

# Eastern Regional Coordinators



Eastern 2025

## Navigation Resource

Unravelling pathways to health and  
community supports

Provided by the Eastern Regional Coordinators

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# Introduction

This guide is developed to provide a resource for workers across Inner- and Outer- Eastern Melbourne to navigate the various health and community support sectors, for the benefit of the people (consumers and carers/families) that they work with. The objective is for people within these areas of Melbourne to be provided with a more seamless journey to the right supports to meet their individual needs, and experience warmer support pathways.

It has been identified in the Productivity Commission findings 2020 and the Victorian Mental Health Royal Commission report 2021 that the navigation of supports for people is a key area of need. Issues with navigation of supports are identified as common concerns in both reports and the impacts on consumers, their families and the people who support them are outlined. Online and centralised navigation portals are recommendations from both reports, to improve the providers understanding of available services when assisting people.

This navigation guide aims to bridge the gap for service providers in lieu of a suitable online navigation platform. The guide will also assist providers to understand key entry points to the various service sectors.

The resource is divided into sector specific sections and contains information to assist staff to know the eligibility criteria, catchments, and suitable entry points. This information aims to support appropriate referrals for people. It also includes some useful links and demystifies acronyms and terms for each sector. This guide does not intend to provide a comprehensive list of services and supports, but rather key access points that will assist with service navigation.

The authors would also like to acknowledge that there are many other sectors and services that may not yet be included in this resource. Since its first published date in January 2022, we have added Community Legal Services, CALD Services, Community Correctional Services and are currently working with our community partners to include an Aboriginal and Torres Strait Islander people/s section.

This resource is current as of October 2025, and the authors take no responsibility for the ongoing accuracy of the content. Web links are provided for each service sector and should be referred to when accuracy is required.

This resource takes some inspiration from “A guide to making links” developed in 2018 by the AOD, Homelessness and Mental Health supports in Melbourne’s North and West.

The Eastern Regional Coordinators acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which we are located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples’ unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

## Eastern Regional Coordinators

The [Eastern Regional Coordinators](#) group was founded by the Department of Families Fairness and Housing in 2014 with the following aims:

- To bring together the area coordinators whose role it is to promote and facilitate service coordination across the region.
- To reduce duplication of effort in providing navigation tools for the various sectors when the cohorts accessing services are largely similar.
- To support integration across sectors with workforce development, role modelling, promoting collaborative practice and training.
- To share relevant data and information across health and community service sectors.
- To seek opportunities to strengthen partnerships, links, responses & referral protocols.

Membership of the Eastern Regional Coordinators Group represents the following sectors: Homelessness; Family Violence; Family Services; Mental Health; Alcohol & Other Drugs; Children and Families; FaPMI; Aboriginal services; NDIS.

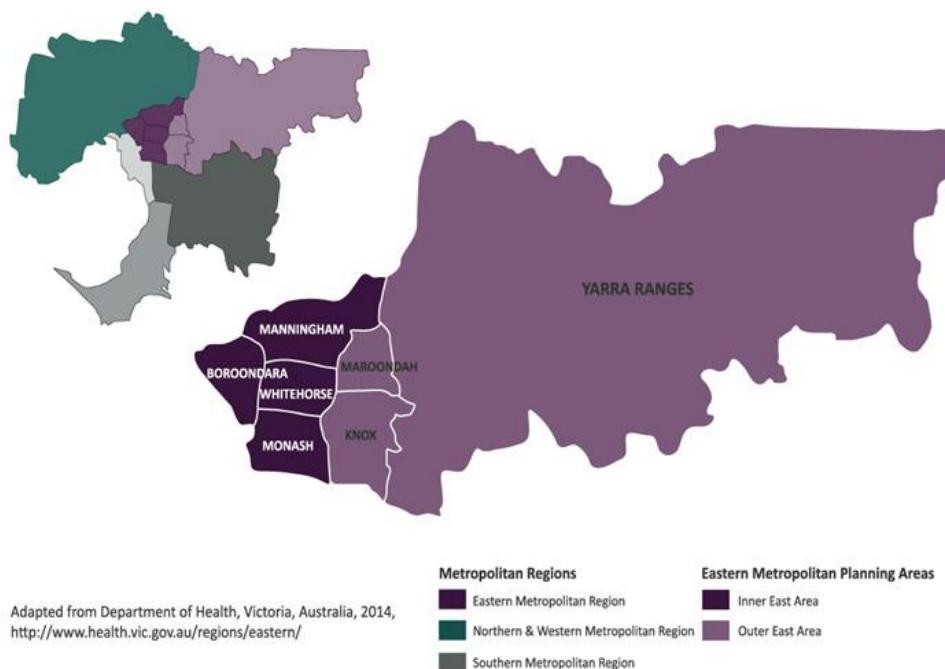
The coordination function of this group currently rests with Inner and Outer East Family Services Alliance Coordinators Kim McCombe and Genna Hatcher. Correspondence regarding this group can be made to:

[kim.mccombe@vt.uniting.org](mailto:kim.mccombe@vt.uniting.org) or [genna.hatcher@anglicarevic.org.au](mailto:genna.hatcher@anglicarevic.org.au)

To find out more about the work of the Eastern Regional Coordinators please visit

<https://emphn.org.au/about-us/partnerships-and-healthcare-collaboratives/eastern-regional-coordinators-erc/>

Figure 1 - Inner and Outer Eastern Areas of Melbourne



# Homelessness Services

## Eligibility

Someone 16 years old or above who is homeless, or at risk of homelessness who is looking for some support to find housing and address any issues that might hinder housing stability.

