationships at home. Often they don't have anyone else to talk to about their problems, either here or back in India.

Family relationships are a very personal topic. When someone talks to you about their problems, it's important that you listen to them, trust them, and try to help them.

However, you will not be able to solve all their problems. Sometimes the best way to help is to find a professional who knows exactly how to deal with the situation at hand.

This guide will make it easier for you to find people the help they need in your local area. It's like a phone book or a manual, listing all the services a family might need, where they can find them, who can access their help and how to do this. We have divided this manual into areas of need to make it easy to use. Each area is colour-coded, to make it easier to find exactly what someone needs.

While all these services will try their best to help people in need, they are usually very busy and rely on few resources. The demands on their time mean they have to put in place criteria for who can and can't access their services. Some people without permanent residency will struggle to access services, however many services will do their best to help whenever they can. It is always worth making a phone call to explain the family's situation.

You can contact service providers on a woman's behalf initially if she is comfortable with this. She can also take a support person along to any appointments. This may make her feel more comfortable and confident attending that service. However, many services such as women's family violence services will want to speak to the woman alone to assess their situation.

INTERPRETERS

Most services can arrange interpreters if you let them know in advance. At the very least, they can organise phone interpreters to communicate with women who do not speak English very well. On-site interpreters must be requested when you make an appointment with the service. There is usually no cost to use an interpreter.

SPOUSAL VISAS

Many women who migrate to Australia do so on temporary spousal visas (visa sub-classes 309, 820 or 300). This means that their spouse has sponsored them to migrate to Australia. A temporary spousal visa is put in place for 2 years, then the relationship is reviewed to see if it is still current and genuine. After that, a woman may be granted a permanent spousal visa (sub-classes 100 or 801).

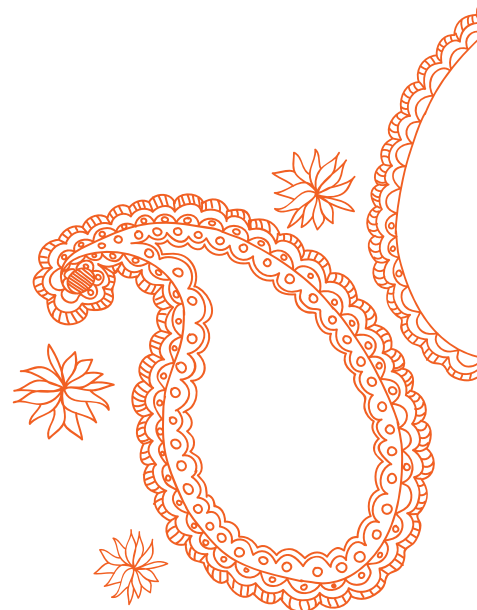
Women who are experiencing family violence and hold a temporary spousal visa may be scared to leave their partner in case their visa gets cancelled. Sometimes their partner uses this to threaten them or force them to stay. However, there are special family violence laws available to women who have ended a relationship due to family violence whilst they were on a temporary spousal visa. **If a woman has been granted a spousal visa, has applied for a spousal visa, or is eligible to apply for a spousal visa, she should be able to apply for family violence laws that will enable her to stay in Australia.** Even without the spousal visa, depending on her circumstances, she may be able to apply to stay in Australia. **If a woman returns to the relationship, her spousal visa status will continue as usual.**

VISAS AND ENTITLEMENTS

People who hold a permanent visa ('permanent resident status') are entitled to almost all of the same benefits as an Australian citizen. This means they are given a Medicare card to access health services, they may work or study, they can freely travel to and from Australia and they can apply for Centrelink payments.

People on temporary visas do not have the same entitlements. Temporary visas are granted for a set period until a person's claim to reside permanently in Australia is assessed. Temporary visa holders cannot work, study or claim Centrelink benefits.

All women regardless of their visa status can access specialist information and support from their local family violence service and have the full support of the Police to protect their safety.



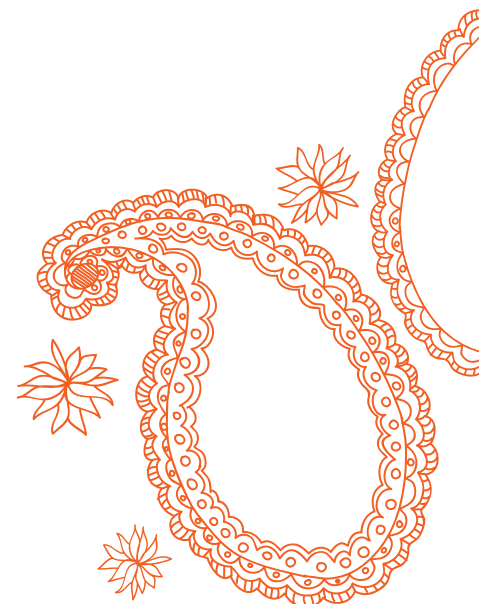
What is family violence?

The repeated use of violence or threatening behaviour towards any family member is considered to be family violence. Any family member can commit family violence including an intimate partner, relative or child. It is not just physical violence but also includes:

- + **Making threats, for example to report someone to immigration if they tell anyone about the violence**
- + Constantly criticising someone and demeaning them
- + **Constantly blaming someone for things that go wrong, whether or not it's their fault**
- + Not letting someone see their friends or family, or leave the house on their own
- + **Controlling the finances, for example making her ask for money or taking her money**
- + Not letting someone have access to a phone
- + **Threatening to hurt other family members or pets**

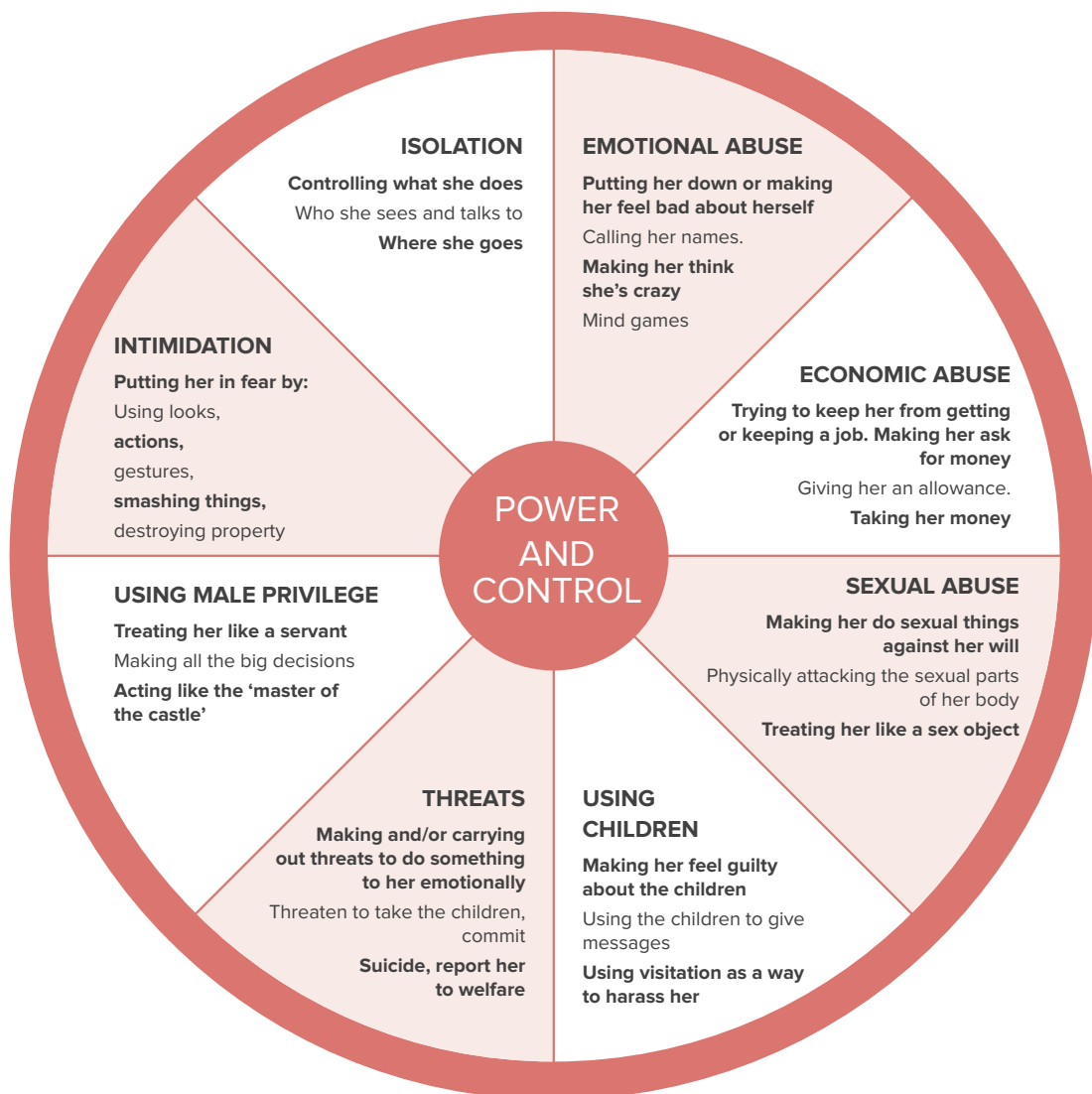
- + Forcing someone (including a partner) to have sexual intercourse when they don't want to
- + **Forcing someone to practice a religion or not allowing them to practice one of their choice**
- + Abusing children
- + **Undermining the parent and child relationship in order to hurt the other parent**

Family violence happens to women (and, less often, men) from all cultures and walks of life and there is help available.



Different forms of family violence

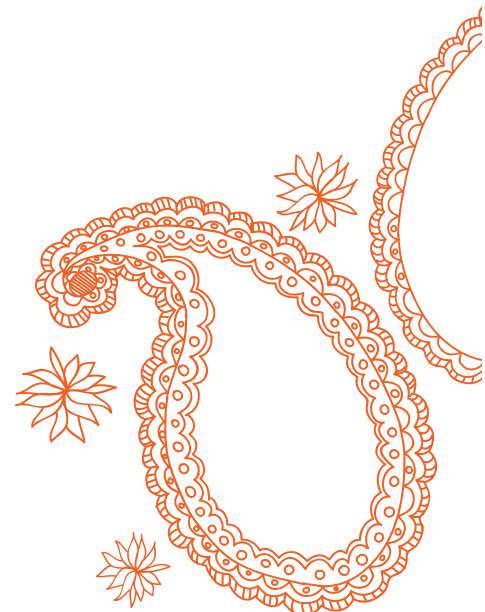
This wheel shows a **series of tactics** that are used to intentionally to **control or dominate a family member**. If you observe any of the below behaviour there may be a risk of family violence.



How will you know?

While you might feel like you have no business asking about what goes on in someone's home, there are a number of signs of abuse you should look out for. She may:

- + **Appear nervous, ashamed or withdrawn**
 - + Seem anxious or uncontrollable in front of her partner/other family
 - + **Have a stress-related illness or symptoms of anxiety and depression**
 - + Have frequent, unexplainable bruises, cuts or broken bones
 - + **Children may be restless, cling to their mother, show bullying behaviours or attention-seeking behaviour**
 - + Seem scared or reluctant to make a decision without her partner
- + Not allowed to leave home alone
 - + **Not allowed to go to work**
 - + Not allowed to see family or friends
 - + **Have no access to money**
 - + Have sleeping and eating disorders



Be aware

Women may be scared to tell anyone about the violence because

- + **They will be abandoned by their family and community**
- + They won't be believed
- + **They will be separated from children**
- + They have bad experiences with Police or Government agencies
- + **The abuse may get worse**
- + Their visa may be cancelled and they will be sent back to their country of origin

WHAT CAN YOU DO TO HELP?

It is important to be careful when approaching someone who you think may be experiencing family violence. You should gently approach them when they are on their own and maybe able to talk, but at no stage should you push them. Below are some questions that you might find helpful to ask:

- + **How are things at home?**
- + How are things between you and your family?
- + **You seem very anxious and nervous. Is everything alright at home?**

- + Are you concerned for your safety or the safety of your children?

If a woman does tell you about family violence, the following things should be kept in mind

- + **Listen non-judgmentally**
- + Show the woman that you believe her
- + **Make it clear that the violence is unacceptable**
- + Show support, whatever she decides to do, you are there to support her

It is very important for women to get help from professionals. When you suspect or know about family violence, DO NOT attempt to solve all the problems of the individual or the family. Refer them to qualified professionals who are experienced in dealing with the issue.

What Services *are* Available?

There are a range of support services available to help women, children and men who are having problems at home regardless of their visa status.

When a woman decides to get help from a service, she may need you to make the first phone call to explain her situation. This may be the first time she has told anyone what is happening so your support during this time will be critical.

You should be prepared that you may have to wait and there is the possibility that some services may not be able to help. Housing is particularly difficult to get, especially for women who are on temporary visas.

If you are struggling to find assistance from services, you may want to flick to the **OTHER USEFUL CONTACTS** tab in this guide.



POLICE



Police

If you are concerned for anyone's safety ring **000**

Calls can be made anonymously.

When you call make sure you tell the police what is happening and the seriousness of it.

Police can be called day or night if someone feels they are in danger and needs immediate help. The police can take any action they think are needed to keep people safe including applying for an intervention order on behalf of the victims of violence to keep them safe.

If a woman goes to a police station to report family violence, no matter what time, the police can contact Women's Health West and a female worker will come out to them at the police station

WHAT THE POLICE CAN DO TO KEEP FAMILIES SAFE

Family violence is a crime in Australia. Police take family violence seriously and will take action to ensure victims are protected. Remember, police in Australia are your friend when there has been family violence.

A family violence safety notice protects people, including children, from being hurt again. The family violence safety notice can protect the family before an intervention order application is heard in court.

- + Police may issue a Family Violence Safety Notice straight away and set a date to appear at court. A Police Officer can apply for a safety notice even when

the family will not want them to. This is because family violence is against the law.

- + Police will issue the safety notice, placing conditions on the person who has used violence. This may include, not contacting the person, not going to the house, or excluding them from the home. The safety notice provides protection for the victim until the court date, or 5 business days after the notice was issued.
- + If the police do not apply for a Family Violence Safety Notice and the victim believes there is a risk of further abuse, the victim can apply for an intervention order through the court. Like a Family Violence Safety Notice, an intervention order places certain conditions on a person who has used violence against their family. If the other person disobeys the intervention order; they can be charged by police. See the **COURTS** tab under the '**Applying for an intervention order**' subsection for more information.


Police are the first service to call if you are concerned for a persons safety or if threats have been made. Victorian Police are qualified to work with victims of violence to keep them safe.

Specialist Family Violence Police

Service Provider
Victoria Police

At every 24-hour station there is a Family Violence Liaison Officer who is a contact point between that station and the community. They can talk to you about any questions or concerns you have about incidents of family violence or the way police have responded to it.

Victoria Police Specialist Family Violence Police

ADDRESS	Altona North: 72 Cooper Ave Avondale Heights: 162 Military Rd Flemington: 30 Wellington St Footscray: 66 Hyde St Keilor Downs: 1 Copernicus Way Melbourne City: 226 Flinders Ln Melton: 243 Station Rd	Moonee Valley: 766 Mt Alexander Rd North Melbourne: 36 Wreckyn Pl St Kilda Road: 412 St Kilda Rd Sunshine: 497 Ballarat Rd Werribee: 134 Princes Hwy Williamstown: 100 Nelson Pl
PHONE	Altona North 9392 3111 Avondale Heights 9337 6777 Flemington 9371 6100 Footscray 8398 9800 Keilor Downs 9365 3333 Melbourne City 9247 6666 Melton 9747 7999	Moonee Valley 9373 5200 North Melbourne 8379 0800 St Kilda Road 9865 2102 Sunshine 9313 3333 Werribee 9742 9444 Williamstown 9393 9555
FAX	N/A	
EMAIL	N/A	
HOURS	24 hours a day, 7 days a week	
WHO	Community members or family violence services that have questions or concerns about the police response.	
WILL HELP	Everyone 	
SERVICE AREA	All of Victoria	
COST	Free	
DROP-IN-SERVICE	Yes	

Specialist Family Violence Police

Service Provider
Victoria Police

Victoria Police Specialist Family Violence Police - Continued


OTHER LOCATIONS	N/A
LANGUAGES	Varies, mainly English
INTERPRETERS	Yes, however availability may be limited after hours.
AGE GROUP	All ages
DISABILITY ACCESS	Will vary between each station
MORE INFORMATION	www.police.vic.gov.au

Family Violence Teams

Service Provider
Victoria Police

There are groups of police officers whose job is to help families that have had many instances of family violence. These police are called Family Violence Teams. They are only at certain police stations in Victoria.

Victoria Police Family Violence Teams

ADDRESS	Footscray: 66 Hyde St Keilor Downs: 1 Copernicus Way Melton: 243 Station Rd	North Melbourne: 36 Wreckyn Pl Werribee: 134 Princes Hwy
PHONE	Footscray 8398 9800 Keilor Downs 9365 3333 Melton 9747 7999	North Melbourne 8379 0800 Werribee 9742 9444
FAX	N/A	
EMAIL	N/A	
HOURS	24 hours a day, 7 days a week	
WHO	Families that have had multiple incidents of family violence.	
WILL HELP	Everyone 	
SERVICE AREA	All of Victoria	
COST	Free	
DROP-IN-SERVICE	Yes	
OTHER LOCATIONS	N/A	
LANGUAGES	Varies, mainly English	
INTERPRETERS	Yes, however availability may be limited after hours.	
AGE GROUP	All ages	
DISABILITY ACCESS	Will vary between each station	
MORE INFORMATION	www.police.vic.gov.au	

All Police Stations in the Western Metro Area

Service Provider
Victoria Police

Family violence is a crime in Australia. The police can investigate incidents of family violence and take action to address it. Their priority is to make sure that everyone is safe. Actions they can take include referring women and children to a domestic violence service, applying for an family violence safety notice against the person hurting or threatening others, pressing charges or referring the violent person to get help.

Victoria Police

ADDRESS

Police stations in the western metro area are:

Altona North: 72 Cooper Avenue

Avondale Heights: 162 Military Road

Caroline Springs: 221 Caroline Springs Boulevard

Flemington: 30 Wellington Street

Footscray: 66 Hyde Street

Keilor Downs: 1 Copernicus Way

Laverton: 1 Maher Road

Melbourne City: 637 Flinders Street

Melbourne City: 226 Flinders Lane

Melton: 243 Station Road

Moonee Valley: 766 Mt Alexander Road

North Melbourne: 36 Wreckyn Place

St Kilda Road: 412 St Kilda Road

Sunshine: 497 Ballarat Road

Tarneit/Wyndham North: 610 Sayers Road

Werribee: 134 Princes Highway

Williamstown: 100 Nelson Place

PHONE

000 if you are in immediate danger

FAX


N/A

EMAIL

N/A

All Police Stations in the Western Metro Area

Victoria Police - Continued

HOURS	All stations are 24 hours except for: - Caroline Springs: Weekdays - Laverton: Mondays, Wednesdays and Fridays, 9am–5pm - Wyndham North: 7am–11pm
WHO	Women and children who fear for their safety or are in immediate danger. The police may also attend a family violence incident if neighbours or family members are concerned.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Victoria Police have stations all over the metro area and the rest of the state.
LANGUAGES	Varies, mainly English
INTERPRETERS	Yes, however availability may be limited after hours.
AGE GROUP	All ages
DISABILITY ACCESS	Will vary between each station
MORE INFORMATION	www.police.vic.gov.au

Women's
SERVICES



Women's Services

If there is immediate danger, contact the police on **000**. In an emergency, you can contact the 24 hours / 7 days a week family violence phone line by **safe steps** on **1800 015 188**.

If a woman goes to a police station to report family violence, no matter what time, the police can contact Women's Health West and a female worker will come out to them at the police station.

