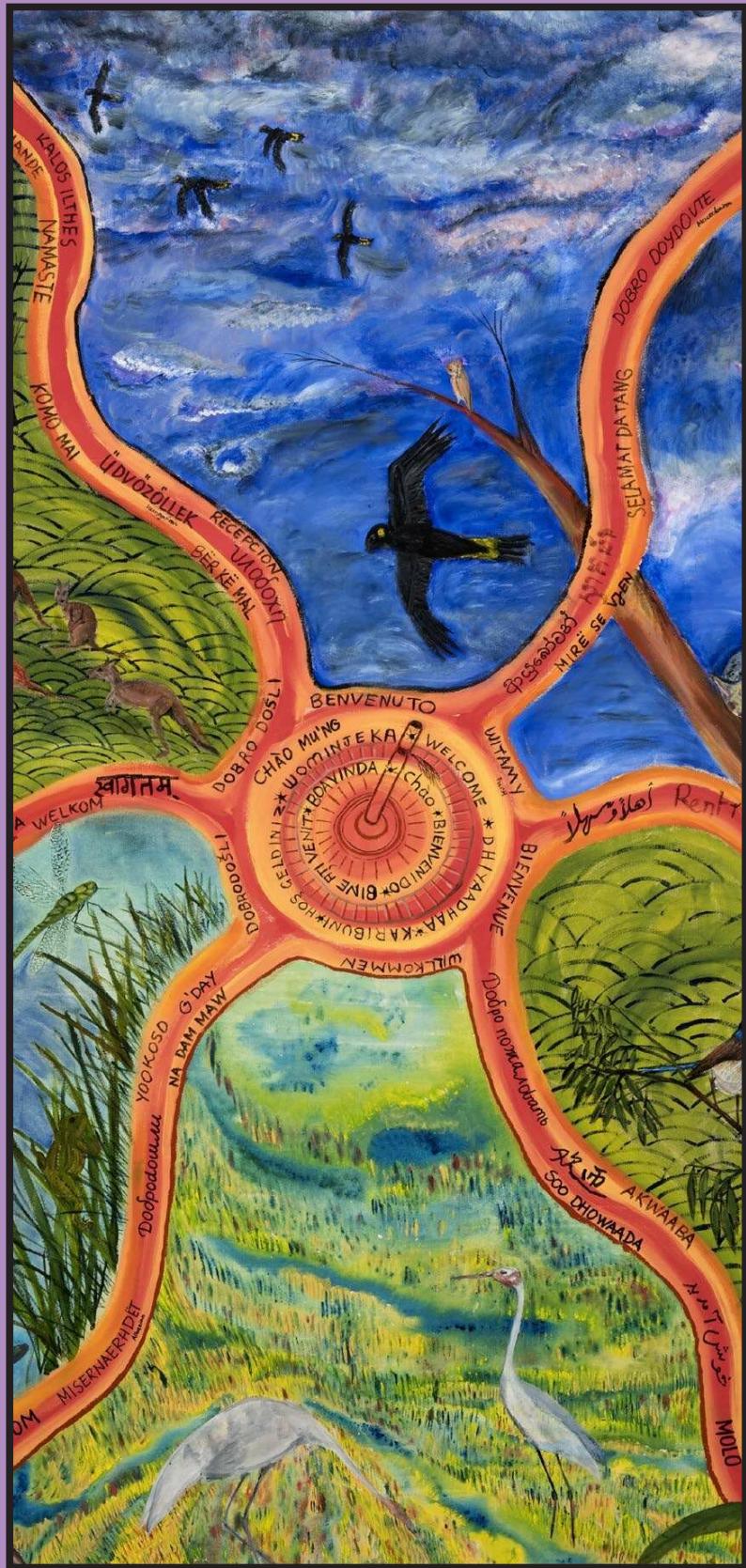


# MAKING ENDS MEET

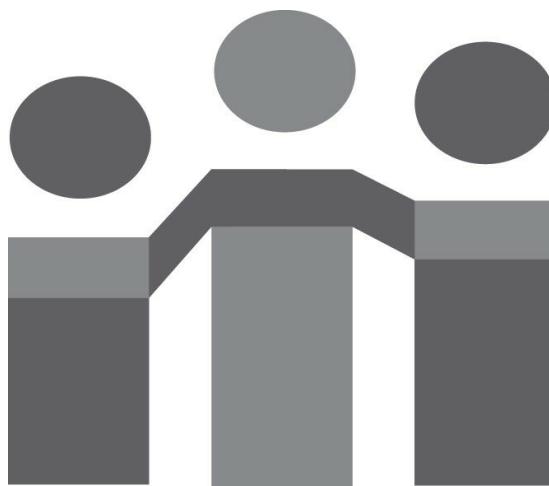
RESOURCE AND  
INFORMATION  
GUIDE

2023



# **'MAKING ENDS MEET'**

## **LOW INCOME RESOURCE AND INFORMATION GUIDE**



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

**Proudly Supported By**



**Please Note:** The 2021 MEM update was completed during the Covid 19 Pandemic. Any changes made are in relation to normal business opening hours or services (pre/post lockdowns).

COVID 19 has affected many of the organisations in this booklet. We would urge you to contact the offices directly for the most updated information including services and hours of operations.

**(23nd Edition) October 2022**

# Introduction

This is the 23rd edition of 'Making Ends Meet', the success of this project continues 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 Community Information and Support Cranbourne 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.

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	Coronavirus Hotline	1800 675 398
Fire Brigade	000	NDIS	1800 800 110
Police	000	(Hearing Impaired TTY Line) 13 36 77 (then ask for 13 11 44)	
Cranbourne Police Station	5991 0600	Sexual Assault Crisis Line	1800 806 292
Dandenong Police Station	9767 7444	Gas Outages, Leaks and Gas Emergencies	1800 427 532 (1800 GAS LEAK)
Narre Warren Police Station	9705 3111	South East Water (Water & Sewerage)	13 28 12
Endeavour Hills Police Station	9709 7666	City of Casey (Hearing Impaired TTY Line)	03 9705 5200 03 9705 5568
		Emergency outside normal working hours	03 9705 5200

## Hospitals

Monash Health Casey Hospital	8768 1200	Telephone	
Dandenong Hospital	9554 1000	Interpreter	
Monash Medical Centre Clayton	9594 6666	Service	
Monash Health Moorabbin Hospital	9928 8111	SES	13 14 50
South Eastern Private Hospital	9549 6555		13 25 00
St John of God Berwick	8784 5000		
Mulgrave Hospital	9790 9333		
Suicide Help Line	1300 651 251	Austin Health	13 11 26
Lifeline (24 hours)	13 11 14	<a href="http://www.austin.org.au/poisons">www.austin.org.au/poisons</a>	
Nurse on Call	1300 606 024	Provides information and advice on treatments for drug overdoses and poisoning.	

## Victorian Poisons Information Centre

### 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 (13 11 26).

If the Casualty is unconscious:

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

### These are the signs you need to look out for.

- Danger
- Response
- Seek Help
- 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)

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 2, 30-32 Verdun Dve  
Narre Warren VIC 3805

Phone: 9705 6699  
Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)  
[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)



 Facebook: [facebook.com/caseynorthciss](https://facebook.com/caseynorthciss)  
 Twitter: [twitter.com/cnciss](https://twitter.com/cnciss)  
 Pinterest: [www.pinterest.com.au/caseynorthciss](https://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
- Financial Counselling
- Tax Help
- Advocacy and Support
- Emergency Relief
- Financial Literacy & Support Program
- Keeping It Together Program
- Legal Service - Tenancy Advice

#### **Community Information & Support Cranbourne**

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

Phone: 5996 3333  
[www.cranbourneiss.org.au](http://www.cranbourneiss.org.au)  
email: [ciss@cranbourneiss.org.au](mailto:ciss@cranbourneiss.org.au)

 Facebook: [facebook.com/cranbourneiss](https://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 Mechanics Institute & Free Library 15 High Street, Berwick 3806 Phone: 9707 3519	Endeavour Hills 10 Raymond McMahon Boulevard Endeavour Hills 3802 Phone: 8782 3400
Casey Cardinia Library Phone: 1800 577 548	Narre Warren Bunjil Place 2 Patrick Northeast Drive Narre Warren 3805 Phone: 8782 3300
Doveton 28 Autumn Place Doveton 3177 Phone: 9792 9497	Hampton Park Library 25 Stuart Ave Hampton Park 3976 Phone: 8788 8500
Pakenham Cardinia Mobile Library Cnr John & Henry Sts Pakenham 3810 Phone: 5940 6200	Cranbourne 65 Berwick-Cranbourne Rd Cranbourne 3977 Phone: 5990 0150

# 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](http://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 [cnciss@caseynorthciss.com.au](mailto:cnciss@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](http://www.dhs.vic.gov.au/for-individuals/financial-support/concessions).

## Utility Relief Grant

The Utility Relief Grant is for eligible cardholders and low income earners 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 \$650 for each utility. 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.

## Self-Education

[www.moneysmart.gov.au](http://www.moneysmart.gov.au)

Government website with advice on budgeting, banking, scams, staying safe on-line, plus more. Get your money back on track.



# 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

<b>Income</b>	
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	
<b>Total Income</b>	
<b>Expenditure</b>	
<b>Household expenses</b>	
Rent/Mortgage	
Rates	
Maint. eg: garden/repair	
Gas	
Electricity	
Water	
Home phone/Internet	
Mobile	
Mobile	
Fortnightly Shopping	
<b>Transport expenses</b>	
Fares	
Fuel	
Car maintenance	
Registration	
Etag/daypass	
RACV roadside assist	
<b>Insurance</b>	
House	
Contents	
Car	
Income protection	
Life	
Mortgage	
Ambulance	
Other	
<b>Education</b>	
School Fees	
School Clothes	
Excursions & Camps	
Books	
Childcare/Kinder	
<b>Medical expenses</b>	
Private Health	
Specialist/medical	
Optical	
Dental	
Chemist/Other	
<b>Personal/other expenses</b>	
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	
<b>Savings</b>	
Super contributions	
Savings	
Christmas club	
Holiday savings	
<b>Total Expenditure</b>	
<b>Income Less Expenditure</b>	
<b>Debts Repayments</b>	
Car Loan	
Personal Loan	
Credit card 1	
Credit card 2	
Credit card 3	
Fines	
Centrelink	
Centrelink	
<b>Total Debts/Payments</b>	
<b>Income Less Expenditure &amp; Repayments</b>	

# 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 2, 30-32 Verdun Dve

Narre Warren VIC 3805

Ph: 9705 6699

Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)

## Cranbourne ISS – Financial Counselling

156 Sladen Street,  
Cranbourne 3977

Ph: 5996 3333

Email: [ciss@cranbourneiss.org.au](mailto:ciss@cranbourneiss.org.au)  
[www.cranbourneiss.org.au](http://www.cranbourneiss.org.au)

## National Debt Helpline

Free telephone financial counselling for Victorians  
Ph: 1800 007 007  
[www.ndh.org.au](http://www.ndh.org.au)

## Consumer Affairs Victoria

113 Exhibition Street, Melbourne 3000  
Helpline: 1300 558 181  
46-50 Walker St, Dandenong 3175  
Phone: 03 8765 5222  
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 1800 466 477

Email: [via website](http://via website)

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:

Illion [www.illion.com.au](http://www.illion.com.au)  
Equifax [www.equifax.com.au](http://www.equifax.com.au)  
Experian [www.experian.com.au](http://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 \$1,500 for the purchase of basic household items, some medical expenses, education expenses, car registration or repairs, vet bills and more.

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.

