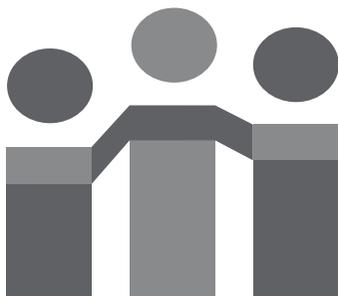


'KEEPING IT TOGETHER'

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



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

October 2017

Proudly supported by the City of Casey

Introduction

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

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

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

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

Susan Magee
Executive Officer
Casey North Community Information & Support Service

CONTENTS

Financial Pressure	4&5
Financial Counselling	
Gambling	
Emergency Relief & Material Aid	
Relationship Issues – Drifting Apart	6&7
Counselling Services	
Parenting & Blended Families	8
Arguments	9&10
Support Groups & Services	
Anger Management Programs	
Someone To Talk To	11
Family Violence Services	12
Technology and Safety	15
Useful Links	

Financial Pressure

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

Financial Counselling Programs

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

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

Due to pending funding changes to current financial counselling programs we are unable to accurately list available locations at the time of printing. Please contact us for updated information.

Casey North CISS

Phone: 9705 6699
cnciss@casenorthciss.com.au

Cranbourne ISS

Phone: 5996 3333
ciss@cranbourne.org.au

Financial Counselling Southern

28 Parkhill Drive
Berwick 3806

140-154 Sladen Street
Cranbourne 3977

For Appointments call 9549 5288

Gambling

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

People with gambling problems may find it difficult to deal with the problem on their own. Talking to some one is one way to work through the problem. Refer Problem Gambling web site, www.problemgambling.vic.gov.au www.responsiblegambling.vic.gov.au

Gamblers Help

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

Gambler's Help Line
FREECALL 1800 858 858
www.gamblershelpsouthern.org.au

FREECALL 1800 777 706
(TTY for the hearing impaired only)

Gamblers Anonymous

PO Box 369

Richmond 3121

Phone: 9696 6108

(call to find closest location)

Provides group therapy sessions for people experiencing problems with gambling. There are 37 meeting places in Victoria call to find out where the nearest venue to you is. This service is free of charge.

Emergency Relief & Material Aid

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

Casey North CISS

Phone: 9705 6699

cnciss@casenorthciss.com.au

Cranbourne ISS

Phone: 5996 3333

ciss@cranbourne.org.au

Online Resources:

The relationship between women and money is complicated and many women do not feel adequately prepared to make decisions regarding money. They are also unsure about what to consider when evaluating their options.

Online resources and programs are now available to provide women with information and tools that will help them further their understanding about managing their money.

Women Talk Money

A website that provides resources for women to improve their financial literacy. Get facts about money, relationships and life.

www.womentalkmoney.org.au

Relationships and Money

A website by the Australian Securities & Investments Commission that has resources on managing your finances with your partner.

www.moneysmart.gov.au/life-events-and-you/families/relationships-and-money

Drifting Apart - Relationship Issues

Counselling Services

Relationship counselling assists you to identify and work through the issues that are affecting your relationship. Counselling services can be provided to the individual and/or couple.

Casey North Community Information & Support Service

Suite 1, 90-92 Victor Cres
Narre Warren 3805
Phone: 9705 6699

Short term counselling available by appointment. This service is free and there is usually no waiting list.

Cranbourne Information & Support Service

156 Sladen St
Cranbourne 3977
Phone: 5996 3333

Counselling available by appointment
This is a free service.

Mensline Australia

Phone: 1300 789 978

Telephone counselling, information and referral for men.

Andrews Centre

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

Counselling service available, contact the centre for costs.

Family Relationship Centre

38 Clyde Street
Berwick 3806
Phone: 8768 4111
Freecall: 1800 050 321

A Family Relationship Centre can provide information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with separation.

