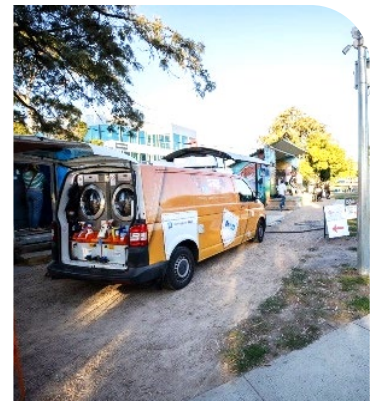


Services Supporting Cardinia Shire

Family, Health and Social Services



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This directory is intended to advise service providers of key local agencies and community organisations – it is not an exhaustive listing.

Agencies and community organisations listed in this directory are not Cardinia Shire Council services. Council does not make any warranties or guarantees as to these agencies or organisations and accepts no responsibility as to their service or information provision.

Council thanks the Community Workers in Cardinia Shire network for its contribution in compiling this directory.

Aboriginal and Torres Strait Islanders

Bunurong Health Service

Aboriginal Health Service. Culturally appropriate health and wellbeing care.

Ph: 8902 9700

Elizabeth Hoffman House

Support and counselling services for Aboriginal women and their children experiencing family violence.

Ph: 1800 796 112

Monash Health

Aboriginal Health Service. Culturally appropriate health and wellbeing care.

Ph: 1300 342 273

Aged care and support

Better Place Australia

Elder Abuse prevention and services.

Ph: 1800 214 117

Fernlea Community Care

Adult Day Respite Centers in Emerald & Pakenham, and in-home care services in surrounding areas

Ph: 5968 6639

Email: admin@fernlea.com.au

Web: www.fernlea.com.au

Seniors Rights Victoria

If you, your client or someone you know is experiencing elder abuse, please contact our free confidential helpline.

Web: www.seniorsrights.org.au

Ph: 1300 368 821

Mecwacare

Offering residential aged care, home care packages, respite care, in-home support, community housing, community programs, disability and nursing services.

Ph: 1800 163 292

Pakenham Office Ph: 5945 0806

Web: www.mecwacare.org.au

Monash Health

Allied health services including cardiac rehabilitation, chronic condition support. Prevention, early intervention programs and home care.

Ph: 1300 342 273

Kooweerup Regional Health Service

Provides a range of care, health, medical, community and home care services.

Ph: 5997 9679

Web: www.kooweeruphospital.net.au

Southern Migrant Refugee Centre

Multicultural planned activity groups and outings for seniors. Aged access & support workers and friendly home visiting service.

Ph: 9767 1900

Web: www.smrc.org.au

Wintringham

Access & Support for seniors who require help with home care packages and experiencing financial disadvantage.

Ph: 9769 0202

Web: www.wintringham.org.au

My Aged Care Assessment Service Cardinia Region

For advice and referrals for all home care support & packages for seniors.

Ph: 5945 0800

Email: RASfeedback@mecwacare.org.au

Alcohol and drugs

Stepping Up

Specialist alcohol and other drug treatments.

Ph: 1800 828 466

Windana Drug & Alcohol Recovery

Provides a variety of programs assisting people to make positive changes.

Ph: 9529 7955

Narcotics Anonymous

Fellowship of people for whom drugs had become a problem. Peer support to stay clean and rebuild their life.

Ph: 9525 2833

National Phone line: 1300 652 820

Web: www.navic.net.au

YSAS

Offering a range of drug and alcohol support programs for people aged 12-21 years.

Ph: 9701 3488

Bereavement services

Compassionate Friends -Victoria Inc

24-hour grief support for families who have lost a child, grandparents or sibling.

Ph: 9888 4944

Email: support@compassionatefriends.org.au

Web: www.compassionatefriendsvictoria.org.au or

www.tcfv.org.au

Children's services

Monash Health

Early intervention children services and allied health services.

Ph: 1300 342 273

Cardinia Communities for Children

For links to services for children and their families.

Ph: 9781 6795

CatholicCare

Child and Adolescent Counselling.

Ph: 1800 522 076

Web: www.ccam.org.au

Uniting

Provides a range of support services for children and families.

Ph: 5945 3900

Cardinia Shire Council Central Enrolment and Early Start to Kindergarten

For kindergarten enrolment enquiries contact the Central Enrolment Officer.

Ph: 1300 787 624.