**Eligibility criteria applies - Call for more info**

Casey North CISS 9705 6699  
Cranbourne ISS 5996 3333  
[www.goodshep.org.au/services/nils](http://www.goodshep.org.au/services/nils)

# SHOPPING ON A SHOE STRING BUDGET

## LOCAL OPPORTUNITY SHOPS

**Berwick Op Shop**

3a Clyde Rd, Berwick 3806  
Ph: 9707 1745

**Berwick Red Cross Shop**

20 Adams Lane, Berwick 3806  
Ph: 9769 4782

**Beaconsfield Salvos**

Shop 7/2 Beaconsfield Emerald Rd, Beaconsfield 3807  
Ph: 9796 2389

**Cranbourne Salvos**

Homemaker Centre  
10A/350 Gippsland Hwy, Cranbourne North 3977  
Ph: 5995 7487

**The Hope Centre**

40 Intrepid Street, Berwick 3806  
Open: Thurs, Fri & Sat  
Ph: 9796 1006

**Vinnies Cranbourne**

218 High St, Cranbourne 3977  
Ph: 5996 3926

**Epilepsy Op Shop**

10 Lurline St, Cranbourne 3977  
Ph: 5995 2369

**Salvation Army Shrift Shop Cranbourne**

108 Camms Rd, Cranbourne 3977  
Ph: 5995 1454

**Hampton Park Salvos**

Shops 31 & 32  
Hampton Park Shopping Square  
Somerville Rd, Hampton Park 3976  
Ph: 9799 8767

**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  
23 Brechin Drive, Fountain Gate 3805  
Ph: 9703 0000

**The Casey Outreach Op Shop**

350-352 Pound Road,  
Narre Warren South 3805  
0435 367 165 during business hours

**Narre North 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 & Cleeland Street  
Dandenong 3175  
Phone: 9701 3850  
every Tuesday, Friday, Saturday and Sunday 7am - 4pm

### Dandenong Trash & Treasure

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

### Berwick Farmers Market

The Old Cheese Factory  
34 Homestead Road  
Berwick 3806  
The 2nd Saturday of each month  
8.00am - 12.30pm  
Phone: 0407 968 841

### Pearcedale Market

at the Pearcedale Community Centre  
710 Baxter-Tooradin Road  
8am - Noon, 3rd Saturday of the month  
Contact: 0418 532 620

### 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

### Save Money by Buying Second Hand Online

[www.ebay.com.au](http://www.ebay.com.au)  
[www.gumtree.com.au](http://www.gumtree.com.au)  
[www.tradingpost.com.au](http://www.tradingpost.com.au)

Refer to pg. 28 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](http://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 \$42 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](http://www.ausgrid.com.au), [energy.gov.au](http://energy.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](http://www.racv.com.au)

## 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-carb 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,  $\frac{1}{2}$  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](http://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.

# **SERVICES & RESOURCES**

## **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 a 2041 forecast of 549,190 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 53)

The City of Casey maintains a comprehensive Community Directory on its website [www.casey.vic.gov.au](http://www.casey.vic.gov.au).

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

Narre Warren Customer Centre  
Bunjil Place, Patrick Northeast 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)

Email: [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)  
[www.casey.vic.gov.au](http://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 East 3977

Phone: 5990 0900

## **Beaconsfield Neighbourhood Centre Inc**

8 O'Neil Road  
Beaconsfield 3807  
Phone: 8768 4400

## **Berwick Neighbourhood Centre**

112 High Street  
Berwick 3806  
Phone: 9796 1970

## **Blind Bight Community Centre**

39 Anchorage Drive  
Blind Bight 3980  
Phone: 5998 7014

## **Brentwood Park Neighbourhood House and Community Centre**

21A Bemersyde Drive  
Berwick 3806  
Phone: 8743 0671

## **Bridgewater Family and Community Centre**

45 Bridgewater Boulevard  
Berwick 3806  
Phone: 9705 5200

## **Cranbourne Community House**

49 Vale Park Crescent  
Cranbourne 3977  
Phone: 5996 2941

## **Doveton Neighbourhood Learning Centre**

34 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 Learning Centre**

"Mapleson House"  
56 Kays Avenue  
Hallam 3803  
Phone: 9703 1688

## **Hampton Park Community House**

16-20 Stuart Ave  
Hampton Park 3976  
Phone: 8768 8342

## **Livingstone Family & Community Centre**

31 Parkhurst Drive  
Cranbourne East 3977  
Phone: 9705 5200

## **Lynbrook Community Centre**

2 Harris Street  
Lynbrook 3975  
Phone: 9792 7370

## **Merinda Park Community Centre**

141-147 Endeavour Drive  
Cranbourne 3977  
Phone: 5996 9056

## **Foundation 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: 0418 658 519

## **Selandra Community Hub**

7-9 Selandra Boulevard  
Clyde North 3978  
Phone: 9709 9615

## **Timbarra Community Centre**

27 Parkhill Drive  
Berwick 3806  
Phone: 9704 1863

# COMPLAINTS & DISPUTES

## Dispute Settlement Centre

4/456 Lonsdale Street

Melbourne 3000

Phone: 1300 372 888

[www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

[www.reachagreement.dispute.vic.gov.au](http://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 4, 15 William Street,

Melbourne 3000

PO Box 9955,

Melbourne 3001

Phone: 1800 228 333

TTY 13 36 77 then ask for 1800 228 333

Fax: 9454 6999

Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)

[www.aat.gov.au](http://www.aat.gov.au)

The Administrative Appeals Tribunal (AAT) conducts independent merits review of administrative decisions made under Commonwealth laws. We review decisions made by Australian Government ministers, departments and agencies and, in limited circumstances, decisions made by state government and non-government bodies. We also review decisions made under Norfolk Island laws.

## Public Transport Ombudsman

PO Box 538, Collins Street West,

Melbourne 8007

Phone: 1800 466 865 (mobile charges may apply)

Email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

[www.ptovic.com.au](http://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.

## Australian Financial Complaints Authority

717 Bourke Street

Docklands Vic 3008

Phone: 1800 931 678

[www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.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

Email: [ask@adavb.org](mailto:ask@adavb.org)

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

## Health Complaints Commissioner

Level 26, 570 Bourke Street

Melbourne 3000

Phone 1300 582 113

Email: [hcc@hcc.vic.gov.au](mailto:hcc@hcc.vic.gov.au)

[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

We resolve complaints about healthcare and the handling of health information in Victoria. We can also investigate matters and review complaints data to help health service providers improve the quality of their service. We act independently and impartially.

**Commonwealth Ombudsman**

1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

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

**Job Watch**

21 Victoria Street  
Melbourne Vic 3000  
Phone: 9662 1933 (Metro Melbourne)  
1800 331 617 (Regional Vic)  
[www.jobwatch.org.au](http://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**

Police Conduct Unit  
GPO Box 913  
Melbourne 3001  
  
Phone: 1300 363 101 (24 hour number)  
  
Email: [ethical.standards@police.vic.gov.au](mailto:ethical.standards@police.vic.gov.au)  
[www.police.vic.gov.au](http://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.

**Consumer Affairs Vic**

121 Exhibition Street  
Melbourne 3000  
  
Phone: 1300 558 181  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Information and advice relating to consumer problems including Housing & accommodation, shopping, motor cars, scams etc.

**Victorian Legal Services Board  
and Commissioner**

Level 5, 555 Bourke Street  
Melbourne 3000

Phone: 1300 796 344 local call  
Phone: 03 9679 8001 (Reception)  
[admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au)  
[www.lsbc.vic.gov.au](http://www.lsbc.vic.gov.au)

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

**Ombudsman Victoria**

Level 2, 570 Bourke Street  
Melbourne 3000

Phone: 9613 6222  
1800 806 314 Free Call Country callers only  
  
Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)  
[www.ombudsman.vic.gov.au](http://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  
National Relay Service: 13 36 77 and ask for 1800 062 058  
Email: [tio@tio.com.au](mailto:tio@tio.com.au)  
[www.tio.com.au](http://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](mailto:ewovinfo@ewov.com.au)  
[www.ewov.com.au](http://www.ewov.com.au)

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

**Private Health Insurance**

Contact the Commonwealth Ombudsman  
Phone: 1300 362 072

# CULTURAL SPECIFIC

## **Southern Migrant and Refugee Centre**

39 Clow Street, Dandenong  
7/9 Selandra Blv, Clyde North  
2 Harris Street, Lynbrook  
6B Henry Street, Pakenham  
Phone: 9767 1900  
[www.smrc.org.au](http://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 Senior Citizen Association Inc**

78 Power Road  
Doveton 3177  
  
Phone: 9700 6165  
Email: [secainc@lycos.com](mailto:secainc@lycos.com)  
Activities for Chinese seniors – over 50.

## **Afghan Australian Association of Victoria Inc.**

105 Haversham Avenue  
Wheelers Hill 3150  
  
Phone: 9562 1289  
Mob: 0401 784 699  
Email: [a\\_k\\_fazal@yahoo.com.au](mailto:a_k_fazal@yahoo.com.au)  
  
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: 1800 248 842  
Emergency and after hours: 9403 2100  
[www.ahvic.org.au](http://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: 9036 4510  
[www.ahl.gov.au](http://www.ahl.gov.au)

Provides temporary accommodation for Aboriginal and Torres Strait Islanders.  
Manages a network of hostels across Australia.

## **Asylum Seekers Resource Centre**

205 Thomas Street  
Dandenong 3805  
Phone: 8772 1380  
  
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 (continued)**

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 Narre Warren and  
Dandenong.  
[www.ames.net.au](http://www.ames.net.au)  
Enquiries: Dandenong Phone: 13 26 37  
Narre Warren: Phone: 8790 1621  
Located at Echo Aust.  
6/418 Princes Highway

**Dandenong & District Aborigines Co-Operative**

62 Stud Road  
PO Box 683  
Dandenong 3175  
Phone: 8902 9700  
[info@ddacl.org.au](mailto:info@ddacl.org.au)

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  
Email: [admin@intouch.org.au](mailto:admin@intouch.org.au)  
[www.intouch.org.au](http://www.intouch.org.au)

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

**Adult Migrant English Program (AMEP)**

Chisholm Institute  
Phone: 1300 517 459  
[AMEP@chisholm.edu.au](mailto:AMEP@chisholm.edu.au)  
[www.melbourneamep.com.au](http://www.melbourneamep.com.au)

**Wellsprings for Women Inc.**

79 Langhorne Street  
Dandenong 3175  
Phone: 9701 3740  
[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)  
  
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.

**Ruscare Ltd**

13 Conway Street  
Dandenong South 3175  
  
Phone: 9793 5955 + 9793 0028  
Email: [reception@ruscare.com.au](mailto:reception@ruscare.com.au)  
[www.ruscare.com.au](http://www.ruscare.com.au)  

- Provides assistance to newly arrived Russian and Slavic 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: 9389 8901  
[info@foundationhouse.org.au](mailto:info@foundationhouse.org.au)  
[www.foundationhouse.org.au](http://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: [iehotline@education.gov.au](mailto:iehotline@education.gov.au)  
[www.internationaleducation.gov.au](http://www.internationaleducation.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**

Doveton Baptist Church  
127 Kidds Road  
Doveton 3177

Phone: 9701 3421  
[www.afcsvictoria.org.au](http://www.afcsvictoria.org.au)

#### **Victorian Multicultural Commission**

Level 16, 35 Collins Street, Melbourne

Phone: 9651 5901  
[contact@vmc.vic.gov.au](mailto:contact@vmc.vic.gov.au)  
[www.multiculturalcommission.vic.gov.au](http://www.multiculturalcommission.vic.gov.au)

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

Promotes participation in the social, economic, cultural and political life of the Victorian community.

#### **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 -  
Bunjil Place Library  
Patrick Northeast Drive, Narre Warren  
on a Thursday 10am - 12noon

Hampton Park Library  
22 Stuart Ave, Hampton Park  
Wednesday 10am to 12pm Dari Speakers  
Friday 10am to 12pm All Speakers  
Friday 12pm to 2pm Advanced Speakers

Endeavour Hills Library,  
Raymond McMahon Boulevard  
on a Thursday 10am - 12noon

Pakenham Library  
Fridays 12.30pm - 2.30pm

Phone: 8788 8500 (Hampton Park)  
8782 3400 (Endeavour Hills)  
8782 3300 (Bunjil Place)

#### **Action on Disability Within Ethnic Communities ADEC**

Dandenong Office  
Suite 1, 50 Thomas Street  
Dandenong 3175  
Phone: 9480 7000  
[info@adec.org.au](mailto:info@adec.org.au)  
[www.adec.org.au](http://www.adec.org.au)

Action on Disability within Ethnic Communities is a state-wide organisation that strives to empower people with a disability from Non-English speaking backgrounds, their carers, and families to fully participate as members of the Victorian community.

#### **Casey Aboriginal Gathering Place**

20 Agonis Street, Doveton VIC 3177  
Phone: 9792 7378 + 9705 5200

A range of programs are being run for people of all ages. These reflect the current and future needs of the Aboriginal community.

