

Maryborough Community House

Online Service Directory

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## COMPLAINTS AND DISPUTES

### COMPLAINTS AND DISPUTES

Title	Administrative Appeals Tribunal
Contact	1800 228 333 (free call from landlines anywhere in Australia)
Address	
Hours	Mon-Fri 9am-5pm
Website	<a href="https://www.aat.gov.au/">https://www.aat.gov.au/</a>
Resource	Reviews decisions made under Commonwealth law, including those relating to child support; disability; citizenship; rehabilitation; customs; freedom of information; social security; Income tax; NDIS; veterans' pensions. There may be a fee for some applications.
Other	

#### COMPLAINTS AND DISPUTES

Title	Australian Financial Complaints Authority
Contact	1800 931 678 (free call anywhere within Australia)
Address	
Hours	9:00am-5:00pm, M-F
Website	<a href="https://www.afca.org.au">https://www.afca.org.au</a>
Resource	Free and accessible dispute advice/resolution between consumers & member financial service providers including banks; insurers; credit providers; debt collectors etc. as an alternative to going to Court. Deals with complaints relating to decisions and conduct of trustees, insurers and other decision-makers regarding regulated superannuation funds, approved deposit funds, annuities, life-policy funds and retirement funding accounts. An initial complaint to the superannuation funds needs to have been made before requesting the Tribunal's involvement, but tribunal staff are able to assist clients with the process of making this initial complaint to the provider.
Other	

#### COMPLAINTS AND DISPUTES

Title	Fair Work Ombudsman
Contact	1313 94
Address	
Hours	
Website	<a href="https://www.fairwork.gov.au">https://www.fairwork.gov.au</a>
Resource	Works with employees, employers & the community to provide information about rights & responsibilities at work, encourage compliance with workplace law through workplace investigations, compliance notices & litigation in the case of breaches.
Other	

#### COMPLAINTS AND DISPUTES

Title	Legal Services Commissioner
Contact	1300 796 344
Address	
Hours	
Website	
Resource	Investigates matters relating to the professional conduct of lawyers, including the charging of excessive fees, delays, communication issues, poor advice/conduct & ethical issues.
Other	

#### COMPLAINTS AND DISPUTES

Title	Office of the Commonwealth Ombudsman
Contact	1300 362 072
Address	
Hours	9:00am-5:00pm M-F
Website	
Resource	Considers & investigates complaints of unfair treatment by Commonwealth Government agencies such as Australia Post, Centrelink, Immigration, the armed forces, Border protection, etc. Also handles complaints relating to services provided by contractors to Commonwealth bodies e.g. VET, detention centres.
Other	

## COMPLAINTS AND DISPUTES

Title	Telecommunications Industry Ombudsman
Contact	1800 062 058
Address	
Hours	
Website	
Resource	Independent dispute resolution service dealing with telephone & internet related complaints. If calling from a mobile telephone you may request a call back.
Other	

## CULTURE SPECIFIC SERVICES

### CULTURE SPECIFIC SERVICES

Title	Ballarat & District Aboriginal Cooperative (BQAC)
Contact	5331 5344
Address	106-108 Armstrong Street Ballarat Vic 3350
Hours	
Website	
Resource	Holistic services including: Barrlinjan Medical Clinic Active lifestyle program including use of fully-equipped gym Family services including early years/play group, kinship care, Aboriginal families lead decision-making. Home & Community Care Drug & alcohol rehabilitation/support Housing services Justice support Social & emotional wellbeing program
Other	

### CULTURE SPECIFIC SERVICES

Title	Loddon-Mallee Multicultural Services Inc
Contact	5441 6644
Address	120 McCrae Street Bendigo Vic 3550
Hours	Mon - Fri 10am -4pm
Website	<a href="https://lcms.org.au/about">https://lcms.org.au/about</a>
Resource	Partners with Job Centres, migrant & refugee organisations to create sustainable, long-term employment by providing tailored support to workplaces as well as job seekers. Activities include: *Learn to Drive Program including driver education program in client's primary language, bilingual support to develop the English necessary to work with driving instructors or mentors, up to seven professional driving lessons, post-lesson driving practice with matched volunteers for as long as required to obtain P Plates. May be a waiting list. *Range of conversational programs at no cost to Health Care Card holders (\$65 non concession) e.g. mothers & babies group, understanding production & processing work, first job starters group etc. *Multicultural playgroup & women's group.
Other	