Maternal and Child Health

A free service supporting children's health and development from birth until school age. Call to book an appointment.

Ph: 5943 4250.

SCOPE

Early childhood intervention and therapy services for children with developmental delay and disabilities.

Ph: 1300 472 673

Web: www.scopeaust.org.au

Cultural and linguistically diverse (CALD) communities

Multicultural Centre against family violence

Services and responses to family violence in CALD communities.

Ph: 9413 6500

Web: www.intouch.asn.au

CatholicCare

English conversation for migrants.

Ph: 1800 522 076

Web: www.ccam.org.au

Southern Migrant and Refugee Centre

Services for migrants and refugees.

Ph: 9767 1900

Monash Health

Health services for refugees / asylum seekers with medical conditions.

Ph: 1300 342 273

Women's Health in the South East

Settlement services – interpreters provided.

Ph: 9794 8677

Carer support

Uniting

Carer Hub at Toomah Community Centre operates fortnightly during school terms.

Ph: 1300 277 478

Web: www.unitinglifeassist.org.au/carers-hub

Fernlea Community Care

Adult Day Respite Centers in Emerald & Pakenham, and in-home care services in surrounding areas

Ph: 5968 6639

Email: admin@fernlea.com.au

Web: www.fernlea.com.au

Alfred Health Carer Services

Carer support to aged, disability, dementia, mental illness and young carers. Emergency respite/ referrals to Carer Support Workers.

Ph: 1800 052 222

Web: www.caresouth.org.au

Email: k.wilde@alfred.org.au

Community health

Monash Health

General and emergency dental services to children and disadvantaged adults.

Ph: 1300 342 273

Kooweerup Regional Health Service

Provides a range of care, health, medical and community services.

Ph: 5997 9679

Web: www.kooweeruphospital.net.au

Mecwacare

Offering residential aged care, home care packages, respite care, in-home support, community housing, community programs, disability, and nursing services.

Ph: 1800 163 292

Pakenham Office Ph: 5945 0806

Web: www.mecwacare.org.au

Counselling

Lifeline

24-hour personal crisis support service

Ph: 13 11 14

CatholicCare

Family and relationship counselling.

Ph: 1800 522 076

Web: www.ccam.org.au

Suicide Line

24 hour support for those at risk of suicide.

Ph: 1300 651 251

Better Place Australia

Affordable professional psychological service and counselling support for individuals, couples and children. Available in Bunyip, Koo Wee Rup and Pakenham.

Ph: 1800 639 523

Web: www.betterplaceaustralia.com.au

South Eastern Centre Against Sexual Assault & Family Violence (SECASA)

Provides sexual assault and family violence services including a 24 hour crisis service.

Admin Ph: 9928 8741

Crisis Ph: 9594 2289 (24 hour)

Toll Free: 1800 806 292 (24 hour)

Windermere

Support services for families with children under the age of 12.

Ph: 1300 WINDERMERE (1300 946 337)

Web: www.windermere.org.au

Monash Health

Prevention and early intervention programs.

Ph: 1300 342 273

Echo Youth and Family Services

Provide support to youth and family through a range of programs.

Ph: 5968 4460

National Counselling Service

Support to people experiencing sexual assault or family violence.

Ph: 1800 RESPECT (Ph: 1800 737 732)

Gay and Lesbian Switch Board

Telephone counselling, information, referral and support to the LGBT and related communities.

Ph: 1800 184 527

Web: www.mediation.com.au

Disability

DVJS Employment Solutions

DVJS assist people with a disability or mental health challenges gain and maintain ongoing employment.

Ph: 1300 385 738

Web: www.dvjs.com.au

ermha365

Complex mental health and disability service, specialising in 24/7 support for psychosocial disability, cognitive disability, and complex and challenging behaviours.

Ph: 1300 376 421

Email: reception@ermha.org

Web: www.ermha.org/ndis-services

NDIS Local Area Coordinator (LAC) Partners

LINK Community Health

For 8 years + LACs can help you understand the NDIS, create a plan, implement your plan, review your plan and link you to information and support in your community.

Address: 48 John Street, Pakenham

Ph: 1800 242 696

Email: info@lchs.com.au

Latrobe Community Health

For children aged 0-7 years. ECEI partners will help connect you and your child with the most appropriate supports in your area, such as the community health centre, educational setting and playgroup, provide some short-term early intervention, help you to request NDIS access if your child requires longer-term early childhood intervention supports.