#### **Islamic Education And Awareness of Casey Association (IEACA Incorporated)**

A community and welfare organisation based in Berwick that serves and supports families regardless of faith, living in the South-Eastern suburbs.

Phone: 0403 855 558  
[Email: ieaca.inc@gmail.com](mailto:ieaca.inc@gmail.com)

#### **Centre for Multicultural Youth**

Casey Youth Hub  
52 Webb Street  
Narre Warren Vic 3175  
Phone: 8594 1566  
[info@cmy.net.au](mailto:info@cmy.net.au)  
[www.cmy.net.au](http://www.cmy.net.au)

Provides a range of programs and supports for refugee and migrant young people.

#### **Community Support Group**

199 Lonsdale Street  
Dandenong VIC 3175  
Phone: 8594 1561

# DISABILITY

## **Alfred Health Carer Services**

Caulfield Hospital  
260 Kooyong Road, Caulfield 3181  
Helpline: 1800 512 121  
Email: [info@carersouth.org.au](mailto:info@carersouth.org.au)

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

## **Arbias**

27 Hope Street, Brunswick 3056  
[www.arbias.org.au](http://www.arbias.org.au)  
Specialist service for people with alcohol & substance related brain impairment.  
[enquiries@arbiasvic.com.au](mailto:enquiries@arbiasvic.com.au)  
Phone: 8388 1222

## **Hearing Australia**

Phone: 134 432 for connection to nearest centre  
Berwick: 8710 4000  
Narre Warren: 8710 4000  
Cranbourne: 5991 2500

## **Beyond Blue**

Infoline: 1300 22 46 36  
TTY: 133 677  
Email: [infoline@beyondblue.org.au](mailto:infoline@beyondblue.org.au)  
Web: [www.beyondblue.org.au](http://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.

## **Beyond Disability Inc.**

PO Box 1451, Pearcedale 3912  
Phone: 0419 114 313 (Tricia)  
[www.bdi.org.au](http://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.

## **Blairlogie Living & Learning Inc**

685 North Road, Cranbourne South 3977  
Phone: 5978 7922  
[www.blairlogie.org](http://www.blairlogie.org)  
Services to enhance each person's opportunities for learning, growth and community participation for people living with a disability. Many courses from daily living skills to language, literacy, numeracy and financial. Small fee involved for some courses.

## **The Bridge Connects**

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

3 Stawell Street, Cranbourne 3977

Phone: 1800 274 343  
Suite 1, 9 Clyde Road, Berwick 3806  
Phone: 9769 3950  
[enquiries@thebridgeinc.org.au](mailto:enquiries@thebridgeinc.org.au)  
[www.thebridgeconnects.org.au](http://www.thebridgeconnects.org.au)  
The Bridge is a training and community support service for people with a disability in the City of Casey.  
Learning new skills, preparing you for work, completing courses, personal development, social and leisure activities. We will work together with you to develop a package of supports to suit your needs. We will help you identify your goals and how we can work together to achieve them.  
[info@thebridgeconnects.org.au](mailto:info@thebridgeconnects.org.au)

## **Carer Gateway**

Phone: 1800 422 737 (Mon-Fri 8am-5pm)  
[www.carergateway.gov.au](http://www.carergateway.gov.au)  
A national online and telephone service for carers to find information, practical advice and services to support them. Assistance in managing stress and planning for the future.

## **Carer Hubs:**

A space for you to connect with other Carers, access carer support and look after your own well-being.  
*Hampton Park Carer's Hub* - Phone 1300 277 478  
Tuesdays during school term - 10.30am - 1.30pm  
Uniting Place, 1 Coral Drive, Hampton Park  
*Lynbrook Carer's Hub* - Phone 1300 277 478  
Fridays during school term - 10.00am - 2.00pm

## **Disability Information & Support**

Intake Response: 1800 783 783  
[www.dhhs.vic.gov.au](http://www.dhhs.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.

## **Disability Justice Advocacy**

Unit 2/28A Albert Street, Preston  
Phone: 9474 0077 Toll Free: 1800 808 126  
Email: [info@dja.org.au](mailto:info@dja.org.au)  
[www.dja.org.au](http://www.dja.org.au)  
Provides advocacy services to people with disabilities, and focuses on the needs, rights and interests of people with a disability.

## **Disability Resource Centre**

4th Floor Ross House  
247 Flinders Lane, Melbourne Vic 3000  
Phone: 9671 3000  
[advocacy@drc.org.au](mailto:advocacy@drc.org.au)  
[www.drc.org.au](http://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.

**City of Casey Website**

[www.casey.vic.gov.au/community-services/disability-services/disability-services-directory/about](http://www.casey.vic.gov.au/community-services/disability-services/disability-services-directory/about)

Extensive database of services relating to people with a disability.

**Early in Life Mental Health Services – Casey**

ELMHS Berwick

28 Parkhill Drive

Berwick 3806

Phone: 5768 5130

Psychiatric Triage (24 Hours) 1300 369 012

Early in Life Mental Health Services (ELMHS) is a place where young people who are experiencing emotional, behavioural or mental health problems can get help.

**ERMHA - Carer Support**

1st Floor, Building G

45 Assembly Drive, Dandenong South 3175

Phone: 1300 376 421

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.

**ERMHA – Eastern Regions Mental Health Association**

First Floor, Building G, 45 Assembly Drive

Dandenong South VIC 3175

Phone: 1300 376 421

Email: [reception@ermha.org](mailto:reception@ermha.org)

[www.ermha.org](http://www.ermha.org)

Aims to improve the quality of life for people living with a mental illness or disability and their carers, by advocating for and providing individually tailored support focused on recovery, independence and social inclusion. National Disability Insurance Scheme (NDIS) Support Services.

**GROW**

707 Glenhuntly Road, Caulfield South 3162

Phone: 9528 2977 for closest group

Freecall: 1800 558 268

[www.grow.org.au](http://www.grow.org.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.

**Headspace**

66 Victor Cres,

Narre Warren 3805

Phone: 1800 367 968

Headspace is a health service for 12-25 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

**Each**

Phone: 1300 003 224

[www.each.com.au](http://www.each.com.au)

5/66 Victor Crescent, Narre Warren 3805

Phone: 8781 9500

38 Bakewell Street, Cranbourne 3977

Phone: 5990 7900

Each has a comprehensive range of services that address physical, mental and psychosocial needs at a community and primary care level and we are committed to integrated and coordinated service provision.

**Mind Australia**

Level 3, 33 Princess Hwy, Dandenong 3175

Phone: 1300 286 463

Email: [mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

[www.mindaustralia.org.au](http://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.

**Mindspot**

Phone: 1800 614 434

Email: [contact@mindspot.org.au](mailto:contact@mindspot.org.au)

[www.mindspot.org.au](http://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.

**Mentis Assist**

Phone: 1300 MENTIS (1300 636 847)

Email: [info@mentisassist.org.au](mailto:info@mentisassist.org.au)

[mentisassist.org.au](http://mentisassist.org.au)

We provide short term clinical mental health nursing and care coordination for eligible clients through our MHICC Program. Referral and acceptance to the program is via the access and referral team at the PHN on 1800 862 363 or via their website at [www.semphn.org.au](http://www.semphn.org.au)

**Monash Children's  
Psychiatric Triage Service**

Phone: 1300 369 012

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

**Oz Child Services – Home Based Care**

Level 4, 14-16 Mason Street

Dandenong 3175

Phone: 9212 3900

Email: [fostercareadmin@ozchild.org.au](mailto:fostercareadmin@ozchild.org.au)

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.

**LaTrobe Community Health**

NDIS - Local Area Co-ordination Services

Ground Floor, Suite 1-3, 68 Victor Crescent,

Narre Warren 3805

Phone: 1800 242 696

**Personal Helpers & Mentors Service (PHaMs)**

Wise Employment

41-45 High Street

Cranbourne Vic 3977

Phone: 5990 3600

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.

**SANE**

C/O 700 Swanston Street

Carlton Vic 3053

Phone: 9682 5933

Helpline: 1800 187 263

[info@sane.org](mailto:info@sane.org)

Sane offers connection and community to people with complex mental health issues including trauma. They also support their friends and family.

**Travellers Aid Access Service (TAAS)**

Phone: 03 9654 2600

- Southern Cross Station – Phone: 03 9670 2072
- Flinders Street Station – Phone: 03 9068 8187

Email: [info@travellersaid.org.au](mailto:info@travellersaid.org.au)

[www.travellersaid.org.au](http://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.

**Vision Australia**

Headquarters

454 Glenferrie Road, Kooyong 3144

Email: [info@visionaustralia.org](mailto:info@visionaustralia.org)

1300 847 466

[www.visionaustralia.org.au](http://www.visionaustralia.org.au)

Services, facilities & Information for visually impaired persons.

**Windermere****Early Childhood Development Services**

48 Webb Street

Narre Warren 3805

Phone: 9705 3200; 1300 946 337

[www.windermere.org.au](http://www.windermere.org.au)

Cranbourne

75-81 Willora Crescent

Cranbourne 3977

Phone: 9709 6900

Timbarra

26 Parkhill Drive

Berwick 3806

Phone: 9709 6900

Programs 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.

**Disability Resource Centre**

[www.drc.org.au](http://www.drc.org.au)

Phone: 9671 3000

Assists people to:

- Understand their rights
- Make informed decisions
- Speak up for yourself

# DRUG & ALCOHOL

## Al Anon Family Groups – Victorian Southern Area

Level 7, 51 Queen Street, Melbourne 3001

Phone: 1300 252 666 Helpline

[www.al-non.org.au](http://www.al-non.org.au)

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: 1300 652 820 (helpline)

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

[www.na.org.au](http://www.na.org.au)

## Alcoholics Anonymous

Cranbourne Community House

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

49 Vale Park Crescent, Cranbourne

Baptist Church Cnr Kidds & Power Rds Doveton -

Tuesday 8pm

Uniting Church Berwick

Wednesday 7pm and Monday 10am

Hampton Park Community House

Tuesday 7pm

St Paul Apostle Parish, Endeavour Hills

Monday 8pm and Thursday 7pm

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: 1300 007 873 or 8781 9500

38 Bakewell Street, Cranbourne 3977

Phone: 5990 7900

[www.sureaod.org.au](http://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.

## Monash Health, Drug and Alcohol Services

122 Thomas Street,

Dandenong 3175

Phone: 9792 7620; 1300 473 237

Email: [seads@monashhealth.org](mailto: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

314a Thomas Street, Dandenong 3175

Phone: 1800 142 536

Email: [secada@windana.org.au](mailto:secada@windana.org.au)

[www.secada.org.au](http://www.secada.org.au)

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. 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)

## Direct Line

Phone 1800 888 236

[www.directline.org.au](http://www.directline.org.au)

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

**SMART Recovery Meeting**

Berwick Neighbourhood Centre  
112 High Street, Berwick VIC 3806

Smart Recovery Australia helps people help each other to manage addictive behaviours for the improvement of the community's health and social well-being.

Tuesday 7pm-8.30pm

[smartrecoveryaustralia.com.au](http://smartrecoveryaustralia.com.au)  
[smartberwickvic@gmail.com](mailto:smartberwickvic@gmail.com)

**The START Community**

Located at Berwick Salvation Army,  
Corner of Parkhill Drive & Ernst Wanke Road, Berwick

Phone: 0437 951 545 / 9704 1996

After hours support: 0436 301 560

Email: [startberwickvic@salvationarmy.org](mailto:startberwickvic@salvationarmy.org)

Six-week structured treatment program aimed to empower participants to move from the pain and suffering of addiction. The START Community operates with no waiting list and provides a service that is free of cost to the participant. Participants can begin at any time within the six-week cycle and can continue in the program for as long as they like. Group program runs between 9.30am - 2.00pm Monday - Thursday

## **EMPLOYMENT, EDUCATION & INCOME**

**Centrelink**

[www.servicesaustralia.gov.au](http://www.servicesaustralia.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.servicesaustralia.gov.au/individuals/child-support](http://www.servicesaustralia.gov.au/individuals/child-support)  
Information and advise about child support.

