

Maryborough Community House Inc.



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Association Number: A0026131M

ABN: 14 524 323 936



Neighbourhood Houses
The Heart of Our Community

Online Directory of Services and Supports

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CARER SUPPORT SERVICES

Title	Carers Victoria
Contact	1800 514 845
Address	
Hours	Mon-Fri 8:30am-5:00pm
Website	https://www.carersvictoria.org.au
Facebook	https://www.facebook.com/CarersVictoria/
Resource	An umbrella organisation which provides a state-wide voice for family carers as well as helping individual carers locate appropriate practical, emotional & emotional support for their particular circumstances via the Carers' Advisory Line on the above phone number & arranges training & educational forums & respite care. Also works with statutory & not for profit service providers to ensure that carers are adequately valued & recognised.
Other	Check the current list of Carer Friendly Neighborhood Houses at www.carersvictoria.org.au/carershubs

Title	Gateway
Contact	1800 422 737 Free Call
Address	Maryborough Vic 3465
Hours	
Website	https://www.carergateway.gov.au/about
Facebook	
Resource	<p>Carer Gateway is an Australian Government program providing free services and support for carers.</p> <p>If you care for a family member or friend with disability, a medical condition, mental illness, or who is frail due to age, then Carer Gateway can help you.</p> <p>The Australian Government works with a range of health and carer organisations across Australia, known as Carer Gateway service providers, to deliver services to carers no matter where they live in Australia</p>
Other	

Title	Loddon Mallee Carer Support Services
Contact	5440 1100 (24 hour emergency contact: Freecall 1800 068 978)
Address	10 Mundy Street Bendigo Vic 3550
Hours	Mon-Fri
Website	https://www.anglicarevic.org.au
Facebook	https://www.facebook.com/anglicarevic
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	

Title	Maryborough Mental Health Carers' Support Group
Contact	0428 378 583
Address	Maryborough Community Hub 48 Burns Street Maryborough Vic 3465
Hours	
Website	
Facebook	
Resource	Meets first Wednesday every month-for further information phone. A self-directed mutual support group which invites speakers, conducts workshops but also assists members to nurture themselves through luncheons, pamper days and other activities.
Other	

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	https://www.sane.org
Facebook	
Resource	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. 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 Collection 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 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. 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 (https://www.sane.org/services.Stigma.Watch).
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.

COMPLAINTS AND DISPUTES

Title	Australian Dental Association-Victorian Branch (A.D.A.V.)
Contact	8825 4600
Address	
Hours	9.00am - 4.00pm M-F
Website	
Facebook	
Resource	Handles complaints and queries from the public regarding dental treatment with member dentists.
Other	

Title	Australian Financial Complaints Authority
Contact	1800 931 678 (free call anywhere within Australia)
Address	
Hours	9:00am-5:00pm, M-F
Website	https://www.afca.org.au
Facebook	
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	

Title	Energy and Water Ombudsman Vic
Contact	1800 500 509 (free call) 131450 (interpreter) National Relay Service 1800 555 660
Address	
Hours	Business days from 8.30 am – 5.00 pm
Website	https://www.ewov.com.au
Facebook	
Resource	Independent not for profit, impartial dispute resolution between customers & gas electricity or water companies: Billings and payments Disconnection and debt collection Supply of electricity, gas and water Connections and transfers Customer service and marketing Embedded networks.
Other	

Title	Fair Work Ombudsman
Contact	1313 94
Address	
Hours	
Website	https://www.fairwork.gov.au
Facebook	
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	

Title	Health Complaints Commissioner
Contact	1800 582 113
Address	
Hours	9:00am -5:00pm M-F
Website	
Facebook	
Resource	Protects your right of access to your own health information, conciliates between consumers and health care service providers and recommends improvements to services.
Other	

Title	Legal Services Commissioner
Contact	1300 796 344
Address	
Hours	
Website	
Facebook	
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	

Title	National Debt Helpline
Contact	1800 007 007
Address	
Hours	9:30am-4:30pm M-F
Website	https://www.ndh.org.au/
Facebook	
Resource	<p>Whatever your financial difficulty, whether it's the mortgage, the credit card, the gas bill, no car insurance or something else, we have the answers. Work out what you can afford, how to negotiate payment plans, what debts to prioritise, and much more. Manage your debts and get back on track.</p> <p>Offer the following suggestions, for those who are finding it difficult to manage their housing repayments: *Assess financial situation, using a financial counsellor if needed *Contact your lenders hardship team *Check whether you have consumer credit or income protection insurance *Request a hardship variation *Refinance your loan *Apply for early release of superannuation *Sell your house information for intending vendors.</p>
Other	

Title	Office of the Commonwealth Ombudsman
Contact	1300 362 072
Address	441 St Kilda Road Melbourne Vic 3000
Hours	9:00am-5:00pm M-F
Website	https://www.ombudsman.gov.au
Facebook	
Resource	<p>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.</p>
Other	

Title	Ombudsman Victoria
Contact	9613 6222 or 1800 806 314 (free call regional calls only)
Address	
Hours	9:00am-5:00pm, M-F
Website	https://www.ombudsman.vic.gov
Facebook	
Resource	Investigates decisions, actions & conduct of Victorian Government departments, statutory bodies local councils. Freedom of information complaints are also dealt with.
Other	

Title	Telecommunications Industry Ombudsman
Contact	1800 062 058
Address	P O Box 276 Collins Street West Vic 8007
Hours	8.00am–8.00pm Monday to Friday
Website	https://www.tio.com.au/
Facebook	
Resource	Independent dispute resolution service dealing with telephone & internet related complaints. If calling from a mobile telephone you may request a call back.
Other	

Title	Victoria Police Ethical Standards Department
Contact	1300 363 101
Address	
Hours	All hours
Website	
Facebook	
Resource	Complaints about communication/customer services should firstly be directed to the nearest police station or the station where the officer who is the subject of the complaint is employed. Serious matters such as excessive use of force, dishonesty, threats, harassment, or unlawful arrest may also be directed to the Police Conduct Unit on 1300 363 101.
Other	

CULTURE SPECIFIC SERVICES

Title	Ballarat & District Aboriginal Cooperative (BADAC)
Contact	5331 5344
Address	106-108 Armstrong Street North Ballarat Vic 3350
Hours	
Website	https://badac.net.au
Facebook	https://www.facebook.com/BADACBallarat
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	

Title	Bendigo & District Aboriginal Cooperative (BDAC)
Contact	5442 4947
Address	119 Prouses Road North Bendigo Vic 3550
Hours	Mon - Thurs 9am - 4.30pm; Fri 9am - 3.30pm
Website	https://www.bdac.com.au/
Facebook	
Resource	Aboriginal community-controlled organisation providing a broad range of services including primary health care often with indigenous practitioners, integrated family services, comprehensive aged care support, kinship care program (Department of Human Services referral required). Planned Activity Groups, adult mental health services, paediatric health clinic, housing & homelessness information/referral. Limited catchment areas & referral required for some services.
Other	

Title	Loddon-Mallee Multicultural Services Inc
Contact	5441 6644
Address	120 McCrae Street Bendigo Vic 3550
Hours	Mon - Fri 10am -4pm
Website	https://lcms.org.au/about
Facebook	
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	Aruma
Contact	1300 538 746
Address	42 Eastwood Street Ballarat Central Vic 3350
Hours	M-F 9:00-5:00pm
Website	https://www.aruma.com.au
Facebook	
Resource	Person-centred, active individual and family support, in-home support to encourage safety, community activity and family-connectedness, short and long term residential care.
Other	