Across Victoria there are services to help women who have experienced family violence. Each local area will have a family violence service that is available to all women in that area for support, counselling and information. These services can assist with many concerns including a place to stay, income and finances, help for children, court support and a long-term plan to stay safe. Across Victoria, there are also women's refuges that women can access through safe steps: Family Violence Response Centre. Some of these services may refer her to a women's refuge, which is a safe place for her and her children to stay

temporarily. Refuges are run by women who understand what she may have gone through.

Accessing safe accommodation and support may take time. Refuges only have a limited number of places and women without any permanent visa may struggle to get a place in a refuge. Often the services may only be able to provide a voucher for accommodation at a motel for a night or two before they can find anything more permanent.


Regardless of visa status, all women's services will try to provide whatever help they can. They will also refer women to other services if they can't help. It's always worth calling to explain the situation.

Support for Women Experiencing Family Violence

Service Provider
**Women's Health
West**

Information and advice, referrals to other agencies, keeping you safe, emotional and practical support. Crisis and short-term support with accommodation, income, counselling and support for children.

Women's Health West

ADDRESS	317–319 Barkly Street Footscray
PHONE	9689 9588
FAX	9689 3861
EMAIL	info@whwest.org.au
HOURS	Monday–Friday 9am–5pm
WHO	Women experiencing family violence who live in the areas of Melton, Maribyrnong, Hobsons Bay, Moonee Valley, Melbourne, Wyndham and Brimbank
WILL HELP	Everyone 
SERVICE AREA	City of Melton, Maribyrnong, Hobsons Bay, Moonee Valley, Melbourne, Wyndham and Brimbank
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Yes. Workers are posted at a number of sites across the region. If you want to make an appointment with a worker at one of these sites, ring the number above.
LANGUAGES	English only
INTERPRETERS	Yes—onsite interpreters can be pre booked or telephone interpreters
AGE GROUP	18 years and over and young women under the age of 18 years who are married or partnered and/or have children
DISABILITY ACCESS	Yes
MORE INFORMATION	www.whwest.org.au

Culturally Sensitive Support for Women Experiencing Family Violence

Service Provider
InTouch
Multicultural
Centre Against
Family Violence

Culturally sensitive support for women and their children. Advice and information on immigration, accommodation & housing, financial support, custody of children and legal issues. Court support and emotional support are also provided.

InTouch


ADDRESS	Only provided upon appointment
PHONE	9413 6500 or FREECALL 1800 755 988
FAX	9429 0057
EMAIL	admin@intouch.asn.au
HOURS	Monday - Friday, 9am–5pm
WHO	Immigrant and refugee women who have experienced family violence. Women who hold a spousal visa, are eligible for a spousal visa or have applied for a spousal visa can access InTouch services.
WILL HELP	Everyone ✿
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Court support at Sunshine Magistrates Court on Mondays.
LANGUAGES	Hindi, Urdu, Punjabi, English
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Phone ahead to arrange access
MORE INFORMATION	www.intouch.asn.au

24-Hour Crisis Service and Safe Accommodation

Service Provider
safe steps:
Family Violence
Response Centre

Emergency accommodation, free 24-hour crisis telephone line, advocacy, referrals to other agencies, information and support. The telephone line is staffed by women who are qualified to offer support in situations of family violence. Women who aren't permanent residents may struggle to get high-security refuge accommodation but they can still be assisted with temporary accommodation and other support. It is still worth calling to find out what can be done for those women.

safe steps: Family Violence Response Centre


ADDRESS	No address provided
PHONE	1800 015 188 or 9322 3555
FAX	N/A
EMAIL	admin@safesteps.org.au. You can email this address if you are unable to call. However, emails are only checked between 9am and 5pm, Monday–Friday
HOURS	24 hours a day, 7 days a week
WHO	Women who are experiencing family violence and want support.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	No
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	National Relay Service 133 677
MORE INFORMATION	www.safesteps.org.au

Support for women *and* children who have experienced sexual assault

Service Provider
WestCASA

Counselling to help women and men to deal with feelings, concerns or problems because of an assault. Offer counselling, group work, advocacy, outreach counselling.

WestCASA

ADDRESS	53 Ballarat Road Footscray
PHONE	9687 8637
FAX	9687 8960
EMAIL	info@westcasa.org.au
HOURS	You can call WestCASA Monday to Friday between 1pm and 4.30pm and speak to an Intake worker to be assessed for counselling. You may need to go on the waiting list.
WHO	Female and male victim/survivors of sexual assault ages 12 years and over, their families, partners and friends. Self-referral and referral by other professionals.
WILL HELP	Everyone 
SERVICE AREA	All of the western suburbs
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No but visit www.casahouse.org.au to find out about CASAs in other areas.
LANGUAGES	English
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westcasa.org.au


Information *and* Referrals for Women

Service Provider

WIRE – Women’s Information & Referral Exchange

Free information and referral service for all women on issues including relationships, the law, family violence and many others. Information is given over the phone, online or face-to-face.

WIRE Women’s Information

ADDRESS	372 Spencer Street West Melbourne
PHONE	1300 134 130
FAX	N/A
EMAIL	inforequests@wire.org.au
HOURS	Monday–Friday, 9am–5pm
WHO	Women living in the suburbs of Melton, Maribyrnong, Hobsons Bay, Moonee Valley, Melbourne, Wyndham and Brimbank.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes, Mon–Fri 9.30am–4.30pm
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes. Wheelchair access is available. Speech and hearing impaired women can use LiveChat online.
MORE INFORMATION	www.wire.org.au

24 hour telephone counselling for victims of family violence *and* their support network

Service Provider
1800RESPECT

1800RESPECT telephone counselling is available 24-7, whether you're seeking help for yourself, a friend or relative, a colleague or a client. Professionals seeking assistance with work-induced trauma are also encouraged to seek telephone counselling via 1800 737 732. Phone and online counselling is available.

1800RESPECT

ADDRESS	No address provided
PHONE	1800 737 732
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Yourself, a friend or relative, a colleague or a client
WILL HELP	Everyone ✿
SERVICE AREA	All areas
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	TIS 131 450
MORE INFORMATION	www.1800respect.org.au

COURTS



Courts

Victims of violence or police can apply to The Magistrates Court for an Intervention Order to protect a family member from further harm.

An intervention order places certain conditions on a person who has used violence against their family. This might include not contacting the person, not hurting them or not going to the house. The intervention order is there to protect people including children, from being hurt again. Adults who have experienced violence can apply for it or the police can on their behalf.

Intervention Orders are similar to the Family Violence Safety Notice however it is a court order and it will last for longer.

If the other person disobeys the intervention order; they can be charged by police.

A court order cannot be broken. If it is, this is called a breach and it should be reported to police. A breach is an offence that carries a criminal punishment.

Children can also be protected under an intervention order.

To assist a woman to obtain an intervention order, you may take her to visit the local Magistrates Court or she may take someone else along with her. At the court, legal and women's services can help her through this stressful time. It can be confusing for people to fully understand their rights, especially when someone feels overwhelmed, which is why support is required and available.

Applying for an Intervention Order is open to everyone, including those on temporary visas. An intervention order doesn't mean that a family cannot live together, unless that's what the victim wants.

Applying *for an* Intervention Order




Family Violence Intervention Orders

Service Provider
Sunshine
Magistrates
Court

An intervention order places certain conditions on a person who has used violence against their family. To apply for an intervention order the victim must attend court and speak to the Family Violence Registrar or Applicant Worker. The victim may be required to attend the court on specific date if a the Police have issued a family violence safety notice or an interim intervention order.

Sunshine Magistrates Court

ADDRESS	10 Foundry Road Sunshine
PHONE	9300 6290
FAX	9300 6929
EMAIL	N/A
HOURS	Monday–Friday, 9am–4.30pm. Family Violence matters are on Tuesdays and Wednesdays.
WHO	Anyone that has been affected by family violence and wants it to stop. The police can also apply on behalf of family members affected by the violence.
WILL HELP	Everyone 
SERVICE AREA	Suburbs in the City of Brimbank and City of Melton, except for the 3036 postcode—Keilor, Keilor North, Sydenham Park and Arundel (go to Broadmeadows Court)
COST	Free
DROP-IN-SERVICE	Speak to the Registrar when you arrive at court and tell them you want to apply for an intervention order.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	Intervention orders protect people of all ages. Children under the age of 14 years cannot apply but a parent or another person can apply on their behalf.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.magistratescourt.vic.gov.au/jurisdictions/intervention-orders/family-violence-intervention-orders


Family Violence Intervention Orders

Service Provider

Melbourne Magistrates Court

An intervention order places certain conditions on a person who has used violence against their family. To apply for an intervention order the victim must attend court and speak to the Family Violence Registrar or Applicant Worker. The victim may be required to attend the court on specific date if a the Police have issued a family violence safety notice or an interim intervention order.

Melbourne Magistrates Court


ADDRESS	Level 6, 233 William Street Melbourne
PHONE	9628 7777
FAX	9300 6929
EMAIL	N/A
HOURS	Monday–Friday, 9am–4.30pm.
WHO	Anyone that has been affected by family violence and wants it to stop. The police can also apply on behalf of family members affected by the violence.
WILL HELP	Everyone 
SERVICE AREA	Postcodes in the City of Melbourne, City of Maribyrnong and City of Hobsons Bay.
COST	Free
DROP-IN-SERVICE	Speak to the Registrar when you arrive at court and tell them you want to apply for an intervention order.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	Intervention orders protect people of all ages. Children under the age of 14 years cannot apply but a parent or another person can apply on their behalf.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.magistratescourt.vic.gov.au/jurisdictions/intervention-orders/family-violence-intervention-orders

Family Violence Intervention Orders

Service Provider
**Werribee
Magistrates
Court**

An intervention order places certain conditions on a person who has used violence against their family. To apply for an intervention order the victim must attend court and speak to the Family Violence Registrar or Applicant Worker. The victim may be required to attend the court on specific date if a the Police have issued a family violence safety notice or an interim intervention order.

Werribee Magistrates Court

ADDRESS	Corner of Duncans Road and Salisbury Street Werribee
PHONE	9974 9300
FAX	9974 9301
EMAIL	N/A
HOURS	Monday–Friday, 9am–4.30pm. Family violence matters are on Thursdays.
WHO	Anyone that has been affected by family violence and wants it to stop. The police can also apply on behalf of family members affected by the violence.
WILL HELP	Everyone 
SERVICE AREA	Postcodes in the City of Wyndham.
COST	Free
DROP-IN-SERVICE	Speak to the Registrar when you arrive at court and tell them you want to apply for an intervention order.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	Intervention orders protect people of all ages. Children under the age of 14 years cannot apply but a parent or another person can apply on their behalf.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.magistratescourt.vic.gov.au/jurisdictions/intervention-orders/family-violence-intervention-orders

Legal Assistance *at the* Magistrates Court




Legal Assistance *at* Sunshine Magistrates Court

Service Provider
**Footscray
Community
Legal Centre**

Legal service for those who are attending Sunshine Magistrates Court for a family violence intervention order application.

Footscray Community Legal Centre


ADDRESS	Sunshine Court: 10 Foundry Road Sunshine
PHONE	Court: 9300 6290 Legal Center: 9689 8444
FAX	Court: 9300 6929
EMAIL	N/A
HOURS	Tuesdays and Wednesdays
WHO	Those <u>applying</u> for an intervention order, asylum seekers and newly arrived immigrants are usually prioritised.
WILL HELP	Everyone 
SERVICE AREA	Postcodes in the City of Brimbank and City of Melton.
COST	Free
DROP-IN-SERVICE	Speak to the Registrar when you arrive at court and tell them you want to see a lawyer.
OTHER LOCATIONS	Legal Centre: Level 1 72 Buckley Street Footscray
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.footscrayclc.org.au

Legal Assistance *at* Werribee Magistrates Court

Service Provider
**Wyndham Legal
Service**

Legal service for those who are attending Werribee Magistrates Court for a family violence intervention order application.

Wyndham Legal Service

ADDRESS	Werribee Court: Corner of Duncans Road & Salisbury Street
PHONE	Court: 9974 9300 Legal Centre: 9741 0198
FAX	Court: 9974 9301
EMAIL	admin@wyndhamls.org.au
HOURS	Thursdays
WHO	Those <u>applying</u> for an intervention order are usually prioritised.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	Speak to the Registrar when you arrive at court and tell them you want to see a lawyer.
OTHER LOCATIONS	Wyndham Legal Service: Suite 10, 2-14 Station Place, Werribee
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wyndhamls.org.au

Legal Assistance at Melbourne Magistrates Court Women Only

Service Provider Women's Legal Service

Specialist legal representation service for women who are attending Melbourne Magistrates Court for a family violence intervention order application.

Women's Legal Service


ADDRESS	Level 6 Melbourne Magistrates Court 233 William Street Melbourne
PHONE	Court: 9628 7777 Legal Centre: 8622 0600
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9.30am–1pm
WHO	Women who are <u>applying</u> for a family violence intervention order.
WILL HELP	Everyone ✿
SERVICE AREA	Postcodes in the City of Maribyrnong, City of Melbourne, City of Hobsons Bay.
COST	Free
DROP-IN-SERVICE	Speak to the registrar when you arrive at court and tell them you want to see a lawyer.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, but try to book ahead.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.womenslegal.org.au

Legal Assistance *with* Intervention Orders Statewide

Service Provider Victoria Legal Aid

Advice and assistance with family violence intervention orders. Always call the Legal Help Line first and they will tell you whether you need a lawyer. It's also possible to see a duty lawyer at the Magistrates Court if someone has not organised legal representation for their court hearing.

Victoria Legal Aid

ADDRESS	350 Queen Street Melbourne. Lawyers available at Melbourne, Werribee and Sunshine Magistrates Courts.
PHONE	English Line: 1300 792 387 Hindi Line: 9269 0487
FAX	N/A
EMAIL	Legal advice not available via email.
HOURS	Legal Help Line 8.45am–5.15pm. Courts usually open 9.00am–4.30pm Monday–Friday
WHO	People who can not afford a private lawyer. May help women who have applied for an intervention order themselves (i.e. the police didn't apply for her). May also help men who want to oppose the order if the man is in jail or would be excluded from the home by the order. Several conditions apply so it's best to speak to a lawyer.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes. Duty lawyers are available at all Magistrates Courts however they cannot see everyone. Ask the registrar for the duty lawyer when arriving at court.
OTHER LOCATIONS	Yes. Duty lawyers are available at Sunshine, Werribee and Melbourne Magistrates Courts.
LANGUAGES	English only
INTERPRETERS	Yes. Ask the registrar when arriving at court.
AGE GROUP	12 years and over
DISABILITY ACCESS	Yes. National Relay Service available for Legal Help Line
MORE INFORMATION	www.legalaid.vic.gov.au/find-legal-answers/family-violence-intervention-orders

Non-legal Support *at* *the* Magistrates Court




Support for Women at Court

Melbourne, Sunshine and Werribee

Service Provider
Women's Health
West

A worker can help women with understanding what happens at court, provide emotional support, help with filling out forms and provide information and referrals for other services. Will help those on temporary visas.

Women's Health West

ADDRESS	Sunshine Magistrates Court: 10 Foundry Road Sunshine Werribee Magistrates Court: Corner Duncans Road and Salisbury Street Werribee Melbourne Magistrates Court: 233 William St Melbourne
PHONE	Women's Health West: 9689 9588
FAX	N/A
EMAIL	info@whwest.org.au
HOURS	Sunshine: Mon–Wed Melbourne: Monday Werribee: Thursday
WHO	Women that are applying for an intervention order, including those on temporary visas.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank, City of Wyndham, City of Melton, City of Hobsons Bay, City of Maribyrnong, City of Melbourne (except for the 3036 postcode) Keilor, Keilor North, Sydenham Park and Arundel (go to Broadmeadows Court)
COST	Free
DROP-IN-SERVICE	Yes. Women should speak to the Registrar when they arrive at court and say they want to see the women's court support worker.
OTHER LOCATIONS	Women's Health West is located at 317-319 Barkly St Footscray.
LANGUAGES	English only
INTERPRETERS	On site interpreters must be booked by phoning the court. Telephone interpreters can also be used.
AGE GROUP	18 years and over and young women under 18 years who are married and/or have children
DISABILITY ACCESS	Yes, at all three courts.
MORE INFORMATION	www.whwest.org.au

Other LEGAL ISSUES



Other Legal Issues

When women have experienced family violence, they might be considering whether to stay or leave their husband or partner. They will want to know what their rights are if they and their partner separate, and whether or not to get an intervention order.

Apart from the issue of an intervention order, family violence can lead to other legal issues such as housing and tenancy disputes, access to children, or whether to start family law proceedings etc.

There are many legal services that can help by explaining what the options are, where to go for help and how to make sure everyone gets a fair outcome. Most of these services are free or low-cost. Some are especially for women and some are especially for migrant women.

The first step is to phone the legal service the woman wants to use to make sure they can help her. They may ask her to come in for an appointment or they may arrange to see her at court. Some services will also represent women at court.

Women may need assistance to get to these appointments and may feel more comfortable if someone goes with them.

Most community legal services will assist people on temporary visas.


Legal Advice *and* Representation

Culturally and Linguistically Diverse Women

Service Provider
InTouch
Multicultural
Centre Against
Family Violence

Legal service for women who are already clients of InTouch. Casework, legal advice and legal information are offered. Court representation is done by other legal centres. Deal with all aspects of family violence and separation, including property law and family law.

InTouch

ADDRESS	Not provided for safety reasons.
PHONE	9413 6500 or freecall 1800 755 988
FAX	9429 0057
EMAIL	admin@intouch.asn.au
HOURS	Monday–Friday, 9am–5pm
WHO	Current clients of InTouch only.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free, however a means test is applied.
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	Hindi, Urdu, Punjabi
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Phone ahead to arrange access.
MORE INFORMATION	www.intouch.asn.au/intouchlegalcentre


Telephone Legal Advice

Women Only

Service Provider
Women's
Legal Service

Specialist legal advice service for women who have experienced family violence or relationship breakdown. Always phone the telephone advice line first to explain your problem. They will advise if you need further assistance.

Women's Legal Service

ADDRESS	Level 10, 277 William Street Melbourne City			
PHONE	8622 0600 or 1800 133 302 (Toll Free)			
FAX	N/A			
EMAIL	N/A			
HOURS	Monday	10am–1pm	Tuesday	6.30pm–8.30pm
	Wednesday	2pm–5pm	Thursday	6.30pm–8.30pm
WHO	Women who have legal queries about family violence intervention orders or separation from their partner.			
WILL HELP	Everyone 			
SERVICE AREA	All of Victoria			
COST	Free			
DROP-IN-SERVICE	N/A			
OTHER LOCATIONS	No			
LANGUAGES	English only			
INTERPRETERS	Yes			
AGE GROUP	18 years and over			
DISABILITY ACCESS	Yes. TTY			
MORE INFORMATION	www.womenslegal.org.au			


Face to Face Legal Advice

Women Only

Service Provider
Women's
Legal Service

Specialist drop-in legal service for women who have experienced family violence or relationship breakdown. Women should speak to the Telephone Advice Line first (see previous page).

Women's Legal Service

ADDRESS	Level 10, 277 William Street Melbourne City
PHONE	8622 0600 or 1800 133 302 (Toll Free)
FAX	8622 0666
EMAIL	N/A
HOURS	Thursdays, 9.30am–12pm
WHO	Women who have legal queries about family violence intervention orders or separation from their partner.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes. Clients are seen in order of arrival. Call the Telephone Advice Line before attending to make sure you have everything you need for your appointment.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes. You must call ahead so an interpreter can be booked.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.womenslegal.org.au

Legal Services *for* Everybody




Legal Service

Service Provider
Footscray
Community
Legal Centre

Advice and assistance with tenancy issues, family law, divorce and separation and legal aid applications. Specialist refugee legal service is available.