## Catchments/Locations

In the inner and outer eastern areas of Melbourne.

## Access

Referral to homelessness resources is through a Homelessness Entry Point.

The Entry Points in the Inner and Outer east are:

- Anchor Incorporated, Lilydale - **9760 6400**
- Community Housing Ltd, Blackburn - **9856 0098**
- The Salvation Army, Nunawading - **9853 5680**
- Uniting Vic Tas, Ringwood - **8870 4020**

If someone is homeless, at risk of homelessness or escaping family violence, and you are unsure of which entry point is their closest (or its after hours), please ask them to call **1800 825 955** - 24-hour, statewide, toll-free number to speak with a housing and support worker.

This number will be directed to the closest service, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.

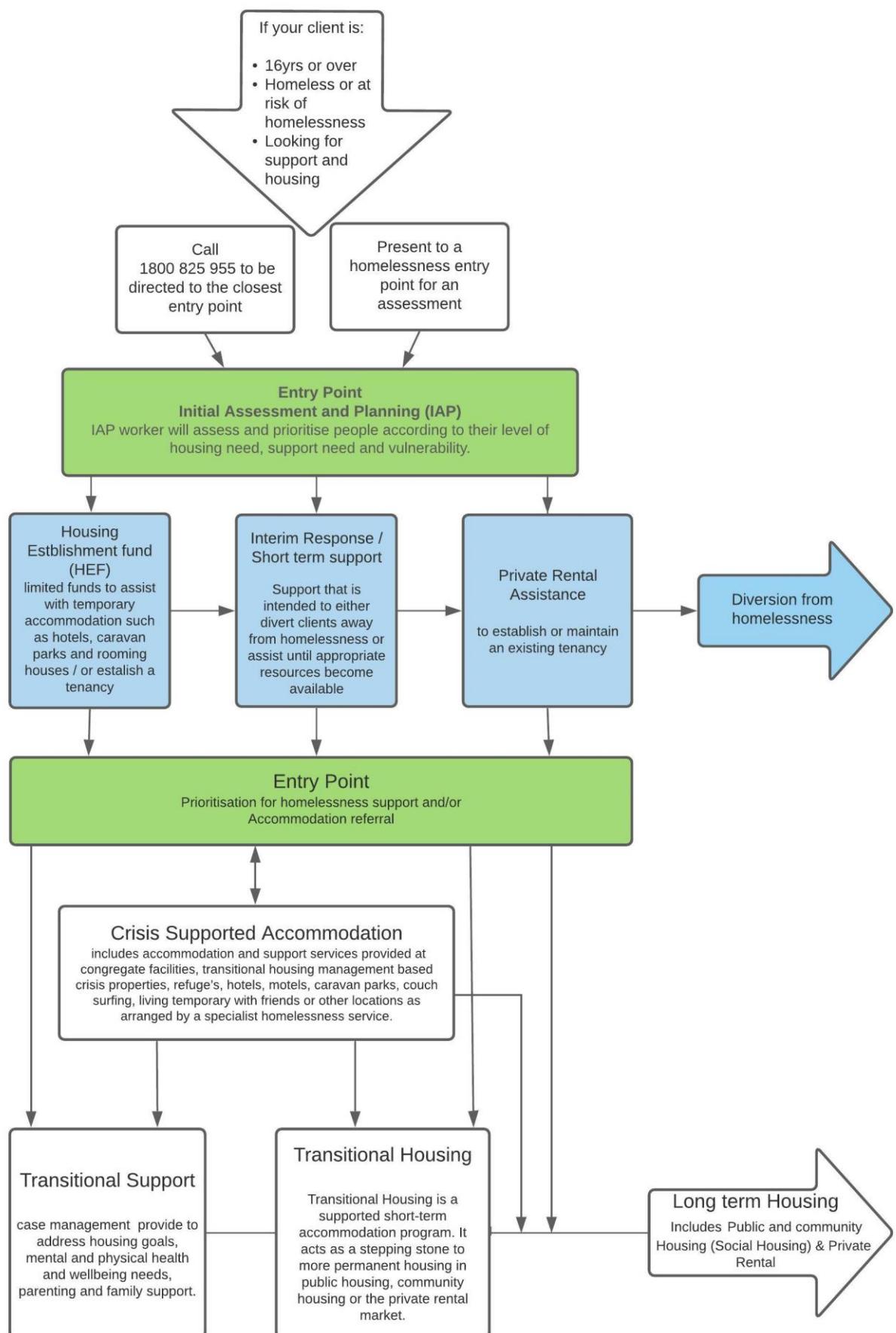
For a full list of homelessness and family violence access points around the state, see: <https://services.DFFH.vic.gov.au/getting-help>