Relationships Australia Victoria

2/199 High Street
Cranbourne 3977
Phone: 5990 1900
www.relationshipsvictoria.com.au

Every one who is in a relationship or cares about relationships many need assistance at some time. Relationships Australia can help people to deal with problems or difficult relationships, learn how to form or improve relationships, or cope with a relationship that has broken down.

Their services provide support for parents and children, step-families, families in crisis, couples, single adults, parent and children after separations. They deal with personal, couple and family issues, behavioural problems as well as school and work issues.

A fee for service applies to most services and is based on your total family income and ability to pay.

Salvation Army Support Services

1 New Holland Drive, Cranbourne 3977
Phone: 5995 0133

Family Relationship Advice Line

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

Phone: 1800 050 321

8am - 8pm Monday to Friday

10am - 4pm Saturday (local time)
except on national public holidays.

Monash Health - formerly Cardinia Casey Community Health Service

Counselling services available to health care card holders at:

28 Parkhill Dve, Berwick 3806

156A Sladen St, Cranbourne 3977

67 Power Rd, Doveton 3177

Call 8768 5147 for enquiries at all sites.

CatholicCare – Dandenong

96 Cleeland St

Dandenong 3175

Phone: 9793 2200

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

Windermere

48 Webb St

Narre Warren 3805

Phone: 9705 3200

A local support agency for families and children providing a wide range of services including;

Counselling – crisis, relationship and addictive behaviour for families, young people and children.

South East Family Services Uniting Care Connections

55 Webb Street

Narre Warren

Phone: 9705 3939

184 Sladen Street

Cranbourne

Phone: 5990 8400

www.connections.org.au

Provides support for vulnerable families such as counselling. Also provide support for youths at risk of homelessness or not completing their schooling.

Living Springs Counselling

446 Centre Road

Berwick 3806

Phone: 9702 6687

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

Keeping It Together

Casey North CISS

Phone: 9705 6699

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

Course covers:

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

Parenting & Blended Families

Parentline Australia

Support counselling and parent education for stressed parents.

Phone: 1300 301 300

8am - 10pm, 7 days a week

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

Windermere Child & Family Services

48 Webb St, Narre Warren 3805

Phone: 9705 3200

Parent education and skills development program. Call for details.

Stepfamilies of Australia

195 Drummond Street, Carlton 3053

Phone: 9663 6733

www.stepfamily.org.au

Email: info@stepfamily.org.au

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

Casey North CISS

Suite 1/90-92 Victor Crescent

Narre Warren 3805

Phone: 9705 6699

Counselling, information and support.

Cranbourne ISS

156 Sladen Street, Cranbourne 3977

Phone: 5996 3333

Counselling, information and support.

Parentzone - Southern

60-64 Wells St, Frankston 3199

Phone: 9781 6700

www.anglicarevic.org.au/partentzone

Parentzone offers:

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

Dad's Matter Activities

City of Casey

Casey Father's Inclusion Team

Phone: 9705 5590

The City of Casey provides a variety of options for dads, Step dads and Grandads to connect with each other and their children (aged 0-6)

Contact them for current program details

Andrews Centre

2-6 Hanna Drive, Endeavour Hills 3802

Phone: 9700 4944

www.andrewscentre.org.au

Offers counselling and support (subsidised rates for people on a low income).

City of Casey Youth Services

Phone: 9705 5200

Intake: 0417 347 909

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

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

Mensline

Phone: 1300 789 978

www.menslineaus.org.au

Confidential help, support and counselling services.

Raising Children

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

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

www.raisingchildren.net.au/

Bringing Up Great Kids

Group program developed by the Australian Childhood Foundation that helps parents find information on understanding children and helping them grow and develop. Information available in 16 different languages.

www.lifeworks.com.au

Tresillian

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

Phone 1300 272 736

7am - 11am Monday to Sunday

Online Support: www.tresillian.org.au/

5pm - 11pm Monday to Friday

Tuning Into Kids

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

www.tuningintokids.org.au

Arguments

Arguments and disagreements are a natural part of life. It is how we deal with them that impacts on our relationships with others. Many services have developed programs to assist us to look at our own behaviour and how we respond to others and develop better communication skills.