Footscray Community Legal Centre


ADDRESS	Level 1, 72 Buckley Street Footscray
PHONE	9689 8444
FAX	9689 8165
EMAIL	admin@footscrayclc.org.au
HOURS	Monday–Friday, 9.30am–1pm Closed 1pm–2pm Night service on Tuesday and Thursday, 6.30pm onwards.
WHO	People living, working or studying in the City of Maribyrnong. Asylum seekers and newly arrived immigrants are usually prioritised.
WILL HELP	Everyone 
SERVICE AREA	City of Maribyrnong
COST	Free
DROP-IN-SERVICE	Yes. Tuesday and Thursday evenings.
OTHER LOCATIONS	Yes. Sunshine Magistrates Court on Tuesdays and Wednesdays.
LANGUAGES	English only
INTERPRETERS	Yes. Please phone ahead.
AGE GROUP	12 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.footscrayclc.org.au

Legal Service

Service Provider
Wyndham Legal Service

Advice and assistance with tenancy issues, family law, divorce and separation. Specialist refugee legal service is available, but they do not provide migration advice.

Wyndham Legal Service


ADDRESS	Suite 10, 2–14 Station Place Werribee
PHONE	9741 0198
FAX	9741 5739
EMAIL	admin@wyndhamls.org.au
HOURS	Monday–Friday, 9.30am–5.30pm Monday evening clinic
WHO	People living, working or studying in the City of Wyndham.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	Yes, in special circumstances.
OTHER LOCATIONS	Werribee Magistrates Court (see above).
LANGUAGES	Hindi-speaking volunteers are available on certain days.
INTERPRETERS	Yes. Please phone ahead.
AGE GROUP	12 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wyndhamls.org.au

Legal Service

Service Provider
Brimbank Melton
Legal Service

Advice and assistance with tenancy issues, family law, divorce and separation, child custody and victims of crime applications. In special cases, casework service may be provided.

Brimbank Melton Legal Service


ADDRESS	Melton Library: Schebler Meeting Room Level 1, 31–35 McKenzie Street Melton
PHONE	8312 2020
FAX	9367 9438
EMAIL	info@communitywest.org.au
HOURS	Monday and Tuesday mornings.
WHO	People living, working or studying in the City Melton.
WILL HELP	Everyone 
SERVICE AREA	City of Melton
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	St Albans and Sunshine VISY Cares Hub on Wednesdays (for young women only) 80B Harvester Road Sunshine
LANGUAGES	English only
INTERPRETERS	Yes. Please phone ahead.
AGE GROUP	12 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.communitywest.org.au

Legal Service

Service Provider
Brimbank Melton
Legal Service

Advice and assistance with tenancy issues, family law, divorce and separation, child custody and victims of crime applications. In special cases, casework service may be provided.

Brimbank Melton Legal Service

ADDRESS	Level 1, 358 Main Road West St Albans
PHONE	9747 5240
FAX	9367 9438
EMAIL	info@communitywest.org.au
HOURS	Monday and Wednesday mornings. Help for young women (up to 25 years) on Wednesdays in Sunshine
WHO	People living, working or studying in the City of Brimbank or Melton
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Melton and Sunshine VISY Cares Hub on Wednesdays (for young women only) 80B Harvester Road Sunshine
LANGUAGES	English only
INTERPRETERS	Yes. Please phone ahead.
AGE GROUP	12 years and over
DISABILITY ACCESS	Access can be arranged. Please phone ahead.
MORE INFORMATION	www.communitywest.org.au


Legal Service

Statewide

Service Provider
Victoria Legal Aid

Advice and assistance with Centrelink, Child Protection, migration, family law, divorce and separation. Always call the Legal Help Line first and they will tell you whether you need a lawyer.

Victoria Legal Aid

ADDRESS	350 Queen St Melbourne
PHONE	English Line 1300 792 387 or Hindi Line 9269 0487
FAX	N/A
EMAIL	Legal advice not available via email.
HOURS	Legal Help Line 8.45am–5.15pm
WHO	People who can't afford a private lawyer. People with family violence problems. People who can't read, speak or write English well.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free or means-tested fees.
DROP-IN-SERVICE	Yes. Duty Lawyers are available at all Magistrates Courts, however they cannot see everyone.
OTHER LOCATIONS	Yes. 1/474 Ballarat Road Sunshine
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	12 years and over
DISABILITY ACCESS	Yes. National Relay Service available for Legal Help Line.
MORE INFORMATION	www.legalaid.vic.gov.au

COUNSELLING



Counselling

The best support you can give a victim is to assist them to find a professional family violence counsellor. **Counselling is appropriate for women and children who are not in immediate danger.** Counselling helps women and children to start to heal from the emotional trauma of family violence.

For many women, speaking to someone who they feel they can trust is a useful way to understand what they are going through at home. Qualified family violence counsellors, who are always women, are available to talk to.

Seeking qualified family violence counsellors is very important. These counsellors are non-judgmental, informed about family violence, and will always listen to what a woman has to say. They can assist a woman to get further help if she needs it.


Counsellors can use interpreters for women who do not speak English very well. All counselling services are free or affordable.

Counselling

Service Provider cohealth

cohealth offers counselling for anyone who is having relationship difficulties. Individual counselling is offered with a culturally sensitive counsellor. cohealth offers counselling for children who have experienced family violence. Please note that couples counselling is not offered where there has been physical violence in the relationship.

cohealth

ADDRESS	Footscray: 72–78 Paisley Street Braybrook: 107–139 Churchill Avenue
PHONE	Footscray 8398 4100 Braybrook 9334 6699
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Women who have experienced abusive personal relationships and want to talk to someone.
WILL HELP	Everyone 
SERVICE AREA	Brimbank, Maribyrnong, Moonee Valley, Melton, Wyndham, Hobsons Bay.
COST	Free
DROP-IN-SERVICE	No. Counselling services are appointment only.
OTHER LOCATIONS	Yes. Suite 13–15, 2–14 Station Place, Werribee
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.cohealth.org.au

Counselling


Culturally and Linguistically Diverse Women

Service Provider cohealth

Counselling for anyone who is having relationship difficulties. Individual counselling is offered with a culturally sensitive counsellor. Talking to someone about relationship problems can be a useful way to get help and understand what the difficulties are. If they can't help, they will refer clients to someone who can.

Please note that couples counselling is available to couples who have not experienced physical abuse.

cohealth

ADDRESS	New Hope Foundation Suite 13–15, 2–14 Station Place, Werribee
PHONE	8398 4178
FAX	N/A
EMAIL	N/A
HOURS	Tuesdays, 10am–4pm
WHO	Anyone living in the western suburbs who is of Indian or South Asian background and experiencing relationship troubles.
WILL HELP	Everyone 
SERVICE AREA	All western suburbs
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. VICSEG New Futures, 3–4/67 Watton Street Werribee
LANGUAGES	English only
INTERPRETERS	Yes. On-site or telephone. Request when making an appointment.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.cohealth.org.au

Counselling

Melton *and* Caroline Springs

Service Provider
Djerriwarrh
Health Services

Counselling for women who have experienced violence in their relationships. Talking to someone who understands what you are going through can help to identify the problem and work through it.

Djerriwarrh Health Services

ADDRESS	Corner of Yuile and High Street Melton
PHONE	8398 4100
FAX	N/A
EMAIL	N/A
HOURS	Every weekday except Tuesday, 9am–5pm
WHO	Women who have experienced violent personal relationships and want to talk to someone.
WILL HELP	Everyone ✿
SERVICE AREA	City of Melton
COST	Varies based on income and any concessions.
DROP-IN-SERVICE	Yes but only to make an appointment. You must arrive before 9am to book an appointment in person.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.djhs.com.au


Counselling

Support for women *and* children who have experienced sexual abuse

Service Provider
WestCASA

Counselling to help women and children to deal with feelings, concerns or problems because of an assault. Offer counselling, group work, advocacy, outreach counselling.

WestCASA

ADDRESS	53 Ballarat Road Footscray
PHONE	9687 8637
FAX	9687 8960
EMAIL	info@westcasa.org.au
HOURS	You can call WestCASA Monday to Friday between 1pm and 4.30pm and speak to an Intake Worker to be assessed for counselling. You may need to go on the waiting list.
WHO	Female and male victim/survivors of sexual assault ages 12 years and over, their families, partners and friends. Self-referral and referral by other professionals.
WILL HELP	Everyone 
SERVICE AREA	All of the western suburbs
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No but visit www.casahouse.org.au to find out about CASAs in other areas.
LANGUAGES	English
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westcasa.org.au


Counselling *and* Family Mediation *for* Indian Families

Service Provider
**Indian Family
Relationship
Services
(Muktesh
Chibber)**

Culturally sensitive domestic violence counselling for individuals, families and couples. For couples counselling, perpetrators of violence must receive a series of one-on-one anger management sessions. The option of couples counselling will be explored with the victim of abuse.

Counselling services include general counselling, marriage and relationship counselling, family therapy and counselling for separation. Educational workshops are also offered in positive communication, healthy relationships, conflict resolution and behavioural change. Mediation and family dispute resolution is also offered.

Indian Family Relationship Services (Muktesh Chibber)


ADDRESS	867 Doncaster Road Doncaster
PHONE	0425 367 617
FAX	N/A
EMAIL	counsellingindians@gmail.com
HOURS	By appointment
WHO	All members of the Indian community in Victoria.
WILL HELP	Everyone 
SERVICE AREA	All members of the Indian community in Victoria
COST	Negotiable
DROP-IN-SERVICE	Not currently
OTHER LOCATIONS	No
LANGUAGES	English, Punjabi, Hindi, Urdu
INTERPRETERS	N/A
AGE GROUP	All adults
DISABILITY ACCESS	Yes
MORE INFORMATION	www.indianfamilyrelationshipservices.weebly.com

Counselling

Service Provider
Relationships
Australia
Victoria

Counselling for women who have experienced violence or abuse in their relationships. All staff are professionals who are qualified and can understand what women are going through. They can support a woman to do whatever she feels comfortable with, whether this is moving on or taking action.

Relationships Australia Victoria


ADDRESS	Level 1, Harvester Centre 4 Devonshire Road Sunshine
PHONE	8311 9222
FAX	N/A
EMAIL	sunshine@rav.org.au
HOURS	Monday, Wednesday and Friday, 9am–5pm Tuesday and Thursday, 9am–9pm
WHO	Women who have experienced abusive personal relationships and want to talk to someone.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Northern, Southern and Eastern suburbs of Melbourne.
LANGUAGES	English only
INTERPRETERS	Yes. Require 2 weeks notice.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.relationshipsvictoria.com.au

Counselling

Service Provider
Lifeworks
Australia

Counselling for women who have experienced violence in their relationships. Talking to someone who understands what you are going through can help to identify the problem and work through it.

Lifeworks Australia


ADDRESS	1 Johnson Ave Hoppers Crossing
PHONE	9974 3200
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Women who have experienced violent personal relationships and want to talk to someone.
WILL HELP	Everyone 
SERVICE AREA	Wyndham, Melbourne
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Level 4, 255 Bourke St Melbourne 5 Everage Street Moonee Ponds or call 8650 6299 for other Lifeworks offices
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes.
MORE INFORMATION	www.lifeworks.com.au

Counselling

Service Provider
Lifeworks
Australia

Counselling for women who have experienced violence in their relationships is a useful way to get the help you need. Talking to someone who understands what you are going through can help to identify the problem and work through it.

Lifeworks Australia


ADDRESS	5 Everage Street Moonee Ponds
PHONE	8650 6200
FAX	8371 6200
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Women who have experienced abusive personal relationships and want to talk to someone.
WILL HELP	Everyone 
SERVICE AREA	City of Moonee Valley
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	1 Johnson Ave Hoppers Crossing Level 4, 255 Bourke St Melbourne or call 8650 6299 for other Lifeworks offices
LANGUAGES	English only
INTERPRETERS	Yes. Request when the appointment is made.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.lifeworks.com.au

Counselling

Service Provider
Lifeworks
Australia

Counselling for women who have experienced violence in their relationships is a useful way to get the help you need. Talking to someone who understands what you are going through can help to identify the problem and work through it.

Lifeworks Australia

ADDRESS	Level 4, 255 Bourke St Melbourne
PHONE	8650 6200
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Women who have experienced abusive personal relationships and want to talk to someone.
WILL HELP	Everyone 
SERVICE AREA	City of Melbourne
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	1 Johnson Ave Hoppers Crossing 5 Everage Street Moonee Ponds or call 8650 6299 for other Lifeworks offices
LANGUAGES	English only
INTERPRETERS	Yes. Request when the appointment is made.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.lifeworks.com.au


Counselling

For *anyone* who has experienced sexual assault

Service Provider Sexual Assault Crisis Line

After-hours, confidential, telephone crisis counselling service for victim/survivors of both past and recent sexual assault.

Sexual Assault Crisis Line


ADDRESS	N/A
PHONE	1800 806 292
FAX	8345 2081
EMAIL	ahcasa@thewomens.org.au
HOURS	Call between 5pm to 9am weekdays. Any hour on weekends and public holidays.
WHO	Female and male victim/survivors of sexual assault ages 12 years and over, their families, partners and friends.
WILL HELP	Everyone 
SERVICE AREA	All areas
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No but visit www.casahouse.org.au to find out about other CASA services.
LANGUAGES	English
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	National Relay Service 133 677
MORE INFORMATION	www.sacl.com.au

24 hour telephone counselling for victims of family violence *and* their support network

Service Provider
1800RESPECT

1800RESPECT telephone counselling is available 24-7, whether you are seeking help for yourself, a friend or relative, a colleague or a client. Professionals seeking assistance with work-induced trauma are also encouraged to seek telephone counselling via 1800 737 732. Phone and online counselling is available.

1800RESPECT

ADDRESS	No address provided
PHONE	1800 737 732
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Yourself, a friend or relative, a colleague or a client
WILL HELP	Everyone 
SERVICE AREA	All areas
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	TIS 131 450
MORE INFORMATION	www.1800respect.org.au

Counselling Adolescents *and* Children



Counselling Adolescents *and* Children

If a child or adolescent seems to be suffering distress following an immediate experience of family violence, they should see an understanding GP.

Family violence has a major impact on the health and wellbeing of children. Children who may be regularly exposed to family violence may suffer damaging psychological effects whether as a witness or as a direct victim. For instance, a child may not feel safe in an environment where they are aware that their mother may be in danger.

Other situations may also effect children, such as separation from a parent, having to change schools or move away from their friends.

It is also very likely that family violence will have had a significant impact on the mother/child relationship, which can effect children's physical, emotional and intellectual development.

In the Western Suburbs, parents can access children's family violence counselling and support groups to help them deal with the stress of abuse. Support groups are suited to children up until the age of 12 years. However children's counselling is available up until adulthood. Some groups have strict eligibility criteria. Read these carefully to find out if the child you want to help will be eligible.

Children's Counselling


Footscray

Service Provider
Women's Health West

Counselling for children through the use of creativity (art and play). Counselling helps children to understand their experiences. Mothers are also supported to help their children through difficult times. Counselling can help to strengthen mothers' relationship with their children. One-on-one, group, mother-child and sibling sessions are all offered.

Will work with those on temporary visas.

Women's Health West

ADDRESS	317–319 Barkly Street Footscray
PHONE	9689 9588
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Children aged up to 12 years who have experienced or been exposed to family violence. Generally work with children that are in stable housing and not living with the perpetrator of the violence. Call to discuss your situation though.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham, Brimbank, Melton, Maribyrnong, Hobsons Bay, Melbourne and Moonee Valley.
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Workers are located at Hoppers Crossing and Melton for one day per week. Call Women's Health West to make an appointment at these locations.
LANGUAGES	English only
INTERPRETERS	Yes, face-to-face interpreters can be used.
AGE GROUP	Toddlers, infants and primary school aged children.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.whwest.org.au


Children's Counselling

and intensive support available for children
who have experienced violence

Service Provider
Alannah and
Madeline
Foundation

Children Ahead program – Intensive support for children and their families who have experienced violence. Two-year therapeutic program focusing on what children need to recover from their experiences. Parents and caregivers are also given advice and steps to best support their children.

Alannah and Madeline Foundation

ADDRESS	Various locations
PHONE	9697 0666
FAX	9690 5644
EMAIL	info@amf.org.au
HOURS	Monday–Friday, 9am–5pm
WHO	Children aged under 18 years, who are living in stable accommodation in Brimbank or Melbourne City and are no longer experiencing violence. Will work with all families, including families who have visa issues.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank and Melbourne
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Service can come to families at home, at school or another location that is convenient.
LANGUAGES	English only
INTERPRETERS	Yes. Phone
AGE GROUP	0-18 years
DISABILITY ACCESS	Yes
MORE INFORMATION	www.amf.org.au

Children's Counselling


Service Provider
Relationships
Australia Victoria

Counselling for children who have experienced family violence. Staff have qualifications and/or training for working with children.

Will always try to work with at least one parent or carer who can support the child.

Permission of parents required for those under 18 years.

Relationships Australia Victoria


ADDRESS	4 Devonshire Road Sunshine
PHONE	9974 3200
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Children who have experienced (including witnessing) family violence in the home.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No. Parent or guardian must make an appointment with a counsellor.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, In some cases.
AGE GROUP	Up to 18 years. Parental consent is required for all ages.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.relationshipsvictoria.com.au

Adolescent Counselling

Service Provider
Anglicare
Victoria

Free counselling service for young people aged 10 to 25 years. Issues of depression, anxiety, behavioural issues or experiences of family violence. Art therapist available. Number of sessions is not capped, no Medicare card required.

Anglicare Victoria


ADDRESS	2 Market Rd Werribee
PHONE	9731 2500
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	10–25 year olds who live work or study in Wyndham. Will see those on visas.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	10–25 years
DISABILITY ACCESS	Yes
MORE INFORMATION	www.anglicarevic.org.au

Adolescent Counselling

Service Provider Djerriwarrh Health Services

Counselling for young people (12-24 years) as part of the Family Violence Prevention Program. Staff have qualifications and/or training in working with children and young people who are affected by trauma. Will always try to work with at least one parent or carer to support their child. Parental permission from one parent is required if child is aged under 14 years.

Djerriwarrh Health Services


ADDRESS	Corner of Yuille and High Streets Melton
PHONE	8746 1100 (every day except tuesday)
FAX	N/A
EMAIL	N/A
HOURS	Every weekday except Tuesdays, 9am–3pm
WHO	Children who have experienced, including witnessing, family violence in the home.
WILL HELP	Everyone 
SERVICE AREA	City of Melton
COST	Low-cost service. Approximately \$15 per session, with reduced fees for those on Health Care Cards.
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Up to 18 years. Parental consent is required up to the age of 14 years.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.djhs.com.au

Child *and* Adolescent Counselling Werribee

Service Provider
**Family Mental
Health Support
Service,
Drummond
Street and Family
Australia**

Counselling for children who have experienced family violence. Will always try to work with at least one parent or carer who can support the child. Permission of both parents required for those under 18 years.

Family Mental Health Support Service, Drummond Street and Family Australia


ADDRESS	Wyndham Private Medical Centre: Level 1, 242 Hoppers lane Werribee
PHONE	9663 6733
FAX	9639 6396
EMAIL	enquiries@ds.org.au
HOURS	Monday–Friday, 9am–5pm Some late appointments available on a Thursday.
WHO	Children who have experienced, including witnessing, family violence in the home.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	No. Call to arrange an appointment.
OTHER LOCATIONS	Carlton
LANGUAGES	English only
INTERPRETERS	Yes. Can be arranged as required.
AGE GROUP	Up to 18 years. Parental consent required.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ds.org.au

Child *and* Adolescent Counselling

Service Provider Lifeworks

Counselling for children who have experienced family violence. Staff have training in working with children. Will always try to work with at least one parent or carer who can support the child. Permission of both parents required for those under 18 years.