## Service Pathway

What people can expect when accessing homelessness entry point services

1. An initial assessment and planning (IAP) worker will assess and prioritise people according to their level of housing need, support need and vulnerability.
2. The IA&P worker will provide information on housing options and assist an individual or household to receive a crisis response and do some short-term planning.
3. Entry points have some capacity to refer to crisis accommodation services and have limited funds to assist some people to pay for temporary accommodation in local hotels and rooming houses. Entry points also provide information about mainstream accommodation options available in the community.
4. As accommodation or support becomes available, clients are best-matched and referred to each vacancy.

Figure 2 – Homelessness Service Pathway



## Types of Support

- **Short term/Crisis assistance:** this is a form of very short-term support to either help divert clients away from homelessness where appropriate or contain acute crises until more appropriate resources become available.
- **Crisis supported accommodation:** short term supported accommodation (average of six weeks) for people in immediate crisis who require intensive support. Examples include youth refuges, women's refuges, and the major night shelters.
- **Housing Establishment Funds (HEF):** Financial assistance to support people to either access or maintain private rental, and to provide short term (usually overnight) accommodation for people in crisis who are homeless or at risk of homelessness.
- **Private rental brokerage/Private Rental Access Program:** Funds to assist households to sustain or establish new tenancies in the private rental market. Homelessness entry points can refer to the appropriate service.
- **Family Violence Flexible Support Package (FSP) Funding:** The purposes of FSPs are for a response to provide personalised, targeted assistance and to assist women and children living with family violence in a crisis or post-crisis situation. A case manager should contact FVREE for more information.
- **Transitional support:** Case management support to assist people to find appropriate housing and address any issues that have contributed to their experience of homelessness. Services are generally provided on an outreach basis for an average of three months.
- **Transitional housing:** Medium-term accommodation (4 – 18 months) in which residents enter into an occupancy agreement subject to the provisions of the Residential Tenancies Act (RTA).
- **Long term housing options:** Social housing (public and community housing) is managed by both Homes Victoria (formally DFFH) and community housing providers.

## Potential Challenges to Access

- Each homelessness entry point works differently. Some offer a drop-in service where people wait to be seen by an intake worker on a first-come, first-served basis. Others require you to make an appointment to be assessed. So, it is recommended to ring the access point before arrival whenever possible.
- Clients may not be seen on the day they present to the access point and may need to re-present the following day.
- The entry points provide a crisis response not long-term case management and there may or may not be an option to refer to longer term support.
- There is not enough affordable housing for people and long-term housing is limited. People can wait many years for social housing to become available.

## Webpage Links

**Regional Fact Sheets** - A guide for referral practice used within the Specialist Homelessness Services (SHS) in the Eastern metropolitan region. [https://www.ehn.org.au/practitioner-resources/regional-fact-sheets-a-referral-practice-guide\\_245s190](https://www.ehn.org.au/practitioner-resources/regional-fact-sheets-a-referral-practice-guide_245s190)

**Eastern Homelessness Network (for practitioners)**

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

Peak body for Homelessness - **Council to Homeless Persons (CHP)**

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

<https://chp.org.au/find-help/#moreinformation>

**Community Housing Industry Association (CHIA)**

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

### **EHN Homelessness Assistance Card**

The EHN Homelessness Assistance Card is designed for people experiencing or at risk of homelessness as a quick reference guide. Small enough to fit into a wallet, it has loads of practical information including Entry Point numbers, after hours contacts and phone numbers for a range of support services, helplines and hospitals in the eastern metropolitan region.

[https://www.ehn.org.au/practitioner-resources/ehn-homelessness-assistance-card\\_245s603](https://www.ehn.org.au/practitioner-resources/ehn-homelessness-assistance-card_245s603)

You can also send to people via phone message by sending this

link - <https://www.ehn.org.au/uploads/images/230/EHN-Homelessness-Assistance-Card-A4-dble-sided.pdf>

### **Urgent Help**

Please call **000** – Victoria Police if you are in immediate danger.

# Children, Youth and Families

## Eligibility

Families with children 0-18 years of age who reside in the Inner and Outer Eastern Region where parenting support has been identified as needed.

## Catchments/Locations

The Children, Youth and Families sector delivers programs and services including Integrated Family Services and Aboriginal and Torres Strait Islander specific services in the Inner East and Outer East.

**Catchments defined by DFFH:** Outer east; the cities of Yarra Ranges, Knox, Maroondah, Inner East; Whitehorse, Manningham, Monash and Boroondara.