**Administrative Appeals Tribunal (Commonwealth)**

Level 4, 15 William Street

Melbourne Vic 3000

Phone: 1800 011 140

Email: [sscsdivision@aat.gov.au](mailto:sscsdivision@aat.gov.au)

(Centrelink and Child Support Cases)

[www.aat.gov.au](http://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 4226, Fitzroy 3065

Phone: 9481 0355

Phone: 1800 094 164 (rural callers)

Monday to Thursday 9.00am - 5.00pm

[www.ssrw.org.au](http://www.ssrw.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.

**myGov**

[www.my.gov.au](http://www.my.gov.au)

A secure website to access all your government services. One Log-in, one password, one destination.

Centrelink - Child Support - Veteran's Affairs, My Health Record - National Disability Insurance Scheme - Australian Taxation Office - Medicare - JobSearch - My Aged Care - Victorian Housing Register Application.

**MAX Solutions**

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: 8796 6500

Email [narre.warren@maxemployment.com.au](mailto:narre.warren@maxemployment.com.au)

[www.maxemployment.com.au](http://www.maxemployment.com.au)

Cranbourne

Cranbourne Park Shopping Centre

High Street, Cranbourne 3977

Phone: 5990 0000 / 1800 625 350

Government Job Services Australia.

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

**Job Watch (Melb. Metro, Country VIC, QLD, TAS)**

Phone: 9662 1933

1800 331 617

Email: [jobwatch@jobwatch.org.au](mailto:jobwatch@jobwatch.org.au)

[www.jobwatch.org.au](http://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

62 High Street, Cranbourne 3977

Phone: 5924 8030

Suite 101, Building 1

66 Victor Cres, Narre Warren 3805

Phone: 9088 4204

[www.matchworks.com.au](http://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.

**Advanced Personnel Management**

Level 2, 58-60 Victor Crescent,

Narre Warren 3805

Phone: 8794 9532

**Direct Recruitment**

Suite 11, 26 Verdun Drive, Narre Warren 3805

Phone: 8790 2988

Email: [narre.warren@directrecruitment.com.au](mailto:narre.warren@directrecruitment.com.au)

178 Sladen Street, Cranbourne 3977

Phone: 5995 4300

Email: [cranbourne@directrecruitment.com.au](mailto:cranbourne@directrecruitment.com.au)

**Fair Work Ombudsman**

Phone: 13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

Information on federal workplace laws, investigation of complaints.

**Outlook Employment**

2/418 Princes Highway, Narre Warren 3805

Phone: 9705 6445

Shop 3, 1-21 High Street, Cranbourne 3977

Phone: 5995 4385

Email: [info@outlookemp.com.au](mailto: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](http://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: 1800 338 022 to find an apprenticeship Centre in your area.

[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

**WISE Cranbourne**

41-45 High Street, Cranbourne 3977

Phone: 5990 3600

Job network and disability employment service.

**DVJS Employment Solutions**

Narre Warren Office - Suite 3, 64 Victor Crescent, Narre Warren  
Cranbourne Office - Level 1 Childers Street, Cranbourne  
Pakenham Office - Hollander House, 3/37 Main Street,  
Pakenham

Phone: 1300 385 738

[www.dvjs.com.au](http://www.dvjs.com.au)

Free service for people with disability who are in receipt of a DSS Benefit aged 15-67.

Open employment placement with supportive employers, resume, job coaching, training and support.

**Octec Employment Services**

8/418 Princes Highway, Narre Warren 3805

Phone: 9705 8744 / 1800 258 182

[www.octec.org.au](http://www.octec.org.au)

Disability employment service, that assists in developing goals. Training is offered & interview & workplace support. Also assists people with injury or health conditions.

**Hand Brake Turn**

27 Station Street, Dandenong 3175

Phone: 9470 2972

Age group 15 - 21

[www.concernaustralia.org.au/handbraketurn](http://www.concernaustralia.org.au/handbraketurn)

Offers a hands on 7 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.

Fees apply, Some eligibility criteria.

**Fair Work Commission**

Phone: 1300 799 675

[www.fwc.gov.au](http://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](mailto:enquiries@jobco.com.au)

[www.jobco.com.au](http://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](http://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.

**Reconnect Program** is aimed at high-need learners who are not enrolled in school or employed full time and are: between 17 and 19 years of age who have not achieved year 12 or equivalent, or between 20 and 64 years of age who are long term unemployed, without year 12 or equivalent.

Phone: 1300 517 459

**Chisholm Institute - Free Courses**

Some apprenticeship pathway courses and 20 non-apprenticeship courses are available without tuition fees, for eligible people under 20 years of age. Other fees applicable.

More information at:

[www.chisholm.edu.au/freetafe](http://www.chisholm.edu.au/freetafe)

Phone: 1300 244 746

### **Centre for Adult Education (CAE)**

253 Flinders Lane, Melbourne 3000

Phone: 9652 0611

[www.cae.edu.au](http://www.cae.edu.au)

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.

### **Youth Employment Scheme**

[www.jobs.vic.gov.au/about-jobs-victoria/youth-employment-scheme](http://www.jobs.vic.gov.au/about-jobs-victoria/youth-employment-scheme)

The Youth Employment Scheme (YES) offers young people aged 15 to 24 an opportunity to work in the Victorian Public Service (VPS) or an agency of government for 12 months while studying for a Certificate III or IV qualification. Priority given to young people who have left school without completing year 12. Other eligibility requirements.

## **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.

### **Education Funding for Camps, Sports and Excursions**

[www.education.vic.gov.au](http://www.education.vic.gov.au)

Government funding to assist with Camps, Sports and Excursions Program will run over four years. Means Tested. See school principal for application form.

### **Embrace Education**

Email: [enquiries@embrace-education.org](mailto:enquiries@embrace-education.org)

[www.embrace-eduation.org](http://www.embrace-eduation.org)

This non-profit organisation offers free education support to disadvantaged high school students. Free tutoring, mentoring & homework clubs to students from refugee, recent migrant & low socio-economic backgrounds.

Textbooks, stationery & other items may also be provided

Homework Clubs at:

Hallam Secondary College:

Tuesday 3.30pm - 5.00pm

Hampton Park:

Wednesday 3.30pm - 5.00pm

### **Second hand books and uniforms online**

[www.sustainableschoolshop.com.au](http://www.sustainableschoolshop.com.au)

[www.ebay.com.au](http://www.ebay.com.au)

[www.theuniformexchange.com.au](http://www.theuniformexchange.com.au)

### **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.

[www.stateschoolsrelief.org.au](http://www.stateschoolsrelief.org.au)

### **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

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, 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 8572 5631

[www.monashhealth.org/services/monash-health-community](http://www.monashhealth.org/services/monash-health-community)

Berwick

28 Parkhill Drive, Berwick 3806

Phone: 8768 5100

Cranbourne

140-154 Sladen Street, Cranbourne 3977

Phone: 5990 6789

Postal address:

Locked bag 2500

Cranbourne 3977

Pakenham

Henty Way

Pakenham 3810

Phone: 5941 0500

The range of services available include:

#### Alcohol and Drug Program

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

### Child & Families

Includes getting children ready to commence school and speech therapy.

### Chronic Conditions self-management Support Program

### 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.

### 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: 1300 342 273

### Diabetes Education & Control Program.

Nurse, dietitian 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.

### Melbourne Sexual Health Centre

280 Swanston Street

Carlton Vic 3053

Phone: 9341 6200

Qualified Counsellors in sexual health and transmissible infections (STIS) including HIV.

Monday to Friday.

### Healthy Mothers, Healthy Babies Program

### Massage

For diagnosed chronic conditions, muscle or bone pain daily for extended period, disabilities affecting daily living, frail elderly and more. Referral required.

### Needle, Syringe & Exchange Program

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

**Thorne Harbour Health**

Formerly Victorian AIDS Council/Gay Men's Health Centre

51 Commercial Road, Melbourne

Phone: 9863 0444

Toll Free: 1800 622 795

Through a range of projects, delivery of community led and culturally appropriate services that improve the health and wellbeing of LGBTI people living throughout Victoria.

**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.

**Ophthalmology**

Available with referral at Cranbourne.

**Optometry – Australian College of Optometry**

Eye examination and glasses at low cost for pensioners at 116

David Street, Dandenong VIC 3175

Appointments Call: 9771 1007

First Tuesday of every month, 10.00am - 2.00pm

**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.

**Women's Health Service**

Offers women a chance to discuss health issues.

Doveton & Cranbourne Centres.

**Quitline 13 78 48**

[www.quit.org.au](http://www.quit.org.au)

**South Eastern Counselling & Psychology**

64 Victor Crescent, Narre Warren 3805

201 High Street, Cranbourne 3977

6/94 High Street, Berwick 3806

Phone: 1300 554 662 (Enquiries & Appointments)

[www.secounselling.com.au](http://www.secounselling.com.au)

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](mailto:action@fpv.org.au)

**Nurse-On-Call**

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

**Family Planning Victoria**

901 Whitehorse Road

Box Hill 3128

Phone: 9257 0100

Email: [fpv@fpv.org.au](mailto:fpv@fpv.org.au)

[www.fpv.org.au](http://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 - 5.30pm

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**

200 Hoddle Street

Abbotsford VIC 3067

Phone: 9865 6700

1800 134 840 Toll Free - Country Callers only

9827 3733 TTY

Email: [enquiries@vac.org.au](mailto:enquiries@vac.org.au)

[www.vac.org.au](http://www.vac.org.au)

St Kilda Clinic Location:

Rear 77 Fitzroy Street

St Kilda VIC 3182

Phone: 9525 5866

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.

**Palliative Care South East**

140-154 Sladen Street

Cranbourne VIC 3977

Phone: 5991 1300

[www.palliativecaresoutheast.org.au](http://www.palliativecaresoutheast.org.au)

With trained medical health professionals SEPC provides physical care and practical support, therapy, symptom management counselling etc. Links to other services.

Most services are free of charge.

**Weavers Carer Support Program:** This program looks after the Carers. Volunteers who are past Carers are welcome. Contact details: Palliative Care South East.

**Living Positive Victoria**

**People Living with HIV/AIDS Vic**

Phone: 9863 8733

Resource for people living with HIV/AIDS in Victoria.

Email: [info@livingpositivevictoria](mailto:info@livingpositivevictoria)

**Cancer Council Victoria**

615 St. Kilda Rd

Melbourne 3004

Phone: 9514 6100

13 1120 Cancer Helpline

Quit Line: 13 78 48

[www.cancervic.org.au](http://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](http://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.

**Royal Womens Hospital – Pregnancy**

**Advisory Service**

Cnr Grattan Street and Flemington Rd

Parkville VIC 3052

Phone: 8345 2000

[www.thewomens.org.au](http://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

**Kids Health Information**

Royal Children's Hospital

Flemington Road

Parkville 3052

Phone: 9345 5085

Email: [safety.centre@rch.org.au](mailto: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.

**Australian Dental Health Foundation**

[www.adhf.org.au](http://www.adhf.org.au)

This foundation co-ordinates the delivery of pro bono dental treatment to disadvantaged Australians in need of dental care. Dentists outside the public system donate their time. Patients should be aged between 18-65 years and need to be referred. Refer to website.

**Melbourne Sexual Health Centre**

580 Swanston Street

Carlton 3053

Phone: 9341 6200

1800 032 017 - Free Call (Melbourne Metro)

HIV positive people only: phone 9341 6214

[www.mshc.org.au](http://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.

Check website for opening times.

Telephone information service available.

**Bolton Clarke**

Formerly Royal District Nursing Services

Phone: 1300 221 122 (24 hours)

[www.rdns.com.au](http://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.

**State-wide Equipment Program (SWEP)**

Phone: 1300 747 937

Email: [SWEP@bhs.org.au](mailto:SWEP@bhs.org.au)

[www.swep.bhs.org.au](http://www.swep.bhs.org.au)

SWEP provides a subsidy towards the cost of equipment and/or modifications. This is to improve independence in your home, assist in community participation and support families and carers in their role.

Continence Aids Program

**Monash Health Primary Health Clinic**

122 Thomas Street

Dandenong 3175

Phone: 9792 7630

Specific services include blood born virus testing HIV and hepatitis diagnosis and treatment. Vein care advice and wound care dressing. Information and education to reduce harm and association with injection. Sexual health care, antenatal care, first aid, overdose response, vaccinations, outreach support, social support and referrals.

