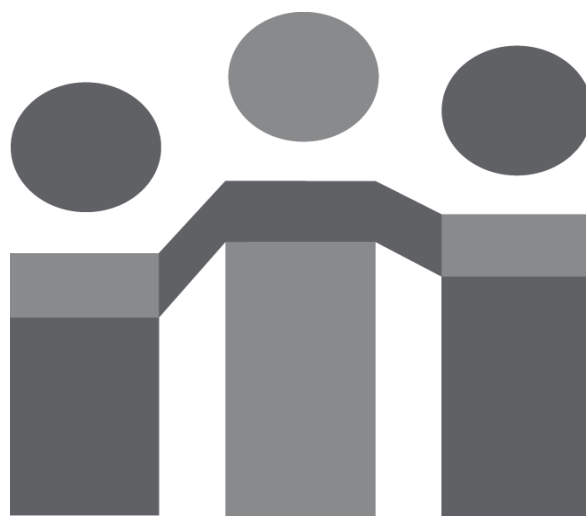


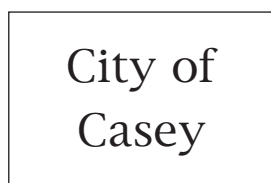
'MAKING ENDS MEET'

LOW INCOME RESOURCE AND INFORMATION GUIDE



Produced by
**Casey North Community Information & Support Service & Cranbourne
Information & Support Service.**

Proudly supported by



(16th Edition) October 2016

Introduction

This is the 16th edition of 'Making Ends Meet', the success of this project is evident as all copies of previous editions have found their way into the local community.

This information and resource guide has been compiled to assist people who do not have a particularly high income, manage to survive on a tight budget.

The guide is an initiative of Casey North Community Information & Support Service, as many of the people presenting to that service were not aware of services and resources available to them that could make life that much easier.

Casey North Community Information & Support Service and Cranbourne Information and Support Service combined forces to develop a resource that would be useful to all households in the City of Casey, but particularly for those households on a low income.

The information contained in the guide is aimed at providing the most up to date information possible to enable people to access free or low cost services available to them. There are also tips and advice on ways that your budget may be stretched further, and low cost alternatives for things to do with your family and friends.

Every effort has been made to ensure that the information contained in the guide is correct at the time of printing, however we recognise that as soon as such a document is published details can change.

If there is something that we have forgotten, something we have got wrong or some information that you would find useful in future editions? Please let us know by completing the form at the rear of the guide. Residents are also invited to send comments, ideas or useful information that they may have for further editions to the Information and Support Services.

Each year the guide is updated with the assistance of our wonderful volunteers. We take this opportunity to thank them for their time and efforts.

This guide and others we produce are also available on our website. In addition to the information that we provide in the guides each year, we also have a range of community information on our social media sites. These sites are updated very regularly and we encourage you to check them out for the most up to date information available. See links under our entries on page 1.


Susan Magee
Executive Officer

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IMPORTANT NUMBERS

Emergency Services

Ambulance	000	Gas & Fuel (Leaks)	13 29 73
Fire Brigade	000	South East Water (Water & Sewerage)	13 28 12
Police	000	City of Casey	03 9705 5200
		(Hearing Impaired TTY Line)	03 9705 5568
		Emergency outside normal working hours	03 9705 5200
Cranbourne Police Station	03 5991 0600	Telephone Interpreter Service	 13 14 50
Dandenong Police Station	03 9767 7444		
Narre Warren Police Station	03 9705 3111		
Endeavour Hills Police Station	03 9709 7666		

Hospitals

Casey Hospital	03 8768 1200
Dandenong Public	03 9554 1000
Monash Medical Centre Clayton	03 9594 6666
Monash Medical Centre Moorabbin	03 9928 8111
South Eastern Private Hospital	03 9549 6555
St John of God Berwick	03 9709 1414
Valley Private Hospital	03 9790 9333
Suicide Help Line	1300 651 251
Lifeline (24 hours)	13 11 14
(Hearing Impaired TTY Line)	03 9662 9030

Victorian Poisons Information Centre

Austin Hospital
145 Studley Road
PO Box 5555
Heidelberg 3084

Phone: 13 1126
www.austin.org.au/poisons

Provides information and advice on treatments for drug overdoses and poisoning.

Here are some helpful hints and tips to manage poisoning.

Some signs and symptoms of poisoning include:

- abdominal pain
- drowsiness
- nausea/vomiting
- burning pains from mouth to stomach
- difficulty breathing
- tight chest
- blurred vision
- odours of breath
- change in skin colour with blueness around lips
- sudden collapse

Be warned, do not attempt to induce vomiting unless advised by the Poisons Information Centre.

If the Casualty is unconscious:

1. Follow St John Action Plan - DRABCD and call for an ambulance

These are the signs you need to look out for.

- Danger
- Response
- Airway
- Breathing
- CPR
- Defibrillation

If the Casualty is conscious:

1. Check for Danger
2. Listen to casualty, provide reassurance to the child, but not advice
3. Determine the nature of the poisoning ie: try to determine the type of poison taken and record it
4. Call 000 for an Ambulance
5. Call 13 11 26 for Poisons information Centre

These safety tips are no substitute for first aid knowledge, and the best way to be prepared is to complete a first aid course.

St John Ambulance Australia (Victoria)

INFORMATION & SUPPORT SERVICES

The City of Casey funds two Information and Support Services (formerly known as Citizens Advice Bureaus or CABs) to assist residents across the Municipality. Casey North Community Information & Support Service is based at Narre Warren and assists all residents in the North of the Municipality (previously City of Berwick), and Cranbourne Information and Support Service is based at Cranbourne and assists all residents in the South of the Municipality (previously Shire of Cranbourne). As the title suggests, these centres provide a wide range of community information and support services to assist the local community. There is also a variety of other support services that provide outreach services from the centres.

Casey North Community Information & Support Service

✉ Suite 1/90-92 Victor Crescent
Narre Warren VIC 3805

Phone: 9705 6699
Fax: 9705 6794

Email: cnciss@caseynorthciss.com.au
www.caseynorthciss.com.au

f Facebook: facebook.com/caseynorthciss

t Twitter: twitter.com/cnciss

p Pinterest: www.pinterest.com.au/caseynorthciss

Services available:

Wide range of information on community and local services,

- Information in a range of different languages
- Counselling and Social Work services
- No Interest Loan Scheme
- AddsUp Savings Plan
- Financial Counselling
- Tax Help
- Advocacy and Support
- Emergency Relief
- Financial Literacy & Support Program
- Keeping It Together Program
- Legal Service

Cranbourne Information & Support Service

156 Sladen Street, Cranbourne 3977
✉ P.O. Box 5263, Cranbourne 3977

Phone: 5996 3333
Fax: 5996 3608

www.cranbourneiss.org.au
email: ciss@cranbourneiss.org.au

f Facebook: facebook.com/cranbourneiss

Services available:

Wide range of information on community and local services,

- Counselling services

- No Interest Loan Scheme
- Tax Help
- Advocacy and Support
- Emergency Relief
- Financial Counselling
- Outreach Services

If there is any information or service that you require and you can not find it in this guide, contact your local Information & Support Service and they will assist you to locate that information.



FREE INTERNET ACCESS

Many of the services listed in this guide have internet web sites that you can access to get more information. Here is a list of places where you can access the internet free of charge;

Berwick Library
15 High Street, Berwick 3806
Phone: 9707 3519

Doveton Library
28 Autumn Place
Doveton 3177
Phone: 9792 9497

Hampton Park Library
22-26 Stuart Ave
Hampton Park 3976
Phone: 8788 8500

Cranbourne Library
Berwick-Cranbourne Rd
Cranbourne 3977
Phone: 5990 0150

Endeavour Hills Library
Raymond McMahon Boulevard
Endeavour Hills 3802
Phone: 8782 3400

Narre Warren Library
Overland Drive
Narre Warren 3805
Phone: 8782 3300

Pakenham Library
Cardinia Mobile Library
Cnr John & Henry Sts
Pakenha 3810
Phone: 5940 6200

MANAGING YOUR MONEY

Budgeting

One of the first steps toward becoming financially fit is to start a Budget. A budget can give you a snapshot of where your money goes or sometimes where it's not going.

Budgeting helps you take control of your money. It can reduce stress and anxiety around money issues and help you achieve your financial goals.

Ensure that your expenditure does not exceed your income, in other words spend less than you earn.

Try the budget worksheet on the next page or go to the excel worksheet on the Casey North CISS Debt page www.caseynorthciss.com.au/debt-management.

If you would like assistance starting a budget or have any queries, contact Casey North CISS to speak with a Financial Counsellor 9705 6699 or cniciss@caseynorthciss.com.au

Organising your bills

You don't have to wait until you receive your bills to start paying them.

A great way to stay on top of your bills is to pay them on a regular basis, for example; if you are paid fortnightly then pay your bills fortnightly.

Ask your utility company to set up a fortnightly payment arrangement. They will work out the total of your bills over the past year and divide the total into 26 fortnightly payments.

This can apply to all of your bills e.g.. home phone/ internet, mobiles, loans, credit cards, home loan, rates and school camps/fees.

Bill payment methods

There are several options to pay your bills.

- Post office using a bill or payment card
- BPAY over the phone or internet banking
- Automatic reoccurring transfers via internet banking
- Centrepay
- Direct Debit

Think before you buy

Before you make any large purchases such as a car, TV or mobile phone, it can be a good idea to check your budget first to see if you can afford it.

Concessions

If you have a health care card, pension card or seniors card you may be eligible for concessions on services such as electricity, gas, water and council rates. There maybe several other concessions you are entitled to as well, check with the Department of Human Services 1300 650 172 or www.dhs.vic.gov.au/for-individuals/financial-support/concessions.

Utility Relief Grant

The Utility Relief Grant is for eligible cardholders who are unable to pay their mains electricity, gas or water bill due to a temporary financial crisis. The amount of the grant is based on the balance owing at the time of application and is capped at six months' worth of usage up to a maximum of \$500. This grant does not have to be paid back. This grant is available to both private renters and home owners. Speak to your utility company to apply.

Rates

Did you know that you can pay your rates weekly, fortnightly or monthly? Paying your rates on a more regular basis can save you the stress of having to find the money to pay it every quarter.

Your council can average your future yearly rates charges and organise a payment plan for you, this way your rates will always be paid on time.

If you experience any financial difficulties and have trouble paying your rates make sure you call the council to request hardship assistance.

Don't forget you can use your pension card to obtain a concession on your rates.



Budget Worksheet

Analyse your spending habits by completing this budget worksheet. Some items may not apply to you, ignore these and add your own.

Fortnightly Income & Expenditure Worksheet

Income	
Wages	
Centrelink	
Newstart	
Age Pension	
Carer Payment	
Dis. Support Pension	
Parenting Pmt (couple)	
Parenting Pmt (single)	
Special Benefit	
Youth Allowance	
Family Payment	
Rent assistance	
Workcover	
TAC	
Board	
Child Support	
Redundancy	
Other	
Total Income	

Expenditure	
Household expenses	
Rent/Mortgage	
Rates	
Maint. eg: garden/repair	
Gas	
Electricity	
Water	
Home phone/Internet	
Mobile	
Mobile	
Fortnightly Shopping	

Transport expenses	
Fares	
Fuel	
Car maintenance	
Registration	
Etag/daypass	
RACV roadside assist	

Insurance	
House	
Contents	
Car	
Income protection	
Life	
Mortgage	
Ambulance	
Other	

Education	
School Fees	
School Clothes	
Excursions & Camps	
Books	
Childcare/Kinder	

Medical expenses	
Private Health	
Specialist/medical	
Optical	
Dental	
Chemist/Other	

Personal/other expenses	
Clothing	
Recreation e.g. kids sports	
Pets e.g. registration, flea/worm	
Cigarettes/Alcohol	
Pay TV	
Gambling eg: tatts, pokies	
Movies/DVD's etc	
Birthdays	
Celebrations e.g. Christmas, Eid	
Holidays	
Haircuts	
Newspapers/mags	
Coffees-takeaway, work lunches etc	
Pocket money	
Donations	
Take away/eating out	
Grooming/Makeup	
Other	

Savings	
Super contributions	
Savings	
Christmas club	
Holiday savings	

Total Expenditure	
Income Less Expenditure	

Debts Repayments	Amount	Payment
Car Loan		
Personal Loan		
Credit card 1		
Credit card 2		
Credit card 3		
Fines		
Centrelink		
Centrelink		
Total Debts/Payments		

Income Less Expenditure & Repayments	
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CONSUMER CREDIT & FINANCIAL COUNSELLING

There are many forms of credit available to consumers such as credit cards, bank loans, short term lenders, store credit cards, finance company loans etc. Obtaining credit at any time should only be done after careful consideration and only after completing a budget. Your personal budget will tell you whether you can afford any loan repayments.

Important points to consider before entering into any form of credit.

- Credit is NOT a way of buying what you cannot afford. A budget helps you plan and ensure that you really can afford repayments.
- Credit is NOT unlimited. If you keep using credit, you will quickly find that you cannot afford the repayments.
- Credit is NOT free. It is a service that you pay for. be aware of interest rates and charges and what this means in dollar terms. Shop around for the best deal.

BEWARE OF

- Pay day loans
- Rent to buy
- Buy now pay later
- Mobile phone deals

Take the time to read the fine print, don't feel pressured to enter into a contract on the spot, take it home and look over it. Again, check your budget before entering into a contract.

If you are experiencing trouble paying your debts seek assistance early by contacting your creditor or a free Financial Counsellor.

Financial Counselling

Financial Counsellors are qualified professionals trained specifically to work with people experiencing financial difficulties. Financial Counselling is a free and confidential service and can assist with the following;

- Debt collection issues
- Overdue bills/utilities debts
- Budgeting
- Mortgage stress/difficulties
- Credit card debt
- Car loans
- Fines, payment arrangements
- Centrelink debt
- Bankruptcy
- Council rates
- Payday lenders
- Your rights and responsibilities

Casey North CISS – Financial Counselling

Suite 1, 90-92 Victor Crescent,
Narre Warren 3805
Ph: 9705 6699

Email: cnciss@caseynorthciss.com.au
www.caseynorthciss.com.au

Cranbourne ISS – Financial Counselling

156 Sladen Street,
Cranbourne 3977
Ph: 5996 3333

Email: ciss@cranbourneiss.org.au
www.cranbourneiss.org.au

Money Help

Free telephone financial counselling for Victorians

Ph: 1800 007 007

www.moneyhelp.org.au

Financial Counselling Southern (FCS)

28 Parkhill Drive,
Berwick 3806 and
140-154 Sladen St,
Cranbourne 3977

For Appointments phone: 9549 5288

Consumer Affairs Victoria

113 Exhibition Street, Melbourne 3000
Helpline: 1300 558 181

46-50 Walker St, Dandenong 3175

Phone: 03 8765 5222

Fax: 03 8765 5000

Hours of operation, Monday-Friday 9am-5pm

Consumer Affairs Vic provides information about consumer rights and responsibilities including contracts.

Consumer Action Law Centre

Level 7, 459 Lt Collins St, Melbourne, Victoria, 3000.

Legal Advice Line: 03 9629 6300 or 1300 881 020

Fax: 03 9629 6898

Email: info@consumeraction.org.au

As a community legal centre, Consumer Action provides free legal advice and representation to vulnerable and disadvantaged consumers across Victoria, and is the largest specialist consumer legal practice in Australia. As well as working with consumers directly, Consumer Action provides legal assistance and professional training to community workers who advocate on behalf of consumers.

Credit Report

A free copy of your credit can be obtained from the following

Dun & Bradstreet

www.dnb.com.au/Veda

Advantage

www.mycreditfile.com.au

Experian

www.experian.com.au

Credit alternatives

There are some alternatives to using credit cards, payday lenders and buy now pay later that offer no interest or low interest credit.

No Interest Loan Scheme

The No Interest Loan Scheme (NILS) offers people on low incomes flexible and affordable credit from \$200 up to \$1,000 for the purchase of basic household items, some medical expenses, education expenses, car registration or new tyres.

NILS aims to provide those in the community on low incomes the ability to access credit without the burden of fees and high interest charges in a friendly and supportive environment.

Rebates for energy efficient appliances

Sustainability Victoria offers rebates on appliances purchased by those on low incomes. The appliance must have minimum star ratings – speak to your NILS advisor for more information.

Eligibility criteria applies

Casey North CISS 9705 6699

Cranbourne ISS 5996 3333

www.goodshepherdmicrofinance.org.au/services/no-interest-loan-scheme-nils

StepUP Loan

The StepUp loan offers a safe low interest loan from \$800 and up to \$3000 for personal, domestic or household purposes.

Loans can be used for white goods, cars, computers, furniture, medical expenses and house repairs.

Eligibility criteria applies

Dandenong 9791 8344

www.goodshepherdmicrofinance.org.au/services/stepup-low-interest-loans

SHOPPING ON A SHOE STRING BUDGET

LOCAL OPPORTUNITY SHOPS

Berwick Op Shop

3a Clyde Rd, Berwick 3806

Ph: 9707 1745

Berwick Red Cross Shop

7 Adams Lane, Berwick 3806

Ph: 9796 4177

Beaconsfield Salvos

Shop 2/7 Beaconsfield Emerald Rd, Beaconsfield 3807

Ph: 9796 2389

Cranbourne Salvos

Homemaker Centre

10A/350 Gippsland Hwy, Cranbourne North 3977

Ph: 5995 7487

Vinnies Cranbourne

2/218 High St, Cranbourne 3977

Ph: 5996 3926

Cranbourne Red Cross

94 High St, Cranbourne 3977

Ph: 5996 8436

Vision Op Shop

24 Lurline St, Cranbourne 3977

Ph: 5995 0016

Epilepsy Furniture Op Shop

10 Lurline St, Cranbourne 3977

Ph: 5995 2369

Epilepsy Op Shop

2 Lurline St, Cranbourne 3977

Ph: 5996 2150

Salvos Access

108 Camms Rd, Cranbourne 3977

Ph: 5995 1433

Hampton Park Salvos

Shops 31 & 32

Hampton Park Shopping Square

Somerville Rd, Hampton Park 3976

Ph: 9799 8767

Oz Child

2/90 Somerville Rd, Hampton Park VIC

Ph: 9799 4087

Warren Op Shop

4A Malcolm Crt, Narre Warren 3805

Ph: 9796 7144

Narre Warren Salvos

3 Webb St, Narre Warren 3805

Ph: 9796 7836

Savers

Westfield Fountain Gate

Homemaker Centre

352 Princes Hwy, Fountain Gate 3805

Ph: 9703 0000

The Casey Outreach Op Shop

350-352 Pound Road,

Narre Warren South 3805

Ph: 9704 8903

Narre North Uniting Church Op Shop

1-13 Main Street,

Narre Warren North 3804

Ph: 9700 5061

SHOPPING ON A SHOE STRING BUDGET

MARKET SHOPPING

Shopping at your local market can prove to be money saving and fun. Produce markets provide fresh food at much cheaper prices than the local shops or supermarkets. If you have things that you wish to sell at the market you generally need to book a stall in advance. You could call your local council to find out which markets are on when and where.