Address: 1/7-9 Bakewell Street, Cranbourne

Ph: 1800 546 532 / Email: ecei@linkhc.org.au

Irabina Autism Services

Paediatric Autism specific service provider offering transdisciplinary care.

Address: 145 Henry Rd, Pakenham

Ph: 9720 1118

Ermha

Support services for people facing challenges from disability, mental illness, homelessness, trauma or substance abuse.

Ph: 1300 376 421

Monash Health Home-based Service

For people housebound or unable to access community allied health-based services.

Ph: 1300 342 273

Monash Health Brain Injury Service

Skills development and community access program.

Ph: 1300 342 273

Anglicare

Parenting a child on the autism spectrum.

Ph: 9781 6700

Web: www.anglicarevic.org.au/parent-zone

SCOPE

Therapy and day time support for people with a disability.

Ph: 1300 472 673

Web: www.scopeaust.org.au

Amaze

The Hills Autism and Special Needs Support Group.

Ph: 0400 596 961

Outlook Disability Service Community Centre

Offers people with a disability and their families, a wide range of programs and services designed to meet the participant's individual needs.

Contact: Elaine De Vos

Ph: 5941 1535 or 0429 170 108

Email: ElaineD@outlookvic.org.au

NDIS Support Coordination Assistance

Helping people implement their NDIS plan.

Contact Sarah Kelly at Outlook.

Ph: 0439 576 253

Mecwacare

Offering residential aged care, home care packages, respite care, in-home support, community housing, community programs, disability, and nursing services.

Ph: 1800 163 292

Pakenham Office Ph: 5945 0806 or South East Region Service Ph: 5941 5454

Web: www.mecwacare.org.au

Little Dreamers Australia

Little Dreamers is Australia's leading Young Carer organisation, supporting young people aged 4-25 who provide unpaid care for a family member with a disability, illness or addiction.

Ph: 1800 717 515

Email: contact@extendedfamilynetwork.org

Web: www.extendedfamilynetwork.org/home

St John of God Accord

Offers people with a disability and their families, a wide range of programs and services designed to meet the needs of each individual.

Contact: Silvana Dauncey—Project Worker Ph: 1300 002 226

Mobile: 0413 853 705

Email: silvana@sjog.com.au

Web: www.accorddisability.org.au

* For Disability Employment Services refer to the 'Employment' section.

Education

Chisholm Reconnect Program

Education support & services for disengaged learners between 17-64 years that have not completed year 12 or equivalent and are currently not in training or employment.

Ph: 0427 676 860

Email: brendan.titford@chisholm.edu.au

Bunyip & District Community House

Providing educational, wellbeing and social programs for all.

2B Beswick Street, Garfield

Ph: 0481 895 509

Email manager@bdch.com.au

Outlook Community Centre

Offers a wide range of education options including lifestyle and IT courses.

Contact: Alison Ryan - Manager

Ph: 5941 1535

Email: outlook@outlookvic.org.au @outlookvic.org.au

Employment

Outlook Disability Service Community Centre

Disability Employment Services. Assisting people living with disability to find employment.

Ph: 1300 788 901 or 0418300369

Email: Employmentmanager@outlookvic.org.au

Web: www.outlookvic.org.au

Campbell Page

As a disability employment service provider we help you find long-term employment that best meets your needs.

Address: 6B Henry St, Pakenham and Emerald Community House 356-358 Belgrave-Gembrook Rd, Emerald.

Ph: 1300 139 920

Email: hello@campbellpage.org.au

Web: www.campbellpage.com.au

Matchworks

Community-based and not-for-profit, we are one of Australia's biggest employment services and we reinvest back into the community

Ph: 1300 13 23 63

Email: reception.pakenham@matchworks.com.au

Address: Toomah Community Centre, 18 Golden Green Street, Pakenham VIC 3810

Family Violence

'Beyond the Violence' Anglicare

A program for women and their children who have experienced family violence.

Ph: 9781 6700

South Eastern Centre Against Sexual Assault & Family Violence (SECASA)

Provides sexual assault and family violence services including a 24 hour crisis service.

Admin Ph: 9928 8741

Crisis Ph: 9594 2289 (24 hour)

Toll Free: 1800 806 292 (24 hour)

Safe Steps

24 Hour family violence response service.

Ph: 1800 015 188

Email: safesteps@safesteps.org.au

Multicultural Centre against family violence

Services and responses to family violence in CALD communities.