Title	Asteria Services
Contact	5459 0309
Address	20 Christian Street Maryborough Vic 3465
Hours	8:30-4:30 M-F
Website	https://www.asteria.net.au
Facebook	
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 & holiday respite, An individual support program (5459 0309) which aims to assist each client develop & maintain skills through a range of activities based on individual needs, strength, interests & 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 & garden maintenance, car-washing, packaging, distribution, labour hire for one off jobs. (Bookings 5459 0309) Monthly Carer Support Group (5459 0300 for details)</p>
Other	

Title	Chris & Julie's Respite Farm
Contact	5461 5234
Address	60 Taggart Drive Daisy Hill Vic 3465
Hours	
Website	https://www.cjrespitefarm.com.au
Facebook	https://www.facebook.com/CJRFarm/
Resource	<p>Boutique-style accommodation which aims to provide disabled adults with a taste of farm style living. Guests receive full support from qualified carers & enjoy mingling with the friendly farm animals which include miniature horses & foals, birds, goats, alpacas, rabbits & a soccer-playing donkey called Jack. Visiting kangaroos & their joeys can be seen in nearby paddocks early in the morning. Pampering, craft activities and visits to local attractions are offered as well as transport from designated pick-up points. Could be included in NDIS packages or compensation claims.</p>
Other	

Title	Department of Human Services Disability Intake & Referral Service
Contact	1800 783 783
Address	
Hours	9:00am-5:00pm M-F
Website	
Facebook	
Resource	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) & 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.
Other	

Title	Hear for You
Contact	1800 432 749
Address	
Hours	
Website	https://www.hearforyou.com.au
Facebook	
Resource	Founded and run by deaf people, this organisation aims to assist deaf & hearing-impaired teenager navigate the perfect storm of developmental challenges & disability. A range of programs are conducted throughout Victoria & NSW, including workshops to assist teens with making connections with others, learn new skills & strategies, find successful hearing-impaired mentors & have a great time. The upbeat internet site provides a wealth of information, a contact medium, weekly newsletter, educational guides & program details.
Other	

Title	Interchange Loddon-Mallee
Contact	54 411 599
Address	127 Mitchell Street Bendigo Vic 3550
Hours	
Website	
Facebook	
Resource	Interchange has a 30+ year history of providing social, recreational & 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 & advocacy.
Other	

Title	Multipurpose Taxi Program (MPTP)
Contact	1800 638 802
Address	
Hours	9am to 5pm
Website	https://cpv.vic.gov.au/passengers/mptp
Facebook	https://www.facebook.com/CPVvic
Resource	Permanent residents of Victoria with a severe, chronic disability which prevents the use of public transport and are holders of an Aged or Disability Pension or DVA Gold Card, or EDA (Extreme Disability Adjustment) or TPI (Total & Permanently Incapacitated). Some changes to funding arrangements will occur for current & future card holders with an active NDIS plan as that scheme is rolled out. Card holders are entitled to a 50% discount on standard fares up to \$60 maximum per trip. The application process comprises a personal component & a medical report by the applicant's nominated doctor. Both may be done on-line.
Other	

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

DRUG AND ALCOHOL

Title	Alcoholics Anonymous
Contact	Russell: 0403 674 036
Address	Salvation Army Corps
Hours	Meets Tuesdays 7pm weekly. Many members also choose to attend meetings in nearby towns on the intervening days when needed/possible.
Website	https://alanin.org/newcomers/teen-corner-alateen
Facebook	
Resource	Currently there are no Al-Anon Family or Alateen Groups held in Maryborough. however young people may access internationally-produced podcasts/information as well as assistance in dealing with another person's alcoholism.
Other	

Title	Direct Line
Contact	1800 888 236
Address	
Hours	All hours
Website	
Facebook	
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	

Title	Maryborough District Health Service - Drug and Alcohol
Contact	5461 0333
Address	75-87 Clarendon Street Maryborough Vic 3465
Hours	8.30-5pm weekdays
Website	https://mdhs.vic.gov.au/services/
Facebook	
Resource	Services provided include alcohol & other drugs (AOD) counselling, outpatient & inpatient withdrawal services, referral to rehabilitation clinics, referrals to drink and drug driving courses and assessment. To access any of these services, inquirers MUST initially contact ACSO, a specialised referral service for AOD and mental health support programs. A needle-syringe program also operates from hospital reception & there is a drop off point for used needles/syringes outside the Community Services building.
Other	

Title	Salvo Care Northern
Contact	5440 8450
Address	
Hours	24 hour Health Advice 1800 022 222
Website	
Facebook	
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	AA group Maryborough 27 Wills Street 0481 786 206

Title	SMART Recovery
Contact	0401 227 334
Address	65 Templeman Street Castlemaine Vic 3450
Hours	6:30-8:00pm every Tuesday
Website	https://smartrecoveryaustralia.com.au
Facebook	
Resource	<p>SMART Recovery is a group program offering a supportive environment for people to achieve behaviour change goals of their choice around alcohol & other drug use, or any behaviours of concern.</p> <p>Guided by trained peers and professionals, participants come to help themselves and help each other using a variety of cognitive behavioural therapy (CBT) and motivational tools and techniques.</p> <p>SMART Recovery meetings are free and run weekly for 90mins. Each meeting is guided by a trained facilitator. Meetings are available online or in-person.</p>
Other	Also at 12 Lilburne Street Lucas. 5338 4500 Friday 10am-11:30 AM Womes Only: Cobaw Community Health, 1 Caroline Chisholm Drive, Ballarat. 5421 1666 Thurs 1:30-3:00 pm

Title	Youth Support + Advocacy Service (YSAS)
Contact	1800 458 685
Address	39 Garsed Street Bendigo Vic 3550
Hours	All hours
Website	https://ysas.org.au/
Facebook	
Resource	<p>YSAS provides a range of services for people aged 12-21 years who are experiencing significant problems as a result of their drug use. The Bendigo YSAS team provides support to young people living in the Greater Bendigo & Loddon Shires</p> <p>It is based at 39 Garsed St. Bendigo & provides confidential support via telephone M--F 9am-8pm (1800 458 685).</p> <p>There are also services in Elmore (5432 6001), Eaglehawk (5434 4300) & Kangaroo Flat (5430 0500).</p>
Other	<p>YODA is a program aimed at young people & provides an online tool to assist young people assess where they are at with their alcohol & drug use & receive feedback & advice about what to do next. Young people are also welcome to use the phone number above for the Garsed St. site if the local service is closed.</p>

EMERGENCY FOOD RELIEF

Title	Maryborough Community House Inc.
Contact	5461 4551
Address	23 Primrose Street Maryborough Vic 3465
Hours	Mon- Thurs 9:00 am to 4:00 pm Friday 9:00 am to 4:00 pm
Website	https://mchvic.org.au
Facebook	https://www.facebook.com/MCHVic/
Resource	<p>Everybody is welcome at the Maryborough Community House.</p> <p>The Maryborough Community House is a very friendly, inclusive place where everybody is welcome. We have a choice of groups and activities for people to get involved with and meet other community members.</p> <p>We are always pleased to see new people at the house so come in and have a chat about the opportunities, support, friendship and self development we provide.</p>
Other	Food Pantry Exception Service 2nd Tuesday fortnightly

Title	Salvation Army
Contact	5459 0500
Address	27 Wills Street Maryborough Vic 3465
Hours	Mon Wed Fri 9-noon (Appointment required)
Website	
Facebook	
Resource	Church and Doorways: Shopping voucher for Woolworths, plus select own items (including frozen Fareshare meals) from the food pantry.
Other	Maryborough Thrift Shop 5459 0501 Avoca Thrift Shop 5459 0502 St Arnaud Thrift Shop 5459 0503