These are some of the regular markets that you can find locally.

Akoonah Park Market

Cnr Cardinia Street & Princes Highway
Berwick 3806
Phone: 9796 1455
every Sunday 8:30am – 1:30pm

Dandenong Market

Clow Street
Dandenong 3175
Phone: 9701 3850
every Tuesday, Friday, Saturday and Sunday

Dandenong Trash & Treasure

115 South Gippsland Highway
Dandenong 3175
Phone: 9791 2992
every Sunday 8am-2pm

Casey-Berwick Farmers Market

The Old Cheese Factory
34 Homestead Road
Berwick 3806
The 2nd and 4th Sunday of each month
8.00am - 12.30pm

Pearcedale Farmers Market

at the Pearcedale Community Centre
710 Baxter-Tooradin Road
8am - Noon, 3rd Saturday of the month
Contact: 0425 794 941

Tooradin Market

The Island, Tooradin Foreshore
3rd Sunday each month,
9am - 1pm (May - Aug)
8am - 2pm (Sept - April)
Enquiries: 0429 188 280

Supermarket Shopping Savings

Below are a few tips for decreasing your grocery bill.

- Write a shopping list, going shopping without a shopping can lead to spending on items that you don't really need.
- Plan your meal for the week ahead so you know exactly what you need to buy
- Try to shop only once a week, going to the shops everyday usually costs a lot more
- Shopping when hungry can lead to buying unnecessary goods
- Buy home brand and other less expensive brands, as often the product is the same
- When supermarkets are located close to each other, the costs are usually cheaper
- Check the cost of the item per 100 grams, ml or 1kg, this can lead to big savings e.g. Shampoo A \$7.95 per 100 ml Shampoo B \$2.50 per 100 ml. The shampoos may otherwise be very similar however you pay more for the brand.
- Some supermarkets have market days where fruit and veg is reduced, ask your local supermarket

Grocery Cop

Grocery Cop is an online grocery comparison website. They compare individual items and baskets of groceries to show you which supermarket is the cheapest to shop at!
www.grocerycop.com.au

Save Money by Buying Second Hand Online

www.ebay.com.au
www.gumtree.com.au
www.tradingpost.com.au

Refer to pg. 23 for school purchase saving websites
You may find many other sites with an online search.

Garage sales are a great way to purchase second hand goods, check your local paper for times and places.

The Garage Trail Sale is an annual country wide event. It is one big day of buying and selling second hand goods.

www.garagesaletrail.com.au



SAVE MONEY IN THE HOME & ON THE ROAD

TIPS TO REDUCE ENERGY & WATER COSTS

Energy and water costs have been increasing and while we can't do much about this we can make a difference to our energy usage to reduce overall costs. It's also great for the environment.

Set your thermostat - You can save money by keeping the house temperature set to between 18 and 20 degrees Celsius.

Rug up - Reaching for a jumper, dressing gown and blanket instead of the thermostat will save you a ton. Each degree adds between 5% & 10% to your energy use. So the savings from pulling on another warm layer can add up to big savings in winter.

This also applies to cooling, the recommended cooling threshold is 23-26 degrees, each degree lower than this can add 10% to your energy costs.

Ceiling fans can cost around \$4 a year to run.

Turn off your heaters - before going to bed and when you're leaving the house, it's cheaper and it's safer too.

Keep your windows covered, this will keep the heat inside in winter and out in the summer.

Bar radiators, fan heaters and column heaters are big energy users.

Don't use the shower to warm up – electric hot water accounts for about 1/3 of the average bill. Use water saving shower heads. Keep showers short to save money on water and energy.

Wash your clothes in cold water, most detergents are now designed for cold water.

Clothes dryers can cost several hundred a year to run. Save money by using a clothes horse or clothes line in the summer and inside when the heater is already on.

Turn off gadgets and appliances; up to 10 per cent of the electricity used in your home is used on gadgets that are plugged in on standby. Turn off unused appliances at the wall.

That second fridge in the garage could be costing you an extra \$400 a year. Switch it off when not in use.

Make sure your fridges seal are intact and that there is at least an 8cm gap at the back and sides. This will ensure it runs efficiently.

The more stars an appliance has the more energy efficient it will be.

Replace regular light bulbs with florescent ones or even LEDS, this will reduce your lighting costs by up to 80%.

Source: www.ausgrid.com.au, yourenergysavings.gov.au

10 TIPS TO REDUCE FUEL COSTS

The more fuel your car uses, the more it impacts on the environment. Following these 10 tips will reduce your fuel costs, air pollution and greenhouse gases.

1. accelerate gently

Avoid high revs. Don't rev the car unnecessarily.

2. flow smoothly with the traffic

Be aware of traffic conditions ahead so you can anticipate the next stop and avoid unnecessary acceleration and braking.

3. avoid excessive speeds

High speeds result in high fuel consumption. Travelling at 100km/h instead of 110km/h can reduce fuel consumption by 10%.

4. avoid lengthy idling

Turn off your engine when stopped for an extended period and not in traffic.

5. avoid congested traffic and driving more than necessary

The best way to reduce fuel consumption is to reduce the amount of driving you do. Consider combining trips, carpooling or using other modes of transport.

6. keep your car well maintained

If your vehicle is running correctly, it will use less fuel and be more reliable. Have it serviced in accordance with the owner's manual (usually every six months or 10,000km, whichever comes first) and regularly check oil, coolant and other fluid levels.

7. keep tyres properly inflated

Inflate your vehicle's tyres to the higher end of the manufacturer's recommended range of tyre pressures and make sure your wheels are properly aligned.

8. use the air conditioner sparingly

Air conditioners can increase fuel consumption by between 5 and 10%, particularly on very hot days. However, at higher speeds, use of air conditioning is better for fuel consumption than an open window.

9. minimise wind resistance

Remove roof racks and other attachments when they are not being used to reduce wind resistance and fuel consumption.

10. remove unnecessary weight from the car

Remove unnecessary items from the boot. The more weight a vehicle carries the more fuel it uses.

Source: www.racv.com.au

SERVICES & RESOURCES

CARING FOR YOURSELF

You don't have to pay a fortune for expensive skin care products, here are some ideas for skin care on a budget that will help to make you feel and look healthier. They are fun to make, a lot cheaper than big brands, and if you know what to combine they work incredibly well.

Plain olive oil as an eye makeup remover.

It's inexpensive; it works great and does not only effectively clean but greatly nourishes your eye lashes.

Honey as a Cleanser

The enzymes in raw honey eat up dead skin cells and reveal your most smooth and supple skin. It's great for people with sensitive, normal or combination skin. Apply honey to dry skin. Leave on for 15 minutes. Rinse off with warm water. No need for post-facial moisturizer, the honey will leave your skin hydrated and soft as a baby's bottom.

Apple cider vinegar as facial toner.

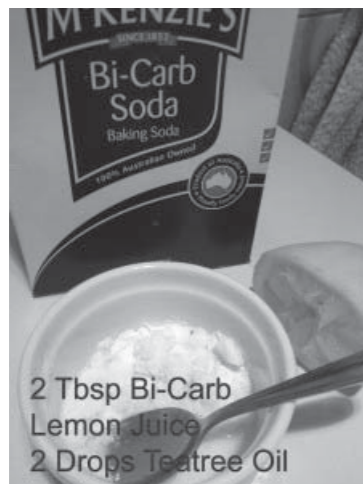
Mix some apple cider vinegar with a little bit of water, and you have an incredible facial toner that is not only refreshing but also helps shrink pores and reduce age spots when applied regularly.

Bi-carb soda as skin exfoliate

Mixing a paste of 3 parts of Bi-card soda to one part water is a great way of exfoliating the body's skin. It is also really inexpensive and easy to use.

Face mask

Mix 2 tbsp bi-carb soda, ½ lemon squeezed and 2 drops of tea tree oil or other oil of your choice suitable for skin. Leave on for 5-10 mins and wash off with warm water.



Sources: www.mindbodygreen.com, Bicarbonate of Soda, Diane Sutherland

Spots and pimples

Dab tea tree oil or apple cider on spots to help clear them up quickly. This should be avoided if you are pregnant.

Sensitive Skin

Place a few chamomile tea bags in a bowl and cover with boiling water, hover your face over it for a few minutes

CLEANING HINTS

There are many household cleaning products on the market. These are generally quite expensive and often very environmentally damaging. Some companies are now producing environmentally friendly products, which are better for our environment.

Home-made alternatives

Ceramic bath, basin and tiles

Wipe over with Bi-carb soda and/or vinegar on a damp cloth (vinegar adds shine).

Toilets

Use 1 cup of white vinegar in toilet bowl, leave overnight and scrub the next day. Wipe the outside of the toilet with white vinegar.

Spot cleaning

Place a few drops of eucalyptus oil or glycerine on the stain. Leave for 1-2 minutes, do not rub. Repeat and rinse if necessary.

Windows

Clean with a water-dampened ball of newspaper sprinkled with white vinegar or methylated spirits. Dry with newspaper.

Clean and Deodorise urine on a mattress

Use a white distilled vinegar and water solution. Then sprinkle the area with baking soda and let dry. Brush or vacuum the residue after it is dry to the touch.

Remove Stains from Coffee or Tea Cups

Scrub them gently with equal parts of salt (or baking soda) and white distilled vinegar. Rinse clean.

Clean Grout

Let full-strength white distilled vinegar sit on it for a few minutes and then scrub with an old toothbrush.

Clean and Disinfect baby toys

Add a good-sized splash of white distilled vinegar to soapy water.

City of Casey

The City of Casey is one of 79 Victorian local Councils.

The Council provides over 100 services including childrens, youth, aged and disability services; recreation and leisure facilities; events, arts and cultural activities; health and local laws; Council information and publications; citizenship; building and planning services; environmental programs; waste services; maintenance of roads, drains, gardens, parks and other physical assets; support to business and industry; and many more.

The City of Casey is Victoria's largest municipality with over 283,000 residents living in Casey.

The City of Casey has eleven Councillors, representing 6 local wards in which they have been elected.

If you have an issue or a problem in the area in which you live, you can discuss the matter with your local Councillor. (see page 49)

The City of Casey maintains a comprehensive Community Directory on its website

www.casey.vic.gov.au.

This directory provides a wealth of information on services and resources in the municipality.

Narre Warren Customer Centre
Magid Drive
Narre Warren 3805
(Near Fountain Gate Shopping Centre)

Narre Warren South
Amberley Park Shopping Centre
Shop 8, 101 Seebeck Dve
Narre Warren South 3805

Cranbourne Customer Service Centre
Cranbourne Centro Shopping Centre
Cranbourne 3977
P.O. Box 1000
Narre Warren 3805

Phone: 9705 5200
TTY: 9705 5568
TIS 131 450 (Translating & Interpreting Service)
Fax: 9704 9544

Email: caseycc@casey.vic.gov.au
www.casey.vic.gov.au



Australian Garden
Cranbourne Botanical Gardens

COMMUNITY CENTRES

Community centres offer a wide range of services and support to the local community in which they are located. There is a wide range of educational courses and other interesting activities available, as well as recreational and support groups. Child care or children's activity groups may also be available at some centres.

For your free copy of the latest course/program information please contact your nearest centre.

Costs for courses and activities vary, but in all cases are set at reasonable rates and discounts generally apply for pensioners.

Balla Balla Community Centre

65 Berwick-Cranbourne Road
Cranbourne 3977

Phone: 5990 0900

Beaconsfield Community Centre Inc

8 O'Neil Road
Beaconsfield 3807

Phone: 8768 4400

Berwick Neighbourhood Centre

112 High St
Berwick 3806

Phone: 9796 1970

Blind Bight Community Centre

Anchorage Drive
Blind Bight 3980

Phone: 5998 7014

Brentwood Park Neighbourhood House

21A Bemersyde Dve
Berwick 3806

Phone: 8786 7022

Cranbourne Community House

49 Vale Park Crescent
Cranbourne 3977

Phone: 5996 2941

Doveton Neighbourhood Learning Centre

Oak Avenue Hall
Doveton 3177

Phone: 9791 1449

Endeavour Hills Uniting Care Neighbourhood Centre

10 Raymond McMahon Blvd
Endeavour Hills 3802

Phone: 9700 3789

Hallam Community Centre

"Mapleson House"
56 Kays Avenue
Hallam 3803

Phone: 9703 1688

Hampton Park Community House

16-20 Stuart Ave
Hampton Park 3976

Phone: 9799 0708

Lynbrook Community Centre

Cnr. Lynbrook Boulevard and Harris Street
Lynbrook 3975

Phone: 9792 7370

Merinda Park Community Centre

151-153 Endeavour Drive
Cranbourne 3977

Phone: 5996 9056

Narre Community Learning Centre

1 Malcolm Court
Narre Warren 3805

Phone: 9704 7388

Oakgrove Community Centre

89-101 Oakgrove Drive
Narre Warren South 3805

Phone: 9704 2781

Pearcedale Community Centre

710 Baxter-Tooradin Road
Pearcedale 3912

Phone: 5978 6226

Selandra Community Place

2 Forrest Drive
Clyde North 3978

Phone: 5998 9541

Timbarra Community Centre

27 Parkhill Drive
Berwick 3806

Phone: 9704 1863

COMPLAINTS & DISPUTES

Dispute Settlement Centre

165-169 Thomas Street
Dandenong 3175

Phone: 8765 5222

www.disputes.vic.gov.au

www.reachagreement.dispute.vic.gov.au

The Dispute Settlement Centre aims to enable people to be responsible for the resolution and outcome of their own disputes and to provide an alternative to legal action. The service is free and provides;

A free telephone dispute advisory service. Mediation in a wide range of disputes, including neighbourhood, workplace, family (excluding family law matters), body corporate, clubs and organisations, environmental issues, shared households, accident damage to motor vehicles and commercial disagreements.

Interpreters can be provided at no cost.

Administrative Appeals Tribunal

Level 16
HWT Tower, Southgate
40 City Road
Southbank 3006

PO Box 9955
Melbourne 3001

Phone: 9282 8444

1800 228 333

TTY 133677 then ask for 1800 228 333

Fax: 9282 8480

Email: generalreviews@aat.gov.au

www.aat.gov.au

Reviews administrative decisions made by a number of Commonwealth government departments, including issues of disability, citizenship, child support, employee rehabilitation and compensation, customs, freedom of information, health insurance social security and income tax. There may be a fee for some applications.

Public Transport Ombudsman

PO Box 538, Collins Street West,
Melbourne 8007

Phone: 1800 466 865 (mobile charges may apply)

Email: enquiries@ptovic.com.au

www.ptovic.com.au

Independent dispute resolution body, providing a free, fair, informal and accessible service for the resolution of complaints about public transport in Victoria.

Financial Ombudsman Service

PO Box 3
Melbourne 3001

Phone: 1800 367 287

9613 7366

www.fos.org.au

Email: info@fos.org.au

Dispute resolution service that provides an alternative to going to court.

Sectors include: Banking and Finance;
Insurance: Investments & Superannuation

If you have unresolved complaints, you can lodge a complaint online.

Australian Dental Association Victorian Branch Inc

Level 3, 10 Yarra Street
South Yarra 3141
PO Box 9015
South Yarra 3141

Phone: 8825 4600

Fax: 8825 4644

Email: ask@adavb.org

Handles complaints and queries from the public regarding dental treatment with member dentists.

Health Services Commissioner - Complaints Line

26th Floor
570 Bourke Street
Melbourne 3000

Phone 1300 582 113

Email: hsc@dhhs.vic.gov.au

www.health.vic.gov.au/hsc

Deals with complaints and enquiries about the quality and delivery of health services in Victoria. This includes services provided by medical practitioners, dentists, psychiatric services, hospitals, ambulance services, alternative health services, community health services, chiropractors, dieticians, physiotherapists, masseurs and optometrists.

Dental Health Services Victoria

see details in HEALTH section

Handles complaints and queries from the public regarding dental treatment with public dental care.

Commonwealth Ombudsman

1300 362 072

Email: ombudsman@ombudsman.gov.au

Investigates complaints about administrative decisions, actions or procedures of Commonwealth government departments and authorities.

Job Watch

Phone: 9662 1933

Fax: 9663 2024

1800 331 617

www.jobwatch.org.au

A community based legal centre that provides a free, confidential telephone advice, information and referral service to people with employment and training related problems.

Victoria Police – Professional Standards Command

Level 2, Tower 2,
Victorian Police Centre
637 Flinders Street
Docklands 3008

Phone: 1300 363 101 (24 hour number)

Email: ethical.standards@police.vic.gov.au

www.police.vic.gov.au

Provides a complaints mechanism for the public about the police. Any formal complaint should be lodged as soon as possible after the incident.

Superannuation Complaints Tribunal

Level 7, 120 Collins Street
Melbourne 3000
Locked Mail Bag 3060
GPO Melbourne 3001

Phone: 1300 884 114

Email: info@sct.gov.au

www.sct.gov.au

This is a Commonwealth government tribunal set up to assist people deal with superannuation related complaints.

Its purpose is to inquire into and resolve complaints about certain decisions of Trustees, insurers, retirement savings account (RSA) providers and other relevant decision makers in relation to regulated superannuation funds, approved deposit funds, RSAs, annuity policies, and the surcharge contributions tax. Tribunal staff will assist clients lodge their complaint.

Victorian Legal Services Board and Commissioner

Level 5, 555 Bourke Street
Melbourne 3000

Phone: 1300 796 344 local call

Phone: 03 9679 8001

Fax: 03 9679 8101

www.lsc.vic.gov.au

Investigates any matter relating to a lawyer's professional conduct.