Ph: 9413 6500

Web: www.intouch.asn.au

Elizabeth Hoffman House

Support and counselling services for Aboriginal women and their children experiencing family violence.

Ph: 1800 796 112

Men's Referral Service (MRS) - *Operated by No to Violence (NTV)*

Counselling and referrals to help men stop using violent and controlling behaviour.

Ph: 1300 766 491

Web: <http://mrs.org.au/> or www.ntv.org.au

Family Relationship Centre

Family relationship Services.

Ph: 8768 4111

WAYSS

Intake and assessment entry point for all women and children requiring specialist family violence support.

Ph: 9703 0044

Windermere

Victims Assistance Program Support for people who have experienced / witnessed a violent crime.

Ph: 1300 WINDERMERE (1300 946 337)

1800 RESPECT

Family Violence counselling service.

Ph: 1800 737 732

Gambling

Gamblers Help Southern

Support for those with a gambling problem.

Ph: 9575 5353

After hour service: 1800 858 858

Gambler's Help Youthline

Ph: 1800 262 376

Housing/homelessness

WAYSS

Entry point for all people experiencing homelessness or who are at risk of homelessness.

Ph: 9703 0044

DHHS Crisis Accommodation Statewide After-Hours Service

Provides assistance to discuss and gain access to crisis housing.

Ph: 9536 7777 or 1800 627727 (toll free)

Crisis Contact Centre Ph: 1800 825 955 (toll free)

Mon-Fri 5pm-9am and all day and night on weekends and public holidays.

If required, will direct your call to a service closest to you.

Peninsula Community Legal Centre Inc.

Assistance to private rental tenants, rooming house and caravan park residents.

Ph: 9783 3600

Web: www.pclc.org.au

Windermere

Housing Support to families that are homeless or at risk of homelessness.

Ph: 1300 WINDERMERE (1300 946 337)

South East Advocacy Support (SEAS)

Short-term service for people in insecure housing to access services.

Ph: 9792 7579

ermha365

Community Connections Program works with people who are homeless or at risk of homelessness or living in low cost accommodation with no supports. We assist with advocacy and linkages and referrals to services and supports.

Ph: 1300 376 421

Web: www.ermha.org/housing-support

Wintringham

Housing & Support Services.

Ph: 9034 4824

Human services

Centrelink Social Workers

Call 132 850 or for emergency situations present to the Centrelink Office at

25 Treloar Lane, Pakenham.

Ph: 132 850

Information and referral

Gay and Lesbian Switch Board

Telephone counselling, information, referral and support to the LGBT and related communities.

Ph: 1800 184 527

Anglicare

Family support programs and community events.

To receive email updates send your email address to

Cindy-lee.Harper@anglicare.org.au

Crisis Referral Information System (CRIS)

Online directory for welfare assistance, advice and general referral and support.

Web: cris.crisisservices.org.au/

Kooweerup Regional Health Service

Provides a range of support and referrals to, health, medical and community services.

Ph: 5997 9679

Web: www.kooweeruphospital.net.au

Legal advice and support

Springvale Monash Legal Services Inc.

Provides free, confidential advice and assistance across a wide range of general and specialist legal areas to members of the community.

Ph: 9545 7400

Web: www.smls.com.au

Mental health

Monash Health

Psychiatric Triage Service. Entry point to mental health services.

Ph: 1300 369 012

EACH Central Intake Service

Assistance for people with severe mental illness.

Ph: 1300 785 358

Email: info@each.com.au

Windermere

Engaging Families - Support for families experiencing family violence with children under the age of 12 and issues with mental health.

Ph: 1300 WINDERMERE (1300 946 337)

Web: www.windermere.org.au

Ermha

Psychosocial support services can assist people with Mental illness to participate in their community, manage daily tasks, undertake work or study, find housing, get involved in activities and make connections with family and friends.

Ph: 1800 862 363

Web: www.ermha.org/pss

Outlook Community Centre

Disability Employment Services. Assisting people living with disability to find employment.

Ph: 1300 788 901

Web: www.outlookvic.org.au

South East Melbourne Partners in Recovery (SEMPiR)

Program that coordinates support services to people with severe and persistent mental health conditions.