**Outer East** - Anglicare Victoria, Uniting Vic Tas, Eastern Access Community Health (EACH), Victorian Aboriginal Child & Community Care Agency (VACCA), Boorndawan Willam Aboriginal Healing Service (BWAHS), Mackillop Family Services.

**Inner East** - Anglicare Victoria, Uniting Vic Tas, Doncare, Camcare/Access Health and Community, LINK/Latrobe Community Health, City of Monash, Victorian Aboriginal Child & Community Agency (VACCA), Mackillop Family Services and Boorndawan Willam Aboriginal Healing Service (BWAHS).

## Access

The Orange Door network is the statewide intake and assessment service for each area for families needing support with the wellbeing of their children and young people as well as people who are impacted by family violence. The Orange Door network also engages with people who use family violence to respond to the risk they pose and connect them with services to address their behaviour.

Following assessment and planning by The Orange Door, children, young people, families and adults are given comprehensive, tailored advice about supports and services that are available to assist each individual. People are then supported to connect with the assistance they choose.

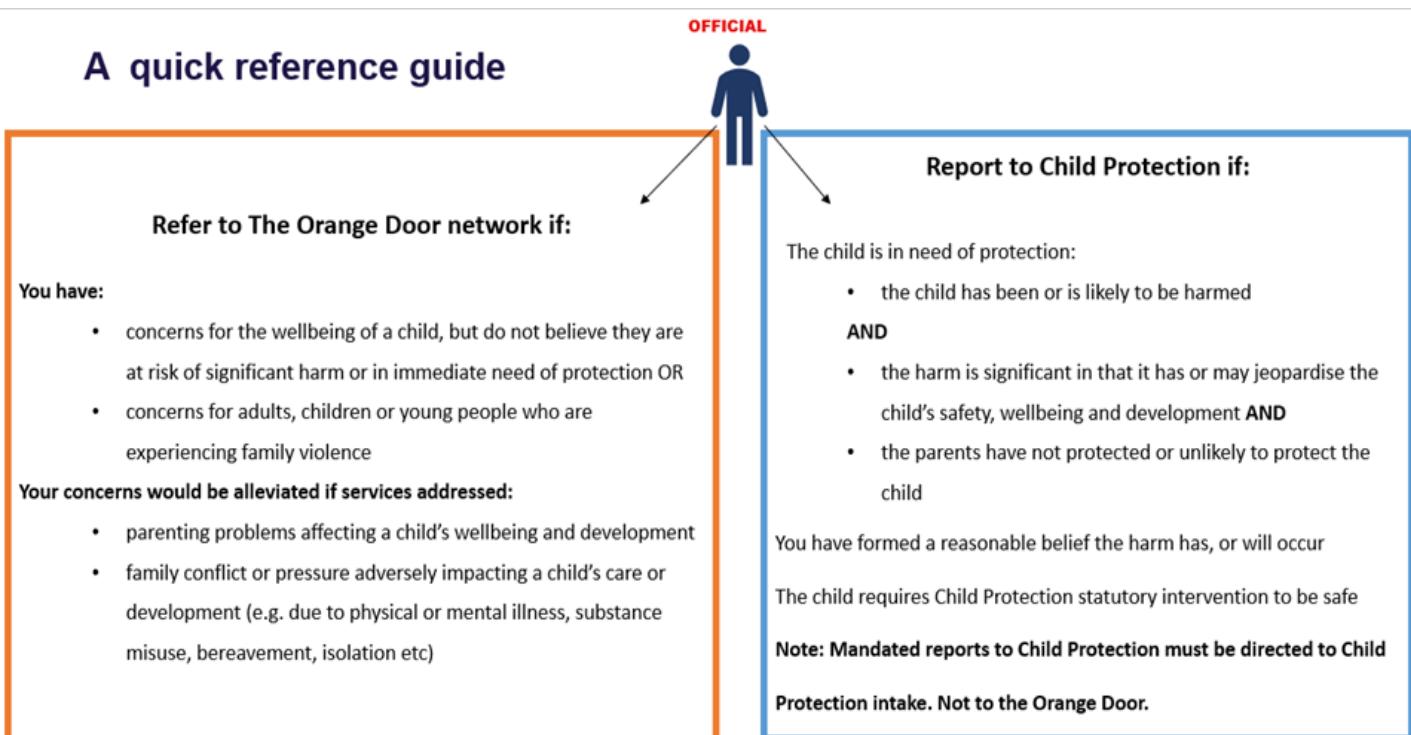
## Service Pathway

The Orange Door provides short term intake and assessment. If deemed appropriate for Family Services, the family will be presented at a weekly Allocations meeting for allocation to individual agencies.

Family Services providers will contact families directly within a prescribed time period (3-5 working days) to provide contacts and begin engagement.

**Outer East:** The Orange Door Outer East Phone Number is **1800 271 150**

**Inner East:** The Orange Door Inner East Phone Number: **1800 354 322**



## Tips for Access

Although consent is not required for referrals to The Orange Door, and referrers can remain anonymous, engagement is more likely with family's prior knowledge. Consent is required to refer a family to Integrated Family Services.