Ombudsman Victoria

Level 1, North Tower
459 Collins Street
Melbourne 3000

Phone: 9613 6222

Fax: 9614 0246

1800 806 314 Free Call Country callers only

Email: ombudvic@ombudsman.vic.gov.au

www.ombudsman.vic.gov.au

Investigates complaints concerning administrative actions taken in Government departments, statutory bodies or by officers and employees of municipal councils. Freedom of Information complaints.

Telecommunications Industry Ombudsman

Level 3/595 Collins Street
Melbourne 3000

PO Box 276

Collins Street West
Melbourne 8007

Phone: 1800 062 058 Free Call from landlines

TTY: 1800 555 677

1800 630 614 Free Call FAX

Email: tio@tio.com.au

www.tio.com.au

Provides assistance with resolution of complaints about telecommunications and Internet access services. Investigates complaints about billing, faults, Internet access, mobile services, privacy matters, land access, telephone directories, and the provision of the standard telephone service. If you call from a mobile you can ask them to call you back.

Energy & Water Ombudsman (Victoria)

G.P.O. Box 469
Melbourne 3001

1800 500 509 Free Call

1800 500 549 Free Fax

13 1450 Interpreter

National Relay Service: 13 36 77

Email: ewovinfo@ewov.com.au

www.ewov.com.au

Investigates and resolves disputes between customers, and the gas, electricity and water companies.

Private Health Insurance Ombudsman

Suite 2, Level 22,
580 George Street
Sydney 2000

Phone: (02) 8235 8777

Fax: (02) 8235 8778

1800 640 695 (Complaints hotline)

www.phio.org.au

Deals with complaints about private health insurance arrangements throughout Australia.

CULTURAL SPECIFIC

Southern Migrant and Refugee Centre

39 Clow Street
Dandenong 3175

48 Webb Street

Narre Warren 3805

Contact for both offices

Phone: 9767 1900

Fax: 9706 8830

www.smrc.org.au

- Provides information and assistance to refugees and migrants.
- Immigration advice, advocacy, information on Centrelink entitlements.
- Education and Employment services.
- Housing and Health

South Eastern Chinese Association Inc

PO Box 560
Endeavour Hills 3802

Phone: 9794 9534

- English – Chinese translation
- Financial Advice
- Leisure recreation

South Eastern Chinese Senior Citizen Association Inc

78 Power Road
Doveton 3177

Phone: 9794 9534

Email: secainc@lycos.com

Activities for Chinese seniors – over 50.

Afghan Australian Association of Victoria Inc.

Level 1/ 73 - 77 Walker Street
Dandenong 3175

Phone: 9562 1289 A.H.

9794 9133 B.H.

Peak group for Afghan community organisations in Victoria. Provides social, welfare and educational support to members of its community.

Aboriginal Housing Victoria

Narrandjeri House
125-127 Scotchmer Street
Fitzroy North 3068

Phone: 9403 2100

www.ahvic.org.au

Manages the Victorian Aboriginal Rental Housing Program Provides low cost rental housing and housing support to eligible Aboriginal and Torres Strait Islander families.

Eligibility:

Aboriginal and Torres Strait Islander people resident in Victoria.

Telephone Interpreter Service

13 14 50

Professional interpreters can be arranged through the Translating and Interpreting Service (TIS National). 24 hour service, seven days per week.



Aboriginal Hostels Ltd

William T Onus Hostel
75 Westgarth Street
Northcote 3070

Phone: 9489 6701

www.ahl.gov.au

Provides temporary accommodation for Aboriginal and Torres Strait Islanders.

Manages a network of hostels across Australia.

Asylum Seekers Centre

Jesus House
Level 1 Hub Arcade
(Myer/Plaza end of arcade)
Dandenong 3175
Phone: 0409 416 744

Postal:

PO Box 258
Glen Waverley 3150

- Assists on-shore asylum seekers in:
- Resume preparation
- Provision of food parcels
- Assistance with finding jobs
- Provision of Telstra phone cards
- Location of regular 'English as Second Language' class
- Access to computers and photocopying
- Computer training in Microsoft products
- Provision of 2 hour travelcards (all zones)
- Emergency accommodation for single adults
- Individual assistance with English as required
- Referral to legal, medical, housing and counselling services.

Asylum Seeker Resource Centre

Head Office:
214-218 Nicholson Street, Footscray 3011
Phone: 9326 6066

Food Aid & food program. Drop-In Centre,
English Classes, computer classes & access.
Counselling, health care & Advocacy
Training for workers. Recreation & social activities.

Dandenong Branch Office:
179 Lonsdale Street
Dandenong 3175
Phone: 8772 1380

Hours: Monday, Tuesday and Wednesday
Limited Services – mostly employment and education
No material Aid provided.

Adult Multicultural Education Service (AMES)

Education, Employment and Settlement Sites
throughout Melbourne including Noble Park and
Dandenong.

Enquiries: Dandenong Phone: 8791 2441
Noble Park: Phone: 8558 8804

Dandenong & District Aboriginal Co-Op

62 Stud Road
Dandenong 3175
Phone: 9794 5973

Offering a social support unit to Aboriginal families and the elderly with a medical centre which has a doctor, nurse, health worker and Physiotherapist available also a community advancement of Aboriginal persons living in Dandenong and surrounding areas.

In Touch Inc – Multicultural Centre Against Family Violence

PO Box 2905
Melbourne 3001

Freecall: 1800 755 988
Phone: 9413 6500
Fax: 9429 0081

Email: admin@intouch.asn.au
www.intouch.asn.au

Multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing domestic violence or leaving situations of domestic violence.

Wellsprings for Women Inc.

79 Langhorne Street
Dandenong 3175

Phone: 9701 3740
Fax: 9793 9536

Wellsprings for women seeks to empower isolated women to live their lives more fully.
Programs include - health and wellbeing, arts and crafts, migrant English and job skills.

German – Australian Club Inc 'Teutonia'

61 Olive Road
Hampton Park 3976

Phone/Fax: 9799 0794
Licensed Ethnic Social club.

Ruscare Ltd (St John of Kronstadt)

13 Conway Street
Dandenong South 3175

Phone: 9793 5955
Fax: 9791 3933

www.ruscare.com.au

- Provides assistance to newly arrived migrants.
- Hostel and nursing home accommodation.
- Senior citizens club and visiting program for elderly people of Russian ethnic background.
- Transport program (bus with wheelchair access)
- Women's health group.

Victorian Foundation for Survivors of Torture & Trauma

Foundation House – Dandenong Office
155 Foster Street
Dandenong 3175

Phone: 8788 3333
Fax: 8788 3399

www.foundationhouse.org.au

Provides services to people who have experienced torture or trauma in their country of origin.

AEI - NOOSR

Dept of Education, Employment and Workplace Relations
GPO Box 9839
Canberra ACT 2601

Phone: 1300 615 262 toll free hotline

Email: aei@innovation.gov.au
www.aei.gov.au

The National coordinating body on overseas skills assessments and recognition provides information, advice and assistance in relation to the recognition of overseas qualifications and skills.

Encourages improved international arrangements for the recognition of qualifications and skills.

Australian Filipino Community Services

The Dove Wellbeing Centre
78 Power Road,
Doveton 3177

Phone: 9701 3421

Victorian Multicultural Commission

Committed to fostering harmony and encouraging the full participation of Victoria's ethnic communities.

www.multicultural.vic.gov.au

Includes community directory and community noticeboard.

English Language Conversation Sessions

The Conversation Club is a initiative of Casey-Cardinia Library Services and AMES and is open to anyone who wants to practice speaking English.

Weekly sessions at -

Hampton Park Library
22-26 Stuart Ave, Hampton Park
on a Wednesday 11am - 1pm, and

Endeavour Hills Library,
Raymond McMahon Boulevard
on a Thursday 11am - 1pm

Phone: 8788 8500 (Hampton Park)
8782 3400 (Endeavour Hills)

DISABILITY

Mental Health

Prahran Mission - Uniting Care
www.prahranmission.org.au

ERMHA

EACH Mental Health
Email: info@EACH.com.au
www.EACH.com.au

Community Intake Line for all;
1300 785 358

This is a central access point for people with a severe mental illness, their carers, family and referrers seeking community mental health services in the South East region.

Oz Child Services – Home Based Care

1536 Heatherton Road
Dandenong 3175

Phone: 9212 3900

Service that provides respite care for children up to 18 years old, who have physical, intellectual or sensory disabilities, including development delay, cerebral palsy, Downs Syndrome, epilepsy, diabetes, blindness and deafness.

Respite care is usually provided one weekend per month and there are also teenage recreational programs, school holiday programs and weekend camps. The service is free and there is generally a waiting list. Call for more information.

The Bridge Connects

67-69 Webb Street, Narre Warren 3805
Phone: 9705 9111

3 Stawell Street, Cranbourne 3977
Phone 5995 5250

Suite 1, 9 Clyde Road, Berwick 3806
Phone: 9769 3950

www.thebridgeconnects.org.au

The Bridge is a training and community support service for people with a disability in the City of Casey. Through its day centre, The Bridge provides a range of services which assist adults with a disability to participate in the meaningful activities during the day. Activities aimed to engage and stimulate each participant, will range from sensory based art to cooking, computers, as well as physiotherapy and armchair travel.

Australian Hearing

Phone: 131 797 for connection to nearest centre
Dandenong, Berwick, Narre Warren 9794 5274

Arbias

27 Hope Street, Brunswick 3056
www.arbias.org.au

Specialist service for people with alcohol & substance related brain impairment.

Beyond Blue

Infoline: 1300 22 46 36
TTY: 133 677

Email: infoline@beyondblue.org.au
Web: www.beyondblue.org.au

It can be hard to know whether you or someone you know needs help with depression, anxiety or related disorders. Beyond Blue is a support and information service with comprehensive information and support available.

Windermere Early Childhood Development Services

48 Webb Street
Narre Warren 3805

Phone: 9705 3200; 1300 946 337

www.windermere.org.au

Cranbourne
75-81 Willora Crescent
Cranbourne 3977

Phone: 5996 7026

Timbarra
26 Parkhill Drive
Berwick 3806

Phone: 9709 6900

Program for children from 0 to 6 years with special needs, that aims to assist children to reach their full potential and to enhance parent skills, knowledge and power over their own lives and their children's. Provides a variety of centre based early intervention programs supported by home and kindergarten visits.

- Physiotherapy
- Speech pathology
- Occupational therapy
- Child psychology
- Special Education Teachers

Individual development programs, parent support and contact with other families and support groups, information support and resources for children, their families and the wider community. Cost is negotiated on application.

Monash Health Community - Brain Injury Services

55 Buckingham Avenue
Springvale 3171

Phone: 9792 7432

A program that provides assistance and support to adults with mild to moderate Acquired Brain Injury (ABI)

Disability Resource Centre

Outer South East Outreach Service
186 Foster Street, East Dandenong 3175

Phone: 9791 4870

www.drc.org.au

Advocates can provide assistance and support on a wide range of issues, such as accommodation, transport, education and employment, Centrelink, legal.

Travellers Aid Access Service (TAAS)

Phone: 03 9654 2600

Fax: 03 9654 1926

- Southern Cross Station – Phone: 03 9670 2873
- Flinders Street Station – Phone: 03 9610 2030

www.travellersaid.org.au

Assists people with disabilities. Staff assistance with meals, toilets, travel difficulties and communication. Wheelchair recharging facilities, free internet access, visitor and transport information. Assistance with getting to and from medical appointments. Mobility equipment hire. Provision of buggy and personal guidance to ensure safe passage at Southern Cross Station. Shower and rest facilities.

SANE

P.O. Box 226
South Melbourne 3205

Phone: 9682 5933

Fax: 9682 5944

1800 187 263 Helpline

Email: info@sane.org

helpline@sane.org

www.sane.org

Information and referral service for people affected by mental illness, and their family and other carers.

Disability Information & Support

Intake Response: 1800 783 783

www.dhs.vic.gov.au

Information and referral service which provides information about support services for people of all ages with disabilities, and about disability related matters.

Monash Children's Psychiatric Triage Service

Phone: 1300 369 012

- Provides psychiatric assessment
- Services include, family therapy, individual therapy, parent work, and group work.

Beyond Disability Inc.

Postal address: c/- Girraheen House
PO Box 1451

Pearcedale 3912

Phone: 5995 2080

www.bdi.org.au

An interactive communication program with internet access to:

- * Physically mobile disabled people
- * Physically disabled school children in wheelchairs from low income families.

Recreation Access Project

City of Casey

Phone: 9705 5200

Access for all abilities. Weekend recreational & leisure programs for adults, teenagers and children with a disability.

DVJS Employment Solutions

Suites 3-4, 64 Victor Crescent
Narre Warren VIC 3805

1300 385 738

www.dvjs.com.au

This is a free service that offers employment training and placement services to assist people with disabilities find suitable employment.

Early in Life Mental Health Services – Casey

Casey Hospital
52 Kangan Drive
Berwick 3806

Phone: 8768 1569

Fax: 8768 1957

Active Community Housing

14 High Street
Yarraville 3013

Phone: 9314 8555

Fax: 9314 1855

Housing for people with disabilities and other disadvantaged groups all over Victoria. Tenants must be eligible for Public Housing or to receive a Disability Support Pension.

Mindspot

Phone: 1800 614 434

Email: mindspot.org.au

www.Mindspot.org.au

Mindspot Clinic offers free online assessment and courses to help adults learn to manage stress, worry, social phobia, panic attacks, low mood and depression,

DRUG & ALCOHOL

Vision Australia

Headquarters
454 Glenferrie Road, Kooyong 3144
TTY: 02 9334 3260
1300 847 466
Fax: 02 9747 5993

www.visionaustralia.org.au

Services, facilities & Information for visually impaired persons.

GROW

707 Glenhuntly Road, Caulfield South 3162

Phone: 9528 2977 for closest group
Freecall: 1800 558 268

www.grow.net.au

Group meetings in Berwick and Cranbourne.

Recovery focused programs for mental health. Proven 12 step program – recovery focused. Weekly structured meetings, addressing mental health issues, including depression, anxiety, panic attacks, bi-polar disorder, schizophrenia, as well as bereavement, relationship and other emotional issues.

Alfred Health Carer Services

Caulfield Hospital
260 Kooyong Road, Caulfield 3181
Helpline: 1800 052 022

Email: info@carersouth.org.au

Provides information about the full range of respite services and other resources available to support carers.

PHaMs

Personal Helpers & Mentors Service

Wise Employment – Cranbourne

Phone: 5996 3511

PHaMs supports people whose lives are severely affected by mental health problems. It focuses on recovery and what people can do, not what they can't do. You will have your own Personal Helper and Mentor to support you on the road to recovery.

Uniting Care – Life Assist

Mental Health Respite Carer Support.
55 Webb Street, Narre Warren 3805

Phone: 9704 8534; 1300 277 478

www.lifeassist.org.au

Support for Carers with the aim to build the carer's ability to sustain their caring role, to improve their wellbeing and to increase their confidence, capacity & choices.

Mind Australia

Suite 1&2, 64 Victor Crescent,
Narre Warren 3805
Phone: 8102 7961

www.mindaustralia.org.au

Mind provides mental health services to support people in their recovery and to build and sustain self-defined, purposeful lives.

Programs also include small group activities, day outings & group holidays.

Partners in Recovery

314a Thomas Street
Dandenong 3175

Phone: 1800 862 363

Email: sempir@semml.com.au

www.semml.com.au/programs/sempir

Partners in recovery is for people with long lasting, serious mental health problems who would benefit from support from a range of services, including finding suitable housing, finding work, drug and alcohol issues and managing day to day life,

Partners include:

- Hanover, Wise, Emha, Mind, CareContact

Headspace

66 Victor Cres,
Narre Warren 3805

Phone: 1800 367 968

Headspace is a health service for young people.

- Mental Health Issues
- General Physical Health
- Sexual Health and Sexuality Issues
- Family and Relationship Issues
- Alcohol and Drug Issues
- Work, Study and School issues

ERMHA – Carer Support

67 Robinson Street
Dandenong 3175

Phone: 1300 376 421; 9706 7388

If you care for someone with a mental illness, ERMHA will work with you to maintain your Caring role, as you achieve your education or employment goals and other commitments beyond the Caring role.

Mental Health Compass

www.mentalhealthcompass.com.au

Mental Health Compass is an on-line service finder and information tool, to find services to suit your specific needs. The services listed are specific to the City of Casey, City of Greater Dandenong and the Shire of Cardinia.

Al Anon Family Groups – Victorian Southern Area

Level 7, 51 Queen Street, Melbourne 3001
Phone: 1300 252 666 Helpline

www.al-non.org/australia

Conducts group meetings throughout southern Victoria and Tasmania for people with a relative or friend who has a drinking problem. To find out the time and places of meetings, call the number provided between 10.30am and 2.30 pm Monday to Thursday.

Alateen

Contact details as for Al Anon (above)

Conducts meetings for teenagers with a relative or friend who has a drinking problem.

Narcotics Anonymous

Phone: 9525 2833 (24 hour helpline)

Self help organisation, providing members with support to abstain from the use of drugs.

Alcoholics Anonymous – Cranbourne

Cranbourne Community House
49 Vale Park Crescent, Cranbourne 3977

Phone: 9429 1833 (Head Office)

Aims to provide a support to alcoholics in a group setting. Regular self help groups are held for alcoholics and problem drinkers who want to overcome their problem.

Meeting times as follows:

Cranbourne Community House - Friday 8pm
Baptist Church Cnr Kidds & Power Rds Doveton - Tuesday 8pm
Uniting Church rear hall, Princes Hwy, Berwick - Wednesday 8pm and Monday 9.30am
Hampton Park Community House, Stuart Ave - Tuesday 7pm
St Paul Apostle Church, Endeavour Hills - Monday and Thursday 8pm

To arrange to attend any of these groups, you would need to contact the Head Office number provided.

SURE

Substance Use Recovery
Suite 5, 66 Victor Cres, Narre Warren 3805

Phone: 8781 9500

38 Bakewell Street, Cranbourne 3977

Phone: 5990 7900

www.sureaod.org.au

Provides initial screening, counselling, advice & referral to alcohol and other drug treatment services, based on the individual recovery plan that has been developed with you.

Direct Line

Phone 1800 888 236

Telephone service providing 24 hour a day seven days a week, counselling and information on drugs and alcohol issues.

Monash Health, Drug and Alcohol Services

84-88 Foster Street,
Dandenong 3175

Phone: 9792 7620; 1300 473 237

Fax: 9794 0979

Email: seads@monashhealth.org

Provides a wide range of services aimed at reducing the harm associated with alcohol and other drugs.