Ph: 1800 862 363 (SEMPiR Access & Referral Team)

South Eastern Melbourne Primary Health Network

SEMPiR's Access and Referral service have a range of qualifications and experiences in relation to mental health, alcohol and other drugs, youth and other community and health areas.

Ph: 1800 862 363 (8.30am-4pm Weekdays)

Grow

Community based support program to recover from mental illness.

Ph: 1800 558 268

Web: www.grow.org.au/vic/

WISE Employment

Disability Employment Services and job active employment programs.

Ph: 1800 685 105

Mob: 0439 368 010

Web: www.wiseemployment.com.au

Mind Australia

Support clients through a comprehensive range of services.

Ph: 1300 286 463

Web: www.mindaustralia.org.au

API (Accessible Psychological Interventions)

Flexible psychological services for people with mild-moderate mental illness.

Ph: 1800 862 363

Web: www.semphn.org.au/mhintake

MHICC (Mental Health Integrated Complex Care)

Flexible support and clinical services for people with severe-complex mental illness

Ph: 1800 862 363

Web: www.semphn.org.au/mhintake

Parent/family support

Anglicare Parent Zone

A range of parenting groups.

Ph: 5945 2000

Web: www.anglicarevic.org.au/parent-zone

Bestchance

In home parent support including information and referrals for families with young children.

Ph: 1300 224 644

Web: www.bestchance.org.au

CatholicCare

Parenting after separation. Parenting orders program

Ph: 1800 522 076

Web: www.ccam.org.au

Cardinia Shire Council

Program for young mums up to 25 years with a child from birth to 1 year.

Ph: 1800 496884

Kooweerup Regional Health Service

Provides Early Parenting support, Infant Feeding Clinic and Psychologist

Ph: 5997 9679

Web: www.kooweeruphospital.net.au

Parents without Partners

Peer support for sole parents.

Ph: 9852 1945

Email: headoffice@pwpvic.com

Connections

Family strengthening and early intervention services for people in need.

Ph: 5945 3900

1800 My Options

Victorian service funded by the state government, run by Women's Health Victoria. State-wide information service, providing information and referrals for sexual and reproductive health - particularly on contraception, unplanned pregnancy and sexual healthcare

1800 My Options - 1800 696 784

Weekdays, 10am-4pm

Website: www.1800myoptions.org.au

Sexual assault

South Eastern Centre Against Sexual Assault & Family Violence (SECASA)

Provides sexual assault and family violence services including a 24 hour crisis service.

Admin Ph: 9928 8741

Crisis Ph: 9594 2289 (24 hour)

Toll Free: 1800 806 292 (24 hour)

Youth

Kids Helpline

24 Hour Counselling Service.

Ph: 1800 551 800

WAYSS

Youth Support Services.

Ph: 9791 6111

Youth Links

'Drop in Centre' open every afternoon, opposite Noble Park train station.

Ph: (03) 9547 0511

Web:

www.scaab.org.au/our-services/youth-links

Financial Supports and Services

Financial Counselling Southern

South East Community Links

Ph: 9549 5288 Monday to Friday 9am-5pm

Enquiries and referrals can be emailed to

fcs@secl.org.au.

Workers can refer via phone or email (contact us and we will send you our referral form)

Consumers can self-refer to either the phone line or email address

Casey North Community Information and Support Service

Financial Counselling available via appointment.

Toomah Community Centre

18 Golden Green Street, Pakenham

Ph: 9705 6699 or Email:

cnciss@caseynorthciss.com.au

National Debt Helpline

Support with debt management, budgeting and bankruptcy. Available over the phone Monday to Friday by calling 1800 007 007 (toll free) or visiting www.ndh.org.au

St Vincent DePaul

Call 5995 0211 before 2pm to arrange an 'in home appointment for assistance with financial hardship.

No Interest Loan Scheme (NILS)

Interest Free Loan Scheme available for eligible residents to purchase necessary items.
Ph: 0427 895 596

Email: nils@echo.org.au

Address: 5 Church Street, Emerald

Utility Relief Grants

Call your utility company, ask to speak with the hardship department and request a Utility Relief Grant.

The Salvation Army – Doorways Program

Crisis and emergency relief available Monday, Thursday and Friday. Food, material aid, referrals, NIL's and more.