# HOUSING

## PUBLIC HOUSING

### Health & 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

[www.dffh.vic.gov.au/dandenong-office](http://www.dffh.vic.gov.au/dandenong-office)

## RENTAL HOUSING SUPPORT

### Peninsula Community Legal Service

65 Berwick-Cranbourne Road

Cranbourne East 3977

Phone: 9783 3600

Email: [pclc@pclc.org.au](mailto:pclc@pclc.org.au)

### Free Tenancy Advice Program

Peninsula Community Legal Service

Outreach Service at CNCISS - Tuesday Afternoons

30-32 Verdun Drive, Narre Warren

Free advice to private rental clients.

Appointment required.

Phone: 9783 3600

### Consumer Affairs Tenancy Advice

Phone: 1300 55 81 81

[www.consumer.vic.gov.au/housing/renting](http://www.consumer.vic.gov.au/housing/renting)

### Tenants Victoria

55 Johnston Street

Fitzroy 3065

Phone: 9416 2577 (Advice Line)

Phone: 9416 0513 (FAX)

[www.tuv.org.au](http://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 Ltd

20 Langmore Lane, Berwick 3806

Phone: 9703 0044

[www.wayss.org.au](http://www.wayss.org.au)

Housing related information including: general housing information, information on a range of accommodation options, including public housing and 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](mailto:amida@amida.org.au)

[www.amida.org.au](http://www.amida.org.au)

Disability advocacy group.

Offers advocacy on housing and tenancy rights for people with a disability. Priority given to people with an intellectual disability.

## **HOUSING CRISIS & SUPPORT SERVICES**

### **WAYSS Ltd – Dandenong**

Level 1  
20-22 Princes Highway  
Dandenong 3175  
PO Box 3  
Dandenong 3175  
Phone: 9791 6111 BH  
1800 637 993 free call (not mobiles)  
Monday - Friday 9.00am - 5.00pm  
[www.wayss.org.au](http://www.wayss.org.au)

#### **Other Locations:**

#### **WAYSS Ltd - Berwick**

20 Langmore Lane  
Berwick 3805  
Phone: 9703 0044

Housing Services - Dandenong & Berwick:

- 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](mailto:dandenong@launchhousing.org.au)  
[www.launchhousing.org.au](http://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  
[www.windermere.org.au](http://www.windermere.org.au)

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.

### **Aboriginal Housing Victoria**

see Cultural Specific - page 18.

### **Aboriginal Hostels Ltd**

see Cultural Specific - page 18.

### **Community Housing Ltd**

Phone: 1300 245 468  
[www.chl.org.au](http://www.chl.org.au)

Affordable housing for low to moderate income households. Rents offered at discount rental to the market rates. Housing range varies in type and size.

### **Frontyard Youth Services**

19 King Street  
Melbourne 3000  
Phone: 9611 2411 - 7 days  
1800 800 531 Freecall  
Email: [frontyard@mcm.org.au](mailto:frontyard@mcm.org.au)  
[www.mcm.org.au](http://www.mcm.org.au)

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](mailto:reception@womenshousing.com.au)  
[www.womenshousing.com.au](http://www.womenshousing.com.au)

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

**Housing for The Aged Action Group**

Phone: 1300 765 178; 9765 7389

[www.oldtenants.org.au](http://www.oldtenants.org.au)  
Email: [haag@oldtenants.org.au](mailto:haag@oldtenants.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

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.

**ERMHA365 Community Connect**

Phone: 1300 376 421 - 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.

**Housing Support for Older People**

[www.housing.vic.gov.au/support-older-people](http://www.housing.vic.gov.au/support-older-people)  
Services to help older people stay in their home and get involved in community life.

**National Rental Affordability Scheme**

Phone: 1300 245 468  
[www.chl.org.au](http://www.chl.org.au)  
[www.housing.vic.gov.au/national-rental-affordability-scheme](http://www.housing.vic.gov.au/national-rental-affordability-scheme)  
Can provide affordable rental housing to low income people who find it hard to afford market rental rates. Connected to Community Housing (Vic) Ltd



# LEGAL

## **Peninsula Community Legal Centre**

Frankston  
441 Nepean Highway  
Frankston 3199  
Phone: 9783 3600  
1800 064 784 Std Only

Cranbourne  
65 Berwick Cranbourne Road,  
Cranbourne East 3977  
Phone: 5995 3722  
[wwwpclc.org.au](http://wwwpclc.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**

Clinic held at Frankston with Peninsula Community Legal Centre. Phone: 9783 3600

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

## **South-East Monash Legal Service**

5 Osborne Ave, Springvale 3171  
122 Thomas St, Dandenong 3175  
Phone: 9545 7400  
Email: [info@smls.org.au](mailto:info@smls.org.au)  
[www.smls.org.au](http://www.smls.org.au)  
  
Suite 1, Level 2, 64 Victor Crescent,  
Narre Warren  
Phone for appointment: 9038 8002  
Email: [info@narrewarren@smls.org.au](mailto:info@narrewarren@smls.org.au)  
Outreach service also at Cranbourne, Doveton and Pakenham  
- Phone: 9038 8002

## **Fines Victoria**

[online.fines.vic.gov.au](http://online.fines.vic.gov.au)  
Information on fines received and options for paying.

## **Family Law Assistance Program**

### **Monash Law Clinics Clayton**

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.**

Suite 2, Level 2/491-495 King Street  
West Melbourne 3003  
Phone: 9629 4422 or 1800 555 887 free calls for rural Victoria  
Hours Tues to Friday 9.00am - 12.00pm and 2.00pm - 4.00pm  
[www.mhlc.org.au](http://www.mhlc.org.au)

Free and confidential support and advice from our team of lawyers, social workers and financial counsellors. This includes:

- General advice and information on topics such as: patient rights, complaints and FOI requests
- Mental Health Tribunal representation
- Assistance with preparation of Advance Statements
- Inside Access: civil legal and other support services to people in correctional and forensic facilities in Victoria
- Health Justice Project: Working with Bolton Clarke Homeless Persons Project to provide increased access to justice and improved outcomes for a vulnerable cohort of Victorians.

## **Insurance Law Service**

Phone: 1300 663 464  
[www.insurancelaw.org.au](http://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  
Email: [enquiries@berwickfrc.org.au](mailto:enquiries@berwickfrc.org.au)

## **Family Court – Dandenong**

53-55 Robinsions Street  
Dandenong 3175  
  
Phone: 1300 352 000

## **Magistrates Court – Dandenong**

Cnr Foster & Pultney Streets  
Dandenong 3175  
Phone: 7003 4119

## **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](http://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.

#### **Justice Connect**

Phone: 8636 4400  
Email: [admin@justiceconnect.org.au](mailto:admin@justiceconnect.org.au)  
[www.justiceconnect.org.au](http://www.justiceconnect.org.au)

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

#### **Victoria Legal Aid – Dandenong**

14 Mason Street  
Dandenong 3175  
Phone: 9767 7111  
[www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

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 Legal**

Level 6, 20 Otter Street, Collingwood  
Phone Advice Line: 9413 0101  
Email: [refugeelegal@refugeelegal.org.au](mailto:refugeelegal@refugeelegal.org.au)  
[www.refugeelegal.org.au](http://www.refugeelegal.org.au)  
Specialising in immigration and refugee law, policy and procedures. Free 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](mailto:publicadvocate@justice.vic.gov.au)  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

The Office of the Public Advocate (OPA) is an independent statutory body that safeguards the rights and interests of people with disability in Victoria and works to eliminate abuse, neglect and exploitation of people with disability. OPA provides advice and information on the rights of people with disability or mental illness, their treatment and care.

This may include:

- Applications of the Guardianship List of VCAT
- Administration and guardianship
- Supported decision-making
- Powers of Attorney
- Medical treatment decisions
- Referral to OPA's Community Visitors Program

The OPA Advice Service is available Monday to Friday, 9.00am - 4.45pm, and can be contacted on:

Phone: 1300 309 337  
NRS: 133 677  
Email: [opa\\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)

#### **Women's Legal Service Victoria**

Level 10, 277 William Street,  
Melbourne VIC 3000  
Phone: 8622 0600  
[www.womenslegal.org.au](http://www.womenslegal.org.au)  
Monday to Friday 8.00am - 5.00pm

They work with women experiencing disadvantage to address legal issues arising from relationship breakdown or violence. We provide secondary consultations and referrals to family violence workers and other practitioners; and ongoing legal representation in family law, family violence and child protection (as assessed by WLSV). We do not accept self referrals.

We provide free legal support at Melbourne Magistrates Court to assist with Family Violence Intervention Orders.

#### **Law Institute of Victoria - Legal Referral Service**

Level 13, 140 William Street  
Melbourne Vic 3000  
Phone: 9607 9550  
[www.liv.asn.au/referral](http://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.

#### **Youthlaw**

147 - 155 Pelham Street  
Carlton Vic 3000  
Youthlaw works to address the legal issues facing young people through legal services, advocacy, law reform and preventative education programs, within a human rights and social justice framework.

#### **Victoria Legal Aid**

Advice Line 1300 792 387  
8am - 6pm Monday to Friday  
Closed public holidays.

# SENIORS

## **University of the Third Age:**

### **Casey U3A Inc**

Fiddlers Green Retirement Village  
180/57 Gloucester Avenue, Berwick 3806  
Phone: 0493 280 458  
Email: [caseyu3a@gmail.com](mailto:caseyu3a@gmail.com)  
[www.casey.u3anet.org.au](http://www.casey.u3anet.org.au)

### **U3A Cranbourne Inc**

Casey Indoor Leisure Centre  
65 Berwick-Cranbourne Road, Cranbourne 3977  
Phone: 5995 0311  
Email: [admin@u3acranbourne.org.au](mailto:admin@u3acranbourne.org.au)  
[www.u3acranbourne.org.au](http://www.u3acranbourne.org.au)

U3A offers a large range of activities and classes for retired, active people. Low cost learning in a wide variety of subjects.

### **Mecwa – 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.  
[www.mecwacare.org.au](http://www.mecwacare.org.au)

### **Council on the Ageing (Victoria) – COTA**

Level 2, Suit 2.5, 424 St Kilda Road  
St Kilda 3182  
Phone: 9655 2100 / 1300 135 090  
Fax: 9654 4456  
Email: [askcota@cotavic.org.au](mailto:askcota@cotavic.org.au)  
[www.cotavic.org.au](http://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.  
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.  
Membership services include access to competitively priced house and contents insurance, health and motor vehicle insurance, and a free legal advice service.

### **Seniors Rights Victoria**

Level 4, 533 Little Collins Street  
Melbourne Vic 3000  
Phone: 1300 368 821  
Email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)  
[www.seniorsrights.org.au](http://www.seniorsrights.org.au)  
Seniors Rights is a program within the Council of the Ageing (COTA) Particularly dealing with Elder abuse, prevention and support.

## **Seniors Online Victoria**

Victorian State Government  
Phone: 1300 797 210  
[www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au)  
Email: Online, direct from their website  
Seniors Card and Seniors programs and participation information. Links to many other services of interest to Seniors.

### **Seniors Card Victoria**

Phone: 1300 797 210  
Victorian Seniors 60+ discount card.  
Email: [seniorscard@health.vic.gov.au](mailto:seniorscard@health.vic.gov.au)  
[www.seniorsonline@dhhs.vic.gov.au](mailto:www.seniorsonline@dhhs.vic.gov.au)

### **Casey/Cardinia Life Activities**

Brentwood Park Neighbourhood House  
Bemerside Drive  
Berwick VIC 3806  
Phone: 0410 445 951  
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.

### **Aged Care Information and Referral Service**

Mount Eliza  
Phone: 1300 302 433  
[info@agedcareonline.com.au](mailto:info@agedcareonline.com.au)  
Provides an independent and multidimensional assessment of the care needs of frail elderly people.

### **Southern Metropolitan Aged Care Assessment**

Jacksons Road  
Mount Eliza 3930  
P.O. Box 102  
Mount Eliza 3930  
Phone: 9787 1410; 1800 200 422

### **Better Place Australia**

Mediation & Counselling  
86-88 Victor Crescent  
Narre Warren 3805  
Phone: 8781 9111  
Seniors Mediation assist in resolving conflict about Care decisions, Finances or Future Planning.