- Counselling
- Support groups
- Drink driver license restoration program
- Youth outreach and peer support
- Residential withdrawal unit
- Aboriginal outreach worker
- Mobile overdose response service

SECADA

Drug & Alcohol Recovery Support

Level 1, 314B Thomas Street,
Dandenong 3175

Phone: 1800 142 536

www.semml.com.au/secada

Secada is a consortium of six organisations in Melbourne's south east. These organisations are committed to:

- reduced Alcohol & other Drug (AOD) use,
- improving physical & mental health
- reconnecting people to their families and community.

Secada partners are:

- Monash Health
 - Odyssey House,
 - Taskforce,
 - Windana,
 - YSAS - Youth Support & Advocacy Service.
- South Eastern Melbourne Medicare Local is the Lead Agency.

Initial intake services are delivered by the secada team, located in Dandenong.

Assessment services are provided in Berwick, Cockatoo, Cranbourne, Dandenong, Koo-Wee-Rup, Narre Warren, Pakenham and Springvale.

Vision of Hope – Carer Support

Hallam Medical Group,
212 Princes Highway, Hallam 3803

Phone: 9796 5400

Vision of Hope is a support group for parents/family caring for someone with drug/alcohol addiction. Every 2nd Tuesday of the month – 3 week program.

Time: 6.30 - 8.00pm (Booking required)

EMPLOYMENT, EDUCATION & INCOME

Centrelink

www.humanservices.gov.au

Phone: Self Service 13 62 40

TTY Service: 1800 810 586

Customer relations: 1800 000 567

General Information: 13 24 68

Retirement 13 23 00

International Services 13 16 73

Multilingual Services 13 14 50

Disability, Sickness and Carers 13 27 17

Families 13 61 50

Call Centre Social Work 13 17 94

Youth and Students 13 24 90

Indigenous Call Centre 1800 136 380

Financial Information Services 13 23 00

Financial Seminars 13 63 57

A comprehensive list of phone numbers is available from the website.

In languages other than English 13 12 02

If you are not sure what you are eligible for, phone the call centre number provided and a customer service officer will advise you. Claims are generally paid from the date you call and lodge a claim, so it is best to ring as soon as possible.

Centrelink can provide an interpreter free of charge. Translation of documents related to payment can also be arranged. AUSLAN services are also available.

Centrelink Cranbourne
7 – 9 Codrington Street
Cranbourne 3977

Centrelink Narre Warren
71-73 Webb Street
Narre Warren 3805

Child Support (Advocacy)

Springvale Monash Legal Service
5 Osbourne Ave
Springvale 3171

Phone: 9545 7400

Telephone advice on child support matters is available on Mondays from 10am - 12.30pm.

Child Support Agency

Phone: 13 12 72 (general enquiries)

www.humanservices.gov.au/customer/information/child-support-website

Information and advice about child support.

Administrative Appeals Tribunal (Commonwealth)

Level 16, HWT Tower,
40 City Road,
Southbank, VIC 3006

GPO Box 9955,
Melbourne VIC 3001

Phone: 9282 8444
1800 228 333 Toll Free

Email: sscsdivision@aat.gov.au
(Centrelink and Child Support Cases)

www.aat.gov.au

An independent statutory authority established as the first point of external review of Social Security (Centrelink) decisions. This is a free service.

Everyone has basic right when dealing with Centrelink and those rights are protected by law. You have the right to know the reasons for a decision and receive any decision in writing. You have the right to appeal against most decisions. You have the right to be treated with courtesy and respect by customer service officers.

Social Security Rights Victoria (SSRV)

PO Box 1221
Nth Fitzroy 3068

Telephone Advice: 9481 0355
1800 094 164

9.30am - 12.30pm – Monday to Friday

www.ssrv.org.au

The Welfare Rights Unit believes that all individuals are entitled to an adequate income. They have a number of services, including a telephone advice service that provides free independent advice about any social security (Centrelink) matter. They can help you with;

- Working out whether you are entitled to a Centrelink payment (despite what Centrelink may have told you)
- Deciding which payment is best in your situation
- Working out how much you should be getting
- Appealing a decision you think is wrong
- Complaining about poor treatment by a Centrelink worker

The telephone service is open Monday to Friday 9.30-12.30. If you do not speak English, ring the Translating Interpreter Service on 13 14 50, and an interpreter will ring the unit.

MAX Employment

1st Level Car Park,
Fountain Gate Shopping Centre.
(Drive past Krispy Kremes, past Kmart Tyres & Auto then turn left into next car park).

Free Call: 1800 625 350
Phone: 03 8796 6500
Fax: 03 8796 6599

Email: narre.warren@maxemployment.com.au
www.maxemployment.com.au

Cranbourne
62 High Street
Cranbourne 3977

Phone: 03 5990 0000
Fax: 03 5990 0099

Government Job Services Australia.
Provides integrated employment, health and training services to eligible job seekers in a case-management style.

Job Watch

Phone: 9662 1933
1800 331 617

Email: jobwatch@jobwatch.org.au
www.jobwatch.org.au

An employment rights legal centre which provides assistance to Victorian workers about their rights at work.

Matchworks

Employment Services for people with a disability
7-9 Bakewell Street,
Cranbourne 3977

Phone: 5991 8080

Suite 101, Building 1
66 Victor Cres
Narre Warren 3805

Phone: 9088 4204

www.matchworks.com.au

Consultants who are focused on individual needs, working to find employment that matches your interests and skills.

Providing support in the workplace once you have started your job. Access to skills training

LINK Employment and Training

290 Thomas Street
Dandenong 3175

Phone: 1300 135 008
Fax: 9792 3634

Monday – Friday

www.linkemploy.org.au

Eligibility:
Unemployed people, school leavers,
Youth 15 to 24 years. Mature Aged - over 45
People from non English speaking background.

Fairwork Ombudsman

Phone: 13 13 94

www.fairwork.gov.au

Information on federal workplace laws, investigation of complaints.

Outlook Employment

2/418 Princes Highway

Narre Warren 3805

Phone: 9705 6445

Email: info@outlookemp.com.au

A free service to assist people with disabilities find and keep paid employment.

Echo - Australia

Suite 3/ 75 - 89 High Street
Cranbourne 3977

Phone: 5990 0555

Suite 6, 418 Princes Hwy
Narre Warren 3805

Phone: 8790 1621

Email: echo@echoaustralia.com
www.echoaustralia.com

Appointment Only

Personal Support Program that can provide access to free assistance from rehabilitation through to personal development and counselling support. Program is aimed at assisting people to overcome disadvantages they may have in seeking employment.

Australian Apprenticeships

Phone: 13 38 73 to find an apprenticeship Centre in your area.

www.australianapprenticeships.gov.au

Apprenticeship Matters

Phone: Free Call 1800 005 355

www.appsmatter.com.au

WISE Cranbourne

7-9 Bakewell Street
Cranbourne 3977

Phone: 5996 3511

Job network and disability employment service.

The Bridge Employment

Suite 13 / 33-39 High Street
Cranbourne 3977

Phone: 5995 4400

Fax: 5995 9600

Email: info@thebridgeemployment.com.au

Disability employment service
Vocational rehabilitation service

Hand Brake Turn

7 Hilton Street,
Dandenong 3175

Phone: 9470 2972

www.concernaustralia.org.au/handbraketurn

Offers a hands on 9 week accredited intensive automotive training course (Cert II in Auto Body Repair) with social skills development to young people (15-22) who have difficulty within the mainstream education system and up to 12 months job search and personal support.

Cost: \$34 conc. \$170 full fee
Some eligibility criteria

Fair Work Commission

Phone: 1300 799 675

www.fwc.gov.au

This is an independent body whose services include, Dispute resolution, Unfair Dismissal & other workplace matters.

JobCo Employment Services

Suite 3, 418 Princes Highway
Narre Warren VIC 3805

Phone: 8790 2884

Email: enquiries@jobco.com.au

www.jobco.com.au

Disability employment support, training & apprenticeship support.

Chisholm Institute of Technical & Further Education

Dandenong Campus
121 Stud Road
Dandenong 3175

Cranbourne Campus
2 New Holland Drive
Cranbourne 3977

Berwick Campus
25 Kangan Drive
Berwick 3806

Phone all Campuses
Help No: 1300 244 746
www.chisholm.edu.au

Various courses are provided including specialised short courses and accredited courses.

A Careers Resource Centre is available to provide vocational guidance and assistance with decision making. Careers counselling and course information is also available as well as help with resume writing, interview skills and goal setting.

Fees for courses apply, discounts may be available for current Centrelink clients subject to places and courses etc

Centre for Adult Education (CAE)

253 Flinders Lane
Melbourne 3000

Phone: 9652 0611
Fax: 9654 7840

Delivers a wide range of adult learning programs and services

Works with other agencies that provide adult, community and further education

Provides a career counselling service to the public

Reduced fees for Senior Card holders, pensioners, unemployed and Austudy students.

Advanced Personnel Management

58-60 Victor Crescent, Narre Warren 3805
Phone: 8794 9532

Direct Recruitment

Suite 12, 26 Verdun Drive, Narre Warren 3805
Phone: 8790 2555

Email: narrewarren@directrecruitment.com.au

178 Sladen Street, Cranbourne 3977
Phone: 5995 4300

Email: cranbourne@directrecruitment.com.au

Save on School Purchases

Returning to school costs can cause financial stress for many families. Here are a few tips to help reduce the cost.

- Seek out second hand uniforms and books through your school or online-see below
- Keep an eye out for sales for stationary at your local supermarket or department store
- Reuse items such as rulers, sharpeners, calculators, folders and part empty exercise books.
- Talk to your school payment plans for fees, excursions and camps.

Second hand books and uniforms online

www.sustainableschoolshop.com.au

www.ebay.com.au

www.theuniformexchange.com.au

www.schoolxchange.com.au

Education Funding for Camps, Sports and Excursions

www.education.vic.gov.au/csef

Government funding to assist with Camps, Sports and Excursions Program will run over four years. Means Tested.

See school principal for application form.

State Schools' Relief

Provides clothing and footwear to disadvantaged children attending Victorian Government Primary and Secondary schools.

State Schools' Relief (SSR) doesn't respond to direct requests from parents but to the school Principal who acts as the school based representative of SSR, ref to page 40.

No Interest Loan Scheme (NILS)

This is a great way to purchase items for primary and secondary school children at an affordable rate of repayment.

Loans for expensive items such as school books, uniforms, camps and excursions are available to eligible families.

Contact Casey North CISS 9705 6699

Cranbourne ISS 5996 3333



HEALTH

Your Community Health Service provides low cost services for most health programs that you may need. There are lots of counselling and support programs available as well as preventative health services such as nutrition and women's health services. The community health programs are all under one roof and are provided in a very friendly atmosphere.

Community Health Services

Monash Health Community - formerly Cardinia/Casey Community Health Service

A scale of fees applies to Community Health Services. \$10 is the minimum amount requested from Health Care Card holders and other Concession Card holders, or those on a low wage or salary.

Appointments with the Financial Counsellors are exempt from these fees.

In circumstances of hardship, the worker that you see has the right to reduce or waive the fee. It is hoped however that everyone will make a donation.

Eligibility:

To be eligible to use the services of the Casey Community Health Service you need to live, work or attend school in the City of Casey. (Dental, Diabetes Education and Control, Alcohol and Drug Services, Financial Counselling, Gambling Services are available to all persons in the Cities of Casey, Cardinia and Greater Dandenong).

Staff at the Community Health Service provide a holistic approach to health care and health enhancement with an emphasis on the individual, the community, the environment, and structures that influence health and enhance well-being.

Centre Locations

Central Phone 1300 342 273

Berwick
28 Parkhill Drive, Berwick 3806

Phone: 8768 5100
Fax: 9704 0043

Cranbourne
140-154 Sladen Street, Cranbourne 3977

Phone: 5990 6789
Fax: 5990 6207

Postal address:
Locked bag 2500
Cranbourne 3977

Pakenham
Old Pakenham Hospital
Cnr Deveney St & Princes Highway, Pakenham 3810

Phone: 5941 0500
Fax: 5941 0542

The range of services available include:

Community Health Nursing

Community Health Nursing involves listening and working with people in the local community to maximise their health and well being through health assessment, counselling, screening and health promotion.

Women's Health Service

Offers women a chance to discuss health issues. Doveton & Cranbourne Centres.

Problem Gambling Counselling

Chronic conditions self management Support Program
Healthy Mothers Healthy Babies Program

Alcohol and Drug Program

Provides assessment, counselling, referral and alcohol and drug education to individuals, families and groups. Drink-driver education programs available.

Dental Service

Emergency and general services for Health Care/Pension Concession Cardholders. Appointments are necessary.

Contact Berwick or Doveton locations for information on fees and appointments.

Phone: 8768 5141 Berwick
1300 342 273

Diabetes Education & Control Program.

Nurse, dietician and podiatrist available for consultation on the management of diabetes. Information on diabetes, the importance of exercise, healthy eating, maintaining good health, management of blood glucose levels, foot care, etc.

Dietitian

Provides information about food and nutrition to all age groups. Individual counselling is available, including advice about lowering of cholesterol, eating awareness and weight reduction, children's nutrition and general eating for health.

Family Planning & Sexual Health

Provides information relating to reproductive health, contraception and sexually transmitted infections, with a female doctor providing pap tests, pregnancy tests and breast examinations.

Sexual Health Clinic for Under 25s – Phone 5990 6789.

H.E.A.R. Service

Phone: 13 17 97

Hearing Assessment, Education and Aural Rehabilitation for adults. Appointments are necessary, contact Endeavour Hills location.

Financial Counselling

Provides information about people's rights when dealing with fines, debt collectors – including legal action.

If you find yourself unable to pay bills, loans or fines, financial counsellors will discuss the range of options you might have and can assist you to work out a possible arrangement. Financial counsellors can negotiate on your behalf with your creditors and will also examine your contract to determine what you are financially liable for. Appointment required: Contact Berwick or Cranbourne.

Needle, Syringe & Exchange Program

Operates from the Doveton location. Provides needles and syringes, containers for safe disposal, condoms and information.

Occupational Therapy

Involves assessment and treatment of people of all ages to maintain independence and quality of life. Areas include:

Personal Counselling for adjustment to disability; assessment; advice and provision of equipment to assist with problems related to bathing, eating, dressing, toileting, access to buildings, home modifications and recreation; family support and advice for families caring for aged and disabled persons; social assistance to improve social contacts for isolated people; paediatrics – assessment and treatment of children with disabilities, developmental delay or learning difficulties.

Optometry – Australian College of Optometry

Eye examination and glasses at low cost for pensioners at Berwick only - Appointments call 8768 5166.

Physiotherapy

Physiotherapists can relieve pain and improve movement and function in people of all ages.

Podiatry

Involves the prevention, diagnosis and management of foot and lower leg disorders.

www.southernhealth.org.au

Intake Worker for all appointments: 8768 5147

Quitline 13 18 48

South Eastern Counselling & Psychology

8/418 Princes Hwy, Narre Warren 3805
63A High Street, Cranbourne 3977

Suite 6, 94 High Street, Berwick 3806

Phone: 1300 554 662 (Enquiries & Appointments)

Counselling in Depression/mood disorders, Trauma, Grief & Loss, Pain Management, Relationship Issues, Habit disorders, Sleep disturbance, Abuse.

Medical Bulk Billing Services available.

Need referral from GP.

Action Centre (FPV service for under 25s)

Level 1, 94 Elizabeth Street
Melbourne 3000

Phone: 9660 4700
Advice Line: 9257 0116
1800 013 952 Free Call

Email: action@fpv.org.au

Family Planning Victoria

901 Whitehorse Road
Box Hill 3128

Phone: 9257 0100

Email: fpv@fpv.org.au
www.fpv.org.au

Pregnancy testing

Counselling - pregnancy, sexual, menopause (also available for intellectually disabled)

Contraceptive clinic (including emergency contraception)

Testing, counselling and treatment of STIS/HIV

Pap smears and breast examination

Telephone counselling and info service,
Bookshop with mail order service, Library

Hours: Monday to Friday 9am - 5pm

Cost: Medical consultations free.

Pharmaceutical charges apply.

Ring for an appointment or drop in service operates
Monday to Friday 1pm to 4pm

Victorian AIDS Council and Gay Men's Health Centre

Peter Knight Centre
6 Claremont Street
South Yarra VIC 3141

Phone: 9865 6700
1800 134 840 Toll Free - Country Callers only
9827 3733 TTY

Email: enquiries@vac.org.au
www.vac.org.au

St Kilda Clinic Location:
Rear 77 Fitzroy Street
St Kilda VIC 3182

Phone: 9525 5866
Fax: 9525 3673

Large community centre offering a weekly program of services and activities for people with HIV/AIDS.

Provides a range of health promotions for gay and bisexual men regardless of HIV status.

Nurse-On-Call

Phone: 1300 606 024 - Free health advice 24 hours per day given by a registered nurse.-

HOUSING

Living Positive Victoria People Living with HIV/AIDS Vic

Phone: 9863 8733

Resource for people living with HIV/AIDS in Victoria

Email: info@livingpositivevictoria

Australian College of Optometry

Monash Health Community Health
28 Parkhill Drive
Berwick 3806

Phone: 8768 5166

Low cost general optometry services are run by the Melbourne Optometry Clinic for people who hold a Pensioner Concession Card or a Health Care Card.

Cancer Council Victoria

1 Rathdowne Street
Carlton 3053

Phone: 9635 5000

Fax: 9635 5270

13 1120 Cancer Helpline

Quit Line: 13 18 48

www.cancervic.org.au

The Cancer Information and Support Service includes a cancer help line, cancer connect support service, cancer support group network and two financial assistance programs.

Nurse counsellors provide one-off counselling for people affected by cancer, their friends and families.

Monday to Friday 8.30am – 6.00pm

Dental Health Services Victoria

720 Swanston Street
Carlton 3053

Phone: 9341 1000

Emergencies - 1300 360 054

www.dhsv.org.au

Public Dental Services are available for concession card holders (Pension or Health Care Concession Card). DHSV provides a range of dental care services.

Kids Help Info Bookshop

Ground floor
Royal Children's Hospital
Main Street
Parkville 3052

Phone: 9345 5085

Email: safety.centre@rch.org.au

Provides information and referral advice for parents and professionals. Resources available on childhood illnesses and diseases, disabilities, parenting, support groups, child health and adolescence and safety products. The centre is open Monday to Friday 9am to 5pm.