Title	Vinnies
Contact	5461 1074
Address	High Street Maryborough Vic 3465
Hours	By appointment only
Website	
Facebook	
Resource	Shopping voucher for IGA. At times may also have donated non-perishables for distribution.
Other	

EMPLOYMENT, EDUCATION & INCOME

Title	Asteria Business Services
Contact	5461 4111
Address	20 Christian Street Maryborough Vic 3465
Hours	
Website	https://www.asteria.net.au/business-services
Facebook	
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	Garden Care and Maintenance, Car Wash, Commercial cleaning

Title	atWork Australia
Contact	1300 080 856 Job Active/Disability Employment Services 1300 192 628
Address	Level 2, Suite 5A 84 Mollison St Bendigo Vic 3550
Hours	
Website	https://www.atworkaustralia.com.au/
Facebook	
Resource	Nationwide employment service provider which works with people to identify their goals aspirations, build skills and job readiness and support them through interviews & into employment. Also works with prospective employers to ensure that referred applicants match closely with their requirements. atWork Australia is a leading provider of services for the Australian government and delivers programs such as Job Active, Disability Employment Services. The Vocational & Employment Centre & a Career Pathway Pilot for humanitarian Entrants to this country.
Other	

Title	Castlemaine Community House
Contact	5472 4842
Address	30 Templeton Street Castlemaine Vic 3450
Hours	Monday-Friday: 9am – 3pm
Website	https://www.cch.org.au
Facebook	https://www.facebook.com/castlemainecommunityhouse/
Resource	Castlemaine Community House provides programs and activities contributing to community development and supporting individuals and groups within the local community.
Other	Learn Local Essential Services Community Garden Community Lunch After School Program Youth Program

Title	Centrelink
Contact	132 468
Address	Maryborough Customer Service Centre 16 Campbell Street Maryborough Vic 3465
Hours	Mon-Fri 8:30am-4:30pm
Website	https://www.humanservices.gov.au
Facebook	
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	

Title	Clunes Neighbourhood House
Contact	5345 4078
Address	70 Bailey Street Clunes Vic 3370
Hours	9am-3 pm Monday to Friday
Website	https://www.clunesnh.org/
Facebook	https://www.facebook.com/ClunesNeighbourhoodHouse/
Resource	Clunes Neighbourhood House is a community led organisation. Working with local people, businesses and other community groups, our goal is to contribute to the liveability of Clunes by supporting everyone to be an active part of the neighbourhood.
Other	Recently relocated to the former Library

Title	Dunolly Neighbourhood Centre
Contact	5461 1511
Address	Hospital House, 18 Havelock Street Dunolly Vic 3472
Hours	Monday to Friday 9am-4 pm
Website	
Facebook	https://www.facebook.com/dunollyneighbourhoodcentre/
Resource	Dunolly & District Neighbourhood Centre provides services to strengthen community ties for all residents.
Other	Woodworkers, Hall hire.

Title	Good Shepherd Microfinance (NILS)
Contact	13 64 57
Address	level 1 485 La Trobe Street Melbourne Vic 3000
Hours	Mon – Fri 9am – 5pm
Website	https://goodshep.org.au/services/nils/
Facebook	
Resource	<p>Borrow up to \$2,000 for essential goods and services with no fees, no interest, ever. Loans can be used for essential goods and services including household essentials, car repairs and registration, medical & dental, technology, housing and education.</p> <p>Eligibility requirements: Have a Health Care Card / Pension Card OR Earn less than \$70,000 gross annual income as a single or \$100,000 gross annual income as a couple or people with dependent You can show that you have the capacity to repay the loan.</p>
Other	<p>The nearest NILS providers are: Castlemaine Community House 5472 4842, Kangaroo Flat Community House 5447 9687, Mill House 5461 3185. Vinnies NILS Ballarat 5334 2844, WRISC Family Violence Support 205 Dana Street Ballarat.</p>

Title	Maldon Neighborhood Centre Inc
Contact	5475 2093
Address	Corner Church and Edwards Streets Maldon Vic 3463
Hours	9am-3pm weekdays. Closed Wednesday
Website	https://www.maldonnc.org.au
Facebook	https://www.facebook.com/Maldonnc/
Resource	<p>We are not-for-profit community based organisation that encourages a sense of belonging and community engagement.</p> <p>The Maldon Neighbourhood Centre offers a child-friendly outdoor space, a meeting area and classroom, a Community Garden open to all and a drop-in centre with comfy couches and a welcoming atmosphere as well as the fantastic Church Hall.</p>
Other	

Title	Maryborough Community House Inc.
Contact	5461 4551
Address	23 Primrose Street Maryborough Vic 3465
Hours	Mon- Thurs 9:00 am to 4:00 pm Friday 9:00 am to 4:00 pm
Website	https://mchvic.org.au
Facebook	https://www.facebook.com/MCHVic/
Resource	<p>Everybody is welcome at the Maryborough Community House.</p> <p>The Maryborough Community House is a very friendly, inclusive place where everybody is welcome. We have a choice of groups and activities for people to get involved with and meet other community members.</p> <p>We are always pleased to see new people at the house so come in and have a chat about the opportunities, support, friendship and self development we provide.</p>
Other	Food Pantry Exception Service 2nd Tuesday fortnightly

Title	Mill House Neighbourhood House
Contact	5461 3185
Address	88-90 Burke Street Maryborough Vic 3465
Hours	Tuesday - Thursday 9am-4pm
Website	https://www.millhousenh.org.au
Facebook	https://www.facebook.com/people/Mill-House
Resource	<p>Arts and creative activities</p> <p>Community and lifestyle activities</p> <p>Education and employment activities</p> <p>Traineeships, volunteering and membership</p> <p>A social group for the LGBTIQ+ community called Pride Goldfields. It is a safe and welcoming space for all members of the LGBTIQ+ community, their family, their friends and their guests.</p>
Other	Friday Feast

Title	Services Australia
Contact	
Address	
Hours	Mon-Fri 8:30am-4:45pm
Website	https://www.servicesaustralia.gov.au
Facebook	
Resource	Provides high quality Medicare, Centrelink and Child Support services. Wide range of links to raising kids, living arrangements, ageing, work, education, health and disability, natural disaster events.
Other	

Title	Small Business Mentoring Service
Contact	1300 816 817
Address	Level 10, 501 Swanston Street Melbourne Vic 3000
Hours	
Website	https://www.sbms.org.au/
Facebook	
Resource	<p>SBMS Experienced Business Mentors are part of the Small Business Mentoring Service. SBMS is an incorporated not-for-profit association that started its journey in 1986 with just 14 members. Today there are around 200 Mentors across Australia who have the skills and experience to help small businesses.</p> <p>Ballarat: 111 Armstrong Street Nth. Tel: (+61 3) 5327 2800 Email: information.ballarat@rdv.vic.gov.au</p> <p>Bendigo: Level 1, 56-60 King Street Tel: (+61 3) 4433 8000 Email: information.bendigo@rdv.vic.gov.au</p>
Other	<p>SBMS is proudly supported by the Victoria Government Department of Jobs, Transport and Resources.</p> <p>SBMS has partnered with the Victorian Tourism Industry Council VTIC to provide "One to One" mentoring for tourism businesses in Victoria.</p>