### **Seniors Information Victoria**

247 Flinders Lane  
Melbourne Vic 3000  
Phone: 1300 135 090

# **SERVICES FOR WOMEN**

## **Wellsprings – for Women Inc.**

79 Langhorne Street

Dandenong 3175

Phone: 9701 3740

[www.wellspringsforwomen.com](http://www.wellspringsforwomen.com)

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.

## **Women's Health in the South East (W.H.I.S.E.)**

Level 1, 70 St Kilda Road

St Kilda 3182

Phone: 9794 8677

Email: [whise@whise.org.au](mailto:whise@whise.org.au)

[www.whise.org.au](http://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

1800 134 863 (toll free outside Metro area)

[www.caroline.org.au](http://www.caroline.org.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**

210 Lonsdale Street

Melbourne 3000

Phone: 9654 0622 / 1300 552 511 (Admin 9654 0327)

Email: [contact@csmc.org.au](mailto:contact@csmc.org.au)

[www.csmc.org.au](http://www.csmc.org.au)

Free and confidential telephone support, information and referral on all issues related to being a single mother including parenting alone, Centrelink, Child Support, family law etc.

Limited emergency relief is available. Sign up for our free fortnightly e-bulletin for up to date information about single mother issues or become a member (free for single mothers).

Join our Single Mother Share House Register if you are interested in sharing with another single mother family.

## **Intouch Multicultural Centre Against Family Violence**

PO Box 2905

Melbourne 3001

Phone: 9413 6500 / 1800 755 988

Email: [admin@intouch.org.au](mailto:admin@intouch.org.au)

[www.intouch.org.au](http://www.intouch.org.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 - Victoria Branch**

Suite 3, 71 Robinson St

Dandenong 3175

Phone: 9791 4644 - Admin

1800 686 268 Breastfeeding Helpline 24 hour

Email: [vicoffice@breastfeeding.asn.au](mailto:vicoffice@breastfeeding.asn.au)

[www.breastfeeding.asn.au](http://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

Email: [support@wire.org.au](mailto:support@wire.org.au)

[www.wire.org.au](http://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 for women aimed at strengthening relationships and developing strategies to overcome the pressures of every day life.

Assertiveness Strategies; Healthy Communication; Working with anger; Positive Conflict Resolution; Improved Self-Esteem, Financial Literacy; Self-Care.

# **SERVICES FOR MEN**

## **Victorian Men's Shed Association**

[www.vmsa.org.au](http://www.vmsa.org.au)

Phone: 0408 465 228

## **Endeavour Hills Men's Shed**

289 Power Road

Endeavour Hills 3802

Phone: 0418 363 416

Email: [endeavourhills.mensshed@gmail.com](mailto:endeavourhills.mensshed@gmail.com)

## **Akoonah Park Men's Shed**

Akoonah Park (Berwick Showgrounds)

Gate 4, 2 Cardinia Street

Berwick

Phone: 0407 662 383 (President)

Email: [sharlin552@gmail.com](mailto:sharlin552@gmail.com)

## **No to Violence - Formerly Men's Referral Service**

Phone: 1300 766 491 (Phone Counselling Line)

8.30am to 12.30pm Monday to Friday

[www.ntv.org.au](http://www.ntv.org.au)

Provides a telephone referral and advice service regarding issues relating to domestic violence.

All calls are anonymous and confidential.

## **Mensline Australia**

Phone: 1300 789 978

[www.mensline.org.au](http://www.mensline.org.au)

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

## **City of Casey - Dads Matter Program**

Bunjil Place

2 Patrick Northeast Drive

Narre Warren 3805

Email: [dadsmatter@casey.vic.gov.au](mailto:dadsmatter@casey.vic.gov.au)

Phone: 0497 055 673 (Glenn Reincastle)

Free interactive programs for fathers or father figures with children aged between 1 - 10.

## **Lone Fathers Association Australia**

PO Box 492

Canberra City

Canberra 2601

Phone: 02 6239 4650

[www.lonefathers.com.au](http://www.lonefathers.com.au)

Self help educational and welfare organisation devoted to the interests of lone fathers, their friends and families. Membership fee applies.

# **SUPPORT SERVICES**

## **Grief & Loss**

### **GRIEFLINE**

Phone: 1300 845 745

[www.griefline.org.au](http://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](mailto:info@grief.org.au)

[www.grief.org.au](http://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 4, 670 Canterbury Road

Surrey Hills 3127

Phone: 1300 072 637 Support

24/7: 8595 2400 and 1300 308 307

Email: [victoria@sands.org.au](mailto:victoria@sands.org.au)

[www.sands.org.au](http://www.sands.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](mailto:info@bereavementassistance.org.au)

[www.bereavementassistance.org.au](http://www.bereavementassistance.org.au)

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

Pre-paid funeral option.

### **Palliative Care South East**

140-154 Sladen St, Cranbourne

Phone: 5991 1300

[www.palliativecaresoutheast.org.au](http://www.palliativecaresoutheast.org.au)

With trained medical health professionals SEPC provides counselling etc. Links to other services.

Most services are free of charge.

## **Family Support**

### **Windermere Child & Family Services**

48 Webb Street  
Narre Warren 3805

Phone: 1300 946 337  
Email: [info@windermere.org.au](mailto:info@windermere.org.au)  
[www.windermere.org.au](http://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**

38 Clyde Road  
Berwick 3806  
Phone: 8768 4111

2/99 Sth Gippsland Hwy  
Cranbourne 3977  
Phone: 5990 1900

405 Narre Warren Road  
Cranbourne North 3977  
Phone: 5911 5400  
[www.relationshipsvictoria.com.au](http://www.relationshipsvictoria.com.au)

Support for parents and children, step families in crisis, couples, single adults, parents and children after separations. All 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  
Email: [enquiries@caseydistrict.amba.org.au](mailto:enquiries@caseydistrict.amba.org.au)  
[www.caseydistrict.amba.org.au](http://www.caseydistrict.amba.org.au)

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

### **CatholicCare**

33-35 Princes Hwy, Dandenong  
Phone: 8710 9600  
[www.catholiccarevic.org.au](http://www.catholiccarevic.org.au)  
We help people to build positive relationships, and repair connections when needed. We provide family and relationship

services, relationship courses, pastoral services, refugee and asylum seeker support, and school and education support. All services are offered to the whole community, regardless of religious belief of background.

### **Stepfamilies Australia**

100 Drummond Street,  
Carlton VIC 3053

Phone: 9663 6733

Email: [info@stepfamily.org.au](mailto:info@stepfamily.org.au)  
[www.stepfamily.org.au](http://www.stepfamily.org.au)

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

### **Uniting Connections**

184 Sladen Street  
Cranbourne 3977  
Phone: 5990 8400

Doveton Office  
10 Ti-Tree Drive  
Doveton 3177  
Phone: 9794 0725

Narre Warren Office  
55 Webb St.  
Narre Warren 3805  
Phone: 9704 8377  
[www.connections.org.au](http://www.connections.org.au)

Provides support for vulnerable families such as counselling. Also provides support for youths at risk of homelessness or not completing their schooling. Many diverse programs to assist parents.

### **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](mailto: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**

156 Sladen Street

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

A free and confidential service available to parents and families with children from birth to commencing school age. The Maternal and Child Health Line is staffed by qualified Maternal and Child Health nurses. Parents can ring the MCH Line 24 hours a day, 7 days a week to get information, support and guidance on lots of issues like child health, nutrition, breastfeeding, maternal and family health and parenting.

**Better Place Australia**

Meditation & Counselling

86-88 Victor Crescent

Narre Warren 3805

Phone: 8781 9111

Email: via website

[www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.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**

Email: via website

[www.thecass.com.au](http://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.

**Australian Red Cross Victoria**

23-47 Villiers Street

North Melbourne 3051

G.P.O. Box 9949

Melbourne 3001

Phone: 8327 7700 BH

1800 131 701

[www.redcross.org.au](http://www.redcross.org.au)

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****Orange Door**

311 Lonsdale Street

Dandenong 3175

Phone: 1800 271 170

Email: [sma@orangedoor.vic.gov.au](mailto:sma@orangedoor.vic.gov.au)

[www.orangedoor.vic.gov.au](http://www.orangedoor.vic.gov.au)

Mail: PO Box 753, Dandenong 3175

Services offered:

- Women, children and young people's family violence services
- Child and family services
- Aboriginal services
- Men's family violence services

The Orange Door welcomes everyone, regardless of migration status. You can seek help or support if you are a migrant or a refugee or do not have permanent residency.

**Safe Steps**

Family Violence Response Centre

Phone: 1800 015 188

[www.safesteps.org.au](http://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.

**Dept. of Human Services (Child Protection)**

Phone: 131 278 Crisis Line - 24 hours

**Victims Support Agency**

Level 18, 121 Exhibition Street

Melbourne 3000

GPO Box 4349

Melbourne 3001

Phone: Helpline - 1800 819 817

or text: 0427 767 891

8.00am - 11.00pm 7 days

Email: [vsu@justice.vic.gov.au](mailto:vsu@justice.vic.gov.au)

[www.victimsofcrime.vic.au/victims-support-agency](http://www.victimsofcrime.vic.au/victims-support-agency)

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 South VIC 3175  
Phone: 9928 8741 (Admin)  
Email: [secasa@monashhealth.org](mailto:secasa@monashhealth.org)  
[www.secasa.com.au](http://www.secasa.com.au) [www.secasayouth.com.au](http://www.secasayouth.com.au)  
(03) 9594 2289 - Crisis Line - 24 hours  
1800 806 292 - Toll free crisis line

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**

52 Cardigan St,  
Carlton VIC 3053  
Phone: 8346 5200  
After Hours: 1800 737 732  
[www.dvrcv.org.au](http://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.

**No To Violence - Formerly Mens Referral Service**

Richmond 3121  
Phone: 9428 3536  
1300 766 491  
[www.mrs.org.au](http://www.mrs.org.au)

This 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. No To Violence 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  
Cardinia Casey Community Health Service  
28 Parkhill Drive  
Berwick 3806  
Counselling Line - Phone: After Hours 1800 858 858 - 7 days  
[www.gamblershelpsouthern.org.au](http://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**

PO Box 191, Moorabbin 3189  
Phone: 9696 6108  
Email: [gavitorial8a@gmail.com](mailto:gavitorial8a@gmail.com)  
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.

**Gambling Help Online**

Phone: 1800 858 858  
24-hour multilingual telephone counselling referral and information service, for those affected by problem gambling behaviour.  
[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)  
Self help resources or chat to us online.

**Gamblers Help Youth Line**

Phone: 1800 262 376

# WELFARE & GENERAL SUPPORT SERVICES

## Emergency Relief

### Community Information and Support Cranbourne

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

Phone: 5996 3333  
Email: [ciss@cranbourneiss.org.au](mailto:ciss@cranbourneiss.org.au)  
[www.cranbourneiss.org.au](http://www.cranbourneiss.org.au)  
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### Casey North Community Information & Support Service

Suite 2, 30-32 Verdun Dve  
Narre Warren VIC 3805  
Phone: 9705 6699  
Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)  
[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)  
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### St Vincent de Paul Society

Phone: 1800 305 330 - Free call  
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.

### Salvation Army Berwick

28 Mirrabook Court  
Berwick 3806  
Phone: 9704 1940

Limited emergency relief services, but they may be able to assist with vouchers for their Salvos shops (furniture) and access to white goods. Appointments need to be made for interview. Tuesday and Thursday.

### Andrews Centre

2-6 Hanna Drive  
Endeavour Hills 3802  
Phone: 97004944  
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  
Phone: 5995 0133  
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 9.30am to 3.00pm Monday to Friday.  
Close for lunch: 12.45pm – 1.30pm

### Salvation Army (Dandenong)

Shop 6 and 7, 147-151 Foster Street

Dandenong 3175

Phone: 9794 3500

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 4.00pm.

Doveton Centre.

1a Frawley Road, Doveton.

Phone 9794 3500 for appointment

### Salvation Army Pakenham

51 Bald Hill Road

Pakenham

Phone: 5941 4906

Emergency relief and welfare services.

Monday, Thursday and Friday: 9am - 4pm

### Berwick Church of Christ Food Pantry

432-446 Centre Road, Berwick  
Phone: 9702 1011

Food Pantry is open on Tuesdays 10.30-2.00

A referral is required from Casey North CISS or Cranbourne ISS. Some clothing also available for adults and children.