Royal Womens Hospital – Pregnancy Advisory Service

Cnr Grattan Street and Flemington Rd
Parkville VIC 3052

Phone: 8345 3063

www.thewomens.org.au

- No charge for public clinic appointment.
- Termination cost applicable, please call for information
- Free counselling available to public and private clients.
- Counselling and advice regarding unplanned pregnancies
- Post-termination counselling
- Surgical terminations of pregnancy
- Public and private medical appointments
- Family planning advice and support
- Assistance with community support services

Monday to Friday 9.15am – 4.30pm

Melbourne Sexual Health Centre

580 Swanston Street
Carlton 3053

Phone: 9341 6200

TTY: 9347 8619

1800 032 017

HIV positive people only: phone 9341 6214

www.mshc.org.au

This centre provides a range of free, confidential services about sexual health and sexually transmitted diseases, including HIV/AIDS. Also provided is Hepatitis B vaccinations, contraception advice, free condoms and lubricant, and a needle and syringe exchange program. It is a Gay and Lesbian sensitive clinic.

Monday to Thursday 8.40am – 5.00pm (no appt req.)
No charge and medicare card required.

Friday 12.30pm – 5.00pm (no appt req.)

Thursday evening clinic 5.00pm - 7.30pm (appt only) but early arrival recommended).

Telephone information service available.

Royal District Nursing Service

Phone: 1300 334 455 (24 hours)

www.rdns.com.au

Home nursing services.

Comprehensive general and specialised nursing and health care for people in their own homes.

Some fees may apply

St Vincent de Paul Society

Medical Equipment Loans Unit

Phone: 0402 012 479

Donated medical equipment (eg mobility aids) is made available for either short or long term loan. Conditions apply.

A one off donation is requested in most cases.

PUBLIC HOUSING

Department of Human Services Office of Housing

Provides affordable public housing to families, sole parent families, aged and single people.

Who Can Apply?

You can apply for public housing as a single person, a couple or a family. A group of people can also join together to make a group application. In general, to be considered for public housing, you must:

Not exceed the current general public housing income and asset eligibility limits.

Live in Victoria

Not own or part own a house, unit or flat.

Have Australian citizenship or permanent residency status.

Repay any money that you still owe from a previous public housing tenancy or Bond Loan.

How To Apply:

If you think you meet the above conditions, contact your local Housing Office and ask for the General Application form and more information on the eligibility criteria, process involved and waiting period. When you fill out the application form you will need to provide details about the people living with you, their income, savings and other assets.

If you are in Urgent Need:

If you can show that you need housing urgently, you can apply for Priority Housing. This means you will be offered housing before other applicants on the waiting list – even if they applied before you. Although you will be housed sooner, this is not emergency housing and in most cases there is still a waiting time. Call the Housing Office for more details on early housing categories.

Office of Housing (Dandenong)

165- 169 Thomas Street

Dandenong 3175

Phone: 1300 286 625

Fax: 8765 7575

RENTAL HOUSING

Consumer Affairs Tenancy Advice

Phone: 1300 55 81 81

Tenants Union of Victoria

55 Johnston Street
Fitzroy 3065

PO Box 234

Fitzroy 3065

Phone: 9416 2577 (Advice Line)

Phone: 9416 0513 (FAX)

www.tuv.org.au

Free advice given to tenants with problems with leases, rent rises, bond retention, evictions, etc. Includes residents of rooming houses and caravan parks.

WAYSS

2/11 Gloucester Ave
Berwick 3806

Phone: 9703 0044

Fax: 9769 3681

156 Sladen Street
Cranbourne 3977

Phone: 5996 3333

www.wayssltd.org.au

Housing related information including: general housing information, information on a range of accommodation options, public housing, private rental. Referrals and advocacy to government and community agencies and services; tenancy advice services and a range of support services.

AMIDA

Action for more independence and dignity in accommodation.

First floor, Ross House

247 Flinders Lane

Melbourne 3000

Phone: 9650 2722

Email: amida@amida.org.au

www.amida.org.au

Disability advocacy group.

Offers advocacy on housing and tenancy rights for people with a disability.

HOUSING CRISIS & SUPPORT SERVICES

WAYSS Ltd – Dandenong

Level 1
294-300 Thomas Street
Dandenong 3175
PO Box 3
Dandenong 3175
Phone: 9791 6111 BH
1800 637 993 free call (not mobiles)

Monday – Friday 8.30am - 5.30pm
www.wayssltd.org.au

Other Locations:

WAYSS Ltd

2/11 Gloucester Ave
Berwick 3805

Phone: 9703 0044

WAYSS – Cranbourne

Located at Cranbourne Community Information and Support Service
156a Sladen Street
Cranbourne 3977
Phone: 5996 3333

Housing Services:

- Transitional Housing
- Youth Housing Program
- Women's Outreach Program
- Domestic Violence Outreach
- Family Crisis Worker

Provides Information, advice and resourcing to people with housing problems, referring to appropriate services if required.

Initial Assessment and Planning - CHAP provides adults, youth and families, experiencing or at risk of homelessness, access to timely assistance and / or referral at central locations known as assess points.

Drug Court Homelessness Assistance - Program assists those identified as suitable for the Drug Treatment Order who are homeless or at risk of homelessness.

Emergency Youth Accommodation (24 hours)
Phone: 9791 5692

WAYSS Family Violence Outreach
Phone: Dandenong 9791 6111
Berwick 9703 0044

Workers available at Dandenong office:
8am to 11pm 7 days a week

Launch Housing – Dandenong

35 Robinson Street
Dandenong 3175
Free Call: 24 hour service - 1800 825 955
Phone: 9792 0750
Fax: 9792 0751

Email: dandenong@launchhousing.org.au
www.launchhousing.org.au

Housing service providing a short term stay facility and transitional housing. After hours emergency accommodation is available.

Windermere Child & Family Services

48 Webb Street
Narre Warren 3805

Phone: 9705 3200
Fax: 9796 7650

Housing support worker provides information, referral and support to families and individuals who are homeless, or at risk of homelessness. Assistance provided to locate transitional, medium term and long term accommodation.

AIDS Housing Action Group

365 Hoddle Street
Collingwood 3066

Phone: 9417 4311

Email: info@ahag.org.au
www.ahag.org.au

State wide confidential housing services for people living with HIV/AIDS. Provides confidential housing advice, referral to appropriate housing services, options regarding housing needs, assistance in obtaining priority public housing, independent rental housing, supported housing programs.

Aboriginal Housing Board of Victoria

see Cultural Specific - page 13.

Aboriginal Hostels Ltd

see Cultural Specific - page 14.

Frontyard Youth Services

19 King Street
Melbourne 3000
Phone: 9611 2411 - 7 days
Fax: 9614 3622
1800 800 531 Freecall

Email: frontyard@mcm.org.au
www.frontyard.org

A co-location of various youth services which focus on the needs of disadvantaged young people up to 25 years, with a priority given to young people who are homeless.

Women's Housing Ltd

Suite 1, Level 1
21 Cremorne Street
Cremorne 3121

Phone: 9412 6868

Email: reception@womenshousing.com.au
www.womenshousing.com.au

Offers a range of housing services for women in metropolitan Melbourne.

Housing for The Aged Group

Phone: 1300 765 178; 9765 7389

Email: haag@oldertenants.org.au
www.oldertenants.org.au

Housing information and support service. Aims to alleviate housing related poverty for people over 55 years.

Active Community Housing

14 High Street
Yarraville 3013

Phone: 9314 8555
Fax: 9314 1855

Housing for people with disabilities and other disadvantaged groups from all areas of Victoria. Tenants must be eligible for public housing or to receive a disability support pension.

Ermha - Community Connection Program

Phone: 9706 7388 - ask for CCP Support Worker

Assists people at risk of homelessness, with complex, unmet needs which impact their housing situation. *issues including, but not limited to mental illness, intellectual or physical disability, substance abuse, forensic issues, trauma, behavioural issues.*



HOME OWNERSHIP

Home Renovation Service

ARCHICENTRE

The Home Renovation Service is mainly concerned with home improvements and modifications relating to health and safety such as building ramps for easy wheelchair access, hot water service replacement, fencing and gates, roof tiling and floor coverings. From electrical work to plumbing, from the kitchen to the bathroom, the Home Renovation Service can give you advice and help with improvements.

A free no obligation inspection is available, and you would receive a free condition report and cost estimates.

The inspection carries no obligations.

Home Renovation Loans are available at low interest rates for a fixed term of 3 years.

You are eligible for a FREE Home inspection if:

You own your own home, rent privately, have a current healthcard or pension card

and

You are over sixty years of age

or

You have a disability

or

You are caring permanently for someone with disabilities.

For more information or to book an inspection call 9815 1900 or Free Call 1300 134 513.

LEGAL

Casey Cardinia Community Legal Service

42 Claredale Road,
Dandenong 3175

Phone: 9793 1993

5/64 Victor Crescent, Narre Warren 3805

Phone: 8794 9873

Email: caseyclc@clc.net.au

Free legal advice service for most matters. Appointments are necessary and can be made by calling the service between 10am and 4pm Tuesday, Thursday & Friday.

Peninsula Community Legal Service

Bella Centre
Suite 12, 33-39 High Street,
Cranbourne 3977

Phone: 5995 3722

Fax: 5995 3799

Email: pclc@pclc.org.au

Peninsula Community Legal Centre is a free legal advice service. Appointments are necessary.

Mon, Wed, Tues (evenings) – Family Law

Telephone advice: call office at 9:00am on the day to register.

Office open: Monday to Friday 9.00am – 5.00pm

Fines Clinic

Clinics are held at Narre Warren & Cranbourne.

Phone: 9783 3600

Assistance given on a broad range of fines, including toll roads, parking and public transport.

Family Law Assistance Program

Monash-Oakleigh Legal Service
60 Beddoe Avenue
Clayton 3168

Phone 9905 4336

The Family Law Assistance Program, is a self-help workshop program for people to access the Family Court. Participants will be provided with the knowledge and support they need to undertake their own matter before the Court. The aim of the program is to provide information on family law procedure, mediation and other forms of dispute resolution, and the impact family breakdown can have on those involved.

Mental Health Legal Centre Inc.

Centre for Innovative Justice at RMIT,
Building 98, 102 Victoria Street,
Melbourne VIC 3000

Phone: 9629 4422

Email: mhlc@mhlc.org.au

www.communitylaw.org.au/mentalhealth

Provides legal advice, referral and information to people with mental health conditions.

Insurance Law Service

Phone: 1300 663 464

www.insurancelaw.org.au

A community legal centre specialising in financial services, particularly in the areas of consumer credit, banking, debt recovery and insurance.

Family Relationship Centre

38 Clyde Street
Berwick 3806

Phone: 8768 4111

National Advice Line: 1800 050 321

(See page 35 – Family Support)

Justice Connect

Level 17, 461 Bourke Street,
Melbourne VIC 3000

Phone: 8636 4400

Email: admin@justiceconnect.org.au

www.justiceconnect.org.au

Facilitates referrals, linking individuals experiencing hardship with pro-bono legal services.

Victoria Legal Aid – Melbourne

Phone: 9269 0234

Legal information 9269 0120

Dandenong 9767 7111

Victoria Legal Aid provides a wide range of legal services and cost is dependent on the clients income.

There is also a multilingual telephone information service.

The cost of Legal aid is dependent on the individual's income and the type and merit of a specific case.

Refugee and Immigration Legal Centre

Level 1, 121-123 Brunswick Street
Fitzroy VIC 3065

Phone Advice Line: 9413 0100

(Wed 10am - 4pm and Friday 2pm - 4pm)

Email: rile@rilc.org.au

www.rilc.org.au

Specialising in immigration and refugee law, policy and procedures. Free of charge to all persons. Legal casework service

Office of Public Advocate - Department of Justice & Regulation

Level 1, 204 Lygon Street,
Carlton VIC 3053

Phone: 1300 309 337

Email: publicadvocate@justice.vic.gov.au

www.publicadvocate.vic.gov.au

For advice on matters including:
Power of Attorney, Guardianship and Consent to medical and dental treatment.

Victorian Aboriginal Legal Service Co-operative Ltd

273 High Street
Preston 3072

Phone: 9418 5999 24 hour service 1800 064 865

www.vals.org.au

The Victorian Aboriginal Legal Service works to ensure that Indigenous people enjoy their legal rights, are aware of their responsibilities under the law and have access to appropriate legal representation in courts. The service provides legal advice, assistance and representation in areas of criminal, civil and family law to Aboriginal and Torres Strait Islander people.

Women's Legal Service Victoria

Level 10, 277 William Street,
Melbourne VIC 3000

Phone: 8622 0600

Email: admin@womenslegal.org.au

www.womenslegal.org.au

This service is to legally assist women with relationship breakdown and violence against women

Law Institute of Victoria Legal Referral Service

Phone: 9607 9550

Email: referrals@liv.asn.au

www.liv.asn.au/referral

Choosing a lawyer can be a daunting task but the LIV Legal Referral Service can help. Provides referral to solicitors practising in the relevant area of law. All firms included in the Legal Referral Service provide a thirty minute enquiry interview free of charge. However, be sure to discuss any costs before any work is completed on your behalf.

Family Court – Dandenong

53-55 Robinsons Street
Dandenong 3175

Phone: 1300 352 000

Magistrates Court – Dandenong

Cnr Foster & Pultney Streets
Dandenong 3175

Phone: 9767 1300

SENIORS

University of the Third Age: Casey U3A Inc

Fiddlers Green Retirement Village
57 Gloucester Avenue
Berwick 3806
Phone: 9769 9732

Email: caseyu3a@dcsi.net.au

U3A Cranbourne Inc

Casey Indoor Leisure Centre
65 Berwick-Cranbourne Road
Cranbourne 3977
Phone: 5995 0311

Email: u3acranbourne@bigpond.com

A voluntary self-help organisation run by and for older people over 55 years of age. Provides low cost learning opportunities in a wide variety of subject areas.

Mecwacare – Cardinia Care

4 / 66-68 Main Street
Pakenham 3810
Phone: 5941 5454
Fax: 5941 5453

Provides basic in home support, home maintenance and other support services for persons over 65 or with a disability in the Shire of Cardinia and some services in City of Casey.

Council on the Ageing (Victoria) – COTA

4th Floor Block Arcade
98 Elizabeth Street
Melbourne 3000
Phone: 9654 4443
Fax: 9654 4456

Email: cotavic@cotavic.org.au
www.cotavic.org.au

Aims to work with older people and the community to achieve social justice and wellbeing for older Victorians. To act as a voice for older people to government, the media and the community.

Membership services include access to competitively priced house and contents insurance, health and motor vehicle insurance, and a free legal advice service.

Seniors Information Victoria

Address same as for "Council on the Ageing (Vic)" above.

Phone: 1300 135 090

Email: askcota@cotavic.net.au
www.cotavic.org.au/seniors

An information and advisory service for older people, relatives and friends, and the wider community. Provides information on a wide range of issues about ageing, so that individuals and/or their families and friends are able to make informed choices.

Seniors Card Victoria

Phone: 1300 797 210

Victorian Seniors 60+ discount card.
Email: seniorscard@health.vic.gov.au

Casey/Cardinia Life Activities

Brentwood Park Neighbourhood House
Bemerside Drive
Berwick VIC 3806

Phone: 5941 1278

A network of contacts and social activities for people 50 years and over. Permitting a range of lifestyle activities, including travel, finance, various guest speakers etc. There are also day tours and coach holidays, as well as social nights and a walking group.

Combined Pensioners and Superannuants Association of Victoria Inc

Trades Hall
54 Lygon Street
Carlton South 3053

P.O. Box 21 Trades Hall
Carlton 3053

Phone: 9662 3971
Email: cpamelbourne@bigpond.com

This group aims to assist the independence, opportunity and availability of information for older people. It assists with access to transport, community and health services to provide clear and concise information to increase the range of choices available to older Australians. To secure for older people adequate and secure standard of living particularly those with limited means.

Southern Metropolitan Aged Care Assessment

Jacksons Road
Mount Eliza 3930

P.O. Box 102
Mount Eliza 3930

Phone: 9788 1276; 1800 200 422
Fax: 9787 1410

Provides an independent and multidimensional assessment of the care needs of frail elderly people.

FMC– Mediation & Counselling

86-88 Victor Crescent
Narre Warren 3805

Phone: 8781 9111

FMC Seniors Mediation assist in resolving conflict about Care decisions, Finances or Future Planning.

Seniors Rights Victoria

Free Legal advice and information - Phone: 1300 368 821

SERVICES FOR WOMEN

Wellsprings – for Women Inc.

79 Langhorne Street
Dandenong 3175

Phone: 9701 3740
Fax: 9793 9536

A gathering place where women can:

- meet other women
- find support share ideas, hopes and dreams
- develop their skills
- gain information about a variety of services

A home visiting program is also available
Low cost program.

Women’s Health in the South East (W.H.I.S.E.)

Suite 2/31 Princes Highway
Dandenong 3175

Phone: 9794 8677
Fax: 9793 1866

Email: whise@whise.org.au
www.whise.org.au

Provides a wide range of services in relation to women’s health issues including information, advocacy and referral.

Caroline Chisholm Society (Pregnancy and Family Support Service)

1 Darebin Place
Caroline Springs 3023

Phone: 9361 7000
Fax: 9361 7099
1800 134 863 (toll free outside Metro area)

www.carolinechisholmsociety.com.au

- 24 hour telephone counselling line
- Face to face counselling
- Free pregnancy testing
- Supported crisis accommodation
- Post-natal Depression Support Group

Council of Single Mothers and Their Children Inc

Ground floor
210 Lonsdale Street
Melbourne VIC 3000

Phone: 9654 0622

Email: csmc@csmc.org.au
www.csmc.org.au

Telephone support, information and referral around such issues as mothering, welfare rights, legal issues, child and income support, housing, financial aid, domestic violence and abuse. Support groups for single mothers available.

Intouch Multicultural Centre Against Family Violence

PO Box 2905
Melbourne 3001

Phone: 9413 6500
Fax: 9429 0081

Email: admin@intouch.asn.au
www.intouch.asn.au

Multilingual, cultural support and advocacy to women and children from non-English speaking backgrounds experiencing domestic violence or leaving situations of domestic violence.