### DISABILITY SUPPORT SERVICES

Title	Asteria Services
Contact	5459 0309

Address	20 Christian Street Maryborough Vic 3465
Hours	8:30-4:30 M-F
Website	
Resource	<p>Asteria is a non-profit organisation, initiated by a group of parents seeking a centre for their disabled children, which now provides:</p> <p>In-home, facility-based &amp; holiday respite,  An individual support program (5459 0309) which aims to assist each client develop &amp; maintain skills through a range of activities based on individual needs, strength, interests &amp; wishes</p> <p>*the Asteria Business Service provides meaningful supported employment for disabled individuals in the context of a financially-viable, sustainable business delivering home &amp; garden maintenance, car-washing, packaging, distribution, labour hire for one off jobs. (Bookings 5459 0309)</p> <p>Monthly Carer Support Group (5459 0300 for details)</p>
Other	

#### DISABILITY SUPPORT SERVICES

Title	Department of Human Services Disability Intake & Referral Service
Contact	1800 783 783
Address	
Hours	9:00am-5:00pm M-F
Website	
Resource	<p>Information service for people of any age with a disability which works to help them find services which will best meet their needs (including those which change over time) &amp; those of their family/carers. Covers services provided by OHS, generic community-based services and specialist disability services. Provision for access by those who are deaf, hearing impaired or have complex communication needs.</p>
Other	

#### DISABILITY SUPPORT SERVICES

Title	Interchange Loddon-Mallee
Contact	54 411 599
Address	127 Mitchell Street Bendigo Vic 3550
Hours	
Website	
Resource	<p>Interchange has a 30+ year history of providing social, recreational &amp; in-home supports to disabled clients. This support initially took the form of matched host family respite placements for children/teens with extra care needs. The service has evolved to encompass personalised support and care, a group-based early years program, community, recreational and holiday supports. Interchange is also an accredited NDIS provider offering person-centred care planning &amp; advocacy.</p>
Other	

#### DISABILITY SUPPORT SERVICES

Title	Riding Develops Abilities (RDA), Maryborough
Contact	0478 028 379
Address	Johnson Street Maryborough Vic 3465
Hours	
Website	
Resource	<p>Formerly known as Riding for the Disabled this organisation has recently adopted the more inclusive name for Riding Develops Abilities. Maryborough groups meets on</p>

	Tues 8.30am -12pm and Sat 8.45am - 12pm at Johnson Street Maryborough. A grass roots volunteer organisation which enables people with a disability to experience enjoyment, challenge and a sense of achievement through participation in equestrian activities to improve quality of life, attain personal goals and to develop life skills. The organisation provides suitable horses, trained volunteer helpers, accredited RDA instructor, riding and safety gear in a range of activities such as riding classes, recreational rides, games & competitive events, vaulting, dressage, carriage driving & riding camps.
Other	

#### CARER SUPPORT SERVICES

Title	<a href="#">Loddon Mallee Carer Support Services</a>
Contact	24 hour emergency contact: Freecall 1800 068 978
Address	Region Wide Information
Hours	Mon-Fri
Website	
Resource	Provides information and resources to carers and care support groups, individual respite planning coordination & booking services, counselling re self-care & the importance of time out, information on carer rights, advocacy and emergency respite planning.
Other	