Lifeworks

ADDRESS	Level 4, 255 Bourke St Melbourne
PHONE	8650 6200 Parent or guardian must refer child
FAX	8650 6299
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Children who have experienced, including witnessing, family violence in the home
WILL HELP	Everyone 
SERVICE AREA	City of Melbourne
COST	Yes. Dependent on combined household income. Cost will be determined on a sliding scale ranging from \$35 to \$185
DROP-IN-SERVICE	No
OTHER LOCATIONS	Wyndham
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Up to 18 years. Parental consent is required for all under 18s
DISABILITY ACCESS	Yes
MORE INFORMATION	www.lifeworks.com.au

Youth Counselling

Sunshine

Service Provider

Headspace

Counselling for young people (12-25 years) who have signs of mild to moderate mental illness (e.g. anxiety or depression). Staff include health professionals (GPs and psychiatrists), mental health specialists and people to help with general health and wellbeing. Can make referrals to other services to help with education, drug and alcohol use or more severe mental health issues. Anyone can refer a young person to headspace, including the young person themselves. Prefer to work with at least one parent if child is under 15 years but can work around this if necessary. Can be hard to get initial assessment appointment with a GP without a Medicare card but call to discuss the situation.

Headspace

ADDRESS	80B Harvester Road Sunshine
PHONE	9927 6222
FAX	9312 1757
EMAIL	N/A
HOURS	Monday and Friday, 9am–5pm Tuesday and Thursday, 9am–8pm Wednesday, 9am–7pm
WHO	Adolescents who have mental health concerns and need to speak to someone who specialises in working with young people.
WILL HELP	Citizens and permanent residents. Can try to help those on temporary visas. ✿
SERVICE AREA	Western metropolitan area
COST	Free or low cost, depending on Medicare status.
DROP-IN-SERVICE	No
OTHER LOCATIONS	Wyndham
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	12–25 years. No parental consent required.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.headspace.org.au

Youth Counselling

Werribee

Service Provider

Headspace

Counselling for young people (12-25 years) who have signs of mild to moderate mental illness (e.g. anxiety or depression). Staff include mental health specialists, nurses, and people to help with issues at school, employment or training, drug and alcohol use and general health and wellbeing. Support groups are also offered. Anyone can refer a young person including the young person themselves. Prefer to work with at least one parent if child is under 15 years but can work around this if necessary. Can be hard to get initial assessment appointment with GP without a Medicare card but call to discuss the situation.

Headspace

ADDRESS	Shop 13, 5 Duncans Road Werribee
PHONE	8001 2366
FAX	8001 2362
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Adolescents who have mental health concerns and need to speak to someone who specialises in working with young people.
WILL HELP	Citizens and permanent residents. Can try to help those on temporary visas. ❀
SERVICE AREA	Western metropolitan area
COST	Free or low cost, depending on Medicare status.
DROP-IN-SERVICE	No
OTHER LOCATIONS	Sunshine
LANGUAGES	English only
INTERPRETERS	Only for GP appointments. Counselling services cannot provide interpreters for free. Call to discuss alternatives (e.g. bring a trusted friend or family member)
AGE GROUP	12–25 years. Parental consent preferred for under-15s but call to discuss if this is not possible.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.headspace.org.au

Children's Counselling

Western Suburbs

Service Provider

Gatehouse Children's Centre

Assessment and counselling for children who have experienced or witnessed sexual assault. Clinicians will do an assessment with the child and a parent (or parents) before deciding the best course of action. They can refer the child to other services or do counselling sessions with the child at Gatehouse.

Gatehouse Children's Centre

ADDRESS	Royal Children's Hospital
PHONE	9345 6391
FAX	N/A
EMAIL	gatehouse.centre@rch.org.au
HOURS	Monday–Friday, 9am–5pm. After hours crisis call 9345 5522 and ask to speak to a Gatehouse intake worker.
WHO	Children aged under 18 years who have experienced or witnessed any form of sexual assault. Will try to assist those without a Medicare card.
WILL HELP	Citizens and permanent residents. Will try to help people without Medicare cards. ✿
SERVICE AREA	City of Brimbank, Maribyrnong, Moonee Valley, Melton, Wyndham, Hobsons Bay.
COST	Free
DROP-IN-SERVICE	No. Call to speak to an Intake worker first.
OTHER LOCATIONS	Yes. Services are provided in Hoppers Crossing, Melton and Braybrook. Ask about these locations when you phone.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	up to 18 years
DISABILITY ACCESS	Yes
MORE INFORMATION	www.rch.org.au/gatehouse

HOUSING



Housing

In Victoria, the law supports women to stay in the family home if that is what they prefer, and make the violent person leave. **However, for many women, leaving is the safest and only option.** This can lead to insecure accommodation and potential homelessness.

There are agencies that offer help in finding women and their children safe accommodation and, in the long-term, a home. Some of these agencies may refer her to a women's refuge, which provides temporarily, safe and supported accommodation for her and her children.

It's important to remember that these services are incredibly busy dealing with a wide range of people without a home.

Homelessness services will not always be able to help those on **temporary visas**, particularly those that have a long wait before they get permanent residency. In some cases, they may be able to provide rent assistance however these funds are usually in very high demand. Usually, they cannot assist with short-term accommodation for women who have a lengthy wait until they receive their permanent visa. **In these cases, it is best to call women's services to see how they can help.**

You can also contact your local member of parliament listed under the **OTHER USEFUL CONTACTS** tab.


Emergency Accommodation

24-Hour Crisis Service and Safe Accommodation *for women*

Service Provider
safe steps:
Family Violence
Response Centre

Central access point for network of specialist family violence refuges across Victoria for women and children escaping family violence. Assessment of women and her children's needs is done over the phone and then options are discussed. If appropriate, she will be referred to a refuge service when a vacancy arises to assess whether refuge accommodation is suitable for her needs. Refuges only have a limited budget to help women on temporary visas each year. They usually prioritise women who are closer to getting their permanent residency. But, you should always try, regardless of a woman's circumstances. Normally refuges support women for 6-8 weeks.

safe steps: Family Violence Response Centre

ADDRESS	No address provided
PHONE	1800 015 188
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day
WHO	Women and their children who need to flee family violence and need a safe place to stay. Will try to help women on temporary visas.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Must phone to speak to someone first.
OTHER LOCATIONS	25 refuge locations across Victoria
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.safesteps.org.au

Housing Assistance

Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley *and* Melbourne

Service Provider
**Yarra Community
Housing**

Provides advice and referrals on long-term accommodation, crisis accommodation, private rental options and applying for public housing. Limited financial assistance for housing available. Very difficult to help people without ongoing income but will try. Can attend an initial appointment to discuss options without any charge.

Yarra Community Housing

ADDRESS	112–122 Victoria St Seddon
PHONE	9689 2777
FAX	9689 2279
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm. You must arrive before 9am to book an appointment. No appointments booked over the phone.
WHO	People who live in the areas of Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley and Melbourne who require immediate accommodation or assistance with longer-term housing. Can help those on visas with ongoing income.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	Wyndham, Moonee Valley, Melbourne, Maribyrnong and Hobsons Bay.
COST	No cost to speak to an Initial Assessment and Planning worker. Housing may have costs attached.
DROP-IN-SERVICE	Yes but only to make an appointment. You must arrive before 9am to book an appointment in person.
OTHER LOCATIONS	Yes. Level 1, 1–13 Watton Street Werribee. 8744 2100
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ych.org.au or www.nwhn.net.au

Housing Assistance

Service Provider
Uniting Care
Werribee
Support
& Housing

Provides advice and referrals on long-term accommodation, crisis accommodation, private rental options and applying for public housing. Limited financial assistance for housing available. Very difficult to help people without ongoing income but will try. Can attend an initial appointment to discuss options without any charge.

Werribee Support & Housing

ADDRESS	19 Duncans Road Werribee
PHONE	9742 6452
FAX	9742 6057
EMAIL	reception@wsh.org.au
HOURS	Monday–Friday, 9am–5pm. Closed 12.30–1pm for lunch.
WHO	People living in the Wyndham area who have a Health Care Card OR a referral letter from their support worker. A crisis counsellor will assess you if you do not fit these criteria.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	No
MORE INFORMATION	www.wsh.org.au

Housing Assistance

Service Provider
SASHS Western

Provides advice and referrals on crisis accommodation and Transitional Housing Management, private rental options and applying for public housing. Runs a youth housing program for under 18 years. Very difficult to help people without ongoing income. Can attend an initial appointment to discuss options without any charge.

SASHS Western

ADDRESS	16/147 Harvester Road Sunshine
PHONE	9312 5424 or Free Call 1800 076 427 (note: appointments cannot be booked over the phone for sunshine office)
FAX	9312 6769
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	People who live in Brimbank and Melton areas who require immediate accommodation or assistance with longer-term housing. Can help those on visas with ongoing income.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	Brimbank and Melton
COST	No cost to speak to an Initial Assessment and Planning worker. Housing may have costs attached.
DROP-IN-SERVICE	Yes but only to make an appointment. You must arrive before 9am to book an appointment in person.
OTHER LOCATIONS	Yes. 232 High Street Melton. 9747 7200 Wednesday 1pm–5pm, Tuesday, Thursday and Friday 9am–5pm
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over. Youth housing program available for 16-25 year olds.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.nwhn.net.au

Housing Assistance After Hours

Service Provider
**St Kilda
Crisis Service**

A statewide telephone line will accept referrals for anyone who needs accommodation outside of the hours of 9am-5pm, Monday to Friday. Referrals will be provided to a local service or a specialist service for the next business day. These services may not be able to help people without an income, however it is important you still try.

St Kilda Crisis Service

ADDRESS	No address provided
PHONE	1800 825 955
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day
WHO	Anyone that is experiencing or about to experience homelessness.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.nwhn.net.au


Housing Assistance

Service Provider

**Housing &
Homelessness,
Department
of Health and
Human Services**

Public housing is long-term rental housing that is managed by the Department of Health and Human Services. Waiting lists are long. It is for people on low incomes that are most in need.

Housing & Homelessness, Department of Health and Human Services

ADDRESS	Footscray: 71 Moreland Street Sunshine: 16-18 Hertford Road
PHONE	Footscray: 1300 360 462 Sunshine: 9229 4100 Housing call centre: 13 11 72 (24 hours, 7 days)
FAX	N/A
EMAIL	N/A
HOURS	9am to 5pm Monday to Friday, except for the Housing call centre that is open 24 hours, 7 days a week.
WHO	People experiencing homelessness
WILL HELP	Citizens and permanent residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Various offices across the state. Call the Housing call centre for other locations.
LANGUAGES	Varies, mainly English
INTERPRETERS	Yes, however availability may be limited after hours.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.housing.vic.gov.au/

Emergency

RELIEF

(FOOD, CLOTHING, VOUCHERS)



Emergency Relief

Across Victoria, people in a crisis or emergency can access relief from charities who provide the basic necessities: food, money for bills, public transport tickets and more. Each organisation operates differently and will not be able to help everyone.

It's important to check whoever you are helping is eligible. A quick phone call beforehand can save lots of time.

These services are very busy. The advice that you give anyone who needs emergency relief is to arrive early and bring their documents with them (ID, proof of address, proof of income). **Phone ahead for anyone who doesn't have any income so that you can explain their circumstances.** The service might still be able to help you or they can refer you somewhere else.

Emergency Relief

CALD Communities

Service Provider
Australian
Multicultural
Community
Services

Food parcels and food vouchers for those who are in financial difficulty. Parcels can be claimed once every 2 months. Vouchers can be claimed every 3-4 months. Information and referral to other services. Will help those without permanent resident status.

Australian Multicultural Community Services

ADDRESS	Suite 111, 45–56 Hampstead Road Maidstone
PHONE	9689 9170
FAX	N/A
EMAIL	ercm@amcservices.org.au
HOURS	Tuesday, 9am–3pm Friday, 9am–1pm
WHO	People living in the western metropolitan region who hold a Centrelink Health Care Card. People who are homeless, have a disability or provide care to another person with a disability are also eligible.
WILL HELP	Citizens and permanent residents or anyone who is homeless, has a disability or is a carer to another person with a disability. 🌸
SERVICE AREA	City of Brimbank, Hobsons Bay, Melbourne, Maribyrnong, Melton, Moonee Valley, and Wyndham.
COST	Free
DROP-IN-SERVICE	No. Appointments are required.
OTHER LOCATIONS	No
LANGUAGES	English and other community languages.
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.amcservices.org.au

Emergency Relief

Service Provider Uniting Care Werribee Support & Housing

Food parcels, food vouchers, clothing and household goods, crisis counselling and referrals. Food vouchers are available once every 4 months. Food parcels are available once every 2 weeks. Can assess whether families need financial assistance or financial counselling.

If food stocks and emergency relief funds get very low, people without permanent residency may not be able to get help. For those on temporary visas, need a referral from an agency confirming current address.

Werribee Support & Housing

ADDRESS	19 Duncans Road Werribee
PHONE	9742 6452
FAX	9742 6057
EMAIL	reception@wsh.org.au
HOURS	Monday–Friday, 9am–5pm. Closed 12.30–1pm for lunch.
WHO	People living in the Wyndham area who have a Health Care Card OR a referral letter from their support worker. A crisis counsellor will assess you if you do not fit these criteria.
WILL HELP	Everyone, unless supplies and funds get very low. 🌸
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	No
MORE INFORMATION	www.wsh.org.au

Emergency Relief

Service Provider
Salvation Army

Food vouchers and food parcels; Salvo's Store vouchers available from time to time; phone bill assistance for Telstra landlines available once per year.

Salvation Army


ADDRESS	209 Watton Street Werribee
PHONE	9731 1344
FAX	N/A
EMAIL	N/A
HOURS	Monday, Tuesday, Thursday and Friday, 9.30am–2pm
WHO	People who live in the Wyndham area (ID needed) and can provide proof of income (employment or Centrelink) over the past two weeks and how this income was spent. If you have no income, a letter from a support worker can be used instead.
WILL HELP	Everyone, but may not always be able to help those on temporary visas. ✿
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	No. Call at 9.30am to make an appointment.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	No. Try and bring someone with you who can speak English.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.salvationarmy.org.au

Emergency Relief

Service Provider
Salvation Army
Sunshine

Food vouchers available every 3 months; Salvo's Store vouchers available each month; and phone bill assistance for Telstra landlines available once per year. Will not assist those on temporary visas.

Salvation Army Sunshine

ADDRESS	6/147 Harvester Road Sunshine
PHONE	9391 3355
FAX	N/A
EMAIL	N/A
HOURS	Monday, Tuesday, Thursday and Friday, 9am–5pm
WHO	People who live in the Brimbank and Melton areas and can provide proof of income (employment or Centrelink) over the past two weeks. If you have no income, a letter from a support worker can be used instead.
WILL HELP	Citizens and permanent residents only. 
SERVICE AREA	City of Brimbank and City of Melton.
COST	Free
DROP-IN-SERVICE	No. Appointments are required.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.salvationarmy.org.au


Emergency Relief

Service Provider Wesley Mission Outreach

Food parcels, food vouchers, vouchers for petrol, phone bills and pharmacy. Fruit and vegetable market (free) on Friday mornings. Weekly lunch on Wednesdays. Laundry and showers available.

Crisis counselling, advocacy and referrals provided. Limits to number of vouchers and parcels apply. Will try to help those with visa issues.

Wesley Mission Outreach


ADDRESS	310 Barkly St Footscray
PHONE	9689 3515
FAX	N/A
EMAIL	hssnw@wesley.org.au
HOURS	Wednesday–Friday, 9am–4pm
WHO	People living in the City of Maribyrnong who have a Health Care Card. Proof of address is needed. If you don't have a Health Care Card or proof of address, it's still worth visiting.
WILL HELP	Everyone 
SERVICE AREA	City of Maribyrnong
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes, by phone.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wesley.org.au

Emergency Relief

Service Provider
Salvation Army

Food vouchers available every 3 months;
Salvo's Store vouchers available each month;
and phone bill assistance for Telstra landlines available
once per year. Will help those without permanent
resident status.

Salvation Army

ADDRESS	108 Queen Street Altona
PHONE	9398 1954
FAX	N/A
EMAIL	N/A
HOURS	Tuesday–Thursday, 10am–1pm
WHO	People who live in the Altona area. Must be either on a health care card or pension card OR have an ID card from Department of Immigration. Must prove address in Altona either through ID or a rental receipt or a letter from a support worker confirming address.
WILL HELP	Everyone 
SERVICE AREA	City of Hobsons Bay
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	No
MORE INFORMATION	www.salvationarmy.org.au

Emergency Relief

Altona North, Brooklyn, Newport *and* Williamstown

Service Provider
Walker Close
Community
Centre

Food parcels, food vouchers, crisis counselling, financial counselling. Will try and assist those on temporary visas without a Health Care Card. For those on temporary visas, can provide food parcels and referrals to other places who can offer other forms of relief such as financial assistance, clothing or furniture.

Walker Close Community Centre

ADDRESS	180 Millers Road Altona North
PHONE	9318 0521
FAX	N/A
EMAIL	N/A
HOURS	Wednesday, 10am–1pm
WHO	People living in Altona North, Brooklyn, Newport and Williamstown. Proof of address is needed and, in most cases, a Health Care Card.
WILL HELP	Everyone, but those on temporary visas get more limited assistance. 🌸
SERVICE AREA	Altona North, Brooklyn, Newport, and Williamstown.
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	St Stephens Church: 179 Melbourne Road, Williamstown Mondays and Fridays, 10am–1pm.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.walkerbrooklyn.com.au


Emergency Relief

Service Provider

**Laverton
Community
Centre &
Neighbourhood
House**

Food vouchers and food parcels.
Information and referrals. Will assist those on
temporary visas.

Laverton Community Centre & Neighbourhood House

ADDRESS	Laverton Hub 95–105 Railway Avenue Laverton
PHONE	8368 0177
FAX	N/A
EMAIL	N/A
HOURS	Monday, Wednesday and Friday, 9am–12.45pm
WHO	People living in Laverton who have a Health Care Card. Proof of address is also needed. Those on temporary visas should have a support letter to explain their situation and income.
WILL HELP	Everyone 
SERVICE AREA	Laverton only
COST	Free
DROP-IN-SERVICE	Yes. Appointments are not required.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.lcis.org.au


Emergency Relief

Service Provider
Essendon
Citizens Advice
Bureau

Food vouchers and food parcels available. Vouchers are limited to three per financial year (July to June). These are only available to Health Care Card holders and residents of the Moonee Valley area.

Food parcels are available to those outside the area who hold a Health Care Card. Cannot help those on temporary visas.

Essendon Citizens Advice Bureau

ADDRESS	1 Pascoe Vale Road Moonee Ponds
PHONE	9372 0835
FAX	9375 1694
EMAIL	N/A
HOURS	Food Vouchers: Monday, Tuesday and Friday, 10.30am–2pm. Appointments are needed. Food Parcels: Monday–Friday, 10am–3pm.
WHO	People who live in suburbs of the Moonee Valley area. This includes Flemington. ID with proof of address must be shown. N.B. Kensington is not part of the City of Moonee Valley
WILL HELP	Citizens and permanent residents 
SERVICE AREA	City of Moonee Valley
COST	Free
DROP-IN-SERVICE	Only for Food Parcels. Food Vouchers require an appointment. Call to make.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.mvcc.vic.gov.au

Emergency Relief

Service Provider
Salvation Army

Food items and food parcels, clothing vouchers, sometimes bill assistance is available.

Will try to help those on temporary visas who have experienced family violence.

Salvation Army

ADDRESS	Corner of Mt Alexander Road and Buckley Street Moonee Ponds
PHONE	9375 3249
FAX	N/A
EMAIL	N/A
HOURS	Wednesday and Friday, 8.45am–11.45am
WHO	People who live in the Moonee Valley area and hold a Health Care Card. ID with proof of address needed. Will try to help those on temporary visas, especially in family violence cases.
WILL HELP	Citizens and permanent residents. Temporary visa holders who have experienced family violence. 🌸
SERVICE AREA	City of Moonee Valley
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.salvationarmy.org.au

Emergency Relief

Service Provider
Combined Churches Caring Melton

Emergency food (including fresh, frozen and tinned food). Financial counsellor is available for regular attendees. No Interest Loan Scheme (NILS) loans for low-income earners who don't use the food service. For those on temporary visas, need a referral from an agency confirming current address.