## Types of Support

Integrated Family Services (IFS) is a voluntary case management and parenting support service, offering support to families in need, in an outreach capacity in their homes. IFS work with families to promote child safety, development and to increase parenting capacity and family functioning.

IFS develop Child & Family Action plans with families, and are goal driven with regular reviews and assessments conducted with families.

IFS see families on a weekly basis, as deemed appropriate, reducing contact to fortnightly as families are transitioning to closure.

IFS work with the whole family, including separated parents, where appropriate.

IFS are committed to working in partnership with all services who support families.

Different agencies provide a suite of other services such as early years, family violence, disability support, adolescent focused and CALD specific to compliment the Family Services program. For more information, speak to the agency specifically.

VACCA and BWAHS provide specific support to Aboriginal and Torres Strait Islander families in the Inner and Outer Eastern Region.

**Aboriginal Liaison Worker (ALW):** The ALW is based at VACCA and consults with IFS and the SCPPCB, to link Aboriginal specific services and to provide a culturally appropriate service to Aboriginal and Torres Strait Islander Families.

**Senior Child Protection Practitioner-Community Based (SCPP-CB):** The Orange Door and IFS have access to a SCPP-CB who can support Family Services practitioners and families helping to manage risk in the community.

### **Family Services Specialist Disability Practitioners (FSSDP)**

These roles exist to build both disability and National Disability Insurance Scheme expertise across the community-based family services systems and assist vulnerable children and parents with disability to access disability supports and participate effectively in the NDIS.

They work to build the ongoing capacity of all family services practitioners to support families to navigate the NDIS in order to receive timely access to disability supports.

They also build the ongoing capacity of other family services practitioners to support families with disability support needs through understanding and utilising avenues for secondary consultation and referral.

Intake **Inner** East: The Orange Door Inner East: **1800 354 322**

Intake **Outer** East: The Orange Door Outer East: **1800 271 150**

### **Potential Challenges to Access**

Client consent is required for referral to Family Services as it is a voluntary program.

For Families that may not meet the threshold for a referral to Family Services, the Parentzone Newsletter offers a range of alternative support options across the whole Eastern Region.

### **Webpage Links**

Eastern Region [ParentZone - Anglicare Victoria](#)

Inner and Outer East - <https://orangedoor.vic.gov.au>

## Urgent Help

- Please call **000** – Victoria Police if you or someone else is in immediate danger.

**Child Protection:** <https://services.DFFH.vic.gov.au/child-protection-contacts>

Child Protection should be notified if you have concerns that a child is at risk of significant harm as a result of abuse or neglect, even if a notification has been made previously about the same child/children.

Eastern Child Protection Intake: **1300 360 391**

After Hours Child Protection Intake Phone number: **13 12 78**

**NB:** for mental health support services for children and young people please see the Mental Health Services section of this guide.

# Children and Young People

## Eligibility

The difficulty lies in the definitions of children and youth depending on the sector. Children do not self-refer. They access the services via their parents or guardians. Young people, depending on their circumstances, can self-refer to services.

It is reliant on practitioners understanding referral pathways depending on the age and needs of the child/youth.

Child and young person can apply to those aged from birth to 25yrs, depending on the service and the funding body. Child and young person are often used interchangeably as there is no one definition. Those aged 16yrs and over are more consistently referred to as 'young people'.

## Catchments/Locations

These follow the DFFH areas and there are multiple intake points according to the service sector, homelessness, family violence, mental health, Aboriginal services etc.

## Access

Varied depending on services required. Practitioners make enquiries & referrals

## Service Pathway

Pathways for children and youth are not clear cut. There are multiple crossovers and sector variances that can make identifying pathways complex at times.

## Potential Challenges to Access

- Children are often not assessed as individual clients when presenting to mainstream, non-child specific services and so may not be assessed and referred at all or appropriately.
- There is no single 'Children's Sector' but a range of options for children in each sector.

## Tips for Access

- If you are assessing support for a child often you are getting information about the parent and their view.
- If practitioners are not sure how to talk to a parent about their child's experience or how to talk with a child about their own experience, a secondary consult with the appropriate service specialty is advised. Training is usually

available to assist with vulnerable conversations with children and/or caregivers. Please contact [susie.lukis@vt.uniting.org](mailto:susie.lukis@vt.uniting.org)

## Webpage Links

### **Child Well Being**

#### **The Orange Door:**

<https://orangedoor.vic.gov.au/>

If you have concerns about a child's wellbeing, parenting capacity, concerns around a child's behaviour and much more.

### **Child Safety**

**Child Protection:** <https://services.DFFH.vic.gov.au/child-protection-contacts>

Child Protection should be notified if you have concerns that a child is at risk of significant harm as a result of abuse or neglect, even if a notification has been made previously about the same child/children.