#### CARER SUPPORT SERVICES

Title	<a href="#">SANE Australia</a>
Contact	8367 0888
Address	PO Box 226 South Melbourne Vic 3205
Hours	Helpline 1800 187 263 offers callers the opportunity to talk to a mental health professional between 10am and 12pm weekdays.
Website	<a href="https://www.sane.org">https://www.sane.org</a>
Resource	<div>A 24 hour telephone helpline providing confidential 24 hour crisis support very day of the year to all Australians experiencing a personal crisis. An initiative of the Uniting Church, counselling & support are provided by trained volunteers. This support encompasses counselling of people who have been bereaved by suicide. &nbsp;Services include The Dax Centre at 30 Royal Parade, Kenneth Myer Building, Melbourne University, Parkville 3010 (03) 9349 2538 which offers education programs in a dynamic environment to explore mental health issues, art, creativity & emotional well-being. Through exhibitions & educational programs, the Centre aims to engage, inform & encourage community connections & conversations about mental health. The Centre houses the Cunningham Dax of over 16 art works created by people with experience of mental health issues, including works on paper, painting, poetry, photography, textiles, sculpture, journals & digital media. SANE online forums operate 24/7 providing safe anonymous mental health discussions for those with lived experience & carers moderated by mental health professionals. <a href="https://www.sane.org/services">https://www.sane.org/services</a> . &nbsp;The SANE helpline 1800187 263 offers callers the opportunity to talk to a mental health professional between 10am & 12pm weekdays. &nbsp;SANE also produces fact sheets & guidelines on mental illness, its treatment, other sources of assistance, ways in which employers can better support & utilise workers with mental health issues, returning to work after a mental health episode & developing health work habits. &nbsp;SANE established the Stigma Watch website to promote responsible media coverage of mental health issues & suicide & to provide an opportunity for

	the public to report instances where this does not occur ( <a href="https://www.sane.org/services.StigmaWatch">https://www.sane.org/services.Stigma Watch</a> ).
Other	SANE online forums operate 24/7 providing safe anonymous mental health discussions for those with lived experience & carers moderated by mental health professionals. Forums: Mental Health Support Forum In Australia - Sane forum. SANE also prod

#### DRUG AND ALCOHOL

Title	Direct Line
Contact	1800 888 236
Address	
Hours	All hours
Website	
Resource	A telephone and on-line service supporting AOD information, services & referral. It is staffed by professionals at Turning Point, a centre of excellence at Eastern Health. Non-dependent, low risk callers are offered brief intervention, support & advice before during & after referral to other services. People who are identified as requiring treatment for alcohol or other drug risk, harm or dependency are referred to catchment based intake services in their area. The Drug & Alcohol Advisory Service is a free consultancy for health & welfare professionals regarding the clinical management of their clients including both the medical and psychiatric aspects of their care. This service is accessed by phoning 1800 812 804.
Other	

#### DRUG AND ALCOHOL

Title	Salvo Care Northern
Contact	5440 8450
Address	
Hours	24 hour Health Advice 1800 022 222
Website	
Resource	An outreach program of the Salvation Army and Mind Australia, which offers an outreach service to Maryborough & locations in the Shire of Loddon, (1-2 days per week). A counselling stream provides telephone, face to face & group counselling for clients & families aimed at achieving recovery goals & provides secondary recovery consultation to other professionals. The care and recovery stream develops with clients a personalised recovery program & assists them to access a range of health, social care and peer programs, including homeless-specific services where appropriate. Regular contact is maintained to reinforce the client's motivation for change and prevent relapse. Clients may be self-referred and those mandated by courts/ community treatment orders are treated free of charge.
Other	

### EMPLOYMENT, EDUCATION & INCOME

#### EMPLOYMENT, EDUCATION & INCOME

Title	Asteria Business Services
Contact	5459 0300
Address	20 Christian Street Maryborough Vic 3465
Hours	
Website	

Resource	Asteria provides meaningful supported employment for people with a disability in both centre-based and community settings. Asteria supports people on a Centrelink payment now have a workforce participation requirement and Disability Support Pensioners with no participation requirement who are seeking employment within the general community. Participants may be self-referred or be referred by other agencies but are required to undergoing an initial Job Capacity Assessment by Centrelink.
Other	