Australian Breast Feeding Association

1818 Malvern Road
East Malvern 3145

PO Box 4000
Glen Iris 3146

Phone: 9885 0855 - Admin
1800 686 268 Breastfeeding Helpline 24 hour
Fax: 9885 0866

www.breastfeeding.asn.au

Provides counselling in breastfeeding and mothering Social meetings and discussion groups. Annual membership applies, but it is not essential to access the counselling service.

WIRE Women’s Information

Women’s Info Centre
372 Spencer Street
West Melbourne 3003

Phone: 1300 134 130
Fax: 9328 8950

Email: inforequests@wire.org.au
www.wire.org.au

Aims to support Victorian women make informed choices through access to information.

Telephone information service provides information, support and referrals to help women make choices about the issues that matter in their lives. Covering issues including relationships, emotional wellbeing, legal matters, housing, experiences of violence, anything that women want to talk through.

Keeping It Together

Casey North CISS
Phone: 9705 6699

An 8 week skills program aimed at strengthening relationships and developing strategies to overcome the pressures of every day life.

SERVICES FOR MEN

The City of Casey employs a men's worker. Information on local resources can be obtained by contacting:
Men's Program Worker
City of Casey
Phone: 9705 5200

Men's behaviour change groups are available for men with problems of abuse or violence, including use of aggression and verbal abuse.

Contact Relationships Australia on 1300 364 277 for general enquiries or Cranbourne on 5990 1900 in regard to men's groups.

Men's Referral Service

Phone: 1300 766 491 (Phone Counselling Line)

9.00am to 10pm Monday to Friday

www.mrs.org.au

Provides a telephone referral and advice service regarding issues relating to domestic violence. All calls are anonymous and confidential.

Dadslink (YMCA)

Phone: 03 9345 8011

Email: dadslink@ymca.org.au

www.victoria.ymca.org.au/dadslink

Parenting network that focuses on fathers and their relationship with their children.

Provides activities and camps for Fathers to participate in with their children. Provides counselling, workshops, conflict resolution.

Mensline Australia

Phone: 1300 789 978

Telephone counselling, information and referral for men, as well as support for concerned family members.

Dads Matter in Casey

City of Casey

Phone: 9705 5590

Email: dadsmatter@casey.vic.gov.au

Free interactive programs for men to join in with their children up to 10 years - Call for details.

Lone Fathers Association Australia

PO Box 492

Canberra City

Canberra 2601

Phone: 02 6239 4650

www.lonefathers.com.au

Self help educational and welfare organisation devoted to the interests of lone fathers, their friends and families. Membership \$30 per annum.

SUPPORT SERVICES

Grief & Loss

GRIEFLINE

PO Box 5181

Hughesdale 3166

Phone: 9935 7400

www.griefline.org.au

Australian Centre for Grief and Bereavement

Lower Ground Level,

253 Wellington Rd,

Mulgrave VIC 3170

Phone: 9265 2100

Free Call: 1800 642 066

Email: info@grief.org.au

www.grief.org.au

Provides bereavement support and counselling for people who have been bereaved through any cause.

SANDS (Vic) – Stillbirth and Neonatal Death Support

Suite 4A

329 Mitcham Road,

Mitcham, 3132

Phone: 1300 072 637 Support

9874 5400 Support

Fax: 9873 1169

Email: victoria@sands.org.au

www.sandsvic.org.au

A state wide self help group comprised of parents who have experienced the death of a baby through miscarriage, stillbirth or shortly after birth. The service is free and provides immediate and ongoing support to bereaved parents, families and friends. Telephone support, monthly meetings, a newsletter, library and information nights are all part of the service available

Bereavement Assistance Limited

92 Atherton Rd

Oakleigh 3166

(Office & Chapel)

Phone: 9564 7778 (enquiries / 24 hours)

Email: info@bereavementassistance.org.au

www.bereavementassistance.org.au

A not-for-profit funeral service, offering high class, professional funerals at a low cost for people with limited money.

Pre-paid funeral option.

Family Support

Windermere Child & Family Services

48 Webb Street

Narre Warren 3805

Phone: 9705 3200

Fax: 9796 7650

Email: info@windermere.org.au

www.windermere.org.au

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.

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

Parenting programs

Housing Support Workers – provides support to families and individuals that are homeless or at risk of homelessness to access and maintain shelter.

Most services are free of charge, with a sliding fee applicable to the counselling programs.

Relationships Australia

Cranbourne

199 High Street

Cranbourne 3977

Phone: 5990 1900

Email: cranbourne@rav.org.au

www.relationshipsvictoria.com.au

Support for parents and children, step-families, families in crisis, couples, single adults, parents 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.

Casey & District Multiple Birth Association

P.O. Box 37

Hampton Park 3976

Phone: 9513 4445

www.caseydistrict.amba.org.au

Provides information, practical assistance and support for multiple birth families.

Groups and meetings take place at Hampton Park Community House – Stuart Avenue.

CatholicCare

96 Cleeland Street

Dandenong 3175

Phone: 9793 2200

A service provided by the Catholic Family Service, offering marriage, family and personal counselling as well as mediation for Family court childrens issues.

Stepfamilies Australia

100 Drummond Street,

Carlton VIC 3053

Phone: 9663 6733

Email: info@stepfamily.org.au

www.stepfamily.org.au

A community non-profit organisation offering education, support and resources to stepfamilies. Workshops and discussion groups. On-line newsletter.

Connections – South East Family Services

184 Sladen Street

Cranbourne 3977

Phone: 5990 8400

www.connections.org.au

Narre Warren Office

55 Webb St.

Narre Warren 3805

Phone: 9704 8377

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

Family Relationship Centre

38 Clyde Road

Berwick 3806

Phone: 8768 4111

National Advice line: 1800 050 321

Email: enquiries@berwickfre.org.au

A Family Relationship Centre can provide information about family relationships at all stages - forming new relationships, overcoming relationship difficulties or dealing with separation. Assist separating families to resolve disputes by focusing on best interests of children.

Parentline

Phone: 13 22 89

Monday - Sunday 8.00am – 12 Midnight – 7 days.

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.

Keeping It Together

Casey North CISS

Phone: 9705 6699

Email: cnciss@caseynorthciss.com.au

An 8 week skills program for women aimed at strengthening relationships and developing strategies to overcome the pressures of every day life.

Cranbourne ADHD Support Group

Cranbourne Community House
49 Valepark Crescent
Cranbourne 3977

Phone: 5996 3333 (Cranbourne ISS)

Support group for families and children diagnosed with attention deficit hyperactivity disorder.

Meets monthly, call for details.

Maternal and Child Health Line

Phone: 132 229

After hours phone-in advisory service for parents of new born babies and children up to six years of age. The service aims to help alleviate stress and anxiety in parents of new babies in the early days of parenting and beyond, by providing advice on feeding, behaviour problems, and other issues.

The service is free and available 24 hours, 7 days a week.

FMC – Mediation & Counselling

86-88 Victor Crescent
Narre Warren 3805

Phone: 8781 9111

Email: intake@mediation.com.au

www.mediation.com.au

This service provides a family law information, counselling 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.

Casey Asperger Syndrome Support Care

20 Agonis Street, Doveton 3177

Phone: 0439 008 082

www.thecass.com.au

Information and support for families affected by Aspergers, particularly for parents who have just received a diagnosis. Social Activity for Primary, Teens & Tweens.

Lone Fathers Association Australia

GPO Box 492

Canberra City
Canberra 2601

Phone: (02) 6239 4650 – for all enquires and branch contact numbers.

Mobile: 0417 668 802

Email: president@lonefathers.com.au

www.lonefathers.com.au

Mutual support agency to address the special needs of lone fathers in the community, in matters of government, equity, custody and access, etc.

Membership \$30.

Australian Red Cross Victoria

23-47 Villiers Street
North Melbourne 3051

G.P.O. Box 9949
Melbourne 3001

Phone: 8327 7700 BH

Fax: 8327 7711

1800 131 701

www.redcross.org.au/vic

Services include:

- Tracing agency that provides information and advice about family reunion.
- Telecross, a telephone service that provides support to people who are isolated, lonely or at risk.
- Friendly visiting, disaster relief, and First Aid training and assistance.
- Asylum Seeker Assistance Scheme provides health care for asylum seekers who are not holders of Medicare cards.
- Volunteer transport that takes people without access to public transport, to hospital appointments.

Trauma and Crime

WAYSS Family Violence Outreach & Crisis Service

P.O. Box 3

Dandenong 3175

Phone: 1800 357 397

Phone: 9791 6111 - Monday - Friday 8.00am - 5.00pm

After Hours: 0400 503 338

Berwick Area Service

Phone: 9703 0044

Cranbourne Area Service

Phone: 5996 3333

www.wayssltd.org.au

Provides assistance and support to women, and their children, who are experiencing domestic violence situations.

Safe Steps

Family Violence Response Centre

Phone: 1800 015 188

www.safesteps.org.au

Safe Steps provides a range of service for women and children experiencing violence and abuse from a partner or ex-partner, or someone close to them, Free service.

Victims Support Agency

Level 18, 121 Exhibition Street
Melbourne 3000

GPO Box 4349

Melbourne 3001

Phone: Helpline - 1800 819 817

www.justice.vic.gov.au/victimsofcrime

Telephone Information and Referral Service

Provides a central point of contact for victims of crime and any other person who has been affected by a crime.

Referral to a range of legal, financial, emotional and practical support services relevant to victims of crime and information about the rights and entitlements of crime victims.

Victims Counselling Service

A free counselling service for primary, secondary and related victims of reported and unreported crime and those who have applied for an Intervention Order.

South Eastern Centre Against Sexual Assault

1 Dandenong Street,
Dandenong VIC 3175

Phone: 8769 2200

Email: secasa@monashhealth.org

www.secasa.com.au www.secasayouth.com.au

Head Office: 9793 2155

(03) 9594 2289 – Crisis Line - 24 hours

Cranbourne Service

located at Cranbourne Information & Support Service

Phone: 5996 3333

154-156 Sladen Street

Cranbourne 3977

Provides a 24 hour crisis medical and counselling support for all victims of sexual assault. Support groups and an after hours service for victims of family violence are also available.

Domestic Violence Resource Centre

292 Wellington Street

Collingwood 3066

Phone: 9486 9866

www.dvrcv.org.au

Provides support and information services to people who have suffered abuse within a relationship, survivors of childhood sexual abuse, witnesses of family violence, parents who experience violence from their adult or teenage children and those concerned about a family member or friend who is experiencing violence.

Mens Referral Service

Richmond 3121

Phone: 9428 2899

1300 766 491

Fax: 9428 7513

www.mrs.org.au

The Men's Referral Service is a state wide telephone counselling, information and referral service for men who have been violent or abusive towards members of their family. The Men's Referral Service is a central point of contact for men who are making their first moves towards taking responsibility for their violent or abusive behaviour, but do not know how or where to go for help.

The telephone service is not, however, gender specific. Women who call the service are provided with support and information on services and resources available to assist them to overcome the violence and abuse that they have experienced.

Gambling Support

Gamblers Help Southern

Cranbourne Intergrated Care Centre
140-150 Sladen St
Cranbourne 3977

Counselling Line - Phone: 1800 858 858 - 7 days a week

www.gamblershelpsouthern.org.au

Intake Worker

Phone: 9575 5353

24 hour telephone counselling service for gamblers and their families. Counselling can be on a one to one basis, with a friend or partner, or in a group.

Gamblers Anonymous

P.O. Box 369

Richmond 3121

Phone: 9696 6108

Email: ga_victoria@hotmail.com

www.gamblersanonymous.org.au

Provides group therapy sessions for people experiencing problems with gambling. Social functions are also held on an irregular basis. There are 37 meeting places in Victoria, call to find out where the nearest venue to you is. This service is free of charge.

Gambler's Helpline / Gambling Help Online

Phone: 1800 858 858

Email: gambling@turningpoint.org.au

www.problemgambling.vic.gov.au

24-hour multilingual telephone counselling referral and information service, for those affected by problem gambling behaviour.

WELFARE & GENERAL SUPPORT SERVICES

Emergency Relief

Cranbourne Information & Support Service

156 Sladen Street
Cranbourne 3977
P.O. Box 5263
Cranbourne 3977
Phone: 5996 3333
Fax: 5996 3608

Email: ciss@cranbourneiss.org.au

www.cranbourneiss.org.au

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Casey North Community Information & Support Service

Suite 1, 90-92 Victor Crescent
Narre Warren VIC 3805

Phone: 9705 6699

Fax: 9705 6794

Email: cnciss@caseynorthciss.com.au

www.caseynorthciss.com.au

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Society of St Vincent de Paul

Phone: 5995 0211
1800 305 330

A support agency for the local community. Services include, material aid, friendly visiting to aged people living alone and hospital visiting.

To access the material aid service people should call the Cranbourne centre to arrange for a worker to visit them in their home.

Doveton Baptist Benevolent Society

127 Kidds Road
Doveton 3177

Phone: 9706 9081

Email: office@dovetonbaptist.com.au

Provides assistance to residents in Doveton including emergency relief, Op Shop and Information.

Open: 11.00am – 3.00pm Wednesday, Friday.

Please ring to make a booking

Andrews Centre

2-6 Hanna Drive
Endeavour Hills 3802

Phone: 97004944

Fax: 9700 0822

A support agency for the local community. Services include material aid, counselling, and various community courses.

Counselling fee applies, charges for courses are varied.

Salvation Army (Cranbourne)

Community Support Services
1 New Holland Drive
Cranbourne 3977

P.O. Box 987
Cranbourne 3977

Phone: 5995 0133

Fax: 5995 3648

Provides a crisis support service for local residents.

Services include;

- Emergency Relief – food parcels and relief, furniture, household goods and clothing.
- Counselling – Family, personal and youth
- Shower facilities also available.

All services are free and the service is open from 9.00am to 3.00pm Monday to Friday.

Close for lunch: 12.45pm – 1.30pm

Salvation Army (Dandenong & Doveton)

Shop 6 and 7,
147-151 Foster Street
Dandenong 3175

Phone: 9794 9533

The Salvation Army has consolidated the two centres to the above address, servicing residents of Doveton and Dandenong, however assistance is provided to people outside the area in crisis situations.

Services include:

- Emergency Relief (Food & Food vouchers)
- Material aid (clothes)
- Budgeting assistance, Counselling, Family support.

All services are free and the centre is open Monday to Friday, 9.30am to 3.30pm.

Limited Services at Doveton Centre.

1a Frawley Road, Doveton.

Phone 9794 9533 for appointment

4C'S Cardinia Combined Churches Caring

5/114 Princes Highway (behind La Porchetta's)
Pakenham 3810

Phone: 5941 2268

Email: cccc@nex.net.au

www.the4cs.org.au

Provides assistance to residents of Shire of Cardinia, including emergency relief.

Free Meals

St Vincent de Paul - Soup Van

Operates: Tuesday, Thursday and Sunday
6.10 - 6.20 - Narre Warren Railway station (near Bus stop)
7.00 - 7.30 - Hampton Park Shopping Centre (Somerville Rd. bus stop)
8.10 - 8.30 Lyall St, Cranbourne Bus Stop (near Westpac)

Uniting Care - Food Truck

Operates Mon, Wed & Sat 6.30pm – 8.30pm
CRANBOURNE in Lyall St, in carpark opposite Westpac
Operates Fridays 6.30pm – 8.30pm in CRANBOURNE Kids Early Education Centre, 133a Duff St., (opp Coles loading bay).

Transit

Narre Warren Christian Church

4, 5-3 Webb Street, Narre Warren (opposite Ritchies)

Phone: 9796 8966, 0438 398 594

Sit down meal and groceries available

Monday night	4.00pm - 6.00pm (meal) Some groceries provided
Wednesdays	10.00am - 2.00pm (meal) Some groceries provided
Thursday	2.00pm - 4.00pm groceries for families only

Hampton Park Community Gardens

Uniting Place
Cnr Hallam Road and Coral Dve

Phone: 9799 7994

A gathering place for community connection. People of all abilities come together to grow vegetables and herbs and get to know each other.

Thursday 10am - 2pm.

Hampton Park Uniting Church

1 Coral Dve, Hampton Park 3976

Phone: 9799 7994.

Provide free lunches (2 courses) every Thursday, no eligibility restrictions.

11am pre lunch cuppa and chat – 12.30pm lunch

Timbarra Community Soup Kitchen

27 Parkhill Drive, Berwick 3805

Meals once a month. Served from 5.30pm – 7.30pm

Phone: 9796 1970 for next date.

Winepress – Basecamp

40 Intrepid Street, Berwick

Phone: 0409 190 537- (Mick)

Free Meal - 1st and 3rd Saturday of the month

Time: 6.30pm

Turning Point Support Centre

1785 South Gippsland Hwy, Cranbourne 3977

Phone: 5996 3048

Fax: 5996 4408

Offers material aid (food only) in emergency. Support and Counselling.

Hours: Emergency Food - Friday 10.00am - 2.30pm.

Community Breakfast - every Friday

Community Lunch - First Friday of the month

Cornerstone

Cnr Walker and Mason Streets, Dandenong 3175

Phone: 9794 5654

Cornerstone is part of the local Churches Urban Mission Inc. and provides a range of welfare and support services:

Luncheons: Wednesdays and Fridays, from 11.45am.

A free, three course meal is provided.

Dinners: Saturdays 8.00pm.

Free Legal Service selected Wednesdays 9.00am – 1.00pm.

All services are free of charge to residents of the City of Casey and City of Greater Dandenong.

Other Support Services

Beyond Blue

Infoline: 1300 224 636

TTY: 133 677

Email: infoline@beyondblue.org.au

www.beyondblue.org.au

It can be hard to know whether you or someone you know needs help with depression, anxiety or related disorders. Beyond Blue is a support and information service with comprehensive information and support available.

Lifeline – Melbourne

Wesley Central Mission

Phone: 13 1114 Counselling

Fax: 9663 1135

1800 551 800 Kids Help

www.lifeline.org.au

Crisis telephone counselling service available 24 hours, 7 days per week. Services also include information and referral by trained volunteers, specialisation in suicide prevention. Counselling is also available for people who are bereaved by suicide.

ANGLICARE Child FIRST and Family Solutions

60-64 Wells Street, Frankston 3199

Phone: 9781 6700

Fax: 9781 4844

This service supports vulnerable children and families with complex needs.

YOUTH SERVICES

Legacy Victoria

293 Swanston Street
Melbourne 3000

Phone: 8626 0500

6 Birch Avenue, Dandenong North 3175

Phone: 9701 1058

Fax: 9701 0253

Email: office@stheasterlegacy.com.au

www.legacy.com.au/melbourne

Cranbourne Legacy Widows Club – Mrs Shirley Pearse

Phone: 5996 2825

Legacy is dedicated to caring for the families of deceased veterans.