Title	Wycheproof Community Resource Centre
Contact	5493 745
Address	280 Broadway Wycheproof Vic 3527
Hours	Monday to Friday 9:30 AM - 4:30 PM
Website	https://www.wycheproofcrc.org.au/
Facebook	https://www.facebook.com/wyche3527/
Resource	<p>Wycheproof CRC has evolved into community hub offering everything from adult education to volunteering opportunities to yoga classes.</p> <p>Like many other Neighbourhood Houses, WCRC has become a social force for its local community, taking action on a range of issues and inequalities, encouraging participation and enriching the overall quality of life for those living in the community.</p> <p>We provide secretarial and auspice support to a number of community groups, organisations and and clubs in Wycheproof. This support is vital to the health and vitality of our community and its thriving volunteer ethos.</p>
Other	

FAMILY & PARENTING SUPPORTS

Title	Bendigo Health Adult Community Care Services
Contact	1300 363 788/ 5454 6000
Address	
Hours	All hours
Website	https://bendigohealth.org.au/services/
Facebook	
Resource	<p>Community care means providing treatment to patients in their own homes rather than a hospital setting; involves regular visits by a lead mental health professional, regular case reviews by the relevant treatment team (youth, aged etc.)</p> <p>PAR case management involving setting working towards treatment goals, linkages with other community supports outpatient mental health services where available access to inpatient care when necessary.</p> <p>*maximising independence & functioning APARC (Adult Prevention & Recovery Centre) Access to any of these services is via Mental Health Regional Triage Team (1300 363 788 all hours)</p>
Other	A more comprehensive guide to services as well as information booklets on a number of conditions / services can be found on the website.

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

Title	Goldfields Mediation & Relationship Centre Castlemaine
Contact	0413 932 232
Address	Castlemaine Vic 3450
Hours	
Website	http://www.goldfieldsmediationcentre.com.au SEARCH AGAIN TO CHECK
Facebook	
Resource	A privately-operated, for-profit business which may assist in the resolution of various disputes, including child arrangements. After hours & weekend appointments available. Practitioners are accredited to issue certificates which can be used to proceed to courts. Although the service is in Bendigo and Castlemaine, practitioners have access to consulting rooms throughout the region when required.
Other	

Title	Maternal & Child Healthline
Contact	132229
Address	
Hours	24 hours, 7 days per week
Website	https://www.education.vic.gov.au/
Facebook	
Resource	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 National Relay Service.
Other	Please do NOT use this number for making appointments with your local Maternal & Child Health Service!

Title	Parentline Victoria
Contact	13 2289
Address	
Hours	8 am-12 midnight, 7 days a week, every day of the year.
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service
Facebook	
Resource	A statewide telephone counselling and support service for all Victorian parents and carers of children from 0-18 years. Experienced social workers, psychologists and family therapists can give you counselling and information around a wide range of parenting issues.
Other	The National Relay Service (NRS) is available to help callers with a hearing or speech impairment. For: TTY users, call 133 677, then ask for 13 22 89 Speak and Listen users, call 1300 555 727 then ask for 13 22 89 Internet relay users, connect to the National Relay Service (NRS), then ask for 13 22 89. The Translating and Interpreting Service (TIS National) is available (24 hours, 7 days) for callers who speak other languages. Call 131 450.

Title	State Schools' Relief
Contact	8769 8400
Address	1/8 Johnston Court Dandenong Vic 3175
Hours	M-F 8:30 am-4:30pm
Website	https://www.stateschoolsrelief.org.au
Facebook	
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. (P.O. Box 4528 Dandenong 3175)
Other	The Glasses for Kids (GFK) scheme was re-introduced in 2020 to provide free eye testing & prescription glasses For eligible students in Prep. & Grades 1-3.

Title	Step Families Australia
Contact	(03) 9663 6733
Address	100 Drummond Street Carlton Vic 3053
Hours	
Website	https://www.ds.org.au
Facebook	
Resource	The National Network of Step Families is supported and run by the Drummond St. Carlton service. It is committed to strengthening stepfamilies and encourages, values, recognises and supports step families equally with either family forms to achieve their greatest potential. Counselling and information is provided by adults who are or are about to become part of a blended family.
Other	

FINANCIAL COUNSELLING AND MATERIAL AID

Title	Salvation Army
Contact	5459 0500
Address	27 Wills Street Maryborough Vic 3465
Hours	Mon Wed Fri 9-noon (Appointment required)
Website	
Facebook	
Resource	Church and Doorways: Shopping voucher for Woolworths, plus select own items (including frozen Fareshare meals) from the food pantry.
Other	Maryborough Thrift Shop 5459 0501 Avoca Thrift Shop 5459 0502 St Arnaud Thrift Shop 5459 0503

Title	Vinnies
Contact	5461 1074
Address	High Street Maryborough Vic 3465
Hours	By appointment only
Website	
Facebook	
Resource	Shopping voucher for IGA. At times may also have donated non-perishables for distribution.
Other	

GAMBLING SUPPORT

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

HEALTH SERVICES

Title	ADHD Australia
Contact	
Address	PO Box 164 Westmead NSW 2145
Hours	
Website	https://www.adhdaustralia.org.au/
Facebook	https://www.facebook.com/adhdaustraliaofficial/
Resource	We aim to create positive public awareness and improved understanding, through evidence-based information, which will reduce the stigma associated with ADHD. Our focus will be across the education and health related areas which will have the greatest positive impact. We will also partner with government and other like-minded organisations to fulfill our vision.
Other	

Title	Australian College of Optometry
Contact	9349 7400
Address	374 Cardigan Street Carlton Vic 3053
Hours	
Website	https://www.aco.org.au
Facebook	
Resource	<p>The Victorian Eyecare Services (VES) scheme provides low cost optometry for pensioners/concession cardholders in rural Victoria through a network of participating optometrists & ophthalmologists.</p> <p>Applications may be made on line from the College's website www.aco.org.au. 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)</p> <p>David Hare (5461 1064) is the local participating optometrist in Maryborough.</p>
Other	

Title	Clarendon Medical Centre
Contact	5461 0100
Address	4 Neill Street Maryborough Vic 3465
Hours	Monday to Friday: from 8:30am to 5pm (by appointment); 9:30am to 11:30 (when rostered - roster shared with Nightingale Clinic)
Website	https://www.clarendonmed.com
Facebook	
Resource	Provides general practice, community health, immunisation and antenatal services to the Maryborough and district community.
Other	No appointments necessary on weekends

Title	Eye and Ear Hospital
Contact	03 9929 8666
Address	32 Gisborne Street East Melbourne Vic 3002
Hours	Always open
Website	https://eyeandear.org.au/
Facebook	https://www.facebook.com/TheRoyalVictorianEyeandEarHospital
Resource	Main Hospital: 32 Gisborne Street East Melbourne Vic 3002 Eye and Ear on the Park: 2 St Andrews Place East Melbourne Vic 3002
Other	Low Vision Services https://eyeandear.org.au/patients-visitors/fact-sheets/low-vision-services/ Please note these services are not affiliated with the Eyeand Ear, so please contact them directly to make an appointment.