Combined Churches Caring Melton

ADDRESS	10 Smith Street Melton
PHONE	9747 6811
FAX	N/A
EMAIL	N/A
HOURS	Monday–Thursday, 10am–3pm Friday, 10am–12pm
WHO	People who live in the Melton area. Must hold a Health Care Card or Pension card from Centrelink. Must prove address in Melton with 2 pieces of ID (bills can be used).
WILL HELP	Citizens and permanent residents. Temporary visa holders if they're referred by another community agency. 🌸
SERVICE AREA	City of Melton and surrounding suburbs.
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English. An Indian volunteer is also available on certain days.
INTERPRETERS	No
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.melton.vic.gov.au

Emergency Relief Hotline


Statewide

Service Provider St Vincent de Paul

A confidential phone service linking people in need with local volunteers of the St Vincent de Paul. Volunteers will help with food parcels or vouchers, clothing, furniture and, in extreme cases, bills.

A person can call and leave their details, then 1 or 2 days later a local volunteer will visit their home and provide the assistance that's needed. In some cases, referrals to a local service may be made.

St Vincent de Paul

ADDRESS	N/A
PHONE	1300 305 330
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 10am–3pm
WHO	People experiencing crisis who require assistance with food, clothing or bills. Anyone who is in need can call.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	N/A
OTHER LOCATIONS	Volunteers can come to your home or another location.
LANGUAGES	English only
INTERPRETERS	TIS Interpreting Service 131 450
AGE GROUP	All ages
DISABILITY ACCESS	National Relay Service 133 677
MORE INFORMATION	www.vinnies.org.au

FINANCES *and* MONEY



Finances *and* Money

Centrelink is the first point of contact for income support. Centrelink is only an option for Australian citizens and permanent residents; for other financial assistance see the **EMERGENCY RELIEF** tab.

It is a common tactic in violent relationships that women are told false information from partners so that they do not leave the relationship. Women should be encouraged to meet with Centrelink to discuss their eligibility.

It is important to send women to Centrelink immediately. Women's crisis services will have access to Centrelink in the event of an immediate crisis.

Centrelink have social workers that help families who are experiencing a crisis, are in need of support, or are unsure how to access the right assistance. They are there to support families who are experiencing distress as a result of family and domestic violence, homelessness or hardship. For safety purposes, women can choose to go to a Centrelink office outside of their community. Call ahead to book an appointment.

There are also agencies that offer No Interest Loan Schemes (NILS) for purchasing essential items for their home or education expenses. Financial hardship must be proven to access the loans and there is

usually a time limit on when the loan can be repaid. If a person doesn't have any income at all, it's unlikely they will be able to get a loan because the agency must know they can repay it without going into more debt. When passing on this information to families, only give details of NILS agencies listed in this guide.

Financial counsellors are useful for those who are having trouble budgeting or staying on top of their financial commitments. If someone has never had to make decisions about income and spending before, a financial counsellor could be a great way to learn these skills. Financial counsellors can also help people that are in debt or facing bankruptcy by dealing with agencies or debt collectors, explaining a person's rights to them and helping them to avoid the situation in the future.

Only refer people to a free, government-authorised financial counsellor such as those listed in this guide. There are many services advertising a solution to debt and money problems. However, many of these are very expensive and lock people into contracts that leave them in a worse financial position. Call **Financial Counselling Australia** to find out where else free financial counsellors are located in Victoria: **1800 007 007**.

Centrelink Assistance




Centrelink

Crisis Payment

Service Provider
Centrelink

Victims of family violence may be able to apply for a one-off crisis payment. To be eligible, a woman must be receiving or be eligible to receive a Centrelink payment on the day that she applies for the crisis payment. Victims must apply within 7 days of the family violence incident. Usually a police report is required. A woman must have either left the home due to the violence or the perpetrator must have left the home. There could be some flexibility around this.

Centrelink

ADDRESS	Flemington: 482–490 Racecourse Road Footscray: 75 Moore Street Melton: Woodgrove Shopping Centre: 533–555 High Street Newport: 433–439 Melbourne Road Sunshine: 35–45 Dickson Road Werribee: 89–91 Synnot Street Watergardens: Shop O1 Watergardens Town Centre: 399 Keilor Melton Road Watergardens
PHONE	132 850 and ask to speak to a social worker
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 8.30am–4.30pm
WHO	Anyone who is receiving or is eligible to receive a Centrelink payment and has experienced an incident of family violence within the past 7 days.
WILL HELP	Citizens and permanent residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	N/A
OTHER LOCATIONS	Locations across Victoria.

Centrelink Crisis Payment

Service Provider
Centrelink

Centrelink - Continued

WILL HELP	Citizens and permanent residents
LANGUAGES	Varies
INTERPRETERS	Yes
AGE GROUP	16 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	http://www.humanservices.gov.au/customer/services/centrelink/crisis-payment

No Interest Loan Scheme (NILS)




No Interest Loan Scheme (NILS) Footscray

Service Provider

**Wesley Mission
Outreach**

A loan of up to \$1200 is available for purchasing essential household items or services (e.g. washing machine, fridge etc.). Those who have a Health Care Card or receive a Centrelink payment qualify for a NILS loan. The loan must be repaid over 18 months.

Wesley Mission Outreach


ADDRESS	310 Barkly St Footscray
PHONE	9689 3515
FAX	N/A
EMAIL	N/A
HOURS	Wednesday–Friday, 9.30am–4pm
WHO	Anyone on a Centrelink payment and/or holding a Health Care Card. Must have lived at current address for at least 3 months (will make exception in case of family violence).
WILL HELP	Citizens and permanent residents 
SERVICE AREA	City of Maribyrnong
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Locations across Victoria.
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	Phone for more information

No Interest Loan Scheme (NILS) Hobsons Bay

Service Provider
**St Vincent
de Paul Society**

A loan of up to \$1000 is available for purchasing essential household items or services (e.g. washing machine, fridge etc.). Those who have a Health Care Card or receive a Centrelink payment qualify for a NILS loan. The loan must be repaid over 12 months.

St Vincent de Paul Society


ADDRESS	Louis Joel Centre: 5 Sargood Street Altona
PHONE	9398 2548
FAX	N/A
EMAIL	N/A
HOURS	Tuesday, Thursday and Saturday by appointment.
WHO	Anyone on a Centrelink payment and/or holding a Health Care Card. Must have lived at current address for at least 3 months (will make exception in case of family violence).
WILL HELP	Citizens and permanent residents 
SERVICE AREA	City of Hobsons Bay
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes, locations across Victoria. See below for western suburbs providers.
LANGUAGES	English only
INTERPRETERS	N/A
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.goodshepherdmicrofinance.org.au/find-provider/nils-providers/salvation-army-melbourne-central-community-support-services-nils-2

No Interest Loan Scheme (NILS) Melton

Service Provider
Combined
Churches
Caring Melton

A loan of up to \$1000 is available for purchasing essential household items or services (e.g. washing machine, fridge etc.). Those who have a Health Care Card or receive a Centrelink payment qualify for a NILS loan. The loan must be repaid over 12 months.

Combined Churches Caring Melton

ADDRESS	10 Smith St Melton
PHONE	9747 6811
FAX	N/A
EMAIL	N/A
HOURS	Monday, 1–4pm
WHO	Anyone on a Centrelink payment and/or holding a Health Care Card. Must have lived at current address for at least 3 months (will make exception in case of family violence).
WILL HELP	Citizens and permanent residents 
SERVICE AREA	City of Melton
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Locations across Victoria.
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.goodshepherdmicrofinance.org.au/find-provider/nils-providers/salvation-army-melbourne-central-community-support-services-nils-2

No Interest Loan Scheme (NILS) St Albans

Service Provider

**Good Shepherd
Youth and Family
Services**

A loan of up to \$1200 is available for purchasing essential household items or services (e.g. washing machine, fridge etc.). Specific loans are also available for victims of family violence.

Those who have a Health Care Card or receive a Centrelink payment qualify for a NILS loan. The loan must be repaid over 12 months.

Good Shepherd Youth and Family Services

ADDRESS	354 Main Road West St Albans
PHONE	8312 8800
FAX	N/A
EMAIL	N/A
HOURS	Monday, Tuesday, Wednesday.
WHO	Anyone on a Centrelink payment and/or holding a Health Care Card. Must have lived at current address for at least 3 months (will make exception in case of family violence).
WILL HELP	Citizens and permanent residents ✿
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Locations across Victoria.
LANGUAGES	English only
INTERPRETERS	N/A
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.goodshepherdmicrofinance.org.au/find-provider/nils-providers/salvation-army-melbourne-central-community-support-services-nils-2

No Interest Loan Scheme (NILS) Werribee

Service Provider
Salvation Army
Wyndham
Community
Support Service

A loan of up to \$1000 is available for purchasing essential household items or services (e.g. washing machine, fridge etc.). Those who have a Health Care Card or receive a Centrelink payment qualify for a NILS loan. The loan must be repaid over 12 months.

Salvation Army Wyndham Community Support Service

ADDRESS	211 Watton Street Werribee
PHONE	9731 1344
FAX	N/A
EMAIL	N/A
HOURS	Every day except Wednesdays, 9.30am–2pm
WHO	Anyone on a Centrelink payment and/or holding a Health Care Card. Must have lived at current address for at least 3 months (will make exception in case of family violence).
WILL HELP	Citizens and permanent residents ✿
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Locations across Victoria.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.goodshepherdmicrofinance.org.au/find-provider/nils-providers/salvation-army-melbourne-central-community-support-services-nils-2

Microcredit

Service Provider
The Smith Family

Saver Plus is a scheme that matches the savings of individuals who need money for education expenses. This can be for a child's education or for an adult who is studying a Certificate course at TAFE or similar. Up to \$500 is available. Once someone has been approved for Saver Plus, they have 10 months to save money and are then given a lump sum that matches their savings. Financial education is also delivered over the 10 months.

The Smith Family

ADDRESS	Various locations. Make an appointment by phone first.
PHONE	Call 1300 610 355 or 0419 607 295 to speak to the western worker. Or SMS your name and postcode to 1300 610 355
FAX	N/A
EMAIL	saverplus@bsl.org.au
HOURS	Monday–Friday, 9am–5pm
WHO	Adults who have a Centrelink Health Care Card or Pensioner Card. Must have some regular form of income from work.
WILL HELP	Citizens and permanent residents ✿
SERVICE AREA	City of Brimbank and City of Wyndham
COST	No fees associated with loan. But must show savings to access the loan.
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Loans are available across Victoria from different organisations.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.bsl.org.au

Financial Counselling




Financial Counselling

Service Provider
Anglicare
Victoria

Provide assistance with financial questions and problems, including budgeting, bills, debts, bankruptcy. There is no income test to use the service.

Anglicare Victoria

ADDRESS	2 Market Road Werribee
PHONE	9731 2500
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Anyone who needs assistance with organising their finances. Do not have to be on Centrelink to access the service.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham, City of Maribyrnong, City of Moonee Valley, City of Hobsons Bay, City of Melbourne.
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Locations in Kensington and Yarraville. Ask for more details when you make an appointment.
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.anglicarevic.org.au

Financial Counselling


Service Provider
Good Shepherd
Victoria,
Djerriwarrh Health
Services, ISIS
Primary Care

Help people with financial problems from simple budgeting through to helping with bankruptcy. Can advocate for people when dealing with banks, Centrelink or other government departments.

Can assist with applying for financial assistance.

Can help those on temporary visas.

Good Shepherd Victoria, Djerriwarrh Health Services, ISIS Primary Care

ADDRESS	Deer Park: 106 Station Road Melton: Cnr High and Yuille Streets St Albans: 354 Main Road West Sunshine: 122 Harvester Road
PHONE	1300 786 696
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	Anyone experiencing financial difficulty who lives in the Brimbank or Melton areas. People on Health Care Card or a low income immediately qualify.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank and City of Melton
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Address given when an appointment is made.
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment.
AGE GROUP	18 and over
DISABILITY ACCESS	Yes
MORE INFORMATION	The phone number above or visit www.financialcounsellingaustralia.org.au/Corporate/Find-a-Counsellor

Financial Counselling


Maribyrnong

Service Provider

**Footscray
Community
Legal Centre**

Assist people who are experiencing financial hardship by providing information on rights and responsibilities, options, referrals to other services and advocating on people's behalf with credit providers. Can help with issues of loans and mortgages, bills, telephone contracts, Centrelink problems, bankruptcy and repossession. Will try to refer to other services if they can't help. Free and confidential service.

Footscray Community Legal Centre

ADDRESS	Level 1, 72 Buckley St Footscray
PHONE	9689 8444
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9:30am–5pm
WHO	Anyone who lives or works in the City of Maribyrnong. Asylum seekers and newly arrived immigrants are usually prioritised.
WILL HELP	Everyone 
SERVICE AREA	City of Maribyrnong
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. Braybrook on Thursdays. Ask for more details when making an appointment.
LANGUAGES	English only
INTERPRETERS	Yes. Request when making an appointment.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.footscrayclc.org.au

VISA ISSUES



Visa Issues

The experience of settling in to a new country and making a new home can be difficult. There are many organisations that are staffed by experienced people who understand what migrants are going through and can help. If people need advice, help filling out forms, English classes, help finding employment or they want to connect with people from their own community, contact one of the organisations in this section of the guide.

Some women believe that they will be forced to return to their home country if they leave their abusive relationship. **It is important to let the victim know that if they have experienced family violence they can still continue their application for permanent residency.**

To find out more information, the Department of Immigration and Border Protection can be contacted directly on 131 881.


There are also legal services and other agencies specifically for people with immigration and visa problems. Please refer to the **OTHER LEGAL ISSUES** tab.

Help for Women on Partner Visas

Service Provider
inTouch
Multicultural
Centre Against
Family Violence

Assistance with immigration issues for women on partner/spousal visas (309 and 820) or bridging visas.

inTouch Multicultural Centre Against Family Violence


ADDRESS	Provided with appointment
PHONE	9413 6500 or 1800 755 988
FAX	9429 0057
EMAIL	admin@intouch.asn.au
HOURS	Monday–Friday, 9am–5pm
WHO	Women on partner visas who are worried about the status of their visa due to family violence.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment first.
OTHER LOCATIONS	No
LANGUAGES	Hindi, Punjabi, English
INTERPRETERS	Yes. Phone ahead.
AGE GROUP	Yes
DISABILITY ACCESS	Phone ahead to arrange access
MORE INFORMATION	www.intouch.asn.au

Legal Support for Migrants

Service Provider
**Refugee
Immigration
and Legal Centre**

Assistance for people with immigration and visa issues, including legal advice and representation for matters that need to go to court. Deal with Family Stream visa applications and sponsorship, advice on visa cancellation, cases at migration tribunals and the administrative appeals tribunal. Can provide referrals to other support services.

Refugee Immigration and Legal Centre

ADDRESS	Level 1, 121–123 Brunswick St Fitzroy
PHONE	Advice Line 9413 0100
FAX	9741 5739
EMAIL	N/A
HOURS	Phone advice: Wednesday, 10am–4pm and Friday, 2pm–4pm Office hours: Monday–Friday, 9am–5pm
WHO	Refugees, asylum seekers and disadvantaged migrants who need legal assistance specifically on immigration.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. You must phone the advice line before you can attend the centre in person.
OTHER LOCATIONS	No
LANGUAGES	N/A
INTERPRETERS	Yes. Phone ahead.
AGE GROUP	N/A
DISABILITY ACCESS	N/A
MORE INFORMATION	www.rilc.org.au


General Support for Migrants

Service Provider

**Migrant
Resource Centre
North West**

General support services for settling into life in Australia, including making enquiries and applications on your behalf, referring you to support services, translating documents into English. There are also registered migration agents that can give you information (but not legal advice or representation)

Migrant Resource Centre North West

ADDRESS	45 Main Road West St Albans
PHONE	9367 6044
FAX	9741 5739
EMAIL	mrcnw@mrcnorthwest.org.au
HOURS	Monday–Friday
WHO	People living in the suburbs of Brimbank, Melton, Hobsons Bay and Maribyrnong who have lived in Australia for less than 5 years.
WILL HELP	Temporary visa holders 
SERVICE AREA	City of Brimbank, Maribyrnong, Melton and Hobsons Bay
COST	Free
DROP-IN-SERVICE	Yes. Monday, Wednesday, Thursday and Friday, 1.30pm–4pm
OTHER LOCATIONS	Yes. Laverton Community Hub: 95-105 Railway Avenue Laverton. There is also an office in Hume.
LANGUAGES	English and Hindi
INTERPRETERS	Yes. Phone ahead.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.mrcnorthwest.org.au

Health
SERVICES



Health Services

If a woman comes to you after being immediately physically assaulted you should take her, or arrange for her to be taken, to a hospital emergency department. Irrespective of the severity of the injury, it is important that the injury is documented with the hospital for evidence of the abuse.

When necessary, call 000 for an ambulance. The ambulance service is free for concession card holders, however it is very costly for those who do not have ambulance cover.

If a woman is emotionally distraught, the first point of call after police should be **WOMEN'S SERVICES and **COUNSELLING** services.**

Women can be supported by GP's who have acquired an understanding of family violence who can offer support and assistance.

A woman can go to a bulk billing doctor with her medicare card. If she does not have access to her card she can call Medicare on 13 20 11 to find their Medicare number details.

Some community health centres offer a range of services from GPs through to mental health, nutrition or podiatry. Most of them bulk bill for services. Many of them try to help people with visa issues.

These centres are a good starting point when someone is trying to get help. They usually have strong connections with their local community and they know what other services can help with more specific problems.

Low cost dentists are also available at select community health centres and usually prioritise women who have experienced family violence and offer a reduced rate or free service.

Hospitals



Women's Hospital

Service Provider
**Royal Women's
Hospital**

24 hour, 7 days per week Women's emergency department provides urgent medical care to women who have been abused and newborns with neonatal conditions. On arrival, patients will receive immediate assessment and intervention for presenting conditions relating specifically to maternity and women's health.

Royal Women's Hospital

ADDRESS 20 Flemington Road Parkville

PHONE **8345 2000**

FAX N/A

EMAIL N/A

HOURS 24 hours a day, 7 days a week

WHO Women and newborns with neonatal conditions

WILL HELP Everyone

SERVICE AREA Statewide 

COST Free

DROP-IN-SERVICE Yes

OTHER LOCATIONS No

LANGUAGES Varies

INTERPRETERS Yes

AGE GROUP All ages

DISABILITY ACCESS Yes

MORE INFORMATION www.thewomens.org.au


Help *at* Hospital

The Royal Women's Hospital

Service Provider
**Royal Women's
Hospital**
**Social Work
Department**

For patients at the Royal Women's Hospital, the Social Work department can help with the welfare, therapeutic and education needs. This includes referral to other services, counselling, advocacy on your behalf and planning for returning home.

Royal Women's Hospital Social Work Department

ADDRESS	20 Flemington Road Parkville
PHONE	8345 3071
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm for social work department. On-call service on weekends
WHO	Patients of the Royal Women's Hospital
WILL HELP	Everyone
SERVICE AREA	All of Victoria 
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Sandringham
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	www.thewomens.org.au

Hospital

Melbourne City

Service Provider
**Royal Melbourne
Hospital**

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care to members of the community who present for assessment and treatment. On arrival, patients are assessed in order of urgency. This can mean patients wait for several hours during busy periods.

Royal Melbourne Hospital

ADDRESS 300 Grattan Street Parkville

PHONE **9342 7000**

FAX N/A

EMAIL N/A

HOURS 24 hours a day, 7 days a week

WHO Everyone

WILL HELP Everyone

SERVICE AREA Statewide 

COST Free

DROP-IN-SERVICE Yes

OTHER LOCATIONS No

LANGUAGES Varies

INTERPRETERS Yes

AGE GROUP All ages

DISABILITY ACCESS Yes


MORE INFORMATION www.rmh.mh.org.au

Hospital Werribee

Service Provider Werribee Mercy Hospital

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care to members of the community who present for assessment and treatment. On arrival, patients are assessed in order of urgency. This can mean patients wait for several hours during busy periods.