### **Children & Young People within Homelessness & Family Violence services:**

#### **Statewide Children's Resource Program (SCRP):**

[The Statewide Children's Resource Program \(SCRP\)](#) is funded by DFFH to assist, support and resource Specialist Homelessness System services and other non-government agencies and sectors to respond effectively to the unique needs of children and young people who have experienced homelessness and /or family violence. The role of the SCRP is flexible and can meet specific regional needs that are identified within the program's core functions, these being:

- **Secondary Consultation**
  - Complex case discussions, assessment frameworks
- **Training and Resources**
  - Trauma, attachment, intervention, engagement tools and strategies
- **Networking and Advocacy**
- **Resources**
  - Toolkits are available for practitioners to assist them to engage with clients and children. Information on upcoming training, latest research and legislative changes
- **Brokerage**
  - Brokerage provides opportunities for infants and children to access goods, services and experiences to engage in positive childhood activities. It also encourages homelessness and family violence support providers to integrate child and family-centered assessment and case planning into their work practice.

The SCRP is a resource for practitioners, not a client accessible resource.

For useful resources for supporting children, young people and caregivers families , please visit the [Statewide Childrens Resource Program Website](#) and <https://www.statewidechildrensresourceprogram.com.au/resources>

## ***Therapeutic interventions:***

### **Pathways to Resilience (Outer East):**

<https://www.ehn.org.au/uploads/243/527/Pathways-To-Resilience-brochure.pdf>

Provides a range of therapeutic one-to-one and group programs for children, young people (including a specific LGBTIQ+ response) and adults who are victim survivors of family violence.

### **Trak Forward (Inner East):**

[https://www.ehn.org.au/client-supports-and-activities/trak-forward-program-therapeutic-recovery-for-adults-and-kids\\_243s499](https://www.ehn.org.au/client-supports-and-activities/trak-forward-program-therapeutic-recovery-for-adults-and-kids_243s499)

A range of therapeutic programs for children and adults moving away from the impacts of family violence.

### **RFVP Therapeutic Programs Hub**

The RFVP Therapeutic Hub is a free resource available to anyone looking for therapeutic services in the Eastern Metropolitan Region. It is designed to help people connect with appropriate supports and brings together the latest information about therapeutic services in our area. All service information is regularly updated and free to download.

<https://rfvp.org.au/rfvp-therapeutic-hub/>

Homelessness information, resources for clients and practitioners, legislation information, training and more, look at the Eastern Homelessness Network website:

<https://www.ehn.org.au>

For Family Violence information, support options, resources for clients and practitioners, please see the Regional Family Violence Partnership website; <https://rfvp.org.au/>

## ***Children and Young People - Resources***

### **Yarra Ranges**

Youth resources: <https://www.yarraranges.vic.gov.au/Community/Youth> Ph: **1300 368 333**

### **Maroondah**

City Council Youth Services <http://www.maroondahyouth.com.au/Home> Ph: **9294 5704**

### **Boroondara**

Youth hub: <https://www.boroondara.vic.gov.au/community-support/young-people/visit-our-youth-centre>

Support for families: [Community | City of Boroondara](#)

### **Manningham**

Youth services: <https://www.manningham.vic.gov.au/find-youth-services>

### **Monash**

Children & Family Services: [For Parents | City of Monash](#)

Youth Services [Home | Monash Youth Services](#)

EACH <https://www.each.com.au/child-youth-family-services/>

Health Ability

[Children, Youth and Families, Children's Health, Child Health Services, Paediatrician, Paediatrics](#)

### **Knox & Whitehorse**

Health Ability [Children, Youth and Families, Children's Health, Child Health Services, Paediatrician, Paediatrics](#)

### **Victorian Aboriginal Child & Community Care Agency**

Head office Bell Street Preston

Children & Families:

<https://www.vacca.org/page/services/children-and-families>

Youth Supports:

<https://www.vacca.org/page/services/youth-services-and-programs>

Chirnside Park Location Ph: **8727 0200**

### **Oonah Belonging Place**

1A Badger Creek Road Healesville Ph: **5962 2940**

Children and youth: [Services | Oonah](#)

## ***Children with a Disability***

Resources for children and young people with a disability or caregivers with a disability

<https://rfvp.org.au/disability-hub-resources-for-disability-services/> for organisations and practitioners who are working with people with disability who are experiencing or using family violence.

### **Association for Children with a Disability:**

<https://www.acd.org.au/> support for children with a disability and their family, information, resources

### **Children and Young People with a Disability:**

<https://www.cyda.org.au/> resources for children, families, and young people with a disability. This organisation does not provide direct support.

### **Autism Spectrum Services:**

Support for those on the spectrum from early years to adulthood:

<https://www.autismspectrum.org.au/>

Information for those on the spectrum, their families, and carers and for professionals:

<https://www.amaze.org.au/>

## ***Phone Numbers to give to Children/Youth:***

Practitioners can provide numbers to young people and adolescence however being mindful that young people and youth can find it difficult to access supports on their own particularly in times of crisis. Coaching and follow up is often required.