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

Title	Maryborough Dental Health Clinic
Contact	5461 0388
Address	78-87 Clarendon Street (near entrance to urgent care centre) Maryborough Vic 3465
Hours	https://mdhs.vic.gov.au/dental-services/
Website	
Facebook	
Resource	Public dental services by appointment for all children, eligible with a current concession card. For urgent appointments contact the reception who will assess your need and schedule an appointment within an appropriate time frame. Services include routine checks, preventative services & remedial treatments (fillings, extractions, dentures) & referral to the Royal Dental Hospital, Melbourne for more specialised care. Fees apply.
Other	

Title	Maryborough District Health Service
Contact	5461 0333
Address	75-87 Clarendon Street Maryborough Vic 3465
Hours	Mon - Fri 8.30am - 5.00pm
Website	https://mdhs.vic.gov.au/
Facebook	
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	

Title	Maryborough Family Dental Clinic
Contact	5461 2388
Address	133 High Street Maryborough Vic 3465
Hours	Monday - Friday: 9 am–6 pm
Website	www.maryboroughfamilydental.com
Facebook	
Resource	Preferred provider of dental services to those insured with BUPA, Medibank Private & HCT. Also provides services under the Child Dental Health Scheme. This relatively new scheme provides eligible children & teens up to the age of 17 with up to \$1000 worth of basic dental services over a period of two consecutive years.
Other	

Title	Maternal & Child Health
Contact	
Address	Central Goldfields Family Centre 100 Napier St Maryborough Vic 3465
Hours	
Website	
Facebook	
Resource	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).
Other	

Title	Nightingale Clinic
Contact	5460 4466
Address	6 Neill Street Maryborough Vic 3465
Hours	Please call to confirm
Website	
Facebook	
Resource	
Other	

Title	Poisons Information Centre
Contact	13 11 26 (all hours)
Address	
Hours	
Website	https://www.austin.org.au/poisons
Facebook	
Resource	Call 131 126 if someone has been poisoned or has overdosed, made a mistake with medicines or been bitten or stung (24 hours a day, seven days a week).
Other	

HELP FOR HOME OWNERS

Title	DFFH Support Service
Contact	1300 475 170
Address	50 Lonsdale Street Melbourne Vic 3000
Hours	
Website	https://www.housing.vic.gov.au/support-home-owners
Facebook	
Resource	A state-wide service assessing how peoples' homes can be retained and modified to make life easier and safer, particularly following disabling accidents or health changes- for example wheelchair ramps, bathroom modifications, non-slip floor coverings Advice and no-obligation inspection are provided, with condition reports, recommendations & cost estimates are provided.
Other	Also see https://www.housing.vic.gov.au/get-home-ownership-advice

HOUSING SERVICES/SUPPORTS

Title	24-hour Housing Crisis & Emergency
Contact	1800 825 955 Line (toll free)
Address	
Hours	
Website	https://www.homes.vic.gov.au/crisis-accommodation
Facebook	
Resource	For those escaping family violence, currently homeless or at immediate risk of becoming so or whose accommodation has been lost or rendered unliveable by fire, flood or other emergency. During business hours, calls will be triaged to local service providers. After-hours they are redirected to the Salvation Army.
Other	https://www.housing.vic.gov.au/other-services-can-help

Title	CAFS Ludbrook House
Contact	5337 3333
Address	115 Lydiard Street North Ballarat Vic 3350
Hours	
Website	https://cafs.org.au/
Facebook	
Resource	CAFS (Child & Family Services Ballarat) is 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.
Other	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.

Title	Centrecare
Contact	5337 8999
Address	4-6 Peel Street Ballarat Vic 3350
Hours	8:30am - 5pm M-F
Website	https://www.catholiccarevic.org.au/
Facebook	
Resource	A generic welfare service with programs to assist over 50s who are at risk of losing their current public housing or are on the waiting list & require additional supports to continue living independently. Also provide information & referral to other services.
Other	On 1 January 2021, Centacare Ballarat, CatholicCare Melbourne/Gippsland and CatholicCare Sandhurst merged to form a new entity.

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

Title	MDHS Housing Worker
Contact	5461 0333
Address	75-87 Clarendon Street Maryborough Vic 3465
Hours	
Website	https://mdhs.vic.gov.au/
Facebook	
Resource	Assists with emergency & transitional housing for eligible applicants Information about housing options. Social (public & community) applications Assistance to leave abusive situations Bond loan applications Advice & Referral
Other	Avoca 10 Templeton Street 5465 1200 Dunolly 20 Havelock Street 5468 2900

Title	Wintringham
Contact	03 9034 4824
Address	Maryborough Vic 3465
Hours	
Website	https://www.wintringham.org.au/
Facebook	
Resource	A not-for-profit organisation specialising in the provision of housing & care of people aged 50 years and over, 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

Title	Berrill & Watson Superannuation & Insurance Lawyers
Contact	9448 8048
Address	1/650 Mt Alexander Road Moonee Ponds Vic 3039
Hours	
Website	
Facebook	
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	

Title	Central Highlands Community Legal Centre
Contact	5331 5999
Address	34 Victoria Street Ballarat Vic 3350
Hours	
Website	https://www.fclc.org.au/find_a_community_legal_centre
Facebook	
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	

Title	Loddon-Campaspe Community Legal Service
Contact	5445 0909 (Bendigo Callers) 1800 450 909 (Callers from outside Bendigo)
Address	171 Hargreaves Street Bendigo Vic 3550
Hours	
Website	https://www.fclc.org.au/find_a_community_legal_centre
Facebook	
Resource	Provide pro bono (free) court assistance at Maryborough, Castlemaine, Echuca & Kyneton Regional Courts to people who ineligible for Legal Aid Assistance and/or are unable to afford a lawyer. There is also a Pilot Program to provide greater community legal centre involvement in Child Protection matters, as well as partnership arrangements with various Family violence programs and a program to assist palliative care patients of Bendigo Health.
Other	

MENTAL HEALTH SUPPORTS

Title	Bendigo Mental Health Services
Contact	03 5454 6000
Address	100 Barnard Street (access via Mercy Street) Bendigo Vic 3550
Hours	
Website	https://www.bendigohealth.org.au/
Facebook	
Resource	
Other	

Title	Beyond Blue
Contact	1300 224 636
Address	
Hours	3pm-Midnight every day
Website	https://www.beyondblue.org.au/
Facebook	
Resource	Independent, not for profit organisation providing advice, support & action-oriented help to people who experience depression &/or anxiety. Information, on-line chat facilities, forums. Free access to National Relay Service for hearing impaired people & those for whom English is not their first language.
Other	If you're in crisis or feeling unsafe, please call 000 or Lifeline on 13 11 14.

Title	HALT (Help Assistance Local Tradies)
Contact	0409 756 274
Address	Castlemaine Vic 3450
Hours	
Website	https://halt.org.au
Facebook	https://www.facebook.com/hopeassistancelocaltradies/
Resource	<p>HALT builds the bridge between both local and national support services for people at risk of suicide in the local community.</p> <p>That is, to facilitate the spreading of information and raise awareness of groups such as Lifeline and Beyond Blue, open up conversations and break through the stigma attached to mental health.</p> <p>We have identified a need for greater support for people at risk, especially men in 'tradie' occupations, although we recognise the need for such support is broad.</p> <p>HALT's vision is that every tradie in Australia knows how to look after their mental health and wellbeing. Need Assistance? These services could help.</p>
Other	

Title	Lifeline
Contact	13 11 14
Address	
Hours	24-hour
Website	https://lifeline.org.au
Facebook	
Resource	A 24 hour telephone helpline providing confidential 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.
Other	