Windermere Child & Family Services

48 Webb Street, Narre Warren 3805

Phone: 9705 3200

A local agency for families and children providing a wide range of services, including;

Counselling – crisis, relationship and addictive behaviour for families, young people and children.

Family Support Program – provides in home service with a focus on parenting. Works towards developing good parenting skills, home management and life skills.

FMC – Family Mediation

86-88 Victor Crescent

Narre Warren 3805

Phone: 8781 9111

This service provides a family law information and mediation service and parent - adolescent mediation. There is also a mens relationship service which provides practical and emotional support for men around divorce and separation.

Anger Management Programs

Heavy Metal – Men’s Education Towards Anger & Life

Phone: 0401 766 877

www.heavymetalgroup.com.au

Men’s anger management group, call for an appointment or further information.

Mens’s Referral Service

Phone: 1300 766 491

Phone counselling line 9am to 10pm

Monday to Friday for male family violence.

Provides a telephone referral and advice service.

All calls are anonymous and confidential.

Positive Lifestyle Centre

Salvation Army

147-151 Foster St, Dandenong 3175

Phone: 9794 9533

Anger Management Program

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

Call for information on dates and cost.

Time for Change ‘group program for men’

Unit 2, 199 High Street

Cranbourne 3977

Phone: 5990 1900

A special behaviour change group program for men who want to stop using violence and abuse in their relationships with other people.

Young people who use Violence

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

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

Blue Knot Foundation

Helpline 1300 657 380

Monday - Sunday 9am - 5pm

helpline@blueknot.org.au

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

- Workshops
- Helpline
- Counselling
- Information

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

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

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

Child Protection Crisis Line

Phone: 13 12 78

Someone to talk to

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

Casey North Community Information & Support Service

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

Phone: 9705 6699

Cranbourne Information & Support Service

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

Phone: 5996 3333

Lifeline - Melbourne

Wesley Central Mission

148 Lonsdale St

Melbourne 3000

Phone: 13 1114 Counselling

13 36 77 TTY

1300 651 1135 Statewide suicide help line

www.wesley.org.au

Crisis telephone counselling service available 24 hours, 7 days per week. Services also include information and referral by trained volunteers, specialization in suicide prevention.

Mensline Australia

Phone: 1300 789 978

Telephone counselling, information and referral for men

Parentline

Phone: 13 22 89

Telephone service for stressed parents operating seven days a week.

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

Kids Helpline

1800 551 800 Counselling line –24 hours
www.kidshelp.com.au

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

Windermere Child & Family Services

48 Webb St

Narre Warren 3805

Phone: 9705 3200

Family counselling available.

Call for details.

WIRE - Women's Information and Referral Exchange

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

Phone: 1300 134 130

SANE Helpline

Mental health information and referral service.

Phone: 1800 187 263

9am - 5pm Monday to Friday.

QLife Australia

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

Phone: 1800 184 527

(3pm - 12am every day)

Email: ask@qlife.org.au

www.qlife.org.au

Family Drug Support

Supporting families affected by drug and alcohol

Support line: 1300 368 186

(available 24 hours 7 days a week).

www.fas.org.au

Services to Assist with Family Violence

WAYSS Family Violence Crisis Service

Women's Services Family Violence Crisis
9792 1205

Women's Services Casey Cardinia
(Berwick & Pakenham) 9703 0044

Women's Services Dandenong 9791 6111

Women's Services Frankston 9781 4658

8am - 11pm, 7 days a week.

Provides assistance and support to women, and their children who are victims of family violence and who require support and information in relation to safety planning, housing and advocacy and other needs.