## Free Meals

### St Vincent de Paul Society

Community support agency providing emergency aid and support to individuals and families in need. Services include food vouchers and grocery parcels, assistance with household bills, rent, education expenses, transport costs, medical expenses, and clothing and essential household goods and furniture. SVDP has seven conferences providing assistance in Casey and Cardinia - Berwick, Narre Warren, Cranbourne, Hampton Park, Endeavour Hills, Pakenham and Koo Wee Rup. For assistance call: 5995 0211 or 1800 305 330 (free call)

Vinnies shops are located in Cranbourne (5996 3926) and Pakenham (5941 7982).

Soup Van - Every Thursday Night Only

Narre Warren Railway Station (near bus stop) - 6.30 to 6.45pm

Hampton Park Shopping Centre (Somerville Rd bus stop) 7.30 to 7.45pm

Cranbourne, Lyall Street bus stop (near Westpac) 8.30 to 8.45pm.

**Cranbourne Regional Uniting Care - Food Truck**

Monday & Wednesdays 6.30 - 7.40pm Lyall Street Car Park  
Cranbourne  
Saturdays 6.30pm Cranbourne Church  
41 Lesdon Ave Cranbourne

**Shepherds Table**

496 Princes Highway  
Narre Warren 3805  
First and third Saturday of the month.  
Phone: 9704 7935

**Transit - Narre Warren Christian Church**

4/3 Webb Street, Narre Warren (drive opposite IGA)  
Phone: 0438 398 594 or 0428 852 068  
Sit down meal and groceries available  
A donation (\$5 suggestion) towards food support is requested if guests can afford it. If they cannot afford it, they are still welcome and able to collect food.  
Mondays - Dinner at 5.00 - 6.00pm (opens at 4pm)  
Food collection 6.00 - 7.00pm  
Shower and clothes washing  
Monday fortnight (Orange sky)  
Wednesdays  
Lunch at 12 noon (Open from 10.30am) followed by opportunity to collect "food support" tea, coffee and cordial available. Food collection 1.00 - 2.30pm  
Thursday  
Food collection - 1.00 - 4.00pm  
Last Sunday of the month  
Breakfast at 9.30am - full breakfast available.

**Hampton Park Uniting Church**

(Offers during COVID take away)  
Thursdays - Lunches 12.30 - 1.30pm  
Emergency food relief from 10.30am - 1.30pm  
Thursdays - Orange Sky clothes washing and drying  
From 10.00am - 12.00pm  
Mask wearing, sanitizing and check in with a QR code is required on the day of visiting.

**Hampton Park Uniting Place**

Cnr Hallam Rd and Coral Dve  
Phone: 9799 7994  
Diane: 9799 0572  
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  
3rd Saturday of the month 9am - 1pm

**Turning Point Support Centre**

1785 South Gippsland Hwy, Cranbourne 3977  
Phone: 5996 3048  
Offers material aid (food only) in emergency.  
Support and Counselling.  
Fridays 10am - 2pm Hot cooked meal  
Hours: Emergency Food - Friday 10.00am - 2.30pm.  
Community Brunch - every Friday 10.00am - 11.30am during school terms  
Community Lunch - First Friday of the month 12.30 - 2pm  
During Covid lockdown the only service available is emergency food pick up on Fridays from 10.00am - 2.00pm

**ADRA Community Cafe**

59 Webb Street, Narre Warren  
Dinners every Sunday 4pm to 6.30pm  
Food parcels available (must register via mobile first)

**Cornerstone Centre**

139 David St, Dandenong 3175  
Phone: 0481 186 323  
[www.cornerstonecentre.com.au](http://www.cornerstonecentre.com.au)  
Tuesday 12.00pm (Toasties from 9.00am)  
Second and fourth Tuesday of every month breakfast at 7.30 - 9.00am  
Thursday evening meal 5.30 - 6.15pm  
Friday 12.00pm (Toasties from 9.00am)  
Orange Sky Mobile Laundry - Friday 10.00am - 1.00pm

**Doveton Neighbourhood Learning Centre**

34 Oak Ave, Doveton  
Phone: 9791 1449  
Email: [info@dovetonnlc.com.au](mailto:info@dovetonnlc.com.au)  
Free meal: Tuesday 6.30 - 9.30pm  
Food support from the bank: Thurs, Fri 9.30am - 2.30pm  
Orange sky laundry service  
Showers for the homeless

**Other Support Services****Beyond Blue**

Infoline: 1300 224 636  
TTY: 133 677  
Email: [infoline@beyondblue.org.au](mailto:infoline@beyondblue.org.au)  
[www.beyondblue.org.au](http://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

1800 551 800 Kids Help

[www.lifeline.org.au](http://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.

**Legacy Melbourne**

293 Swanston Street, Melbourne 3000

Phone: 8626 0500

6 Birch Avenue, Dandenong North 3175

Phone: 9701 1058

Email: [office@stheasternlegacy.com.au](mailto:office@stheasternlegacy.com.au)

[www.legacy.com.au/melbourne](http://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

[www.carryonvictoria.org.au](http://www.carryonvictoria.org.au)

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

Travellers Aid Access Service 03 9654 7690

Email: [info@travellersaid.org.au](mailto:info@travellersaid.org.au)

[www.travellersaid.org.au](http://www.travellersaid.org.au)

• Flinders Street Station

Main Concourse, Flinders Street, Melbourne 3000

Phone: 03 9068 8187

Email: [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

Monday - Sunday: 8.00am to 7.00pm

• Southern Cross Station

99 Spencer Street, Docklands VIC 3008

Phone: 03 9670 2072

Email: [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

Monday - Sunday: 6.30am - 9.30pm

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

**Access Service (TAAS)**

Phone: 03 9654 2600

- Southern Cross Station – Phone: 03 9670 2072
- Flinders Street Station – Phone: 03 9068 8187

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

**Groomed To Go Inc**

Shop 6/11 Station St Mall 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. Hours: Mon-Thur 9.30am to 4.00pm

Phone: 9770 0220

Email: [info@groomedtogo.org](mailto:info@groomedtogo.org)

[www.morningtonpeninsula.dressforsuccess.org](http://www.morningtonpeninsula.dressforsuccess.org)

**ANGLICARE Child FIRST and Family Solutions**

60-64 Wells Street, Frankston 3199

Phone: 9781 6700

This service supports vulnerable children and families with complex needs.

**Gay & Lesbian Support****Switchboard**

Phone: 9663 2474

1800 184 527 Toll free outside Metro area

Free telephone counselling and referral service for lesbian, gay, bisexual, transgender and gender diverse, intersex, queer and asexual LGBTIQA+ people, their families, allies and communities.

3.00pm - Midnight - every day.

**Rainbow Door**

10.00am - 5.00pm Every day

A free service for all LGBTIQA+ people in Victoria.

Phone: 1800 729 367

Text: 0480 017 246

Email: [support@rainbowdoor.org.au](mailto:support@rainbowdoor.org.au)

[www.rainbowdoor.org.au](http://www.rainbowdoor.org.au)

# YOUTH SERVICES

## **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 Vic 3805  
Phone: 9792 7330  
By appointment only.

Youth activities, counselling, information.

### **Cranbourne Youth Information Centre**

Shop 156, Cranbourne Park Shopping Centre,  
Cranbourne Vic 3977  
Next to City of Casey Customer Service  
Phone: 9792 7350  
Weekdays 1.30 - 5.15pm

### **Hampton Park Youth Info Centre**

22-26 Stuart Ave, Hampton Park 3976  
(Next to Library)  
Phone: 9702 9510  
Weekdays 1.30 - 5.15pm

### **Casey 360**

- Mobile youth information centre
- Various locations.

Phone: 9705 5200

### **Youth Employment Scheme**

[www.justice.vic.gov.au/carers/youth.employment-scheme](http://www.justice.vic.gov.au/carers/youth.employment-scheme)  
The Youth Employment Scheme (YES) offers young people aged 15 to 29 an opportunity to work in the Victorian Public Service (VPS) or an agency of government for 12 months while studying for a Certificate III or IV qualification. Priority given to young people who have left school without completing year 12. Other eligibility requirements.

### **Kids Help Line**

1800 551 800  
[www.kidshelp.com.au](http://www.kidshelp.com.au)

Provides free, anonymous and confidential telephone counselling for children from 5 to 25 years, 24 hours a day, 7 days a week.

Web counselling: Open 24 hours, 7 days a week

## **Uniting Connections**

Narre Warren Office – Phone: 9704 8377  
Cranbourne Office – Phone: 5990 8400  
[www.connections.org.au](http://www.connections.org.au)  
[enquiries@connections.org.au](mailto: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

### **Headspace**

66 Victor Crescent, Narre Warren 3805  
Phone: 1800 367 968  
[www.headspace.org.au](http://www.headspace.org.au)  
[headspaceDNWenquiries@each.com.au](mailto:headspaceDNWenquiries@each.com.au)

Headspace is a youth health service for 12 - 25 yrs 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](http://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.

### **Beyond Blue - Issues for Young People**

Phone: 1300 224 636  
[www.beyondblue.org.au/who-does-it-affect/young-people](http://www.beyondblue.org.au/who-does-it-affect/young-people)  
Beyond Blue strategies to assist young people who may have concerns or questions about mental health.

### **Youth Law**

See Page 36

# OTHER SERVICES

## Collective of Self-Help Groups

Level 3 / Room 6 - 247 Flinders Lane

Melbourne 3000

Phone: 9650 2005

Wed and Thu 10:00am to 4:00pm

Email: [info@coshg.org.au](mailto:info@coshg.org.au)

[www.coshg.org.au](http://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

[www.lortsmith.com](http://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.

For information, phone:

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

[www.workventures.com.au](http://www.workventures.com.au)

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 every second Monday 4.00 - 7.00pm

## Hampton Park Uniting Church

1 Coral Drive, Hampton Park 3976

Thursdays 10.00am - 12.00pm

## Hire for Baby

Phone: 9018 5060

Email: [berwick@hireforbaby.com](mailto:berwick@hireforbaby.com)

Cranbourne Phone: 03 9001 0494

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](http://www.rspcavic.org)

Local Branch: RSPCA Peninsula

1030 Robinsons Rd, Pearcedale 3912

Phone: 5978 9000

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 and Main Office

26 Aegan Court, Keysborough 3173

Phone: 9798 8415

Vet Clinic - 9585 7936

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

[www.aaps.org.au](http://www.aaps.org.au)

Shelter Email: [office@aaps.org.au](mailto:office@aaps.org.au)

Vet Email: [clinic@aaps.org.au](mailto:clinic@aaps.org.au)

## Airport Buses

Sky Bus operates 24 hours a day between the Airport and the City Centre. Service runs approximately every 10 minutes.

Phone: 1300 759 287

[info@skybus.com.au](mailto:info@skybus.com.au)

[www.airportbusdandenong.org.au](http://www.airportbusdandenong.org.au)

Costs - Adults from \$19.95 one way

Airport Bus Dandenong

Covers Cranbourne, Berwick, Narre Warren, Hallam, Endeavour Hills and Dandenong.

Phone: 9782 6766

Call for up to date schedule and pricing.

## Pets Of The Homeless

Email: [hello@petsofthehomeless.org.au](mailto:hello@petsofthehomeless.org.au)

[www.petsofthehomeless.org.au](http://www.petsofthehomeless.org.au)

Provides food, vet care and other support to pet owners in need who are at risk of or currently experiencing homelessness.