Title	Mind Australia
Contact	1300 286 463 (Service Information) 1300 554 660 (Carer Help)
Address	56-60 King Street Bendigo Vic 3550
Hours	
Website	https://www.mindaustralia.org.au/services/victoria
Facebook	
Resource	<p>One of the country's leading community managed mental health services supporting those with mental health concerns with the daily impacts of their illness as well as family, friends and carers in Victoria.</p> <p>Centres will provide a warm and welcoming space easily accessible and freely available to families, carers and supporters of all ages, with no need for a referral.</p>
Other	<p>Mind offers a range of specialised psychosocial support services and therapies to help you gain better mental health and improve the quality of your life, including:</p> <p>Information and advice, support coordination specialised assessments, counselling, coaching and learning in home and community support, a variety of housing and support services recovery retreats. sub-acute recovery care family and carer support.</p>

Title	Psychiatric Assessment & Triage Team (CATT)
Contact	Ballarat 1300 001323 all hours
Address	
Hours	
Website	
Facebook	
Resource	A twenty-four-hour providing immediate for people experiencing a mental health crisis
Other	

Title	Rural Health Connect
Contact	
Address	Maryborough Vic 3465
Hours	
Website	https://www.ruralhealthconnect.com.au/provisional-psych
Facebook	
Resource	Appointments are now open for 2023 with Provisional Psychologists for FREE telehealth sessions, no GP referral or mental health treatment plan required. Open to residents of rural Victoria looking to work on anxiety, low level depression, anger, grief and loss, relationships and stress. Children, adolescents and adults welcome. BOOK VIA WEBSITE
Other	For topics not covered by this scheme, register at https://portal.ruralhealthconnect.com.au/clientregistration/new

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	https://www.sane.org
Facebook	
Resource	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. 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 Collection 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 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. 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 (https://www.sane.org/services.Stigma Watch).
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.

Title	Victorian Mental Illness Awareness Council (VMIAC)
Contact	(03) 9380 3900
Address	1/22 Aintree Street Brunswick East Vic 3057
Hours	
Website	https://www.health.vic.gov.au/rights-and-advocacy/victorian-mental-illness-awareness-council
Facebook	
Resource	A peak non-government organisation for people who have experience of mental illness/emotional distress which provides Advocacy and representation for users of mental health services, Research & evaluation, Education & Training
Other	

Other Directories

Title	AskIzzy
Contact	
Address	
Hours	24 Hour online
Website	https://askizzy.org.au/
Facebook	
Resource	Search over 400,000 support services. Powered by Infoxchange, a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years.
Other	

Title	Central Goldfields Shire Council
Contact	
Address	Customer Service Centre, 22 Nolan Street Maryborough Vic 3465
Hours	
Website	https://www.centralgoldfields.vic.gov.au/Community-Services
Facebook	
Resource	<p>Information Centre</p> <p>Youth: Engage!, Engage! Youth Space, Youth School holiday programs, FreeZa; L2P learner drivers, Central Goldfields Youth Council</p> <p>Library, Toy Library</p> <p>Aged and Disability services: Domestic assistance, Food Service - Meals on Wheels</p> <p>In House respite care: Personal care, Social Support Group, Property maintenance</p> <p>Family and Children's Services</p>
Other	

Title	Central Goldfields Shire Council Resources Directory
Contact	5461 0610
Address	Customer Service Centre, 22 Nolan Street Maryborough Vic 3465
Hours	Monday to Friday 9am to 4pm
Website	https://www.centralgoldfields.vic.gov.au/Community-Services/Family-and-Childrens-Services/Community-Resources
Facebook	https://www.facebook.com/centralgoldfields/
Resource	<p>Life is busy enough and sometimes the challenges that are thrown at us are a little difficult to catch at times.</p> <p>This page of useful web resources is to assist you with finding the right support to help you.</p> <p>If you need assistance completing a form, understanding the requirements of the website please just ask us and we can help you.</p>
Other	

Title	Neighbourhood Houses Victoria
Contact	9602 1228
Address	Shop B41, Level 4, 744 Bourke Street Docklands Vic 3008
Hours	Monday to Friday: 9am-4pm
Website	https://www.nhvic.org.au
Facebook	https://www.facebook.com/neighbourhoodhousesvic/
Resource	<p>Representing a membership of close to 400 independent, community-based organisations across Victoria, we are a trusted source of:</p> <ul style="list-style-type: none"> Strategic leadership State-wide advocacy Advice and information Timely research and data analysis Professional development Sector promotio
Other	

Title	RANCH (Regional Association of Neighbourhood Houses)
Contact	
Address	Bendigo cluster: PO Box 2292 Bendigo Vic 3550
Hours	
Website	https://www.ranch.net.au/
Facebook	
Resource	<p>We offer support to Houses on key areas of governance and management including advice on Neighbourhood Houses programs and activity development, training and training resources, capacity building and links with and between Neighbourhood Houses and other community organisations at the local and regional level.</p>
Other	

RAPE & DOMESTIC VIOLENCE SERVICES

Title	Sexual Assault Crisis Line
Contact	1800 806 292
Address	
Hours	5pm & 9am on weekdays, weekends & public holidays.
Website	
Facebook	
Resource	<p><div>Confidential afterhours telephone crisis service for victims & survivors of past & recent sexual assaults. The service operates between 5pm 9am on weekdays, weekends & public holidays.</div></p> <p><div>&nbsp;</div></p> <p><div>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</div></p>
Other	Men's Referral Service- refer to Services for Men

SERVICES FOR CHILDREN & YOUTH

Title	Kids Helpline
Contact	1800 555 1800 Any time. Any Reason. FREECALL even from a mobile.
Address	
Hours	
Website	https://kidshelpline.com.au/
Facebook	
Resource	<p>Wanna talk to people just like you?</p> <p>Join My Circle - the free, private, safe and confidential social platform for 13-25 year olds.</p> <p>My Circle lets you talk to others going through challenges too. You can share your thoughts, get helpful info, and lots more.</p> <p>Webchat counselling open 24/7 365 days.</p>
Other	Kids 5 to 12, Teens 13 to17, Young Adults 18-25, Parents and Carers, Schools.

Title	Orange Door
Contact	1800 512 359
Address	75 Clarendon Street (Entrance via Florence Lane) Maryborough Vic 3465
Hours	
Website	https://orangedoor.vic.gov.au
Facebook	
Resource	<p>The Orange Door welcomes people of any age, gender, sex, sexuality, culture, religion and ability.</p> <p>Help with parenting, or you are worried about the wellbeing or development of a child or young person.</p> <p>Someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer.</p> <p>You are a child or young person who doesn't feel safe or cared for.</p> <p>You are at risk of using abusive or controlling behaviour or you need help with these behaviours at home or in a relationship.</p> <p>You are worried about the safety of someone you know.</p> <p>You have experienced family violence, including controlling behaviour like someone monitoring where you go, who you visit or how you spend money.</p>
Other	<p>Other Loddon 1800 512 359: 57 View Street Bendigo 3552 486 High Street Echuca 3564</p> <p>Central Highlands 1800 219 819: 21 Armstrong Street North, Ballarat Central 3350 52 Grant Street Bacchus Marsh 3340</p>

Title	Youth Central
Contact	
Address	Melbourne Vic 3000
Hours	
Website	https://www.youthcentral.vic.gov.au/
Facebook	https://www.facebook.com/youthcentralvic
Resource	New initiative - have a look!
Other	

SERVICES FOR MEN

Title	Dadslink
Contact	(03) 9403 5000 (YMCA)
Address	
Hours	
Website	
Facebook	
Resource	
Other	

Title	Lone Fathers Association
Contact	(02) 6239 4650
Address	4/86 Giles Street Kingston Vic 3364
Hours	
Website	https://www.lonefathers.com.au
Facebook	
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	