#### EMPLOYMENT, EDUCATION & INCOME

Title	<a href="#">Centrelink</a>
Contact	132 468
Address	Maryborough Customer Service Centre 16 Campbell Street Maryborough Vic 3465
Hours	Mon-Fri 8:30am-4:30pm
Website	<a href="https://www.humanservices.gov.au">https://www.humanservices.gov.au</a>
Resource	Provides a comprehensive, and regularly updated alphabetical listing of Centrelink Payments Services. Appeals against Centrelink decisions are made via the Administrative Appeals Tribunal (See Complaints and Disputes Section).
Other	

#### EMPLOYMENT, EDUCATION & INCOME

Title	<a href="#">Good Shepherd Microfinance (NILS)</a>
Contact	
Address	
Hours	
Website	
Resource	
Other	

### FINANCIAL COUNSELLING AND MATERIAL AID

#### FINANCIAL COUNSELLING AND MATERIAL AID

Title	<a href="#">Berrill &amp; Watson Superannuation &amp; Insurance Lawyers</a>
Contact	9448 8048
Address	1/650 Mt Alexander Road Moonee Ponds Vic 3039
Hours	
Website	
Resource	Although Melbourne-based this firm provides a local presence & voice for everyday people against large corporations in matters of disputed claims for disability & death benefits, income protection and lost superannuation & work closely with the financial counselling sector.
Other	

#### FINANCIAL COUNSELLING AND MATERIAL AID

Title	<a href="#">Seventh Day Adventist Good Samaritan Centre</a>
Contact	0407 331 440
Address	35 Raglan St Maryborough Vic 3465
Hours	Thursdays 3:30-4:30pm (term time only)
Website	
Resource	Large showbag of fresh fruit & vegies, staples sourced locally or brought from metropolitan food bank for \$5 donation (Thurs 3.30-4.30pm), Large families may

	qualify for additional bags. The congregation also provide low-cost clothing and personal hygiene items on request.
Other	

## HEALTH SERVICES

### HEALTH SERVICES

Title	Australian College of Optometry
Contact	9349 7400
Address	374 Cardigan Street Carlton Vic 3053
Hours	
Website	<a href="https://www.aco.org.au">https://www.aco.org.au</a>
Resource	The Victorian Eyecare Services (VES) scheme provides low cost optometry for pensioners/concession cardholders in rural Victoria through a network of participating optometrists & ophthalmologists. Applications may be made on line from the College's website <a href="http://www.aco.org.au">www.aco.org.au</a> . Medicare generally covers the cost of consultations & VES practitioners offer subsidised spectacle frames from a range of options for the following prices: \$46.60 for reading glasses \$62.00 for bifocals \$107.00 for progressive lens (available only when there is a clear Clinical need established by the provider) David Hare (5461 1064) is the local participating optometrist in Maryborough.
Other	

### HEALTH SERVICES

Title	Kosmac & Clemens Optometrists
Contact	5460 5433
Address	41 Tuaggra St Maryborough Vic 3465
Hours	
Website	
Resource	<div>Private provider of glasses, lenses & other optical aids.</div>
Other	

### HEALTH SERVICES

Title	Maryborough District Health Service
Contact	5461 0333
Address	75-87 Clarendon Street Maryborough Vic 3465
Hours	Mon - Fri 8.30am - 5.00pm
Website	<a href="https://mdhs.vic.gov.au/">https://mdhs.vic.gov.au/</a>
Resource	Acute care, maternity services palliative care, dialysis, community services and medical imaging, together with a limited number of interim aged care beds are provided at this location which includes a co-located community care centre and wellness centre. Community Programs such as Post Acute & Transition Care & District Nursing are also provided throughout the region.
Other	

### HEALTH SERVICES

Title	Maternal & Child Health
Contact	
Address	Central Goldfields Family Centre 100 Napier St Maryborough Vic 3465
Hours	
Website	

Resource	<div>Prevention, health promotion, early detection & intervention where there are health & wellbeing concerns about infants &  young children. Screening tests 11:15 for growth & development. Immunisation information & services. Advice re infant & family nutrition.  Enhanced MCH services for families with high support needs. New parent's group. Home visiting where required.  Co-located services with the same contact number:  Child Care Services  Family Day Care  Toy Library (Open Thurs 11.30am-12:30pm, Sat 11 pm-12 noon)</div>
Other	