Werribee Mercy Hospital

ADDRESS	300 Princess Highway Werribee
PHONE	8754 3000
FAX	N/A
EMAIL	werribee@mercy.com.au
HOURS	24 hours a day, 7 days a week
WHO	Everyone
WILL HELP	Everyone
SERVICE AREA	Werribee 
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	Varies
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.mercyhealth.com.au

Hospital Footscray

Service Provider

Footscray Hospital Western Health

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care to members of the community who present for assessment and treatment. On arrival, patients are assessed in order of urgency. This can mean patients wait for several hours during busy periods.

Footscray Hospital Western Health

ADDRESS 160 Gordon Street Footscray

PHONE **8345 6666**


FAX N/A

EMAIL N/A

HOURS 24 hours a day, 7 days a week

WHO Everyone

WILL HELP Everyone

SERVICE AREA Footscray 

COST Free

DROP-IN-SERVICE Yes

OTHER LOCATIONS 176 Furlong Road St Albans
77B Railway Cres Williamstown

LANGUAGES Varies

INTERPRETERS Yes

AGE GROUP All ages

DISABILITY ACCESS Yes

MORE INFORMATION www.westernhealth.org.au


Hospital Sunshine

Service Provider

Sunshine Hospital Western Health

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care to members of the community who present for assessment and treatment. On arrival, patients are assessed in order of urgency. This can mean patients wait for several hours during busy periods.

Sunshine Hospital Western Health


ADDRESS	176 Furlong Road St Albans
PHONE	8345 1333
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Everyone
WILL HELP	Everyone
SERVICE AREA	Sunshine 
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	160 Gordon Street Footscray 77B Railway Cres Williamstown
LANGUAGES	Varies
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westernhealth.org.au

Hospital *Williamstown*

Service Provider
Williamstown
Hospital Western
Health

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care to members of the community who present for assessment and treatment. On arrival, patients are assessed in order of urgency. This can mean patients wait for several hours during busy periods.

Williamstown Hospital Western Health

ADDRESS	77B Railway Cres Williamstown
PHONE	9393 0100
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Everyone
WILL HELP	Everyone
SERVICE AREA	Footscray 
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	160 Gordon Street Footscray 176 Furlong Road St Albans
LANGUAGES	Varies
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westernhealth.org.au


Help *at* Hospital

Sunshine, Footscray *and* Williamstown

Service Provider
Western Health
Social Work
Department

For patients at Western Health hospitals, the Social Work department can help with the welfare, therapeutic and education needs. This includes information on rights, referral to other services, short-term counselling and planning for returning home.

Western Health Social Work Department

ADDRESS	Western Hospital: Gordon Street Footscray Sunshine Hospital: 176 Furlong Road St Albans Williamstown Hospital: Railway Crescent Williamstown
PHONE	Western Hospital 8345 6666 Sunshine 8345 1333 Williamstown 9393 0100
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 8am–4.30pm for social work department.
WHO	Patients of the Western Health hospitals
WILL HELP	Everyone 
SERVICE AREA	The western metropolitan area.
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westernhealth.org.au

Community Health




Community Health

Service Provider cohealth

Doctors, nurses and paediatricians are available to provide general medical services. Includes women's health, mental health and immunisation. They can refer on to other medical professionals or services.

cohealth


ADDRESS	575A Barkly Street West Footscray
PHONE	9912 2000
FAX	N/A
EMAIL	N/A
HOURS	Monday, Tuesday, Wednesday and Friday, 8.30am–5.30pm Thursday, open until 8pm Saturday, 9am–12.30pm
WHO	People who live, work or study in the Maribyrnong area.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Bulk billed for those with a Medicare card and a valid concession (Health Care Card, Pension Card, under-18's). Those without a Medicare card can have their bill sent to a support organisation (e.g. AMES or New Hope). Call to discuss.
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.cohealth.org.au

Community Health

Service Provider ISIS Primary Care

Medical help in a welcoming and non-judgmental setting. GPs, family support, counselling and social work. Pathology and private medical (including psychology). Some doctors specialise in women's health and mental health. If you want a particular doctor, ask when you make an appointment. Specialised programs are also offered including 'Healthy Mothers, Healthy Babies'

ISIS Primary Care

ADDRESS	510 Ballan Road Wyndham Vale
PHONE	9216 7777
FAX	N/A
EMAIL	Visit website to send an email.
HOURS	Monday–Friday, 8.30am–5.30pm. Late nights and weekends available later in 2014
WHO	Women, men, families and adolescents living in the suburbs of Wyndham.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Bulk-billed for those with Medicare cards. Those without a Medicare card will be required to pay \$60 for GP appointments and private fees for all other services.
DROP-IN-SERVICE	Only for GPs. All other services require appointments.
OTHER LOCATIONS	Healthy Mothers Healthy Babies program for new mums: 122 Harvester Rd Sunshine, 9313 5000. Women's health service: 330 Queens Street Altona Meadows, 8368 3000
LANGUAGES	English only
INTERPRETERS	Yes. Phone ahead to book. Phone interpreters are also available for booking appointments.
AGE GROUP	All
DISABILITY ACCESS	National Relay Service 133 677
MORE INFORMATION	www.isispc.com.au


Community Health

Melbourne *and* Moonee Valley

Service Provider **cohealth**

GPs and nurses with specialist knowledge in migrant health, women's health and mental health. Can help with immunisation, pregnancy and post-birth care and general health concerns. A clinic for pregnant women is also operated by staff from the Royal Women's Hospital on Tuesday mornings

cohealth

ADDRESS	12 Gower Street Kensington
PHONE	8378 1600
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 8.30am–6pm After hours clinic: Tuesday, 6pm–10pm
WHO	People who live in the suburbs of Moonee Valley and City of Melbourne. Will provide services to those without a permanent visa.
WILL HELP	Everyone 
SERVICE AREA	City of Melbourne and City of Moonee Valley
COST	Bulk-billing is available for those with Health Care cards, those on temporary visas, asylum seekers and refugees, the homeless, students and those under-16 years. Any fees charged are in line with the recommended GP fees.
DROP-IN-SERVICE	No. Phone to make an appointment.
OTHER LOCATIONS	Yes. The Royal Women's Hospital clinic also operates at 7 Chester St Moonee Ponds on Tuesday mornings.
LANGUAGES	English only
INTERPRETERS	Yes. Please request an interpreter when an appointment is made.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.cohealth.org.au

Community Health

Service Provider Djerriwarrh Health Services

Offers a range of Allied health services (Pediatry, physiotherapy, occupational therapy, speech pathology, counselling, and diabeties education). Community health nurses are available for women's health concerns at the Unit St office.

Djerriwarrh Health Services

ADDRESS Corner of Yuille and High Street Melton

PHONE **8746 1100**

FAX 9743 8640

EMAIL info@djhs.org.au

HOURS Monday–Friday, 9am–5pm

WHO People who live in suburbs of the City of Melton.

WILL HELP Everyone 

SERVICE AREA City of Melton

COST Free

DROP-IN-SERVICE No. Phone to make an appointment.

OTHER LOCATIONS No

LANGUAGES English only

INTERPRETERS Yes

AGE GROUP All ages

DISABILITY ACCESS No

MORE INFORMATION www.djhs.org.au

Health Services
Adolescents,
Children *and* Babies



Children's Health


Melbourne City

Service Provider

Royal Children's Hospital

The Royal Children's Hospital provides a 24 hour 7 day emergency department for children aged upto 18 years. It also provides a range of specialist services for children including: psychiatry, allergy and immunology, allied health, anaesthesia and pain management, pathology, audiology, and autism and development intake.

Royal Children's Hospital

ADDRESS	50 Flemington Road Parkville
PHONE	9345 5522
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Children and adolescents upto 18 years. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Drop-in emergency department. Other services require a referral.
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Birth to 18 years
DISABILITY ACCESS	Yes
MORE INFORMATION	www.rch.org.au

Children's Health Sunshine

Service Provider

Sunshine Hospital Western Health

24 hour, 7 days per week Accident and Emergency Department provides urgent medical care for children and young up to 18 years people who present for assessment and treatment.

Sunshine Hospital Western Health

ADDRESS 176 Furlong Road St Albans

PHONE **8345 1333**

FAX N/A

EMAIL N/A

HOURS 24 hours a day, 7 days a week

WHO Children and young people

WILL HELP Everyone 

SERVICE AREA Western suburbs

COST Free

DROP-IN-SERVICE Yes

OTHER LOCATIONS No

LANGUAGES Varies

INTERPRETERS Yes

AGE GROUP Newborn to 18 years

DISABILITY ACCESS Yes

MORE INFORMATION www.westernhealth.org.au

Children's Health

Service Provider
Maternal and
Child Health
Service
Wyndham City
Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal and Child Health Service Wyndham City Council

ADDRESS

Hoppers Crossing: 3 Guinane Ave
Hoppers Crossing: 260-280 Hogans Rd
Hoppers Crossing: 7-13 Wilmington Ave
Hoppers Crossing: 55 Maple Cres
Hoppers Crossing: 260-280 Hogans Rd
Little River: River St
Point Cook: 33-35 Windorah Dve
Point Cook: 59 Jamieson Way
Point Cook: 1-21 Cheetham St
Tarneit: 150 Sunset Views Blvd
Tarneit: 83 Penrose Promenade
Truganina: 29-49 Federation Blvd
Werribee: 35 Ballan Rd
Werribee: 61-75 Thames Blvd
Werribee: 42 Vincent Cres
Werribee: 35 Ballan Rd
Werribee: 5 Osterly St
Werribee: 57 Kookaburra Ave
Wyndham Vale: 86 Manor Lakes
Wyndham Vale: 60 Honour Ave


PHONE

9742 8148

Children's Health

Service Provider
Maternal and
Child Health
Service
Wyndham City
Council

Maternal and Child Health Service Wyndham City Council - Continued

HOURS	Varies between health centres.
WHO	Children from birth to school age. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	No. Call your local Council to make an appointment
OTHER LOCATIONS	Yes. Maternal and child health nurses are all over Victoria.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Birth to school age
DISABILITY ACCESS	Varies between each centre
MORE INFORMATION	www.wyndham.vic.gov.au

Children's Health

Service Provider
Maternal and
Child Health
Service
Maribyrnong
City Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal and Child Health Service Maribyrnong City Council

ADDRESS

Braybrook: 107-139 Churchill Ave
Footscray: Cnr Vipont St & Seelef Square
Footscray West: 47 Church St
Footscray: 8 Empire Street
Footscray West: 35a Roberts St
Footscray: Community Services Building Hyde St
Maidstone: Cnr Burns & Sonley Streets
Maribyrnong: 6 Wests Road
West Footscray: Cnr Hocking St & Sutton Way
Yarraville: 30 Court Street
Yarraville: 2 Norfolk St

PHONE

9688 0501
Phone bookings open Monday–Friday, 8.30am–1pm

FAX

N/A

EMAIL

bookmch@maribyrnong.vic.gov.au

HOURS

Varies between health centres

WHO

Children from birth to school age. All families are eligible.

WILL HELP

Everyone 

SERVICE AREA

City of Maribyrnong

COST

Free

Children's Health

Service Provider
**Maternal and
Child Health
Service**
**Maribyrnong
City Council**

Maternal and Child Health Service Maribyrnong City Council - Continued

DROP-IN-SERVICE	No. Call your local Council to make an appointment.
OTHER LOCATIONS	Yes. Maternal and child health nurses are all over Victoria.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Birth to school age
DISABILITY ACCESS	Mostly but it varies with each centre
MORE INFORMATION	www.maribyrnong.vic.gov.au

Children's Health

Service Provider
Maternal Child
Health Service
Melton City
Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal Child Health Service Melton City Council

ADDRESS

Brookfield: 14 Blackdog Dr
Brookfield: 249 Clarkes Rd
Burnside: 130 Tenterfield Dr
Caroline Springs: 17 Federation Way
Caroline Springs: 3-37 The Crossing
Caroline Springs: 22-50 Becca Way
Diggers Rest: 48 Plumpton Rd
Eynesbury: 479-481 Eynesbury Rd
Hillside: 71-79 Royal Crs
Hillside: 88-94 Catherine Dr
Melton: 1 Kingsway
Melton: 31 McKenzie St
Melton South: 29-41 Exford Rd
Melton South: 260 Bridge Rd
Rockbank: 26 Old Leakes Rd
Taylors Hill: 58-60 Jacaranda Dr
West Melton: 19 Claret Ash Blvd

PHONE

9747 7287

FAX

N/A

EMAIL

N/A

Children's Health

Service Provider
Maternal Child
Health Service
Melton City
Council

Maternal Child Health Service Melton City Council - Continued


HOURS	Varies between health centres.
WHO	Children from birth to school age. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	City of Melton
COST	Free
DROP-IN-SERVICE	No. Call your local Council to make an appointment.
OTHER LOCATIONS	No
LANGUAGES	No
INTERPRETERS	No
AGE GROUP	No
DISABILITY ACCESS	No
MORE INFORMATION	www.melton.vic.gov.au

Children's Health

Service Provider
Maternal Child
Health Service
Brimbank
City Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal Child Health Service Brimbank City Council

ADDRESS	St Albans: 15 Epalock Crs Delahey: 80 Copperfield Dr Derrimut: 30 Lennon Parkway Keilor Downs: 12A Andwerp Dr St Albans: 10A Southwold St Sunshine: 20 Alexandra Ave Sunshine West: 25 Kermeen St Taylors Lakes: G2/1 Station St
PHONE	9249 4433
FAX	N/A
EMAIL	N/A
HOURS	Varies between health centres
WHO	Children from birth to school age. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No. Call your local Council to make an appointment or visit the web address below to book online.

Children's Health

Service Provider
**Maternal Child
Health Service**
**Brimbank
City Council**

Maternal Child Health Service Brimbank City Council - Continued

OTHER LOCATIONS Yes. Maternal and child health nurses are all over Victoria.

LANGUAGES English only

INTERPRETERS Yes

AGE GROUP Birth to school age

DISABILITY ACCESS Mostly but it varies with each centre

MORE INFORMATION www.brimbank.vic.gov.au

Children's Health

Service Provider
Maternal Child
Health Service
Moonee Valley
City Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal Child Health Service Moonee Valley City Council

ADDRESS

Flemington: 220 Racecourse Rd
Ascot Vale: 13A Wingate St
Ascot Vale: 147 Maribyrnong Rd
Moonee Ponds: 20 Shuter St
Essendon: 13 Beaver St
Avondale Heights: 2a Clarendon St
Airport West: 97 Mc Namara Rd
Keilor East: 1-5 Keilor Park Drive
Essendon: 47 Lawson St
Strathmore: 40 Loeman Street

PHONE

9243 8888

FAX

N/A

EMAIL

N/A


HOURS

Varies between health centres

WHO

Children from birth to school age. All families are eligible.

WILL HELP

Everyone 

SERVICE AREA

City of Moonee Valley

COST

Free

Children's Health

Service Provider
**Maternal Child
Health Service
Moonee Valley
City Council**

Maternal Child Health Service Moonee Valley City Council - Continued


DROP-IN-SERVICE	No. Call your local Council to make an appointment.
OTHER LOCATIONS	Yes. Maternal and child health nurses are all over Victoria.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Birth to school age
DISABILITY ACCESS	Mostly but it varies with each centre.
MORE INFORMATION	www.mvcc.gov.au

Children's Health

Service Provider
Maternal Child
Health Service
Melbourne City
Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal Child Health Service Melbourne City Council

ADDRESS	Carlton: 289 Rathdown St Docklands: 1 Seafarer Ln East Melbourne: Cnr Grey St & Simpson St Kensington: 81a Altona St North Melbourne: 505 Abbotsford St North Melbourne: 49-53 Buncle St Southbank: 207-229 City Rd
PHONE	9340 1444
FAX	N/A
EMAIL	mchbookings@melbourne.vic.gov.au
HOURS	Varies between health centres
WHO	Children from birth to school age. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	City of Melbourne
COST	Free
DROP-IN-SERVICE	No. Call your local Council to make an appointment.
OTHER LOCATIONS	Yes. Maternal and child health nurses are all over Victoria.
LANGUAGES	English only

Children's Health

Service Provider

**Maternal Child
Health Service
Melbourne City
Council**

Maternal Child Health Service Melbourne City Council - Continued

INTERPRETERS

Yes

AGE GROUP

Birth to school age

DISABILITY ACCESS

Mostly but it varies with each centre.

MORE INFORMATION


www.melbourne.vic.gov.au

Children's Health

Service Provider
Maternal Child
Health Service
Hobsons Bay
City Council

Maternal and child health nurses provide information on parenting and children's health from birth until a child reaches school age. The service can also connect you with other local families and refer you to other services if needed. All families with a new child will be referred to Maternal and Child Health by the hospital.

Maternal Child Health Service Hobsons Bay City Council

ADDRESS	Altona: 27 David St Altona Meadows Cooraminta: Central Ave & Skehan Blvd Altona Meadows: 65-71 Powlett St Altona Meadows: 10 Russell Crt Altona North: 180 Millers Rd Laverton: 25 Whittaker Ave Newport Gardens: 51 Maddox Rd Seabrook: 15 Truganina Ave South Kingsville: Cnr Brunel St & Paxton St
PHONE	9932 1300
FAX	N/A
EMAIL	N/A
HOURS	Varies between health centres
WHO	Children from birth to school age. All families are eligible.
WILL HELP	Everyone 
SERVICE AREA	City of Hobsons Bay
COST	Free
DROP-IN-SERVICE	No. Call your local Council to make an appointment.
OTHER LOCATIONS	Yes. Maternal and child health nurses are all over Victoria.
LANGUAGES	English only
INTERPRETERS	Yes

Children's Health

Service Provider
**Maternal Child
Health Service**
**Hobsons Bay
City Council**

Maternal Child Health Service Hobsons Bay City Council - Continued

AGE GROUP	Birth to school age
DISABILITY ACCESS	Mostly, but it varies with each centre.
MORE INFORMATION	www.hobsonsbay.vic.gov.au

Long-term
SUPPORT



Long-term Support

Recovery from family violence is long and difficult. For victims to recover from family violence they need the support of family and community and the opportunity to connect to other people and lead active lives.

A critical part of this recovery is a woman being able to provide a safe environment for herself and her children. Knowing that she has this ability, it's more likely that she will avoid future situations of family violence or unhealthy relationships. There are many programs to help women find work or learn English, for free or at a low cost.

Support groups are another important part of a woman's recovery from her experiences. These groups can offer women improved social connections, a place to talk freely about their feelings and experiences without judgment, and a way of improving their own emotional and physical health.

Community centres are a great way to engage with the community and learn more skills. They can have a wide variety of programs from language, arts, crafts, kids programs and so on. It can help women to build their confidence and self-esteem so they are not socially isolated. Community Centres are known by many names such as Community Houses, Living and Learning Centres and Neighbourhood Centres. These organisations provide social, educational and recreational activities for their communities in a welcoming supportive environment.

Your organisation may also have groups that you may wish to refer women to.

Employment




Women's Employment Program Kensington

Service Provider

**McAuley
Community
Services for
Women**

McAuley Works gets women ready to return to the workforce following periods of family violence, homelessness and mental health crisis. It builds women's confidence and teaches them practical skills in becoming job-ready, such as interviewing, resume preparation and other skills. There is also an education program for employers on the issue of family violence and how it may affect their workers.

McAuley Community Services for Women


ADDRESS	Based in Kensington but can meet women at convenient locations for appointments
PHONE	9371 6600
FAX	03 9371 6666
EMAIL	mcsw@mcauleysw.org.au
HOURS	Flexible
WHO	Women in Melbourne who have experienced family violence and are now seeking sustainable employment.
WILL HELP	Everyone 
SERVICE AREA	All of the western suburbs
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	N/A
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.mcauleysw.org.au

Women's Employment Program Melbourne City

Service Provider Fitted for Work

Women looking for work or completing training are provided with clothing for job interviews as well as some interview and grooming tips. All clothing is high quality and is provided free. Transition to Work program provides women with mentors, career advice, life skills and job readiness training. This is a referral only service; those who can refer women are listed below. Will work with women on temporary visas who have the right to work.