Programs aim to support the protection of individuals and families basic needs; advocate for their entitlements, rights and benefits; assist families through bereavement; and helping people thrive, despite their adversity and loss.

Carry On (Victoria)

8th Floor, 1 Elizabeth Street
Melbourne 3000

P.O. Box 39

Flinders Lane

Melbourne 8009

Phone: 9629 2648

Fax: 9629 2064

Welfare services provided to ex service men and women from war zones, including World Wars 1 and 2, Korea, Vietnam, Malaysia and peace keeping operations. Also available to wives, widows and children that are not eligible for legacy.

Travellers' Aid Australia

- City Village

Level 3, 225 Bourke Street, Melbourne 3000

Phone: 03 9654 2600

Fax: 03 9654 1926

Travellers Aid Access Service 03 9654 7690

Email: info@travellersaid.org.au

www.travellersaid.org.au

- Flinders Street Station

Main Concourse, Flinders Street, Melbourne 3000

Phone: 03 9610 2030

Email: fss@travellersaid.org.au

- Southern Cross Station

99 Spencer Street, Docklands VIC 3008

Phone: 03 9670 2873

Email: scs@travellersaid.org.au

Assists travellers and helps them reach their destination safely and confidently. Offers a quiet space and amenities, transport information, internet access and luggage storage.

Dress for Success

Shop 3, Balmoral Walk

Bayside Centre, Frankston

A free dressing and support service for women and school leavers to help them build their job readiness and interview skills and enable them to dress in stylish outfits for interviews.

Phone: 9770 0220

www.morningtonpeninsula.dressforsuccess.org

Travellers Aid Access Service (TAAS)

Phone: 03 9654 2600

Fax: 03 9654 1926

Email: travellersaid.org.au

- Southern Cross Station – Phone: 03 9670 2072

- Flinders Street Station – Phone: 03 9610 2030

Assists people with disabilities. Staff assistance with meals, toilet, travel difficulties and communication. Wheelchair recharging facilities, free internet access, visitor and transport information.

Emergency Relief Assistance at Southern Cross station.

Phone: 9670 2873

State Schools Relief

PO Box 59

Moorabbin 3189

Phone: 9575 7900

Fax: 9579 5400

www.ssr.net.au

Provides clothing and footwear to disadvantaged children, attending Victorian Government Primary and Secondary schools.

The Committee does not respond to direct requests from parents, but to the school Principal who acts as the school based representative of the Committee.

Assistance may be in the form of clothing or footwear from the Committee's own supply, or by authorisation from a school shop or nominated supplier.

Gay & Lesbian Support

Gay & Lesbian Switchboard (Vic)

Phone: 9663 2939 Helpline

1800 184 527 Toll free outside Metro area - QLife Aus

www.switchboard.org.au

Webchat: www qlife.org.au

Free telephone counselling. Information and referral service for gay men, lesbians and others.

5.30pm – 10.30pm 7 days

Victorian AIDS Council and Gay Men's Health Centre

Support services – See page 25

City of Casey – Youth Services

Magid Dve, Narre Warren 3805

PO Box 1000 – Narre Warren 3805

Phone: 9705 5200

Services for young people between 10 – 25 years. Young people and families can access the service in relation to family conflict, self destructive behaviours, relationships, education, legal issues and sexuality. The Youth Support Program is a confidential, generalist youth service. The program provides short to medium term counselling and referral to young people and their families.

Personal Development – programs, workshops and activities for groups. *Recreation Worker & Family Liaison Support Service* available

Youth Information Centres – locations

Casey Youth Hub

52 Webb Street, Narre Warren

Hours: 1.30pm - 5.30pm Mon-Fri.

Youth Activities, Counselling, Information

Phone: 9792 7330

Cranbourne Youth Information Centre

Shop 156, Cranbourne Park S/C, Cranbourne 3977

Phone: 9792 7350

Hampton Park Youth Info Centre

22-26 Stuart Ave, Hampton Park 3976

(Next to the Hampton Park Library)

Phone: 9702 9510

Monday to Friday 1.30pm – 5.15pm

Casey 360

- Mobile youth information centre

- Various locations.

Phone: 9705 5200

Ystop

39a Clow Street, Dandenong 3175

PO Box 200 – Dandenong 3175

Phone: 9793 2155 – Fax: 9793 2166

A one-stop shop of services for young people and their families.

Community nurses, drug and alcohol counselling, sexual assault counselling, physiotherapy, diet advice, depression and suicide counselling, contraception, ante-natal care, youth and family counselling, young parenting groups. Health, housing, employment, legal services and many more youth focussed services are available.

Kids Help Line

1800 551 800

www.kidshelp.com.au

Provides free, anonymous and confidential telephone counselling for children from 5 to 18 years, 24 hours a day, 7 days a week.

Web counselling: Monday – Friday 3.00pm – 9.00pm

Sat – Sunday 10.00am – 8.00pm

Angel Light Link

7 Carl Court, Hallam 3803

Phone: 9796 5054

www.angellightlink.org

We provide prevention, education and early intervention support for girls aged 12-18 on a range of young women's health and well-being issues. Our services help prevent harmful behaviours. We aim to empower young women to make healthy lifestyle choices and provide strategies to manage difficult life circumstances.

Connections UnitingCare

Narre Warren Office – Phone: 9704 8377

Cranbourne Office – Phone: 5990 8400

www.connections.org.au

enquiries@connections.org.au

Services: Programs include

- South East Family Service (SEFS)
- Child FIRST
- Finding Solutions
- Reconnect
- Clean Slate
- Learning for Life
- School Focused Youth Services
- Dandenong Secondary School Program
- Child-centred, Consultancy, Assessment, Therapy and Training Services (CCATTS)

Area Served: Cardinia, Casey, Dandenong

Hours: Monday to Friday 9am - 5pm - No charge

YouthLinx Program

Early intervention/prevention, recreation based program for young people (male and females) aged 11 to 16 and their families.

Offers:

- Recreational activities
- Personal development activities
- Opportunities to strengthen parents/families relationships

Phone: 9799 3710 – Mobile: 0407 816 643

Headspace

66 Victor Crescent, Narre Warren 3805

Phone: 1800 367 968

www.headspace.org.au

Headspace is a youth health service for young people.

- Mental Health Issues
- General Physical Health
- Sexual Health and Sexuality Issues
- Family and Relationship Issues
- Alcohol and Drug Issues
- Work, Study and School Issues

L2P Learner Driver Program

Phone: 9705 5200

www.casey.vic.gov.au - to check criteria

This is a City of Casey Program to assist Learner Drivers under 21, without appropriate family support to manage their required hours of driving.

OTHER SERVICES

Collective of Self Help Groups

Level 3 / Room 6 - 247 Flinders Lane
Melbourne 3000

Phone: 9650 2005

Email: info@coshg.org.au
www.coshg.org.au

COSHG is a network of self help and social action groups. These groups are made up of and controlled by people who are directly affected by a particular issue.

Self Help Groups are groups of people who get together with others 'in the same boat' to support each other, share experiences and knowledge, and work together to improve their quality of life.

For more information phone, email or ask for the Directory at your local library or Community Information Service.

Lort Smith Animal Hospital

24 Villiers Street
North Melbourne 3051

Phone: 9328 3021

Fax: 9329 5347

www.lortsmith.com

Provides discount veterinary services for pensioners. Provides care for pets while owners receives care or cannot take care of pet temporarily due to homelessness, etc.

Tax Help

Program provided by the ATO to assist low income earners to complete their tax returns FREE. The program runs between July and October and is available at:

Casey North CISS 9705 6699
Cranbourne ISS 5996 3333

Eligibility criteria applies and includes taxable income Up to \$50,000.

Workventures Connect It

Phone: 1800 112 205

Turns corporate-grade personal computers and equipment into affordable and reliable systems for low-income households, schools and non-profit organisations. Costs apply.

Laundry Service for the Homeless (Free)

Orange Sky Mobile Laundry Bus is available at
Transit, Factory 4, 3 Webb Street, Narre Warren
On Mondays - 4.30pm - 7.30pm

133 Duff Street, Cranbourne North
On Fridays - 6.30pm - 8.30pm

Hire for Baby

Phone: 0422 095 889

Email: berwick@hireforbaby.com

Baby equipment and hire service, accredited restraint fitter.

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

3 Burwood Highway
Burwood East 3151

Phone: 9224 2222

www.rspcavic.org

Local Branch: RSPCA Peninsula
1030 Robinsons Rd, Pearcedale 3912

Phone: 5978 9000

Vet Clinic: 5978 6722

Provides a range of service for animals. There is also a veterinary clinic that is available to the public for private consultation and costs for treatment are charged at reasonable rates.

Australian Animal Protection Society - Keysborough Animal Shelter

Phone: 9798 8415

Phone: 9798 8044

Fax: 9769 0317

Vet Clinic - 9701 5785

Open to Public - Cares for dogs, cats and other animals.

Airport Buses

Sky Bus operates 24 hours a day between the Airport and the city centre. Also services Frankston and the Mornington Peninsula. - (Extra Cost). The service runs approximately every 10 minutes at a cost of \$18 one way, \$36 return and \$9.00 children.

Phone: 1300 759 287

www.skybus.com.au

Suburban buses:

Dandenong Area: covers - Cranbourne, Berwick, Narre Warren, Hallam, Endeavour Hills & Dandenong

Phone: 9782 6766

www.airportbus.com.au

Green PC

33 Elizabeth Street,
Richmond 3121

Phone: 9418 7436

Refurbishes computers into usable, internet ready Computers and makes them available to low-income communities, individuals and community organisations.

THINGS TO DO

Casey Aquatic & Recreation Centre (ARC)

340-350 Princes Highway
Narre Warren

Phone: 9705 5000

- 50 metre pool
- wave pool (with a beach!)
- toddlers' pool
- learn-to-swim pool
- gymnasium
- aerobics
- spa and steam room
- sports medicine clinic
- creche

Leisure centres provide activities for all age groups, contact your nearest centre for details of current programs and cost.

Berwick Leisure Centre YMCA

79 Manuka Road
Berwick 3806

Phone: 9707 3371

Endeavour Hills Leisure Centre YMCA

Raymond McMahon Boulevard
Endeavour Hills 3802

P.O. Box 352
Endeavour Hills 3802

Phone: 9213 1400

www.ehlc.ymca.org.au

RACE (Casey Recreation and Aquatic Centre) - Cranbourne

65 Berwick-Cranbourne Rd
Cranbourne 3977

Phone: 5990 8600

Fax: 5990 8601

Email: caseyrace@ymca.org.au

Offers a wide range of either water based or land based. Including: water based classes, exercise classes and other health and wellbeing activities.

Doveton Pool In The Park YMCA

64 Tristania Street
Doveton 3177

Phone: 9791 8346

Fax: 9791 8243

Royal Botanic Gardens Cranbourne

1000 Ballarto Road
Cranbourne 3977

Phone: 5990 2200

Fax: 5990 2250

www.rbg.vic.gov.au

The Botanical Gardens are situated in the last remnant of natural bushland in the Cranbourne area. Tea tree heathland, swamps and sedgelands, wet heathland, forming a bushland conservation area, home to a great diversity of plants, native animals, birds and reptiles, including several rare and threatened species.

Walking tracks, some suitable for wheelchairs, with assistance. Trig Point Lookout, with 360 degree view across south eastern Victoria.

Open 9.00 - 5.00pm daily (Free entry).

Charges apply to guided tours, Australian garden is free.

Friends of the Royal Botanic Gardens, Cranbourne

1000 Ballarto Road
Cranbourne 3977

Phone: 5990 2200

The Friends support and assist in every way possible the work of developing the Gardens. They encourage community awareness and use of the scientific, educational, cultural features and facilities of the Gardens. They work to conserve, protect and foster the Gardens.

Activities include propagation of native plants, talks, walks, family barbecues and picnic lunches, night walks.

Wilson Botanic Park Berwick

Princes Highway
Berwick 3806

Phone: 9707 5818

www.wilsonbotanicpark.com.au

Beautiful Gardens, Native & Exotic Plants, Play ground, Picnic areas & Barbecues, Interesting Walks, and much more.

Moonlit Sanctuary

550 Tyabb-Tooradin Road,
Pearcedale 3912

Phone: 9707 5818

www.moonlitsanctuary.com.au

This conservation park invites you to explore 10ha of bushland, meeting endangered species, feeding kangaroos and wallabies, petting koalas and enjoying colourful birds, reptiles, dingos and many other animals.

The Old Cheese Factory Art Gallery & Craft Centre

34 Homestead Road
Berwick 3806

Phone: 9702 1919
Fax: 9702 1360

Open 10am – 4pm daily. There is no cost to visit the centre. Children's playground, barbecue facilities, and other attractions.

Berwick Artists Society

Old Cheese Factory
Homestead Road
Berwick 3806

P.O. Box 496
Berwick 3806

Email: basart1@outlook.com

Workshops and demonstrations, paint outs, exhibition, etc. Library books and videos. Regular meetings and groups, some classes on Thursday 10am - 12.45pm. Visitors welcome. Small fee charged.

Membership \$35 per annum, \$5 for students, families \$50 per annum. Casual fee available to visitors. Call for further information.

Berwick Amateur Theatre Society

The Factory
New Holland Drive
Cranbourne 3977

Phone: 0422 096 768

Email: info@bats theatre.org.au

Productions, workshops and social activities for people with an interest in acting and theatre.

Casey Skateparks

Tooradin Skatepark

Tooradin Recreation Reserve
South Gippsland Highway
Tooradin

Outdoor Street Skate area.
Free

Pearcedale Skatepark

Pearcedale Recreation Reserve
Baxter-Tooradin Road

Endeavour Hills Skate Park

Raymond McMahon Boulevard
Endeavour Hills
(behind Endeavour Hills Shopping Centre) – Free.

Hampton Park Skate Park

Cairns Road Recreation Reserve.

Buchanan Skate Park

Cnr Clyde Road and Buchanan Road
Berwick.

Merinda Park Skate Park

Endeavour Drive
Cranbourne North

Narre Warren - Ray Bastin Reserve

Narre Warren-Cranbourne Road (Cnr Norfolk Drive)
Narre Warren.

Ray Perry Skate Park

Cnr Brunt Street and South Gippsland Highway
Cranbourne.

The Shed – Skatepark

New Holland Drive
Cranbourne
Enter via 65 Berwick - Cranbourne Road

Casey Playgrounds

Banjo Patterson Park

Patterson Drive
Lynbrook

Bike Around Australia Bike Track and Playground

Buchanan Park
Berwick Clyde Road
Berwick

Casey Regional Playground, Ray Bastin Reserve

Cnr Narre Warren-Cranbourne Road and Norfolk Drive
Narre Warren

Lawson Poole Reserve

Lesdon Avenue
Cranbourne

Patrick Northeast Wetlands Reserve

Patrick Northeast Drive
Narre Warren

Moonlit Sanctuary

Pearcedale Conservation Park
550 Tyabb-Tooradin Road
Pearcedale 3912

Phone: 5978 7935
Fax: 5978 7934

www.moonlitsanctuary.com.au

Australia's Wildlife at Night – Wildlife park where visitors meet endangered native nocturnal animals. Featuring a wide range of nocturnal animals as well as kangaroos, emus, wallabies, waterbirds and other native animals.

Casey Playgrounds

For further information about the numerous Community playgrounds and supported playgroups, contact the Playgroup Development Officer at the City of Casey.

Phone: 9705 5200

Email: caseycc@casey.vic.gov.au

Myuna Farm

182 Kidds Road, Doveton 3177

Phone: 9706 9944

Fax: 9706 9944

A public community farm providing access to farm animals and demonstrations of farm life.

- Animal display centre
- Pony rides
- Talking Cockie Show
- Wetlands nature walk
- Train rides & Play equipment
- Barbecues and much more.

Open 10am-4pm every day of the year.

Costs apply.

Parks Victoria

Level 10, 535 Bourke Street,
Melbourne 3000

Phone: 9650 9420

www.parkweb.vic.gov.au

Manages Victoria's national, state, marine, regional and metropolitan parks, conservation reserves, bays and major waterways, historical properties and cultural assets.

A series of guides and maps are available for free.

Half Tix

Melbourne Town Hall
Swanston Street, Melbourne 3000

Phone: 9650 9420

This agency provides a selection of tickets to the theatre, opera, ballet and concerts for half their normal price. Tickets are sold for cash only and are only available on the day of the performance.

It is open:

Monday 10am to 2pm
Tues, Wed, Thurs 11am to 6pm;
Friday 11am to 6:30pm;
Saturday 10am to 4pm.

www.halfixmelbourne.com

A cost efficient way of seeing a show in town.



Myuna Farm

Lysterfield Lake Park

Horswood Road
Lysterfield 3156

Phone: 13 19 63

www.parkweb.vic.gov.au

Swimming, boating, mountain bike trails, and picnic areas.

Campbelltown Miniature Passenger Railway

434 Belgrave-Hallam Road
Narre Warren North 3804

Phone: 9796 8481

Fax: 9796 8726

Campbelltown Miniature Railway is situated on 20 acres of bushland with picnic park.

Presentation Family Holidays

122 Balnarring Beach Road
Balnarring 3926

Phone: 5983 1819

Fax: 5983 1280

Email: presfamilyholiday@bigpond.com
www.presentationfamilycentre.org.au

Managed by the Presentation Sisters (Catholic Social Services) Provides low cost holiday accommodation (self contained) for families, individuals and community groups who for financial or other reasons cannot access other holiday venues.

VOLUNTEERING

Toy Libraries

Toy libraries provide an opportunity to borrow toys and then change them over as they ultimately lose their appeal.

Berwick Toy Library Inc

Timbarra Community Centre
27 Parkhill Drive,
Berwick 3806

Postal: 123 Kelburn Rd
Berwick 3806

Phone: 0403 271 987

Cranbourne & District Toy Library

located at Cranbourne library
Cranbourne 3977

Phone: 5990 0900

The National Gallery of Victoria

180 St Kilda Road
Melbourne 3000

The Ian Potter Centre:
NGV Australia
Federation Square
Cnr Russell & Flinders Streets

Phone: 8620 2222 General Enquiries

www.ngv.vic.gov.au

Entrance to the Gallery is free and there are also free guided tours. However, from time to time various exhibitions do attract an entrance fee.