Police 000

Cranbourne Police Station 03 5991 0600

Dandenong Police Station 03 9767 7444

Narre Warren Police Station 03 9705 3111

Endeavour Hills Police Station 03 9709 7666

South East Centre Against Sexual Assault (SECASA)

Phone: 9928 8741 (Admin)

Phone: 9594 2289 (Crisis Line)

Cranbourne ISS

156 Sladen Street, Cranbourne

Cranbourne Integrated Care

150 Sladen Street, Cranbourne

SECASA Dandenong

1 Dandenong St, Dandenong

In Touch – Multicultural Centre Against Family Violence

Phone: 9413 6500

1800 755 988 (Toll Free)

Advice, support and referral in all languages.

Windermere

48 Webb Street
Narre Warren 3805
Phone: 9705 3200

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

Domestic Violence Victoria Safe Steps

Phone: 1800 015 188 (Toll Free)
www.safesteps.org.au

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

1800respect

Phone: 1800 737 732
www.1800respect.org.au

- Online counselling
- Telephone counselling
- Telephone interpreting available

Men's Referral Service

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

Phone: 1300 766 491
Monday to Friday 9am to 10pm

Victims of Crime Helpline

Phone: 1800 819 817
0427 767 891 (for text messages)
Email: vsa@justice.vic.gov.au
www.victimsofcrime.vic.gov.au

Victorian Sexual Assault Crisis Line

Phone: 1800 806 292
Email: ahacasa@thewomens.org.au
www.casa.org.au

Domestic Violence Resource Centre Victoria

Phone: 9486 9866 to find your local family violence support group.
www.dvrcv.org.au

For support services in your local area and publictions.

The Lookout

Lists local family violence and support services.
www.thelookout.org.au/sector-info/victorian-services

Emerge Women and Children's Support Network

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

Phone 1300 536 330
Email: mail@emergesupport.org.au
www.emergesupport.org.au

Elizabeth Morgan House Aboriginal Women's Service

A service that provides a range of support to Aboriginal women and children experiencing family violence – from crisis through to recovery programs.
Phone: 9482 5744

Seniors Rights Victoria

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

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

Phone: 1300 368 821
(Free confidential Hotline)

www.seniorsrights.org.au

Court Network

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

Phone: 1800 681 614

www.courtnetwork.com.au

Email: admin@courtnetwork.com.au

For Children: Bursting the Bubble

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

www.burstingthebubble.com

Technology and Safety - Useful Links

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

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

Domestic Violence Resource Centre Victoria: Technology safety

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

Facebook: Safety

www.facebook.com/safety/tools/

SmartSafe

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

www.smartsafe.org.au

Australian Stalking Information and Resource Centre

www.stalkingresources.org.au

Cybersmart

Phone: 1800 880 176

www.cybersmart.gov.au

Stay Safe Online

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

www.staysmartonline.gov.au

Technology Safe Australia

www.techsafety.org.au/resources

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

eSafety Information

www.esafety.gov.au/esafety-information

WESNET Safety Net Australia

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

www.wesnet.org.au/safetynet



KEEPING IT TOGETHER

PROUDLY SUPPORTED BY THE CITY OF CASEY



**FREE 8 WEEK PROGRAM FOR
WOMEN OVER THE AGE OF 18**

**A SAFE SPACE TO EXPLORE
STRENGTHENING YOURSELF AND BUILDING
HEALTHY RELATIONSHIPS WITH PARTNERS,
CHILDREN, FRIENDS & FAMILY**

**Assertiveness
Strategies**

Positive Conflict Resolution

Healthy Communication

Preventing Social Isolation

Working with anger

Improved Self-Esteem



FOR MORE INFORMATION, PLEASE CONTACT
SANCHA AT CASEY NORTH COMMUNICATION
INFORMATION & SUPPORT SERVICE

TEL: 97056699

EMAIL:

SNORANHO@CASEYNORTHCISS.COM.AU