Fitted for Work

ADDRESS	Ground Floor, Queen Victoria Women's Centre: 210 Lonsdale St Melbourne
PHONE	9662 4289
FAX	N/A
EMAIL	info@fittedforwork.org
HOURS	Monday–Friday, 9am–5pm with separate times during school hours for outfitting service and other programs.
WHO	Women who have experienced family violence and are looking for work. Must be referred by an agency such as TAFE, Job Services Australia, domestic violence service.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	N/A
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.fittedforwork.org

Learning English




English Classes *for* Migrants

Service Provider
AMES

Learn English for new arrivals, English to get a job and English to lead to further study with other adults. Free childcare is available.

AMES

ADDRESS	Level 2, 75–79 Watton St Werribee
PHONE	8744 0011
FAX	N/A
EMAIL	N/A
HOURS	Classes are offered in daytime or evening, full-time or part-time. Call an AMES centre between Monday–Friday, 8.30am–5pm to ask about class times.
WHO	Any adult who holds a permanent visa OR is on a temporary partner visa who wants to improve their English skills. Call to confirm eligibility. Your visa cannot be more than 12 months old when you register with AMES.
WILL HELP	Permanent residents or those on temporary visas 
SERVICE AREA	All of Victoria
COST	Under \$500 in total. Those with concession cards receive a discount.
DROP-IN-SERVICE	No. Call to make an appointment.
OTHER LOCATIONS	Yes. AMES offers services throughout Victoria.
LANGUAGES	English and non-Indian languages
INTERPRETERS	Yes
AGE GROUP	All
DISABILITY ACCESS	No stairs at entrance. Lifts inside.
MORE INFORMATION	www.ames.net.au

English Classes *for* Migrants

Service Provider
AMES

Learn English with other adults. Classes for new arrivals, learning English to get a job and learning English to lead to further study. Free childcare is available.

AMES

ADDRESS	289 Barkly St Footscray
PHONE	9687 3494
FAX	N/A
EMAIL	N/A
HOURS	Classes are offered in daytime or evening, full-time or part-time. Call an AMES centre between Monday–Friday, 8.30am–5pm to ask about class times.
WHO	Any adult who holds a permanent visa OR is on a temporary partner visa who wants to improve their English skills. Call to confirm eligibility. Your visa cannot be more than 12 months old when you register with AMES.
WILL HELP	Permanent residents or those on temporary visas * *
SERVICE AREA	All of Victoria
COST	Under \$500 in total. Those with concession cards receive a discount.
DROP-IN-SERVICE	No. Call to make an appointment.
OTHER LOCATIONS	Yes. AMES offers services throughout Victoria.
LANGUAGES	English and non-Indian languages
INTERPRETERS	Yes. Please book ahead.
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ames.net.au

English Classes *for* Migrants

Service Provider AMES

Learn English for new arrivals, English to get a job and English to lead to further study with other adults. Free childcare is available.

AMES


ADDRESS	255 William St Melbourne
PHONE	13 26 37
FAX	9926 4727
EMAIL	N/A
HOURS	Classes are offered in daytime or evening, full-time or part-time. Call an AMES centre between Monday–Friday, 8.30am–5pm to ask about class times.
WHO	Any adult who holds a permanent visa OR is on a temporary partner visa who wants to improve their English skills. Call to confirm eligibility. Your visa cannot be more than 12 months old.
WILL HELP	Permanent residents or those on temporary visas ✿
SERVICE AREA	All of Victoria
COST	Under \$500 in total. Those with concession cards receive a discount.
DROP-IN-SERVICE	No. Call to make an appointment.
OTHER LOCATIONS	Yes. AMES offers services throughout Victoria.
LANGUAGES	Hindi and English
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ames.net.au

English Classes *for* Migrants

Service Provider
AMES

Learn English for new arrivals, English to get a job and English to lead to further study with other adults. Free childcare is available.

AMES


ADDRESS	16 Victoria Square St Albans
PHONE	9366 0433
FAX	N/A
EMAIL	N/A
HOURS	Classes are offered in daytime or evening, full-time or part-time. Call an AMES centre between Mon-Fri 8.30am-5pm to ask about class times.
WHO	Any adult who holds a permanent visa OR is on a temporary partner visa who wants to improve their English skills. Call to confirm eligibility. Your visa cannot be more than 12 months old when you start classes.
WILL HELP	Permanent residents or those on temporary visas 
SERVICE AREA	All of Victoria
COST	Under \$500 in total. Those with concession cards receive a discount.
DROP-IN-SERVICE	No. Call to make an appointment.
OTHER LOCATIONS	Yes. AMES offers services throughout Victoria.
LANGUAGES	Non-Indian community languages and English
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ames.net.au

English Classes *for* Migrants

Service Provider **AMES**

Learn English for new arrivals, English to get a job and English to lead to further study with other adults. Access classes are offered to those who have their permanent residency for a cost (concession available). Free childcare is available. Call to discuss what class would be suitable for you and what your options are.

AMES

ADDRESS	Victoria University Melton Campus: Rees Road Melton
PHONE	9919 7521
FAX	N/A
EMAIL	N/A
HOURS	Classes are offered during the day, full-time or part-time.
WHO	Any adult who holds a permanent visa OR is on a temporary partner visa who wants to improve their English skills. Call to confirm eligibility.
WILL HELP	Permanent residents or those on temporary visas 
SERVICE AREA	All of Victoria
COST	Under \$500 in total. Those with concession cards receive a discount.
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. AMES offers services throughout Victoria.
LANGUAGES	English only
INTERPRETERS	Yes. Phone interpreters
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ames.net.au

Support Groups




Support Group *for* Migrant Women

Service Provider
Djerriwarrh
Health Services

Becoming Free program and a follow-up support group are offered to women who are experiencing or have experienced family violence. Women have a chance to speak with others and gain understanding of their own experiences of violence. A general group and a group for women of migrant backgrounds are available. Groups are run by counsellors. Child-care is provided. Women can attend the *Becoming Free* program for as many terms as they like but they are asked to commit to attending all sessions during each term.

Djerriwarrh Health Services


ADDRESS	Melton Community Health Centre: Corner of High and Yuille Streets Melton
PHONE	8746 1100
FAX	9743 8640
EMAIL	info@djhs.org.au
HOURS	2 hours per week during the school term. Mainstream group is held on Tuesday mornings and migrant group on Friday mornings.
WHO	Women living in the western metropolitan area who are living with or used to live with violence or abuse in their relationship.
WILL HELP	Everyone 
SERVICE AREA	Western metropolitan area
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Migrant group is held at Caroline Springs Community Health Centre, 13–15 Lake Street Caroline Springs.
LANGUAGES	English only
INTERPRETERS	Can use interpreters if needed.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.djhs.com.au

Women's Support Group

Service Provider
Relationships
Australia Victoria

Opening The Doors is a group for women who have experienced family violence or an abusive relationship. The group uses art therapy to help women to share their experiences with those who have been through similar things. Women have a chance to speak with others and gain understanding of their own experiences of violence. Groups are run by counsellors. No artistic skills required. Can sometimes assist with childcare.

Relationships Australia Victoria


ADDRESS	Given to participants only. Held in the City of Brimbank.
PHONE	8311 9222
FAX	N/A
EMAIL	N/A
HOURS	Between 2 and 2.5 hours each week, over eight weeks during the school term.
WHO	Women living in the Brimbank area who used to live with violence or abuse in their relationship. Women individually assessed to see if they're ready for the group.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	No, but will explore other options for women who need interpreters.
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.relationshipsvictoria.com.au

Women's Support Group

Service Provider
cohealth

Connections is a support group for women who are experiencing or have experienced an abusive intimate relationship. The group is run over two days and gives women a chance to speak with others, participate in art therapy and gain an understanding of their own strengths that can sustain them through difficult times. Sessions are run by counsellors. Childcare subsidies are available and lunch is provided.

cohealth

ADDRESS	78 Paisley Street Footscray
PHONE	8398 4100
FAX	N/A
EMAIL	N/A
HOURS	Varies but involves two days for approximately 5 hours each day. Contact CoHealth for the next Connections dates.
WHO	Women living in the Maribyrnong area who are living with or used to live with violence or abuse in their relationship. Attendance on both days is required.
WILL HELP	Everyone 
SERVICE AREA	Maribyrnong
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.cohealth.org.au

Women's Support Group

Sexual Assault Victims

Service Provider
WestCASA

Strength to Strength is a support group for women who have experienced family violence and/or sexual assault. Women are able to learn and grow from their experiences in a supportive group environment facilitated by two experienced counsellors. Women may take away skills in building feelings of self-worth, boundaries and assertiveness, and healthy relationships.

WestCASA

ADDRESS	53 Ballarat Road Footscray
PHONE	9687 8637
FAX	9687 8960
EMAIL	info@westcasa.org.au
HOURS	Three hours per week over an eight-week period. Strength to Strength is offered once a year, usually from April onwards. Visit website for dates or call to put your name on the list.
WHO	Women living in the western suburbs who have experienced sexual abuse in their relationship. Women are asked to commit to attending all sessions.
WILL HELP	Everyone ✿
SERVICE AREA	All of the western suburbs
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No but visit www.casahouse.org.au to find out about CASAs in other areas.
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.westcasa.org.au

Community Centres

There are many community centres located in the western suburbs. In this guide we have listed only a few of these. Each are a different and you might need to find the most appropriate service depending on a family's needs.



Community Centre


West Footscray

Service Provider

West Footscray Neighbourhood House

A strong, vibrant and just community that embraces its diversity, empowers all to achieve their potential and supports those in need. WFNH provides information, referral, advocacy and support; facilitate recreational and educational courses and activities; assist in the establishment of self help and support groups; provide low cost meeting place for community groups; provide affordable childcare and children's services in order to allow access to people with young children, and more.

West Footscray Neighbourhood House

ADDRESS	539 Barkly Street Footscray
PHONE	9687 3345
FAX	N/A
EMAIL	Contact form available on website
HOURS	Monday–Friday 9:00am–2:00pm
WHO	Anyone living in the Maribyrnong municipality who is interested in connecting with others
WILL HELP	Everyone 
SERVICE AREA	City of Maribyrnong
COST	Fees apply for community childcare, toy library, and courses.
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	Phone interpreters upon request
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wfnh.com.au


Community Hub

Braybrook

Service Provider
Braybrook
Community Hub

The state of the art Hub features a new library and cafe, community centre and spaces, cohealth community health services, maternal and child health services, Melbourne City Mission early years centre, a sports pavilion, Braybrook Men's Shed, community gardens and public art installations.

Braybrook Community Hub

ADDRESS	107 -139 Churchill Avenue Braybrook
PHONE	9188 5800
FAX	N/A
EMAIL	braycomm@maribyrnong.vic.gov.au
HOURS	Monday–Friday 9:00am–4:00pm
WHO	Anyone living in the Brimbank municipality who is interested in connecting with others
WILL HELP	Everyone 
SERVICE AREA	Maribyrnong municipality, however open to everyone across the western suburbs.
COST	Computer use is free. Courses are low cost. Concession prices offered
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	Not provided
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	http://www.maribyrnong.vic.gov.au/braycomm

Community Centre


Delahey

Service Provider

Delahey Community Centre

Delahey Community Centre is a local organisation that provide social, educational and recreational activities for their communities in a welcoming supportive environment. Delahey run regular coffee clubs, school holiday programs, mum's groups, playgroups, cooking classes, Vietnamese computer classes, free public internet, health and fitness, art and craft and spiritual classes.

Delahey Community Centre

ADDRESS	80 Copperfield Drive
PHONE	9249 4900
FAX	N/A
EMAIL	info@delahey.org.au
HOURS	Monday–Friday 9:00am–4:00pm
WHO	Anyone living in the Brimbank municipality who is interested in connecting with others
WILL HELP	Everyone 
SERVICE AREA	Brimbank municipality
COST	Computer use is free. Courses are low cost. Concession prices offered
DROP-IN-SERVICE	Yes. Drop in for a cup of tea
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	Phone interpreters upon request
AGE GROUP	All
DISABILITY ACCESS	Yes. Recharge station for wheelchairs
MORE INFORMATION	http://www.delahey.org.au/programs/spiritual

Community Centre

Altona

Service Provider
Walker Close
Community
Centre

Food parcels, food vouchers, crisis counselling, financial counselling. Will try and assist those on temporary visas without a Health Care Card. For those on temporary visas, can provide food parcels and referrals to other places who can offer other forms of relief such as financial assistance, clothing or furniture.

Walker Close Community Centre

ADDRESS	180 Millers Road Altona North
PHONE	9318 0521
FAX	N/A
EMAIL	N/A
HOURS	Wednesday, 10am–1pm
WHO	People living in Altona North, Brooklyn, Newport and Williamstown. Proof of address is needed and, in most cases, a Health Care Card.
WILL HELP	Everyone, but those on temporary visas may receive limited assistance. ✿
SERVICE AREA	Altona North, Brooklyn, Newport, and Williamstown.
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	St Stephens Church: 179 Melbourne Road, Williamstown Mondays and Fridays, 10am–1pm.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ycc.net.au


Community Centre

Yarraville

Service Provider
Yarraville
Community
Centre

Yarraville Community Centre is one of the largest community-managed adult education providers in western metropolitan Melbourne, and offer a wide range of courses. Services also include public access computers, occasional child care and service referrals.

Yarraville Community Centre

ADDRESS	59 Francis Street, Yarraville VIC 3013
PHONE	9687 1560
FAX	9687 1166
EMAIL	info@ycc.net.au
HOURS	Monday–Thursday: 9am–5pm, Friday: 9am–4pm
WHO	Everyone
WILL HELP	Everyone 
SERVICE AREA	Western suburbs
COST	Free use of computers, discounted prices available to concession card holders
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English, Japanese, Macedonian, Vietnamese
INTERPRETERS	No
AGE GROUP	All
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ycc.net.au

Community Centre


Werribee

Service Provider

Wyndham Community and Education Centre

Wyndham Community and Education Centre is a registered training organisation. The centre offers pre-accredited and accredited training courses and community programs for individuals between the ages of 15 and 64 years from a broad cross section of the community with a strong emphasis on the disadvantaged, youth, refugee and humanitarian entrants, and other new and emerging communities.

Wyndham Community & Education Centre

ADDRESS	Address 3 Princes Highway, Werribee VIC 3030
PHONE	9742 4013
FAX	9749 8400
EMAIL	Complete the contact form online at http://www.wyndhamcec.org.au/contact.php
HOURS	9am–5pm Monday to Thursday, 9am–4pm Fridays
WHO	Those who want to learn English at a low cost or other gain other skills.
WILL HELP	Everyone however services cost 
SERVICE AREA	Western suburbs
COST	Concession available. Pre accredited courses very affordable, for example conversational English
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Yes
LANGUAGES	English and Burmese
INTERPRETERS	Yes
AGE GROUP	16–64 years
DISABILITY ACCESS	Yes
MORE INFORMATION	http://www.wyndhamcec.org.au/


Community Centre

Wyndham Vale

Service Provider
Iramoo
Community
Centre

Iramoo Community Centre offers a range of courses, community programs, events and services for people of all ages and abilities, with the intent to build diverse social, recreational, educational and business networks within Wyndham.

Iramoo Community Centre

ADDRESS	Address 84 Honour Ave, Wyndham Vale VIC 3024
PHONE	8742 3688
FAX	8742 3506
EMAIL	admin@iramoocc.com.au
HOURS	8:30am–3:30pm Monday–Friday
WHO	Everyone
WILL HELP	Everyone 
SERVICE AREA	Wyndham
COST	Low cost for all services.
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English
INTERPRETERS	Phone interpreters upon request
AGE GROUP	All ages - occational childcare available
DISABILITY ACCESS	Yes
MORE INFORMATION	www.iramoocc.org.au

Men's
SERVICES



Men's Services

Men who are violent and abusive and want to change their behaviour have a range of services available to support them. Every local area has one-on-one men's behavioural change counselling and Men's Behaviour Change programs that are run on a weekly basis for 3 months or more. The organisations that run these programs have been accredited and employ qualified staff. The most critical aspect of Men's Behaviour Change programs is an individual man's willingness to change his behaviour.

There is never any excuse for violence and/or abuse; but there may be factors contributing to that behaviour such as drug and alcohol use, mental health concerns or unemployment. Specialised services are available to assist men in these situations.

Men who are required to leave the home because of their violence may also be assisted with finding temporary housing. Centrelink crisis payments are also available to support men to fund temporary accommodation.

Men's Behaviour Change Program




Telephone Counselling

Service Provider Men's Referral Service

Anonymous and confidential service for men and those who might be concerned about a man's behaviour. Telephone counselling, information and referrals provided to help men stop using violent and controlling behaviour.

Men's Referral Service


ADDRESS	Phone access only
PHONE	1300 766 491
FAX	N/A
EMAIL	Email counselling is not offered
HOURS	Monday–Friday, 9am–9pm
WHO	Men. Relatives, friends or co-workers who are concerned about a man's behaviour. Professionals who want to support a man to change.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	National Relay Service 133 667
MORE INFORMATION	www.mrs.org.au

South Asian Men's Behaviour Change Program

Service Provider
Kildonan
Uniting Care

A 22-week program for South Asian men who have been violent and controlling towards family members. The program will allow men to address any cultural issues that are affecting their family relationships. The groups are run by people from people from South East Asia. Within the group setting men have the chance to talk, share information and challenge and support each other to be better men, partners and fathers. Men who participate must be willing to change. This program is in demand and there may be a wait.

Kildonan Uniting Care


ADDRESS	Level 1, 81 Burgundy Street Heidelberg
PHONE	9457 0500
FAX	9408 0501
EMAIL	info@kildonan.org.au
HOURS	Programs are run after 5pm. Referrals accepted Monday–Friday, 9am–5pm
WHO	Men of South Asian background living in the suburbs of Brimbank, Hobsons Bay, Maribyrnong, Melton, Melbourne, Moonee Valley and Wyndham.
WILL HELP	Everyone 
SERVICE AREA	Western and northern suburbs of Melbourne
COST	Donations are welcome
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	This course is facilitated in English
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	No
MORE INFORMATION	www.ntv.org.au and www.kildonan.unitingcare.org.au

Men's Behaviour Change Program Melton, Maribyrnong, Hobsons Bay *and* Moonee Valley

Service Provider
**Djerriwarrh
Health Services**

Men's behaviour change programs are for men who choose to use violence or controlling behaviour in their relationships with others. Men who participate must be willing to change. Programs involve men talking, sharing and supporting each other to change their behaviour.

Djerriwarrh Health Services


ADDRESS	Corner of Yuille and High Streets Melton
PHONE	8746 1100
FAX	9743 8640
EMAIL	info@djhs.org.au
HOURS	Programs are run after 5pm. Referrals accepted Monday, Wednesday, Thursday and Friday, 9am–3pm.
WHO	Men living in the suburbs of Melton, Maribyrnong, Hobsons Bay and Moonee Valley. Will not accept men who are still going through legal process (criminal, family or intervention order).
WILL HELP	Everyone 
SERVICE AREA	City of Melton, Maribyrnong, Hobsons Bay, Moonee Valley
COST	\$240 for a 12-week program (or \$120 for those on a health care card). Assessment fees apply: \$40 full, \$20 concession. Instalments and special considerations can be arranged.
DROP-IN-SERVICE	No
OTHER LOCATIONS	Two locations at Caroline Springs and Melton
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ntv.org.au and www.djhs.org.au

Men's Behaviour Change Program *Wyndham and Melbourne*

Service Provider
**Lifeworks
Australia**

A 13-week program for men who choose to use violence or controlling behaviour in their intimate relationships. Men who participate must be willing to change. Programs involve men talking, sharing and supporting each other to change their behaviour.