#### HEALTH SERVICES

Title	Poisons Information Centre
Contact	131 126 (all hours)
Address	
Hours	
Website	
Resource	
Other	

#### HOUSING SERVICES/SUPPORTS

Title	CAFS (Child & Family Services) Ludbrook House
Contact	5337 3333
Address	115 Lydiard Street North Ballarat Vic 3350
Hours	
Website	<a href="https://cafs.org.au/">https://cafs.org.au/</a>
Resource	A multi-focused agency serving individuals & families with offices located across the Grampians region. Provide a range of assistance to clients experiencing tenancy issues &/or crises. Work with public housing clients, Aboriginal Housing, Victoria tenants & private renters; seek to address both emergency & long-term housing needs, through provision of transitional accommodation, support & information about rebates & rental arrears, VCAT matters to those experiencing problems in their tenancy. They offer a transition support program for young people who cannot remain in the family home through the Creating Connections program in Bacchus Marsh & Youth Transitions Ballarat.
Other	

#### HOUSING SERVICES/SUPPORTS

Title	Haven/Homesafe
Contact	1300 428 364
Address	10-16 Forest Street Bendigo Vic 3550
Hours	Mon-Fri 10am-4pm
Website	
Resource	Crisis assistance to those experiencing or at risk of homeless and those who have housing-related financial stress.
Other	

#### HOUSING SERVICES/SUPPORTS

Title	Wintringham
Contact	Head Office: (03) 9376 1122
Address	
Hours	

Website	
Resource	A not-for-profit organisation specialising in the provision of housing & care of older people who are homeless or at risk of becoming so, for example because they need more support than is available in their existing accommodation or can no longer afford the cost of living there. The organisation provides full care & supported accommodation but also safe, secure & private & affordable units, close to transport and amenities to eligible applicants, through the Arthur Miller Trust. There are Arthur Miller Units located in Maryborough, Castlemaine & St Arnaud.
Other	

## LEGAL SERVICES

### LEGAL SERVICES

Title	<a href="#">Central Highlands Community Legal Centre</a>
Contact	5331 5999
Address	34 Victoria Street Ballarat Vic 3350
Hours	
Website	
Resource	Free general & family law specific advice & assistance through outreach services provided by Central Highlands Legal Aid Office, Ballarat at weekly clinics conducted at MOHS, Maryborough. Duty Lawyers also attend Maryborough Magistrates Court on a fortnightly basis to assist in criminal, child protection & intervention order matters.
Other	

## SERVICES FOR SENIORS

### SERVICES FOR SENIORS

Title	<a href="#">Aged Care Assessment Service (ACAS)</a>
Contact	Maryborough & Dunolly (Bendigo Health Care Group) 5454 6000
Address	
Hours	
Website	
Resource	ACAS conduct comprehensive assessments of referred clients aged 65 and over to determine eligibility for Australian Commonwealth Funded services such as residential aged care, respite care, home care packages, flexible care. The multidisciplinary assessment provides an independent of physical, medical, psychological, environmental and social needs, and takes in the older persons home with input from family carers. (Aboriginal & Torres Strait Islanders are eligible for assessment the age of 50 onwards.
Other	

### SERVICES FOR SENIORS

Title	<a href="#">Combined Pensioners and Superannuants Association (CPSA)</a>
Contact	1800 451 489
Address	
Hours	
Website	
Resource	A non-profit, non-political subscriber organisation which aims to improve the standard of living & wellbeing of its members. Membership is available who agree with CPSA's vision of a fair & just society for all people on low incomes and its mission to promote the rights of these people.