Kid's help line: **1800 551 800**

Headspace Ph: **9801-6088**

<https://headspace.org.au/headspace-centres/knox/>

### **Our Watch (older adolescents)**

Opportunity Lab (15-25)

Provide safe and effective pathways to learning and employment for young people aged 15 - 25 years who have experienced family violence.

<https://www.theopportunitylab.org.au/>

### **Satellite Foundation (MH) 12-25**

Satellite Connect is an online and face-to-face program for young people who have a parent/carer with a mental illness.

<https://www.satellitefoundation.org.au/>

## ***Children, Young People & Mental Health***

### **Eastern Health Mental Health & Wellbeing program:**

Infant, Child & Youth Mental Health and Wellbeing Services (ICYMHS): ages 0-12 & 12—26,

**1300 721 927** (Select Option 2)

After hours/weekends urgent enquires: **1300 721 927**

[Infants, Children and Youth \(0-25\) | Eastern Health](#)

Referral to Eastern Health's Infant Child and Youth Mental Health Service is considered when mental health problems persist after receiving support from other mental health services or when the mental health problems are severe or complex.

A combination of the following interventions will support the child or young person work towards their identified recovery goals:

- Individual and family therapies
- Psychiatrist review
- Group based therapies
- Psycho-education
- Young person and Family/Carer Peer support
- Cultural support for young Aboriginal people and their family/carer
- Family Based Treatment and Multi Family Therapy for the treatment of Anorexia Nervosa
- Clinical case management, including coordination of care across the service system.

Locations:

Where possible, support for the child or young person will be provided at a site closest to their home or school. ICYMHS are at the following locations:

- Carrington Road, Box Hill
- Warrandyte Road, Ringwood

- Ware Crescent, Ringwood East
- Albert Street, Upper Ferntree Gully
- Clarke Street, Lilydale

**Headspace** provides early intervention mental health support to young people aged between 12 and 25 years. This is a free service. People accessing this service will need a Medicare card and/or a mental health treatment plan.

Please note that Headspace does not provide crisis services.

**Locations:**

**Headspace Box Hill**

Suite 4 Level 1/19-23 Prospect St, Box Hill

Phone: 9810 9310

**Headspace Knox**

2 Capital City Blvd, Wantirna South

Phone: (03) 9801 6088

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

**Headspace Lilydale**

216 Main St, Lilydale

Phone: 97357900

## ***Other Supports for Children and Young People***

**Kids Help line:** <https://kidshelpline.com.au/>

**Lifeline – 13 11 14**

**Parent Line:** [www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service](http://www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service)

[www.reachout.com.au](http://www.reachout.com.au) information on a variety of issues that affect young people.

[www.copmi.net.au/kids-young-people](http://www.copmi.net.au/kids-young-people) information about mental illness, support services, and resources.

[www.cyh.com](http://www.cyh.com) child and youth health website with very user-friendly information about many aspects of health including for parents.

## ***Support for Children and Young People who Identify as LGBTQIA+***

**Family Access Network** <https://www.fan.org.au/>

Family Access Network work with young people (aged 16–25) who are homeless or at risk, including:

- Single and LGBTQIA+ young people
- Young pregnant and parenting women
- Young families and their children

A great list of inner metro and inner east supports & resources have been compiled here;  
<http://iellen.org.au/wp-content/uploads/2019/10/YOUTH-LGBTQI-RESOURCE-Final-as-of-30.10.pdf>

The Rainbow Network have compiled some fabulous supports and resources as well;  
<https://www.rainbownetwork.com.au/resources>

Both of these provide information and support options for parents and allies of LGBTQIA+ children and young people.

## Urgent Help

Having a tough time and need someone to talk to right now? The following service is there to listen and help you out. They are confidential and available 24/7:

Kids Helpline **1800 55 1800** or <https://kidshelpline.com.au/>  
For children and young people 5-25yrs, parents and carers.

# Specialist Family Violence

## Victim/Survivors

### Eligibility

Any victim survivor of family violence and their children, pets, and animals in the Inner and Outer Eastern Melbourne Areas.

### Catchments/Locations

**Inner East** – The Inner East Orange Door is the main entry point for people seeking family violence support, who are living in the LGA's of Boroondara, Manningham, Whitehorse, and Monash. Family violence referrals and secondary consults for clients living in Melbourne's Inner East should be directed to the IEMA Orange Door.

**Outer East** – The Outer East Orange Door is the main entry point for people seeking family violence support, who are living in the LGA's of Yarra Ranges, Maroondah, and Knox. Family violence referrals and secondary consults for clients living in Melbourne's Outer East should be directed to the OEMA Orange Door.

**Refuge/crisis accommodation options operate in the Eastern Metropolitan Region** – Kara Family Violence Services (formally Kara House); and Refuge Victoria (formerly Safe Futures Foundation). The crisis accommodation locations are confidential, and referral is only through Safe Steps Family Violence Response Centre.