Ph: 5941 4906

Address: 51 Bald Hill Road, Pakenham

Email: Amanda.fleming@salvationarmy.org.au

Victorian Concessions Information Line

Call 1800 658 521 (toll free) to discuss eligibility for concessions on Council Rates, energy and water bills. A complete list of discounts and services available to eligible households in Victoria is available at Web: www.dhs.vic.gov.au/concessions

Beaconsfield Neighbourhood Centre

8 O'Neil Road, Beaconsfield

Assistance to complete your tax return Friday and Saturday mornings

Call 8768 4400 to make an appointment

Extended Family Network

Offering assistance through friendship support and physical assistance i.e. gardening, maintenance etc.
Ph: 59682664

Email: contact@extendedfamilynetwork.org

Web: www.extendedfamilynetwork.org/home

Fernlea Shop of Opportunities

15 Kilvington Drive, Emerald. Household items (Inc. furniture), clothing, books and Food is Free Pantry - Mon-Fri 9am-4:30pm, Sat 10-2pm.

Ph: 5968 6639 for enquiries

State Schools Relief

Assistance with school uniform – speak to the principal, assistant principal or welfare coordinator at your child's school.

Spare Change Program

Assistance with clothing to dress professionally for an interview by appointment at MY Place Youth Facility, 5-7 Main Street, Pakenham

Ph: 18004YOUTH

www.cardinia.vic.gov.au/youth

No Interest Loans (Pakenham and Cockatoo)

Loans with no interest for necessary goods including car registration and repairs and school laptops.

Available in Pakenham on 5941 2268

Available at Cockatoo on 0427 795 596

Saver Plus Program (Pakenham)

Living Learning Pakenham

Matched savings and financial education program for people studying or planning to study. To see if you are eligible for \$500 toward education costs call Carmen on 1300 610 355 or 0459 190 144

Food relief

Follow Bless Collective Food Van

Bourke Park Pakenham (opposite Pakenham Train station) Tuesdays & Thursdays 6-9pm for a hot meal.

Thursday nights also include free hot shower and laundry services. All welcome, just turn up!

Ph: 0407 769 237

St Luke's Cockatoo

Food store operating between 10am and 2pm every Monday offering food and essential supplies to those in need.

Address: 1-3 McBride Street Cockatoo

Ph: 0422 737 818.

Bunyip & District Community House

Food Relief Program available every Wednesday 10am – 3pm. Call for other times.

2B Beswick Street, Garfield

Ph: 0481 895 509

Email manager@bdch.com.au

Paddy's Kitchen

136 Princes Hwy, Pakenham

(St. Patrick's Parish Hall)

Roast dinner served first and third Sunday of each month to those in need.

Ph: 5941 7315

The Salvation Army – Doorways Program

Crisis and emergency relief available Monday, Thursday, and Friday. Food, material aid, referrals, NIL's and more
Ph: 5941 4906

Address: 51 Bald Hill Road, Pakenham

Email: Amanda.fleming@salvationarmy.org.au

ADRA Community Meal

Soul Food Kitchen

18 Golden Green Street, Pakenham

7.30pm for free hot meal.

Every Friday, all welcome.

Email: Rebecca.auriant@adra.org.au

Web: www.adra.org.au

Monthly Community Dinner (Emerald)

356 Belgrave-Gembrook Road, Emerald Last Friday of every month

Emerald Community House Hall.

Ph: 5968 3881

Frozen Meals for Ex-Service Men or RSL Members (Lang Lang)

Available for pick up from the RSL Hall Westernport Road, Lang Lang

Contact Keith Brown on 5997 5226

Food provision available by appointment. Assistance available regarding furniture, clothing, Manchester and reading glasses.

Ph: 5941 4906

This directory is updated annually and was updated May 2020. The next edition scheduled to be reproduced will be May 2021.

To have your organisation included in the 2021 edition or to amend organisational information contact the Social and Community Planning Unit at Cardinia Shire Council on 1300 624 787 or email mail@cardinia.vic.gov.au



Cardinia Shire Council
Civic Centre
20 Siding Avenue, Officer

PO Box 7
Pakenham 3810 (DX 81006 Pakenham)

Phone: 1300 787 624
Email: mail@cardinia.vic.gov.au
Web: cardinia.vic.gov.au

National Relay Service (NRS)
TTY: 133 677 (ask for 1300 787 624)
Speak and Listen (speech-to-speech relay): 1300 555 727 (ask for 1300 787 624)

Translator Interpretation Service
131 450 (ask for 1300 787 624)