Other	
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#### SERVICES FOR SENIORS

Title	Maryborough Senior Citizens Club
Contact	5461 2286
Address	52A Alma Street Maryborough Vic 3465
Hours	
Website	
Resource	
Other	

#### SERVICES FOR WOMEN

##### SERVICES FOR WOMEN

Title	Australian Breast Feeding Association
Contact	1800 686 268
Address	Castlemaine Vic 3450
Hours	24 Hour helpline
Website	<a href="https://www.breastfeeding.asn.au">https://www.breastfeeding.asn.au</a>
Resource	
Other	

##### SERVICES FOR WOMEN

Title	Centre for Non-Violence
Contact	5430 3000 (women, children) 1800 884 292 (free call, women & children) 5434 4100 (men wishing to address their use of violence)
Address	96-98 Pall Mall Bendigo Vic 3550
Hours	Mon-Fri 9am-5pm
Website	
Resource	Conduct outreach to multiple locations in the Loddon-Mallee region. Work with women & children who are experiencing or escaping from domestic violence. Help to develop safety plans with individuals, provide information on options & resources, case management, counselling, case management, links to other , services, advocacy, support with court attendance.
Other	

##### SERVICES FOR WOMEN

Title	WRISC Family Violence Support
Contact	5333 3666
Address	205 Dana Street Ballarat Vic 3350
Hours	M-F 9am-5pm
Website	
Resource	Provides services to women & children experiencing family/domestic violence in the Central Highlands region. Intake operates 9-5 every weekday. The service is free & confidential & includes general support, advocacy, court support, housing support short longer-term & intensive case management streams, an outreach program and in partnership with Ballarat & District Co-op, specific programs relating to aboriginal family violence. Some brokerage funding is available to keep women safe in their own homes, assist them with maintaining private rental accommodation on a single income and establishing safe, secure alternative accommodation.
Other	Maryborough and District Health Service or Salvation Army

	also offer counselling for women including those experiencing family or other violence.
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#### SERVICES FOR MEN

Title	<a href="#">Lone Fathers Association</a>
Contact	(02) 6239 4650
Address	4/86 Giles Street Kingston Vic 3364
Hours	
Website	<a href="https://www.lonefathers.com.au">https://www.lonefathers.com.au</a>
Resource	A national peak body for separated parents (present membership includes 36% females). A non-sexist, not for profit, non-sectarian self-help educational & welfare organisation devoted to the interest of lone fathers, their children & significant others. Legal advice from qualified professionals & lobbying for legislative reform are key aspects of this organisation's work. Membership (currently \$30 p.a.) is open to anyone helping to financially support their children.
Other	

#### SERVICES FOR MEN

Title	<a href="#">Mensline Australia</a>
Contact	1300 789 978
Address	
Hours	
Website	<a href="https://www.mensline.org.au">https://www.mensline.org.au</a>
Resource	<div>A telephone & online counselling service for men with family & relationship concerns throughout Australia. On-line toolkits about anger management, parenting, communicating effectively, men & emotions, mental well-being & self care, responsible drinking, adjusting to retirement, suicidal thoughts.</div>
Other	

#### SERVICES FOR MEN

Title	<a href="#">Relationships Australia Victoria Group</a>
Contact	
Address	
Hours	
Website	<a href="https://www.meetup.com/menbeingwell/">https://www.meetup.com/menbeingwell/</a>
Resource	<p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;The Men Being Well program is an initiative by Relationships Australia Victoria and the Life Is Foundation.&lt;/font&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;Men Being Well (MBW) began in 2021, emerging from the former DadsLink program, and hosts monthly Men's Gatherings or conversation groups, along with Online Events, and several day Men's Retreats throughout the year&lt;/font&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;MBW is focused on positive mental health, wellbeing and resilience and the programs include regular general discussion about life issues and challenges that participants may face, as well as particular topics and themes at times.&lt;/font&gt;&lt;/div&gt;</p>

	<p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;The format is relaxed and welcoming and a safe place to reflect on your own personal journey.&lt;/font&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;Please note that you need to have been in contact with a program facilitator prior to attending any face to face meeting.&lt;/font&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&lt;font face=Arial size=4 color="#212121" style="BACKGROUND-COLOR:#F6F7F8"&gt;We look forward to welcoming you at Men Being Well events.&lt;/font&gt;&lt;/div&gt;</p> <p>&lt;div&gt;&amp;nbsp;&lt;/div&gt;</p>
Other	Alternate Contact is: Tony Gee Email <a href="mailto:tgee@rav.org.au">tgee@rav.org.au</a>