Phone: 0487 222 290

# THINGS TO DO

## **Bunjil Place**

Patrick Northeast Drive, Narre Warren 3805  
[www.bunjilplace.com.au](http://www.bunjilplace.com.au)  
Phone: 9709 9700

Library  
Café  
Theatre  
Function Centre  
Gallery

## **Casey Aquatic & Recreation Centre (ARC)**

Patrick Northeast Drive, 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  
[berwick@ymca.org.au](mailto:berwick@ymca.org.au)

## **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](http://www.ehlc.ymca.org.au)  
[endeavourhills@ymca.org.au](mailto:endeavourhills@ymca.org.au)

## **RACE (Casey Recreation and Aquatic Centre) – Cranbourne**

65 Berwick-Cranbourne Rd, Cranbourne 3977  
Phone: 5990 8600  
Email: [caseyrace@ymca.org.au](mailto: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

## **Royal Botanic Gardens Cranbourne**

1000 Ballarto Road, Cranbourne 3977  
Phone: 5990 2200  
[www.rbg.vic.gov.au](http://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](http://www.wilsonbotanicpark.com.au)

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

## **Hallam Valley Trail**

A 10km pedestrian and cycle path that meanders through The Hallam Creek valley. Suitable for all abilities.  
Several access points.  
See at [www.casey.vic.gov.au](http://www.casey.vic.gov.au)

## **City of Casey Events:**

[www.casey.vic.gov.au/events](http://www.casey.vic.gov.au/events)

### **Casey Cardinia Libraries**

Many events from Creativity, Food, Lifestyle/Wellness & Technology for Adults and Children. Mostly free.  
[www.events.ccl.vic.gov.au](http://www.events.ccl.vic.gov.au)

### **Moonlit Sanctuary**

550 Tyabb-Tooradin Road, Pearcedale 3912  
Phone: 5978 7935  
[www.moonlitsanctuary.com.au](http://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  
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  
[secretaryberwickartistssociety@gmail.com](mailto:secretaryberwickartistssociety@gmail.com)  
Workshops and demonstrations, paint outs, exhibitions, library books and videos. Visitors welcome. Annual Memberships available \$40 for adults, \$15 for students, families \$60. Casual fees available for visitors. Call for further information.

### **Myuna Farm**

182 Kidds Road, Doveton 3177  
Phone: 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: 13 19 63  
[www.parkweb.vic.gov.au](http://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**

208 Little Collins Street  
Melbourne 3000  
Phone: 9650 9420 for daily listings.  
Open: Mon 10:00am to 2:00 pm, Tue - Fri 11:00am to 6:00pm, Sat 10:00am to 4:00pm

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.

### **Lysterfield Lake Park**

Horswood Road  
Lysterfield 3156  
Phone: 13 19 63  
[www.parkweb.vic.gov.au](http://www.parkweb.vic.gov.au)  
Swimming, boating, mountain bike trails, and picnic areas.

### **1001 Steps - Bayview Park**

188T Quarry Road, Narre Warren 3805  
Fresh air and exercise with a superb view at the top. Parking available.

### **McClelland Gallery & Sculpture Park**

390 McClelland Drive, Langwarrin  
[www.mcclellandgallery.com](http://www.mcclellandgallery.com)  
Closed on Mondays and Tuesdays.  
Beautiful grounds with many large sculptures, picnic areas or café available. Free entry to the park (donation if desired).

### **Presentation Family Holidays**

122 Balnarring Beach Road  
Balnarring 3926  
Phone: 5983 1819  
Email: [info@pfc.org.au](mailto:info@pfc.org.au)  
[www.presentationfamilycentre.org.au](http://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.

**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](http://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 \$10. Adult tickets at kids prices.

Look for orange icons at session times.

**Seniors Friday**

\$8 for selected screenings each Friday morning.

**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



Myuna Farm

**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

**Doveton Skate Park**

Waratah South Reserve  
Frawley Road  
Doveton

## **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](mailto:caseycc@casey.vic.gov.au)

### **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

### **Livvi's Place Playground Reserve**

251 Boland Drive, Lyndhurst.

Fully accessible playground for children of all abilities.

Includes a liberty swing, which can hold a wheelchair and carer. Needs a key, this is available for loan from the City of Casey.

### **Lawson Poole Reserve**

Lesdon Avenue

Cranbourne

## **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

Phone: 0404 089 854 / 9707 6238

### **Cranbourne & District Toy Library**

located at Cranbourne library

Cranbourne 3977

Phone: 5990 0150

Email: [cranbournetoylibrary@hotmail.com](mailto:cranbournetoylibrary@hotmail.com)

## **Join your local library**

### **Berwick Mechanics Institute & Free Library**

15 High Street

Berwick 3806

Phone: 9707 3519

### **Casey-Cardinia Library Corporation Headquarters**

Locked Bag 2400

Cranbourne 3977

Phone: 1800 577 548

[www.cclc.vic.gov.au](http://www.cclc.vic.gov.au)

Cranbourne Library,  
Berwick Cranbourne Road

Doveton Library  
28 Autumn Place, Doveton 3177

Endeavour Hills Library  
Raymond McMahon Boulevard  
Endeavour Hills 3802

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

Narre Warren Library  
Bunjil Place, Narre Warren 3805

Pakenham Library  
John Street, Pakenham 3810

- **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.
- Yourtutor - 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.
- Lynda.com - An online training portal with 6,000 courses

# VOLUNTEERING

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)  
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 Community Health Service  
Monash Health  
Myuna Farm  
Opportunity Shops  
Oz Child  
Palliative Care South East  
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  
Weavers - Support for Carers program  
WIRE Womens Information  
Wellsprings - for Women  
WRESACARE

## **CITY OF CASEY VOLUNTEER MATCHING SERVICE**

[www.casey.vic.gov.au/volunteering](http://www.casey.vic.gov.au/volunteering)

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: [reception@sev.org.au](mailto:reception@sev.org.au)  
[www.sev.org.au](http://www.sev.org.au)  
Assistance to people to find volunteer work

## **Outreach Service at CNCISS**

Suite 2, 30-32 Verdun Dve, Narre Warren

# LOCAL POLITICIANS

## Your Local Parliamentary Representatives

### Federal Parliamentary Representatives

Member For Aston	Member For Bruce	Member For Flinders	Member For Holt
The Hon. Alan Tudge Suite 4, Level 1, 420 Burwood Highway Wantirna South 3152 Phone: 9887 3890	Julian Hill MP 45 Robinson Street Dandenong 3175 Phone: 9791 7770	Ms Zoe McKenzie MP PO Box 647 Sommerville 3912 Unit 1/49 Eramosa Road Sommerville 3912 Phone: 5977 9082	Ms Cassandra Fernando MP Shop 7, 1060 Thompsons Road Cranbourne West 3977 Phone: 8790 0556
Member For LaTrobe	Member For Monash		
Mr Jason Wood MP Unit 3/16 Langmore Lane Berwick 3806 Phone: 9768 9164	Russell Broadbent MP 46c Albert Street Warragul 3820 Phone: 5623 2064		

### State Parliamentary Representatives

#### Members of the Legislative Assembly

Member for Narre Warren North	Member for Keysborough	Member for Gembrook	Member for Dandenong
Mr Luke Donnellan Shop 101, Endeavour Hills Shopping Centre, Cnr Heatherton Rd and Matthew Flinders Ave, Endeavour Hills 3802 Phone: 9706 0566	Mr Martin Pakula Suite 3, 387-389 Springvale Rd Springvale 3171 Phone: 9547 6262	Mr Brad Battin Suite 3, 445 Princes Highway Officer 3809 Phone: 5953 0216	Ms Gabrielle Williams 16 Princes Hwy Dandenong 3175 Phone: 9793 2000
Member for Cranbourne	Member for Narre Warren South	Member for Bass	
Ms Pauline Richards 157A Sladen St Cranbourne 3977 Phone: 5996 2901	Mr Gary Maas Shop 4, 166 Somerville Road Hampton Park 3976 Phone: 8783 6959	Ms Jordan Crugnale 9 McBride Avenue Wonthaggi 3995 Phone: 5672 4755	

#### Members of the Legislative Council - Regions

##### South Eastern Metropolitan

The Hon Gordon Rich Phillips  
1/31 Princes Highway, Dandenong 3175  
Phone: 9794 7667  
  
Mr Lee Tarlamis  
517A Princes Highway, Noble Park  
Phone: 9548 5644

##### Eastern Victoria

The Hon. Ms. Catherine Burnett-Wake  
51 James Street, Pakenham 3810  
P.O. Box 817 Pakenham 3810  
Phone: 5941 1112

# CASEY AT A GLANCE

## Cranbourne/Hampton Park

### **City of Casey**

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

### **Cranbourne Information & Support Cranbourne**

156 Sladen Street  
Cranbourne 3977  
P.O. Box 5263  
Cranbourne 3977  
Phone: 5996 3333  
Email: [ciss@cranbourneiss.org.au](mailto:ciss@cranbourneiss.org.au)  
[www.cranbourneciss.org.au](http://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 1433  
Provides crisis and support services.

### **Cranbourne Integrated Care**

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

### **Cranbourne Community House**

49 Vale Park Crescent  
Cranbourne 3977  
Phone: 5996 2941

### **Hampton Park Community House**

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

### **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](http://www.casey.vic.gov.au)

### **Merinda Park Learning & Community Centre**

141-147 Endeavour Drive  
Cranbourne 3977  
Phone: 5996 9056  
Email: [admin@merindapark.com.au](mailto:admin@merindapark.com.au)

### **Casey Cardinia Library Service**

Berwick-Cranbourne Road  
Cranbourne 3977  
Phone: 5990 0150  
22-26 Stuart Avenue  
Hampton Park 3976  
Phone: 8788 8500

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

### **RACE (Casey Recreation and Aquatic Centre) – Cranbourne**

65 Berwick-Cranbourne Rd  
Cranbourne 3977  
Phone: 5990 8600  
Email: [caseyrace@ymca.org.au](mailto: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  
[www.rbg.vic.gov.au](http://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)



# CASEY AT A GLANCE

## Doveton/Eumemmerring/Hallam

### Doveton Neighbourhood Learning Centre

34 Oak Avenue  
Doveton 3177

Phone: 9791 1449

Email: [info@dovetonnlc.com.au](mailto:info@dovetonnlc.com.au)

### Casey Cardinia Library

Doveton  
28 Autumn Place  
Doveton 3177

Phone: 9792 9497

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

### 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

### Casey Aboriginal Gathering Place

20 Agonis Street  
Doveton 3177

Phone: 9705 5200

A range of programs are being run for people of all ages. These reflect the current and future needs of the Aboriginal community.



## **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: 9705 5200

### **Moonlit Sanctuary**

Wildlife Conservation Park

550 Tyabb-Tooradin Road

Pearcedale 3912

Phone: 5978 7935

[www.moonlitsanctuary.com.au](http://www.moonlitsanctuary.com.au)

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**

630 Kooweeup-Longwarry Road,

Bayles 3981

Phone: 0409 385 573

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

Hours: 10.00am – 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 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](mailto: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

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

### **Sweeney Reserve**

Golflinks Road

Narre Warren 3805

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

## **PLAYGROUNDS**

### **Pioneer Park**

Cnr Peel Street and Lyall Road,

Berwick

\*playground \*cafe \*heritage building \*parklands

# CASEY AT A GLANCE

## Endeavour Hills & around

### Andrews Centre

2-6 Hanna Drive

Endeavour Hills 3802

Phone: 97004944

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 McMahon Blvd

Endeavour Hills 3802

Phone: 9700 3789

Email: [info@ehillsnc.org.au](mailto:info@ehillsnc.org.au)

### Endeavour Hills Leisure Centre YMCA

Raymond McMahon Boulevard

Endeavour Hills 3802

P.O. Box 352

Endeavour Hills 3802

Phone: 9213 1400

Email: [endeavourhills@ymca.org.au](mailto:endeavourhills@ymca.org.au)

### Casey Cardinia Library Service

Endeavour Hills Library

Raymond McMahon 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 2, 30-32 Verdun Dve, Narre Warren 3805

Phone: 9705 6699

Email: [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

[www.caseynorthciss.com.au](http://www.caseynorthciss.com.au)

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

### Bunjil Place

Patrick Northeast Drive, Narre Warren 3805

[www.bunjilplace.com.au](http://www.bunjilplace.com.au)

Library

Café

Theatre

Function Centre

Gallery

### Foundation Learning Centre

1 Malcolm Court, Narre Warren 3805

Phone: 9704 7388

Email: [enquiries@flc.vic.edu.au](mailto:enquiries@flc.vic.edu.au)

### Oakgrove Community Centre

89-101 Oakgrove Drive, Narre Warren South 3805

Phone: 9704 2781

### Casey Cardinia Library Service

Bunjil Place,

2 Patrick Northeast Drive, Narre Warren 3805

Phone: 8782 3300

### Casey Aquatic & Recreation Centre (ARC)

10 Patrick Northeast Drive, Narre Warren 3805

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.

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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  
[cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

Alternatively information can be emailed to [cnciss@caseynorthciss.com.au](mailto:cnciss@caseynorthciss.com.au)

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

Casey North Community Information & Support Service &  
Cranbourne Information & Support Service.