Title	Men's Referral Service
Contact	1300 776 491
Address	
Hours	The service operates 24/7 in Victoria & NSW
Website	https://www.betterhealth.vic.gov.au/health/serviceprofiles/mens-referral-service
Facebook	
Resource	There is a national Live Chat Now line operating from 8am to 8 pm weekdays & 10am to 3:00pm on weekends and public holidays. The Men's Family Violence Telephone Counselling, Information & Referral Service operates in Victoria, N.S.W & Tasmania & promotes itself as the central point for men taking responsibility for their violent behaviour. It also provides support & referrals for people of both sexes on behalf of partners, friends & family & advice to workers in other agencies.
Other	

Title	Mensline Australia
Contact	1300 789 978
Address	
Hours	
Website	
Facebook	
Resource	A specialist telephone & online counselling service for men with family & relationship concerns. On-line toolkits about anger management, parenting, communicating effectively, men & emotions, mental well-being & self care, responsible drinking, adjusting to retirement, suicidal thoughts.
Other	

Title	Orange Door
Contact	1800 512 359
Address	75 Clarendon Street (Entrance via Florence Lane) Maryborough Vic 3465
Hours	
Website	https://orangedoor.vic.gov.au
Facebook	
Resource	<p>The Orange Door welcomes people of any age, gender, sex, sexuality, culture, religion and ability.</p> <p>Help with parenting, or you are worried about the wellbeing or development of a child or young person.</p> <p>Someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer.</p> <p>You are a child or young person who doesn't feel safe or cared for.</p> <p>You are at risk of using abusive or controlling behaviour or you need help with these behaviours at home or in a relationship.</p> <p>You are worried about the safety of someone you know.</p> <p>You have experienced family violence, including controlling behaviour like someone monitoring where you go, who you visit or how you spend money.</p>
Other	<p>Other Loddon 1800 512 359: 57 View Street Bendigo 3552 486 High Street Echuca 3564</p> <p>Central Highlands 1800 219 819: 21 Armstrong Street North, Ballarat Central 3350 52 Grant Street Bacchus Marsh 3340</p>

Title	Relationships Australia Victoria Group
Contact	
Address	
Hours	
Website	https://www.meetup.com/menbeingwell/
Facebook	
Resource	<p>The Men Being Well program is an initiative by Relationships Australia Victoria and the Life Is Foundation.</p> <p>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.</p> <p>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.</p> <p>The format is relaxed and welcoming and a safe place to reflect on your own personal journey.</p> <p>Please note that you need to have been in contact with a program facilitator prior to attending any face to face meeting.</p> <p>We look forward to welcoming you at Men Being Well events.</p>
Other	Alternate Contact is: Tony Gee Email tgee@rav.org.au

SERVICES FOR SENIORS

Title	Aged Care Assessment Service (ACAS)
Contact	Maryborough & Dunolly (Bendigo Health Care Group) 5454 6000
Address	
Hours	
Website	
Facebook	
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 multi-disciplinary 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	

Title	Central Goldfields Shire Council Aged Disability Services (Home & Community Care)
Contact	5461 0610
Address	22 Nolan Street Maryborough Vic 3465
Hours	
Website	
Facebook	
Resource	Provides assistance with *Gardening & maintenance *Medication supervision *Social & recreational support *Domestic assistance *Meals/shopping *Medication delivery *Personal, dementia & respite care-home & centre-based *Aged Care Packages
Other	

Title	Combined Pensioners and Superannuants Association (CPSA)
Contact	1800 451 489
Address	
Hours	
Website	
Facebook	
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	

Title	Commissioner for Senior Victorians
Contact	
Address	
Hours	
Website	https://www.seniorsonline.vic.gov.au/services-information/important-contacts
Facebook	
Resource	The Commissioner for Senior Victorians provides independent advice and advocacy to the Victorian Government on issues relevant to senior Victorians. The Commissioner provides an independent public voice to educate the community on seniors' issues including prevention of elder abuse, actively promoting the positive contribution of seniors and encourages seniors to fully participate in our community. The Commissioner's role is not individual advocacy or for resolving complaints about government services.
Other	

Title	Council on the Ageing (COTA)
Contact	1300 135 090
Address	Level 2 Suite 2.5, 424 St Kilda Road Melbourne Vic 3000
Hours	M-F 10am-4pm
Website	https://www.cotavic.org.au
Facebook	
Resource	Not for profit organisation representing the interests, rights & futures of Victorians.
Other	

Title	Maryborough Senior Citizens Centre Inc.
Contact	5461 2286
Address	52A Alma Street Maryborough Vic 3465
Hours	
Website	
Facebook	
Resource	Activities for the elderly
Other	Table Tennis

Title	Seniors Card Victoria
Contact	
Address	
Hours	
Website	https://www.seniorsonline.vic.gov.au/
Facebook	
Resource	This card entitles holders to a range of benefits, many of which are discounts/concessions at participating stores and services. In Victoria there are wide ranging & transport benefits, including 50% discount on all full fares, concessions on rail travel in country Victoria and 2-4 annual off-peak free travel vouchers. To be eligible, person must be 60 years old or over, a permanent resident of Australia living in Victoria.
Other	

Title	Travellers Aid Society
Contact	9654 2600
Address	Ballarat Vic 3350
Hours	Mon – Fri: 9:00am – 5:00pm
Website	https://www.travellersaid.org.au
Facebook	https://www.facebook.com/travellersaidaustralia
Resource	<p>A new Travellers Aid service hub will be open at Ballarat by early 2023. Travellers Aid volunteers will be available to help passengers between platforms, coach/bus bays, the taxi rank as well as car park drop off zones, significantly improving accessibility for V/Line passengers. Volunteers will be able to assist in numerous ways, including:</p> <ul style="list-style-type: none"> Providing a friendly companion to assist passengers with vision impairments A helpful hand for passengers with luggage Wheelchair transport for passengers with limited mobility or temporary injuries to move around the station.
Other	<p>Southern Cross Station 9670 2873</p> <p>Maryborough Community House looks forward to services for visitors to Ballarat health services</p>

Title	Vision Australia
Contact	1300 84 74 66
Address	Maryborough Vic 3465
Hours	
Website	https://www.visionaustralia.org/
Facebook	
Resource	<p>Vision Australia is a leading national provider of blindness and low vision services. We work with Australians who are blind or have low vision, helping them live the life they choose.</p> <p>We support more than 25,500 people of all ages and circumstances. We do this through our online services and at Vision Australia centres. These are located in Victoria, New South Wales, the ACT, Queensland, South Australia and Western Australia. We also offer outreach programs in the Northern Territory and Tasmania.</p> <p>We are a not-for-profit organisation. We're also a major participant and partner in the international blindness community.</p>
Other	<p>Locations in Ballarat 5537 4555 (14 Coltman Plaza Lucas 3350) and Bendigo 5445 5700 (1/20 Bridge Street Bendigo 3350).</p> <p>Radio, Seeing eye dogs, technology and products.</p>

SERVICES FOR WOMEN

Title	Australian Breast Feeding Association
Contact	1800 686 268
Address	Castlemaine Vic 3450
Hours	24 Hour helpline
Website	https://www.breastfeeding.asn.au
Facebook	
Resource	The Australian Breastfeeding Association's (ABA) vision for society is that breastfeeding is recognised as important by all Australians and is culturally normal.
Other	