Lifeworks Australia


ADDRESS	Wyndham: 1 Johnson Ave Hoppers Crossing Melbourne: Level 4, 255 Bourke St Melbourne
PHONE	Wyndham 9974 3200 Melbourne 8650 6200
FAX	Wyndham 9974 6462 Melbourne 8650 6299
EMAIL	lifeworks@lifeworks.com.au
HOURS	Programs are run after 5pm. Referrals accepted Monday–Friday, 9am–5pm,
WHO	Men living in the suburbs of Wyndham and Melbourne City.
WILL HELP	Everyone 
SERVICE AREA	City of Wyndham and City of Melbourne
COST	\$390 for a 13-week program plus assessment fee (instalments and sliding scales are available)
DROP-IN-SERVICE	No
OTHER LOCATIONS	Two locations at Wyndham and Melbourne
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes, at both locations.
MORE INFORMATION	www.ntv.org.au and www.lifeworks.com.au

Men's Behaviour Change Program Brimbank

Service Provider
Relationships
Australia –
Victoria

A 14-week program for men who have been violent and controlling towards family members. Within the group setting men have the chance to talk, share information and challenge and support each other to be better men, partners and fathers. Men who participate must be willing to change.

Relationships Australia – Victoria

ADDRESS	Harvester Centre: 4 Devonshire Road Sunshine
PHONE	8311 9222
FAX	9364 9902
EMAIL	sunshine@rav.org.au
HOURS	Programs are run after 5pm. Referrals accepted Monday–Friday, 9am–5pm,
WHO	Men living in the suburbs of Brimbank.
WILL HELP	Everyone 
SERVICE AREA	City of Brimbank
COST	A small cost applies for the program plus an assessment fee (instalments and sliding scales are available)
DROP-IN-SERVICE	No
OTHER LOCATIONS	Yes. Northern, eastern and southern suburbs of Melbourne.
LANGUAGES	English only
INTERPRETERS	No
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ntv.org.au and www.rav.org.au

Housing




Housing for Men

Service Provider
HomeGround
Services

Assistance for men who are using violence to find temporary emergency accommodation. HomeGround Services have resources to temporarily rehouse men who have been violent. This allows women and children to stay in the home.

HomeGround Services

ADDRESS	68 Oxford St Collingwood
PHONE	9288 9611 or free call 1800 048 325
FAX	9288 9602
EMAIL	northernhousing@homeground.org.au
HOURS	Monday–Friday, 9am–5pm. After hours call St Kilda Crisis Service 1800 627 727
WHO	Men who have used violence and need to leave the home.
WILL HELP	Everyone 
SERVICE AREA	Western and Northern suburbs of Melbourne
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.homeground.org.au

Housing Assistance

Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley *and* Melbourne

Service Provider
**Yarra Community
Housing**

Provides advice and referrals on long-term accommodation, crisis accommodation, private rental options and applying for public housing. Limited financial assistance for housing available. Very difficult to help people without ongoing income but will try. Can attend an initial appointment to discuss options without any charge.

Yarra Community Housing

ADDRESS	112–122 Victoria St Seddon
PHONE	9689 2777
FAX	9689 2279
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm. You must arrive before 9am to book an appointment. No appointments booked over the phone.
WHO	People who live in the areas of Wyndham, Hobsons Bay, Maribyrnong, Moonee Valley and Melbourne who require immediate accommodation or assistance with longer-term housing. Can help those on visas with ongoing income.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	Wyndham, Moonee Valley, Melbourne, Maribyrnong and Hobsons Bay.
COST	No cost to speak to an Initial Assessment and Planning worker. Housing may have costs attached.
DROP-IN-SERVICE	Yes but only to make an appointment. You must arrive before 9am to book an appointment in person.
OTHER LOCATIONS	Yes. Level 1, 1–13 Watton Street Werribee. 8744 2100
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.ych.org.au or www.nwhn.net.au

Housing Assistance

Service Provider
Uniting Care
Werribee
Support
& Housing

Provides advice and referrals on long-term accommodation, crisis accommodation, private rental options and applying for public housing. Limited financial assistance for housing available. Very difficult to help people without ongoing income but will try. Can attend an initial appointment to discuss options without any charge.

Werribee Support & Housing

ADDRESS	19 Duncans Road Werribee
PHONE	9742 6452
FAX	9742 6057
EMAIL	reception@wsh.org.au
HOURS	Monday–Friday, 9am–5pm. Closed 12.30–1pm for lunch.
WHO	People living in the Wyndham area who have a Health Care Card OR a referral letter from their support worker. A crisis housing worker will assess you if you do not fit these criteria.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	City of Wyndham
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	No
MORE INFORMATION	www.wsh.org.au

Housing Assistance

Service Provider
SASHS Western

Provides advice and referrals on crisis accommodation and Transitional Housing Management, private rental options and applying for public housing. Runs a youth housing program for under 18 years. Very difficult to help people without ongoing income. Can attend an initial appointment to discuss options without any charge.

SASHS Western

ADDRESS	16/147 Harvester Road Sunshine
PHONE	9312 5424 or Free Call 1800 076 427 (note: appointments cannot be booked over the phone for sunshine office)
FAX	9312 6769
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	People who live in Brimbank and Melton areas who require immediate accommodation or assistance with longer-term housing. Can help those on visas with ongoing income.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	Brimbank and Melton
COST	No cost to speak to an Initial Assessment and Planning worker. Housing may have costs attached.
DROP-IN-SERVICE	Yes but only to make an appointment. You must arrive before 9am to book an appointment in person.
OTHER LOCATIONS	Yes. 232 High Street Melton. 9747 7200 Wednesday 1pm–5pm, Tuesday, Thursday and Friday 9am–5pm
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over. Youth housing program available for 16-25 year olds.
DISABILITY ACCESS	Yes
MORE INFORMATION	www.nwhn.net.au

Housing Assistance After Hours

Service Provider
**St Kilda
Crisis Service**

A statewide telephone line will accept referrals for anyone who needs accommodation outside of the hours of 9am-5pm, Monday to Friday. Referrals will be provided to a local service or a specialist service for the next business day. These services may not be able to help people without an income, however it is important you still try.

St Kilda Crisis Service

ADDRESS	No address provided
PHONE	1800 825 955
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day
WHO	Anyone that is experiencing or about to experience homelessness.
WILL HELP	Everyone who has ongoing income source. ✿
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No
OTHER LOCATIONS	No
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.nwhn.net.au

Housing Assistance

Service Provider
Housing & Homelessness,
Department
of Health and
Human Services

Public housing is long-term rental housing that is managed by the Department of Health and Human Services. Waiting lists are long. It is for people on low incomes that are most in need.

Housing & Homelessness, Department of Health and Human Services

ADDRESS	Footscray: 71 Moreland Street Sunshine: 16-18 Hertford Road
PHONE	Footscray: 1300 360 462 Sunshine: 9229 4100 Housing call centre: 13 11 72 (24 hours, 7 days)
FAX	N/A
EMAIL	N/A
HOURS	9am to 5pm Monday to Friday, except for the Housing call centre that is open 24 hours, 7 days a week.
WHO	People experiencing homelessness
WILL HELP	Citizens and permanent residents ✿
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	Yes
OTHER LOCATIONS	Various offices across the state. Call the Housing call centre for other locations.
LANGUAGES	Varies, mainly English
INTERPRETERS	Yes, however availability may be limited after hours.
AGE GROUP	All ages
DISABILITY ACCESS	Yes
MORE INFORMATION	www.housing.vic.gov.au/

Housing Assistance

Crisis Payment

Service Provider
Centrelink

Those who are homeless may be able to apply for a one-off crisis payment. To be eligible, a person must be receiving or be eligible to receive a Centrelink payment on the day that she applies for the crisis payment. Applications must be made within 7 days of leaving the home. A police report may be required.

Centrelink

ADDRESS	Flemington: 482–490 Racecourse Road Footscray: 75 Moore Street Melton: Woodgrove Shopping Centre: 533–555 High Street Newport: 433–439 Melbourne Road	Sunshine: 35–45 Dickson Road Werribee: 89–91 Synnot Street Watergardens: Shop O1 Watergardens Town Centre: 399 Keilor Melton Road Watergardens
PHONE	132 850 and ask to speak to a social worker	
FAX	N/A	
EMAIL	N/A	
HOURS	Monday–Friday, 8.30am–4.30pm	
WHO	Anyone who is receiving or is eligible to receive a Centrelink payment and has experienced an incident of family violence within the past 7 days.	
WILL HELP	Citizens and permanent residents ✿	
SERVICE AREA	All of Victoria	
COST	Free	
DROP-IN-SERVICE	N/A	
OTHER LOCATIONS	http://www.humanservices.gov.au/customer/services/centrelink/crisis-payment	
LANGUAGES	Varies, mainly English	
INTERPRETERS	Yes, however availability may be limited after hours.	
AGE GROUP	All ages	
DISABILITY ACCESS	Yes	
MORE INFORMATION	www.housing.vic.gov.au/	

Drug *and* Alcohol Services




Drug and Alcohol Support

Service Provider

North and West Metro Alcohol and Other Drug Service

Support includes general information on drug and alcohol use, mental health, and treatment options, or some information on helping yourself. Support will also include referrals to services that provide counselling and treatment. All people seeking support should phone this central number. They will be directed to the treatment option that is best for them.

North and West Metro Alcohol and Other Drug Service


ADDRESS	Various locations. Referrals will be made to most convenient location.
PHONE	1800 700 514
FAX	03 9383 6705
EMAIL	contact@regen.org.au
HOURS	Monday–Friday, 9am–3pm.
WHO	Anyone who has drug and/or alcohol misuse issues that they would like to address. Family members can get support and advice through this service only if their family member is currently receiving treatment.
WILL HELP	Everyone 
SERVICE AREA	Wyndham, Hobsons Bay, Melton, Brimbank, Maribyrnong, Moonee Valley and Melbourne are all eligible.
COST	Free
DROP-IN-SERVICE	No. Phone to make an appointment and have an initial assessment.
OTHER LOCATIONS	Yes. Various locations across the western suburbs.
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	National Relay Service and TTY
MORE INFORMATION	www.regen.org.au

Drug *and* Alcohol Support After Hours

Service Provider DirectLine

Provide counselling, information and referrals for those who need support for their alcohol and drug use. Can also provide counselling and information to family, friends and professionals who are worried about someone else's drug and alcohol use.

DirectLine


ADDRESS	Various locations. Referrals will be made to most convenient location.
PHONE	1800 888 236
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Anyone who has drug and/or alcohol misuse issues. Family and friends that are concerned for someone else.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	N/A
OTHER LOCATIONS	N/A
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	National Relay Service and TTY
MORE INFORMATION	www.health.vic.gov.au

Support for Family Members of Those Using Drugs or Alcohol

Service Provider
**Family Drug
Helpline**

Provide information and support to family and friends who are worried about someone else's drug and alcohol use. Can reduce any isolation and stigma people are feeling and provide accurate information on drugs and appropriate treatment.

Family Drug Helpline

ADDRESS	Various locations. Referrals will be made to most convenient location.
PHONE	1300 660 068
FAX	N/A
EMAIL	N/A
HOURS	24 hours a day, 7 days a week
WHO	Family and friends that are concerned for someone they know who is using alcohol and/or drugs.
WILL HELP	Everyone 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	N/A
OTHER LOCATIONS	N/A
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	All ages
DISABILITY ACCESS	National Relay Service and TTY
MORE INFORMATION	www.sharc.org.au

Employment

Many of the employment services listed require men to register with Centrelink first. They do not have to be receiving a Centrelink payment. Instead, they can register as a job seeker and Centrelink will then refer them to one of these services for assistance in looking for work. Those looking for work should call Centrelink on 132 850 (if over 22 years) or 132 490 (if under 22 years) to register.



Employment Services


Hobsons Bay

Service Provider

WISE

Help for anyone who is looking for work and needs a bit of help to identify their strengths, improve their resume, work on interview skills or find the right job for them. Will help those who have been short or long-term unemployed and those who have complex issues. Must have Permanent Resident Status. Follow-up support is provided.

WISE


ADDRESS	14 Hall Street Newport
PHONE	9344 6100
FAX	N/A
EMAIL	newport@wiseemployment.com.au
HOURS	Monday–Friday, 9am–5pm
WHO	People with permanent residency or citizenship who are struggling to find work and have registered with Centrelink. Don't have to receive Centrelink payments but must register for Job Matching.
WILL HELP	Citizens and Permanent Residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. Register with Centrelink first to get appointment.
OTHER LOCATIONS	Yes
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wiseemployment.com.au

Employment Services Werribee

Service Provider **WISE**

Help for anyone who is looking for work and needs a bit of help to identify their strengths, improve their resume, work on interview skills or find the right job for them. Will help those who have been short or long-term unemployed and those who have complex issues. Must have Permanent Resident Status. Follow-up support is provided.

WISE

ADDRESS	Level 1, 9 Bridge Street Werribee
PHONE	8742 3300
FAX	N/A
EMAIL	werribee@wiseemployment.com.au
HOURS	Monday–Friday, 9am–5pm
WHO	People with PR or citizenship who are struggling to find work and have registered with Centrelink. Don't have to receive Centrelink payments but must register for Job Matching.
WILL HELP	Citizens and Permanent Residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. Register with Centrelink first to get appointment.
OTHER LOCATIONS	Yes
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wiseemployment.com.au

Employment Services


St Albans

Service Provider

WISE

Help for anyone who is looking for work and needs a bit of help to identify their strengths, improve their resume, work on interview skills or find the right job for them. Will help those who have been short or long-term unemployed and those who have complex issues. Must have Permanent Resident Status. Follow-up support is provided.

WISE


ADDRESS	356 Main Road St Albans
PHONE	8312 7300
FAX	N/A
EMAIL	stalbans@wiseemployment.com.au
HOURS	Monday–Friday, 9am–5pm
WHO	People with PR or citizenship who are struggling to find work and have registered with Centrelink. Don't have to receive Centrelink payments but must register for Job Matching.
WILL HELP	Citizens and Permanent Residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. Register with Centrelink first to get appointment.
OTHER LOCATIONS	Yes
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	18 years and over
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wiseemployment.com.au

Specialist Employment Service *for Disability or* Mental Health Footscray

Service Provider
**Wesley
Employment
Services**

Help for job seekers with a permanent disability, includes a permanent medical or mental health condition, learning difficulties, injury or disability. Medical evidence is required (can be from GP) but phone and ask for more information about this. Can provide long-term support once a job has been found for someone.

Wesley Employment Services

ADDRESS	154 Nicholson Street Footscray
PHONE	8199 6200
FAX	N/A
EMAIL	N/A
HOURS	Monday–Friday, 9am–5pm
WHO	People with a permanent disability or medical condition that require intensive support to take up paid work.
WILL HELP	Citizens and Permanent Residents 
SERVICE AREA	All of Victoria
COST	Free
DROP-IN-SERVICE	No. Register online or phone to register with the service.
OTHER LOCATIONS	Yes
LANGUAGES	English only
INTERPRETERS	Yes
AGE GROUP	Anyone older than 14 years and 9 months
DISABILITY ACCESS	Yes
MORE INFORMATION	www.wesleyemployment.com.au

Other Useful
CONTACTS



Other Useful Contacts

CHILD PROTECTION	1800 783 783 switchboard - ask to be transferred to your local office After hours: 13 12 78 after hours;	www.dhs.vic.gov.au
CHILD FIRST	Brimbank: 1300 138 180 Hobsons Bay: 1300 775 160 Maribyrnong: 1300 775 160 Melbourne: 1300 775 160 Melton: 1300 138 180 Moonee Valley: 1300 775 160 Moreland: 1300 786 433 Wyndham: 1300 775 160	http://www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/family-and-parenting-support/family-services/child-first-child-and-family-information,-referral-and-support-teams
MEDICARE	132 011	www.humanservices.findnearest.com.au
DEPARTMENT OF HEALTH AND HUMAN SERVICES	1800 783 783 switchboard - ask to be transferred to your local office	www.dhs.vic.gov.au
DEPARTMENT OF EDUCATION AND TRAINING	9637 2000 switchboard - ask to be transferred to your local office	www.education.vic.gov.au
DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION	131 881	www.border.gov.au
NURSE-ON-CALL	1300 606 024	http://www.health.vic.gov.au/nurseoncall/

Other Useful Contacts

Members of Parliament & Members of Legislative Council

If you're struggling to get assistance, try your local Member of Parliament. They may have contacts or networks that can provide you with help or at least point you in the right direction.

Name		Electorate	Phone	Address	Email
Hon Marsha Thomson	MP	Footscray	9689 4283	204 Nicholson Street, Footscray, VIC 3011	marsha.thomson@parliament.vic.gov.au
Mr Khalil Eideh	MLC	Western Metropolitan	9363 1644	Suite 2, 80 Carmody Drive, Cairnlea, VIC 3023	khalil.eideh@parliament.vic.gov.au
Hon John Eren	MP	Lara	5275 3898	1st Floor, Corio Village Centre, Bacchus Marsh Road, Corio, VIC 3214	john.eren@parliament.vic.gov.au
Mr Bernie Finn	MLC	Western Metropolitan	9312 1212	277 Hampshire Road, Sunshine, VIC, 3020	bernie.finn@parliament.vic.gov.au
Ms Colleen Harland	MLC	Western Metropolitan	9689 6373	75 Victoria Street, Seddon, VIC, 3011	colleen.hartland@parliament.vic.gov.au
Ms Jill Hennessy	MP	Altona	9395 0221	Suite 603, Level 1, 2 Main Street, Point Cook, VIC 3030	jill.hennessy@parliament.vic.gov.au
Hon Natalie Hutchins	MP	Sydenham	9449 1511	Shop 11, Aquagardens Shopping Centre, 28A Hume Drive, Sydenham, VIC, 3037	natalie.hutchins@parliament.vic.gov.au
Ms Marlene Kairouz	MP	Kororoit	8361 7133	Shop T54, Brimbank Shopping Centre, Cnr Neale and Station Roads, Deer Park, VIC, 3023	marlene.kairouz@parliament.vic.gov.au

Other Useful Contacts

Members of Parliament & Members of Legislative Council

Name		Electorate	Phone	Address	Email
Mr Telmo Languiller	MP	Tarneit	9916 1778	Tenancy C1, Lvl 1, 100 Overton Rd, Williamslanding, VIC 3029	telmo.languiller@ parliament.vic.gov.au
Mr Don Nardella	MP	Melton	9743 9825	3 Alexandra Street, Melton, VIC 3337	don.nardella@ parliament.vic.gov.au
Hon Wade Noonan	MP	Williamstown	9399 9022	101 Douglas Pde, Williamstown	wade.noonan@ parliament.vic.gov.au
Mr Brendan O'Connor	MP	Caroline Springs	8390 6166	Level 2, 13-15 Lake Street, Caroline Springs, VIC 3023	brendan.oconnor.mp@ aph.gov.au
Hon Tim Pallas	MP	Werribee	9742 6888	56-58 Watton Street, Werribee, VIC, 3030	tim.pallas@parliament. vic.gov.au
Mr Danny Pearson	MP	Essendon	9370 7777	Suite 1, 28 Shuter Street, Moonee Ponds, VIC, 3039	justin.madden@ parliament.vic.gov.au
Ms Joanne Ryan	MP	Lalor	9742 5800	2/36 Synnot Street, Werribee, VIC, 3030	joanne.ryan.mp@aph. gov.au
Mr Bill Shorten	MP	Maribyrnong	9326 1300	Suite1A, 12 Hall Street, Moonee Ponds VIC 3039	bill.shorten.mp@aph. gov.au
Ms Natalie Suleyman	MP	St Albans	9682 2944	Shop m0004a Keilor Downs Shopping Centre, 80 Taylors Road, Keilor Downs 3038	natalie.suleyman@ parliament.vic.gov.au
Mr Tim Watts	MP	Gellibrand	9687 7661	97 Geelong Road, Footscray VIC 3011	tim.watts.mp@aph.gov. au