#### SUPPORT SERVICES: GRIEF & LOSS

Title	<a href="#">BEREAVEMENT ASSISTANCE LTD</a>
Contact	9564 7778
Address	92 Atherton Road Oakleigh Vic 3166
Hours	
Website	<a href="https://www.bereavementassistance.org.au">https://www.bereavementassistance.org.au</a>
Resource	A community funeral service organisation, supported by government which provides dignified, quality funerals at low cost to Aboriginal and Torres Strait Islander people, the financially disadvantaged, refugees, migrants and asylum seekers and victims of crime (including domestic violence).
Other	See also Centrelink's bereavement section on their website

#### SUPPORT SERVICES: GRIEF & LOSS

Title	<a href="#">Jesuit Social Services</a>
Contact	9421 7640
Address	P.O. Box 271 Richmond Vic 3121
Hours	
Website	
Resource	<div>Support to family, friends & young people bereaved by suicide. Support for professionals whose client has suicided.</div>
Other	

#### SUPPORT SERVICES: GRIEF & LOSS

Title	<a href="#">Suiceline Victoria</a>
Contact	
Address	
Hours	
Website	<a href="https://suiceline.org.au">https://suiceline.org.au</a>
Resource	Phone and online counselling. In addition to assisting those contemplating harm
Other	

#### FAMILY & PARENTING SUPPORTS

Title	<a href="#">ChildFIRST Bendigo (Anglicare Bendigo)</a>
Contact	5440 1147 / 1800 260 338
Address	29 Tuaggra Street Maryborough Vic 3465
Hours	
Website	<a href="https://services.dffh.vic.gov.au/child-first-and-family-services">https://services.dffh.vic.gov.au/child-first-and-family-services</a>

Resource	A referral point to link vulnerable families in Central Goldfields, Macedon. Loddon-Campaspe & Mt Alexander Shires to supports in times of need to ensure the safety & well-being of children & young people. ChildFIRST staff based in Bendigo are able to refer eligible families for assistance from Anglicare, Maryborough, which is located at 29 Tuaggra St., Maryborough (54610200) and opens between 9am-5pm weekdays.
Other	Bendigo address 10 Mundy Street 3550.

#### FAMILY & PARENTING SUPPORTS

Title	Maternal & Child Healthline
Contact	132229
Address	
Hours	24 hours, 7 days per week
Website	<a href="https://www.education.vic.gov.au/">https://www.education.vic.gov.au/</a>
Resource	<div>An advice line staffed by qualified Maternal and Child Health Nurses which provides help with concerns about child health, nutrition, breast feeding, maternal and child health, early parenting issues. The line can connect with culturally and linguistically diverse families via the Telephone Interpreter Service, as well as hearing & linguistically impaired callers via the Nationally Relay Service.</div>
Other	Please do NOT use this number for making appointments with your local Maternal & Child Health Service!

#### FAMILY & PARENTING SUPPORTS

Title	State Schools' Relief
Contact	769 8400
Address	P.O. Box 4528 Dandenong Vic 3175
Hours	M-F 8:30 am-4:30pm
Website	<a href="https://www.stateschoolsrelief.org.au">https://www.stateschoolsrelief.org.au</a>
Resource	A not-for-profit organisation which provides new school uniforms for children whose parents are unable to do so and who are attending government primary, secondary, special developmental and language schools. It is intended that this assistance will remove the barrier of feeling different /being stigmatised which may lead to non-attendance. Applications must be made by the school which the child/children attend.
Other	Following a successful pilot program in 2018, the Glasses for Kids (GFK) scheme will be re-

## RAPE & DOMESTIC VIOLENCE SERVICES

#### RAPE & DOMESTIC VIOLENCE SERVICES

Title	Sexual Assault Crisis Line
Contact	1800 806 292
Address	
Hours	5pm & 9am on weekdays, weekends & public holidays.
Website	
Resource	Confidential afterhours telephone crisis service for victims & survivors of past & recent sexual assaults. The service operates between 5pm 9am on weekdays, weekends & public holidays. Regional Centres against Sexual Assault (CASAs) also provide support to those who have experience sexual assault, generally operating during normal working hours. Ballarat CASA 03 5320 3933 Loddon-Campaspe CASA 03 5441 0430
Other	Men's Referral Service- refer to Services for Men