Title	Caroline Chisholm Society (Pregnancy and Family Support Service)
Contact	1800 134 863
Address	
Hours	
Website	https://www.caroline.org.au/
Facebook	
Resource	<p>677 Mt. Alexander Rd Essendon 9361 7000 1800 134 863; 1 Darebin Place Caroline Springs 9361 7000; 15A St Andrews Rd Shepparton 5821 0829 & 1800 134 863.</p> <p>A pro-life organisation which the service which provides a broad range of assistance to pregnant women & parents of young children. The service aims to be comprehensive & supportive in order to free women from feeling compelled by physical, personal social circumstances to terminate their pregnancies.</p> <p>Alleviate poverty & distress through material aid & shelter -to promote awareness & understanding of welfare rights including those of the unborn child. To develop the independent functioning skills among their client group.</p> <p>To provide programs of health education.</p>
Other	

Title	Centre for Non-Violence
Contact	<p>5430 3000 (women, children)</p> <p>1800 884 292 (free call, women & children)</p> <p>5434 4100 (men wishing to address their use of violence)</p>
Address	96-98 Pall Mall Bendigo Vic 3550
Hours	Mon-Fri 9am-5pm
Website	
Facebook	
Resource	<p>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.</p>
Other	

Title	Council of Single Mothers and their Children {CSMC}
Contact	1300 552 511
Address	RMIT University Level 1 / 210 Lonsdale Street Melbourne Vic 3000
Hours	
Website	https://www.csmc.org.au/contact
Facebook	
Resource	Join a movement of single mothers keen to participate in a variety of ways, from receiving training to act as a delegate to taking a small action to communicate our strength in numbers via key campaigns.
Other	

Title	Orange Door
Contact	1800 512 359
Address	75 Clarendon Street (Entrance via Florence Lane) Maryborough Vic 3465
Hours	
Website	https://orangedoor.vic.gov.au
Facebook	
Resource	<p>The Orange Door welcomes people of any age, gender, sex, sexuality, culture, religion and ability.</p> <p>Help with parenting, or you are worried about the wellbeing or development of a child or young person.</p> <p>Someone close to you is making you feel afraid or unsafe such as your partner, ex-partner, family member or carer.</p> <p>You are a child or young person who doesn't feel safe or cared for.</p> <p>You are at risk of using abusive or controlling behaviour or you need help with these behaviours at home or in a relationship.</p> <p>You are worried about the safety of someone you know.</p> <p>You have experienced family violence, including controlling behaviour like someone monitoring where you go, who you visit or how you spend money.</p>
Other	<p>Other Loddon 1800 512 359: 57 View Street Bendigo 3552 486 High Street Echuca 3564</p> <p>Central Highlands 1800 219 819: 21 Armstrong Street North, Ballarat Central 3350 52 Grant Street Bacchus Marsh 3340</p>

Title	WRISC Family Violence Support
Contact	5333 3666
Address	205 Dana Street Ballarat Vic 3350
Hours	M-F 9am-5pm
Website	
Facebook	
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.

SUPPORT SERVICES: GRIEF & LOSS

Title	Australian Centre for Grief and Bereavement
Contact	(03) 9265 2100 or 1800 642 066 (free call)
Address	253 Wellington Road Mulgrave Vic 3170
Hours	
Website	https://www.grief.org.au/ACGB/ACGB/ACGB Publications/Resources for the
Facebook	
Resource	Independent, not for profit organization offering office-based bereavement counselling, family groups, children & adolescents. Also offers support groups, written resources, practitioner consultations & supports. Fees for counselling are dependent on income and are determined at the time of making the first appointment. Services are available in the Loddon Shires.
Other	A range of free online publications

Title	Bereavement Assistance Ltd
Contact	9564 7778
Address	92 Atherton Road Oakleigh Vic 3166
Hours	
Website	https://www.bereavementassistance.org.au
Facebook	
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

Title	Griefline
Contact	1300 845 745
Address	
Hours	6am – midnight.
Website	https://griefline.org.au/
Facebook	
Resource	Griefline manages Australia's only dedicated grief telephone counselling service providing anonymous support & specialist counselling support service to people experiencing grief & loss as a result to a wide range of services. Specific services are available to particular groups within the community including children, men, women, migrants, people bereaved by cancer, & communities affected by disastrous events. The website provides helpful information regarding the nature of grief, the specific needs of children & young people, how to support someone who is grieving & resources which may be helpful.
Other	

Title	Jesuit Social Services
Contact	9421 7640
Address	P.O. Box 271 Richmond Vic 3121
Hours	
Website	
Facebook	
Resource	<p>Support to family, friends & young people bereaved by suicide. Support for professionals whose client has suicided. Support & education for professionals in schools & health care settings. Secondary consultation for counsellors in other settings</p> <p>A comprehensive website for use by the above groups which also documents other resources which may be helpful & offers people bereaved by suicide to access via the website, online forums & physical meetings a community of others experiencing this form of loss with appropriate regard for confidentiality if desired. Also produces informational literature for survivors & practitioners.</p>
Other	

Title	SANDS
Contact	1300 308 307 (24 hr telephone support Australia-wide)
Address	
Hours	
Website	https://www.sands.org.au
Facebook	
Resource	<p>Miscarriage, still-birth and neonatal death support. Volunteer-based organisation providing individualised care & support from one bereaved parent to another. Describe themselves as a welcoming, compassionate community where bereaved parents and other family members can honour and remember their baby and connect with others who have gone through similar events/experiences.</p>
Other	<p>Also provide information about grief and loss of an infant to the wider community and provide a means through which governments and the wider community may gain greater understanding & ability to respond effectively to those experiencing such loss.</p> <p>Peer-to-peer support is available around the clock through a national support line, email, live chat via the web page and face-to-face support groups.</p>

Title	SuicideLine Victoria
Contact	1300 651 251
Address	
Hours	
Website	https://suicideline.org.au
Facebook	
Resource	Free counselling and support for people at risk of suicide and anyone experiencing mental health issues.
Other	Note: Close family members of a deceased person who was receiving Centrelink or DFFH are likely to be eligible for Bereavement Allowance. This is a short-term for the surviving member of a couple, parents & carers, intended to with assist adjusting to changed circumstances.

TRAUMA and CRIME

Title	Victim Support Agency (VSA)
Contact	1800 819 817 (Victims of Crime Helpline)
Address	
Hours	8 am-11 pm every day
Website	https://www.victimsofcrime.vic.gov.au/
Facebook	
Resource	A part of the Department of Justice & Community, the VSA is the Victorian government agency helping Victorians to manage the effects of violent crime. It links victims & others affected by such crimes to a coordinated whole-of- government approach to services so that they receive personalised, timely & effective support, including, where appropriate, financial assistance via the Victims of Crime Assistance Tribunal (VOCAT) to help with counselling & medical costs, safety related expenses, damages or loss of personal property, loss of earnings & funeral costs.
Other	

Title	Victims of Crime Assistance Tribunal
Contact	
Address	Clarendon Street Maryborough Vic 3465
Hours	
Website	https://www.vocat.vic.gov.au/
Facebook	
Resource	<p>A person may apply for financial assistance or counselling if:</p> <p>A violent crime was committed against them and they have suffered an injury</p> <p>The crime occurred in Victoria & they are a primary, secondary or related victim of that violent crime as defined by the Victim of Crime Assistance Act 1996, or a person who has incurred funeral expenses as a direct result of the death of a primary victim.</p>
Other	<p>Maryborough Magistrates Court, (03) 9063 0111, Wednesday and Thursday 9 am to 4:30 pm.</p> <p>The Dhumbumana Healing Strategy is focused on continuous improvement within the VOCAT Koori List and enhancing VOCAT's capacity to engage with Koori communities and assist in their journey to healing.</p>

Credits: Hard copy Authored by Marilyn Etherton and Deb Conybear.

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