Village Cinemas Kidz Flix

Children's movies from 9.30am on Saturday and Sunday for \$5. Adult tickets at kids prices.

Look for orange icons at session times.

Seniors Friday

\$7 for selected screenings each Friday

Join your local library

Berwick Mechanics Institute & Free Library

15 High Street
Berwick 3806

Phone: 9707 3519

Casey-Cardinia Library Corporation

City of Casey Cranbourne Complex
Berwick-Cranbourne Road
Cranbourne 3977

Casey-Cardinia Library Corporation Headquarters
Locked Bag 2400
Cranbourne 3977

Phone: 5990 0100
Fax: 5996 2533

www.cclc.vic.gov.au

Cranbourne Library
Phone: 5990 0150

Doveton Library
28 Autumn Place, Doveton 3177

Phone: 9792 9497

Endeavour Hills Library
Raymond McMahan Boulevard
Endeavour Hills 3802

Phone: 9700 7177

Hampton Park Library
22-26 Stuart Avenue, Hampton Park 3976

Phone: 9702 9744

Narre Warren Library
Overland Drive, Narre Warren 3805

Phone: 9704 7696

Pakenham Library
John Street, Pakenham 3810

Phone: 5941 2036

- **Free Membership** - Open up to 7 days a week.
- **Free Wi-Fi** and computers with internet access
- Home Library Service, large and regular print, talking books and picture books. Magazines and online resources to read or download!
- DVDs, CDs, CD-ROMS and eAudiobooks
- Information in basic English, Chinese, Italian, Sinhalese and access to other languages; trace your family tree or discover treasures with Local History.
- Yoututor - Free online homework help.
- Storytimes, reading clubs and activities to enrich your child's imagination
- Seminars. Book Chats and resources for your lifelong learning. Find out what's happening in our monthly e-newsletter.

Volunteering is a valuable and worthwhile contribution to your community. If you have time to volunteer for any purpose you could contact your local Volunteer Resource Service. Many of the services listed in this agency also need volunteers to help provide community programs including the following:

Andrews Centre
Anti Cancer Council
Australian Animal Protection Society
Australian Red Cross
Australian Red Cross - Been around before store
Beyondblue
BIALA (Windermere)
Cardinia/Casey Community Health Service
Carry On
Caroline Chisholm Society
Casey Cardinia Library Service
Casey North Community Information & Support Service
City of Casey
Combined Pensioners Victoria
Community Centres
Cornerstone
Cranbourne Information & Support Service
Gay & Lesbian Switchboard (Vic)
Grow
JobWatch
The Bridge Inc.
Legacy Victoria
Life Line
L2P Learner Driver Program
Mind Australia
Monash Health
Myuna Farm
Opportunity Shops
Peter MacCallum Cancer Institute
Royal Botanical Gardens
RSPCA
Salvation Army
Society of St Vincent de Paul
Southern Migrant & Refugee Centre
Step families Victoria
Travellers Aid
U3A (University of Third Age)
Victims Referral & Assistance Service
Victoria AIDS Council
WIRE Womens Information
Wellsprings - for Women
WRESACARE

CITY OF CASEY VOLUNTEER MATCHING SERVICE

www.casey.vic.gov.au/volunteers

Phone: 9705 5200

The City of Casey Volunteer Matching Service is a web-based and fully automated program that has been developed for both volunteers and local volunteer groups as an easy to use service.

Volunteers can quickly and easily register their details through the City of Casey website and these details are then sent to registered volunteer Organisations that require volunteers with similar skills

South East Volunteers

Head Office
5 Myrtle Street,
Glen Waverley 3150

Phone: 9562 0414

Email: info@sev.org.au

www.sev.org.au

Assistance to people to find volunteer work

Outreach Service at CNCISS

90 - 92 Victor Cres, Narre Warren

Phone: 9705 6699

LOCAL POLITICIANS

Your Local Parliamentary Representatives

Federal Parliamentary Representatives

Member For Aston

The Hon. Alan Tudge
Suite 4, Level 1,
420 Burwood Highway
Wantirna South 3152

Phone: 9887 3890

Member For Flinders

The Hon. Greg Hunt
PO Box 274
Hastings 3915

Shop 4/184 Salmon Street
Hastings 3915

Phone: 5979 3188

Member For Holt

The Hon. Anthony Byrne
Shop 2B 8-10 Overland Drive
Fountain Gate 3805

Phone: 9796 7533

Member For Latrobe

Mr Jason Wood
Unit 3/16 Langmore Lane
Berwick 3806

Phone: 9768 9164

State Parliamentary Representatives

Members of the Legislative Assembly

Member for Narre Warren North

Mr Luke Donnellan
Shop 91, Endeavour Hills Shopping Centre,
Cnr Heatherton Rd and Matthew Flinders Ave,
Endeavour Hills 3802

Phone: 9706 0566

Member for Lyndhurst

Mr Martin Pakula
Suite 3, 387-389 Springvale Rd
Springvale 3171

Phone: 9547 6262

Member for Gembrook

Mr Brad Battin
Unit 5, 6-8 Langmore Lane
Berwick 3806

Phone: 9796 1987

Member for Dandenong

Ms Gabrielle Williams
1/10 Halpin Way
Dandenong 3175

Phone: 9793 2000

Member for Cranbourne

Mr Jude Perera
157A Sladen St
Cranbourne 3977

Phone: 5996 2901

Member for Narre Warren South

Ms Judith Graley
Suite 4/418 Princes Hwy
Narre Warren 3805

Phone: 9704 6055

Member for Bass

Mr Brian Paynter
26 McBride Avenue
Wonthaggi 3995

Phone: 5672 4755

Members of the Legislative Council - Regions

South Eastern Metropolitan

The Hon. Adem Kubilay Somyurek
Unit 2/24 Langhorne Street, Dandenong 3175
Phone: 9794 0699

The Hon Gordon Rich Phillips
1/31 Princes Highway, Dandenong 3175
Phone: 9794 7667

Mr Gavin Wayne Jennings
517A Princes Highway, Noble Park
Phone: 9548 5644

Ms Inga Peulich
376 Nepean Highway, Chelsea 3196
Phone: 9772 1366

Eastern Victoria

The Hon. Edward O'Donahue
51 James Street, Pakenham 3810
P.O. Box 817 Pakenham 3810
Phone: 5941 1112

Mr Daniel Mulino
1/23 James Street, Pakenham 3810
Phone: 5940 5010

Local Government Representatives

Local Government Representatives

The postal address for every councillor is
PO Box 1000, Narre Warren VIC 3805.

Balla Balla Ward - 1 councillor

Cr Geoff Ablett
Mobile: 0429 004 347

Edrington Ward - 2 councillors

Cr Mick Morland
Mobile: 0400 043 523

Cr Susan Serey
Mobile: 0427 005 852

Four Oaks Ward - 2 councillors

Cr Rosalie Crestani
Mobile: 0429 004 301

Cr Rafal Kaplon
Mobile: 0459 146 930

Mayfield Ward - 2 councillors

Cr Gary Rowe
Mobile: 0418 393 599

Cr Amanda Stapledon
Mobile: 0418 116 089

River Gum Ward - 2 councillors

Cr Damien Rosario
Mobile: 0400 046 691

Cr Wayne Smith JP
Mobile: 0417 389 039

Springfield Ward - 2 councillors

Cr Sam Aziz
Mobile: 0400 046 905

Cr Louise Berkelmans
Mobile: 0429 440 488

CASEY AT A GLANCE

Cranbourne/Hampton Park

City of Casey

Cranbourne Customer Service Centre
Cranbourne Centro
Cranbourne 3977
P.O.Box 1000
Narre Warren 3805
Phone: 9705 5200

Cranbourne Information & Support Service

156 Sladen Street
Cranbourne 3977
P.O. Box 5263
Cranbourne 3977
Phone: 5996 3333

Email: ciss@cranbourneiss.org.au
www.cranbourneciss.org.au

Provides a wide range of community information and support services

Salvation Army (Cranbourne)

1 New Holland Drive
Cranbourne 3977
P.O. Box 987
Cranbourne 3977
Phone: 5995 0133
Fax: 5995 3648

Provides crisis and support services.

Cardinia/Casey Community Health Service

Cranbourne
140-154 Sladen Street
Cranbourne 3977
Phone: 5990 6789
Fax: 5990 6207

Cranbourne Community House

49 Vale Park Crescent
Cranbourne 3977
Phone: 5996 2941
Fax: 5995 2089

Hampton Park Community House

16 - 20 Stuart Ave
Hampton Park 3976
Phone: 9799 0708
Fax: 9799 4016

Casey Fields

165 Berwick-Cranbourne Road
Cranbourne East
*ovals *tennis *netball *cricket *football
*criterium cycling track *walking trails *lakes
for contact details visit www.casey.vic.gov.au

Merinda Park Learning & Community Centre

141-147 Endeavour Drive
Cranbourne 3977
Phone: 5996 9056
Fax: 5996 9434
Email: admin@merindapark.com.au

Casey Cardinia Library Service

Berwick-Cranbourne Road
Cranbourne 3977
Phone: 5990 0150
22-26 Stuart Avenue
Hampton Park 3976
Phone: 9702 9744

Books, videos, CDs, internet access and much more.

RACE (Casey Recreation and Aquatic Centre) – Cranbourne

65 Berwick-Cranbourne Rd
Cranbourne 3977
Phone: 5990 8600
Fax: 5990 8601
Email: caseyrace@ymca.org.au

Offers a wide range of either water based or land based. Including: water based classes, exercise classes and other health and wellbeing activities.

Royal Botanic Gardens Cranbourne

1000 Ballarto Road
Cranbourne 3977
Phone: 5990 2200
Fax: 5990 2250
www.rbg.vic.gov.au

The Botanic Gardens are situated in the last remnant of natural bushland in the Cranbourne area. Tea tree heath land, swamps and sedge lands, wet heath land, forming a bushland conservation area, home to a great diversity of plants, native animals, birds and reptiles, including several rare and threatened species.

Walking tracks, some suitable for wheelchairs, with assistance. Trig Point Lookout, with 360 degree view across south eastern Victoria.

Australian Garden (free)
Guided tours (fee applies)



Doveton/Eumemmerring/Hallam

Doveton Neighbourhood Learning Centre

34 Oak Avenue
Doveton 3177
Phone: 9791 1449
Email: dnp@fox.net.au

Salvation Army (Doveton)

Doveton Community Services Centre
1a Frawley Road
Doveton 3177

Phone: 9793 3933

Provides a range of support and counselling services to the local community.

All services are free and the centre is open Monday to Friday, 9.30am to 3.30pm.

Casey Cardinia Library

Doveton
28 Autumn Place
Doveton 3177
Phone: 9792 9497

Books, videos, CDs, internet access and much more.

Doveton Baptist Benevolent Society

127 Kidds Road
Doveton 3177
Phone: 9706 9081

Assistance provided to residents of Doveton/Eumemmerring including Emergency relief, Op Shop and information.

Hallam Community Learning Centre

Mapleson House
56 Kays Avenue
Hallam 3803
Phone: 9703 1688

Myuna Farm

182 Kidds Road
Doveton 3177
Phone: 9706 9944

A public community farm providing access to farm animals and demonstrations of farm life.

Open 10am-4pm every day of the year.
Costs apply.

Doveton Pool In The Park YMCA

64 Tristania Street
Doveton 3177
Phone: 9791 8346



Coastal Villages & Farm belt area

Blind Bight Community Centre

Anchorage Drive
Blind Bight 3980

Phone: 5998 7014

Pearcedale Community Centre

710 Baxter-Tooradin Road
Pearcedale 3912

Phone: 5978 6226

Moonlit Sanctuary

Wildlife Conservation Park
550 Tyabb-Tooradin Road
Pearcedale 3912

Phone: 5978 7935

Fax: 9798 7934

www.moonlitsanctuary.com.au

Australia's Wildlife at Night

Wildlife park where visitors meet endangered native nocturnal animals. Featuring a wide range of nocturnal animals as well as kangaroos, wallabies, emus, waterbirds and other native animals.

Tooradin Foreshore & Fishermans Cottage

Off South Gippsland Highway

Fisherman's Cottage Museum is a historic property managed by the Cranbourne Shire Historical Society owned by the City of Casey. The cottage also has a display shed featuring fishing and farming equipment going back as far as the 1870's.

*bbq *mangroves *wildlife *boardwalks
*nature trails

Open weekends and public holidays.

Bayles Fauna Park

660 Kooweerup-Longwarry Road,
Bayles 3981

Phone: 5997 1336

Wildlife, birds, picnic areas, museum. Historical museum.

Hours: 9.00am – 5.00pm - 7 days

Closed on total fire ban & extremely windy days.

Berwick

Berwick Neighbourhood Centre

112 High St
Berwick 3806

Phone: 9796 1970

Cardinia/Casey Community Health Service

28 Parkhill Drive
Berwick 3806

Phone: 8768 5141

Dental Services Phone: 8768 5100

Berwick Mechanics Institute & Free Library

15 High Street
Berwick 3806

Phone: 9707 3519

Berwick Leisure Centre YMCA

79 Manuka Road
Berwick 3806

Phone: 9707 3371

Email: berwick@ymca.org.au

Wilson Botanic Park Berwick

Princes Highway
Berwick 3806

Phone: 9707 5818

Beautiful Gardens, Native & Exotic Plants, Play ground, Picnic areas & Barbecues, Interesting Walks, and much more.

The Old Cheese Factory Art Gallery & Craft Centre

34 Homestead Road
Berwick 3806

Phone: 9702 1919

Fax: 9702 1360

Open 10am – 4pm daily. There is no cost to visit the centre. Children's playground, barbecue facilities, and other attractions.

Sweeney Reserve

Golflinks Road
Berwick 3806

*tennis *cricket *football *softball *netball *soccer

PLAYGROUNDS

Pioneer Park

Cnr Peel Street and Lyall Road,
Berwick

*playground *cafe *heritage building *parklands

Endeavour Hills & around

Andrews Centre

2-6 Hanna Drive
Endeavour Hills 3802

Phone: 97004944

Fax: 9700 0822

A support agency for the local community. Services include, material aid, counselling, and various community courses.

Counselling at reduced rates.
Charges for courses are varied.

Endeavour Hills Uniting Care Neighbourhood Centre

10 Raymond McMahan Blvd
Endeavour Hills 3802

Phone: 9700 3789

Email: ehunc@tpg.com.au.

Endeavour Hills Leisure Centre YMCA

Raymond McMahan Boulevard
Endeavour Hills 3802

P.O. Box 352
Endeavour Hills 3802

Phone: 9213 1400

Fax 9700 4786

www.ehlc.ymca.org.au

Casey Cardinia Library Service

Endeavour Hills Library
Raymond McMahan Boulevard
Endeavour Hills 3802

Phone: 8782 3400

Lysterfield Lake Park

Horsewood Road
Lysterfield
Phone: 131963

State Mountain Bike Track

Hallam North Road
Lysterfield South

Narre Warren area

Casey North Community Information & Support Service

Suite 1, 90-92 Victor Crescent
Narre Warren 3805

Phone: 9705 6699

Fax: 9705 6794

Email: cnciss@caseynorthciss.com.au
www.caseynorthciss.com.au

Provides a wide range of information and support services to the local community.

Narre Community Learning Centre

1 Malcolm Court
Narre Warren 3805

Phone: 9704 7388

Email: info@narrecl.net.au

Oakgrove Community Centre

89-101 Oakgrove Drive
Narre Warren South 3805

Phone: 9704 2781

Fax: 9704 2781

Casey Cardinia Library Service

Narre Warren
Overland Drive
Narre Warren 3805

Phone: 8782 3300

Casey Aquatic & Recreation Centre (ARC)

340-350 Princes Highway
Narre Warren

Phone: 9705 5000

- 50 metre pool
- wave pool (with a beach!)
- toddlers' pool
- learn-to-swim pool
- gymnasium
- aerobics
- spa and steam room
- sports medicine clinic
- creche

Leisure centres provide activities for all age groups, contact your nearest centre for details of current programs and cost.

ACKNOWLEDGMENTS

Volunteers at Casey North Community Information
& Support Service

Volunteers at Cranbourne Information and Support Service

The many community members who contribute ideas
and information

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Low Income Guide Update Form

Annual amendments and additions will be made to the guide each year to ensure that information is accurate and up to date.

If you would like to update the details of your organisation, or submit details for a new listing or new information that may be useful, please complete this form and return to:

Casey North Community Information & Support Service
Suite 1, 90-92 Victor Crescent
Narre Warren 3805

Alternatively information can be emailed to cnciss@caseynorthciss.com.au or faxed to 9705 6794.

Name of Organisation:

Name of contact person:

Contact phone number:

Address:

Brief description of organisation or information for guide:

URBAN PATHWAY HOME

The message stick is in the centre of the circle, it is normally sent out by an Aboriginal tribe as a passport to the country before contact. Aboriginal people have since the 1967 referendum, at government and council functions opened or welcomed people to the land and introduced Australian Aboriginal history to the people living in their country. The message stick symbolises this.

The circle symbolises the gathering of people (corroboree). This is a story of people coming to live in the City of Casey.

The paths painted with the nationalities, hand written by the people, tell the story of their culture and their past, coming together with the Aboriginal people.

The background painting of the animals and environment tell a story of a lost bushland taken over by the Urban sprawl, once the City of Casey, that can never be the same again.

The animals are getting ready for nightfall, the kangaroos running off into the bush, the insects, frogs, lizards and platypus hiding for the night. The black cockatoos flying off in the distance, as the brolgas nest in the wetlands and the blue wren finds his way home. The barn owl wakes up for the night, the possum hides in the tree.

The sky tells of a colourful stormy night approaching, of a family safe home beside the fire at the end of the day, with only the weekend insight. In the days before contact, Aboriginal people would have a camp on the river, a humpy with a campfire to light the night, (today it is a TV and central heating) with family and friends to tell stories of the day and the Dreamtime, songs and dance to finish the day. Now we go to Fountain Gate. A supermarket and chemist out the front door, a University and Bunnings out the back.

Not only do the Aboriginal Australians have a sad story but also so do many minority groups and countries. If each group told its story of being forced off their land, this would be a never-ending pathway of travel.

Story: The Urban Pathway Home by Annette Xiberras, Wurrundjuri Woman
Front Cover Design: 'Meeting of Many Paths' Aboriginal Artist, Cathy Adams

**Produced by
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