#### MENTAL HEALTH SUPPORTS

Title	Beyond Blue
Contact	1300 224 636
Address	
Hours	
Website	
Resource	Independent, not for profit organisation providing advice, support & action-oriented help to people who experience depression &/or anxiety. Information, on-line chat facilities (3pm-Midnight every day), forums. Free access to National Relay Service for hearing impaired people & those for whom English is not their first language.
Other	

#### MENTAL HEALTH SUPPORTS

Title	Mind Australia
Contact	1300 286 463
Address	56-60 King Street Bendigo Vic 3550
Hours	
Website	<a href="https://www.mindaustralia.org.au/services/victoria">https://www.mindaustralia.org.au/services/victoria</a>
Resource	
Other	

#### MENTAL HEALTH SUPPORTS

Title	SANE Australia
Contact	8367 0888
Address	PO Box 226 South Melbourne Vic 3205
Hours	Helpline 1800 187 263 offers callers the opportunity to talk to a mental health professional between 10am and 12pm weekdays.
Website	<a href="https://www.sane.org">https://www.sane.org</a>
Resource	<div>A 24 hour telephone helpline providing confidential 24 hour crisis support very day of the year to all Australians experiencing a personal crisis. An initiative of the Uniting Church, counselling & support are provided by trained volunteers. This support encompasses counselling of people who have been bereaved by suicide. &nbsp;Services include The Dax Centre at 30 Royal Parade, Kenneth Myer Building, Melbourne University, Parkville 3010 (03) 9349 2538 which offers education programs in a dynamic environment to explore mental health issues, art, creativity & emotional well-being. Through exhibitions & educational programs, the Centre aims to engage, inform & encourage community connections & conversations about mental health. The Centre houses the Cunningham Dax of over 16 art works created by people with experience of mental health issues, including works on paper, painting, poetry, photography, textiles, sculpture, journals & digital media. SANE online forums operate 24/7 providing safe anonymous mental health discussions for those with lived experience & carers moderated by mental health professionals. <a href="https://www.sane.org/services">https://www.sane.org/services</a> . &nbsp;The SANE helpline 1800187 263 offers callers the opportunity to talk to a mental health professional between 10am & 12pm weekdays. &nbsp;SANE also produces fact sheets & guidelines on mental illness, its treatment, other sources of assistance, ways in which employers can better support & utilise workers with mental health issues, returning to work after a mental health episode & developing health work habits. &nbsp;SANE established the Stigma Watch website to promote responsible media coverage of mental health issues & suicide & to provide an opportunity for

	the public to report instances where this does not occur ( <a href="https://www.sane.org/services.StigmaWatch">https://www.sane.org/services.Stigma Watch</a> ).
Other	SANE online forums operate 24/7 providing safe anonymous mental health discussions for those with lived experience & carers moderated by mental health professionals. Forums: Mental Health Support Forum In Australia - Sane forum. SANE also prod

#### MENTAL HEALTH SUPPORTS

Title	<a href="#">Victorian Mental Illness Awareness Foundation (VIMIAC)</a>
Contact	03 9380 3900
Address	1/22 Aintree Street Brunswick East Vic 3057
Hours	
Website	
Resource	Peak non-government organisation for people who have experience of mental illness / significant emotional distress which provides: Advocacy and representation for people who use mental health services Information & peer support Research & evaluation Education & training
Other	

#### GAMBLING SUPPORT

##### GAMBLING SUPPORT

Title	<a href="#">Gamblers Help</a>
Contact	Gamblers Help Helpline
Address	115 Lydiard Street Ballarat Vic 3350
Hours	The service operates during CAFS usual business hours.
Website	<a href="https://gamblershelp.com.au/">https://gamblershelp.com.au/</a>
Resource	A free & confidential service which offers a range of specialist counselling services.
Other	