### Access

- Outer East Orange Door (LGA's Knox, Maroondah, and Yarra Ranges)
  - Phone: **1800 271 150**
  - Email: [oema@orangedoor.vic.gov.au](mailto:oema@orangedoor.vic.gov.au)
  - Address: 4-16 Devon Street, Croydon (Corner Pierson Drive & Railway Grove)
  - Opening times: 9am-5pm Monday–Friday excluding public holidays
- Inner East Orange Door (LGA's Boroondara, Manningham, Whitehorse, and Monash).
  - Phone: **1800 354 322**
  - Email: [IEMA@orangedoor.vic.gov.au](mailto:IEMA@orangedoor.vic.gov.au)
  - Address: 30-32 Prospect Street, Box Hill, Victoria, 3128
  - Opening times: 9am -5pm Monday–Friday excluding public holidays
- Via L17 (police referral)

- Child Protection
- Self-referral
- Referral by another service

## Service Pathway

Family Violence Referral Pathways Booklet:

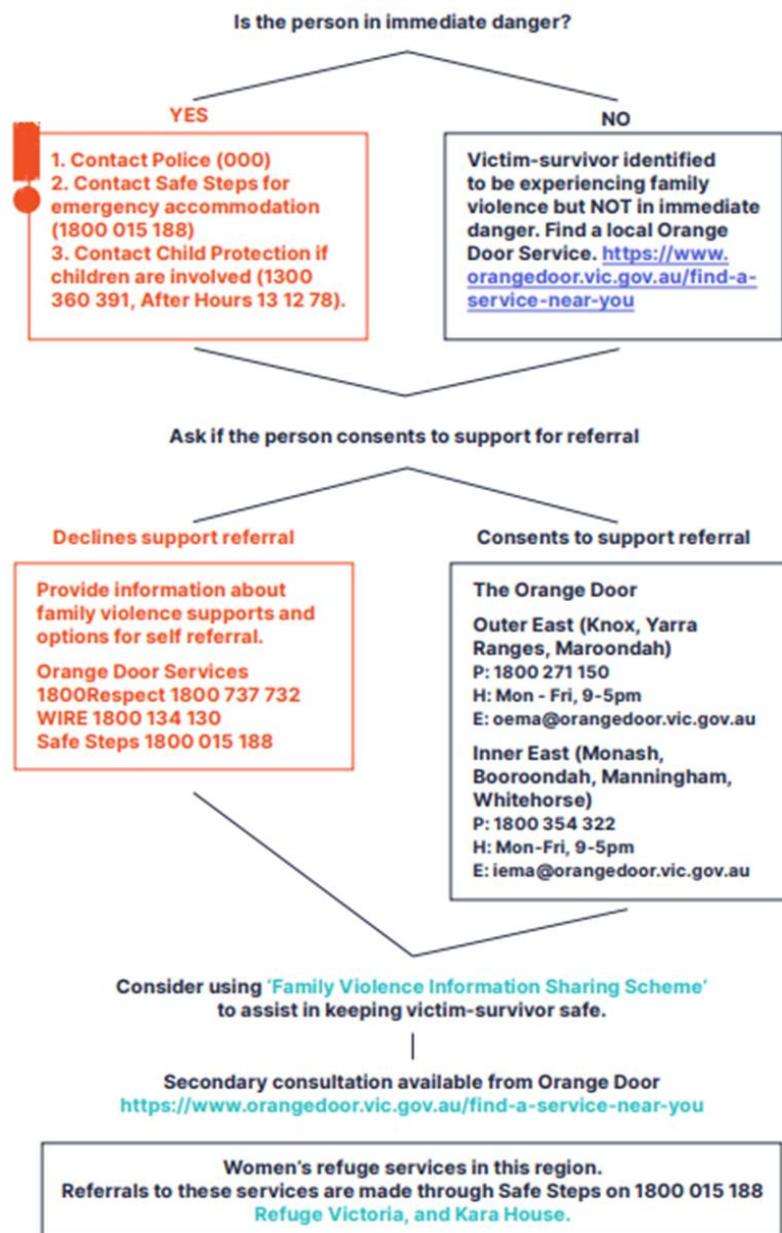
[Family-Violence-Referral-Pathways-Booklet-v11.0.pdf \(fvree.org.au\)](http://Family-Violence-Referral-Pathways-Booklet-v11.0.pdf (fvree.org.au))

***Figure 3- Specialist Family Violence service pathway.***

EASTERN MELBOURNE AREA (EMA)

# REFERRAL PATHWAYS

## VICTIM-SURVIVORS, CHILDREN, PETS & ANIMALS



Excerpt from Family Violence Referral Pathways Booklet:  
[Family-Violence-Referral-Pathways-Booklet-v11.0.pdf \(fvree.org.au\)](https://fvree.org.au/Family-Violence-Referral-Pathways-Booklet-v11.0.pdf)

## Types of Support

- Ongoing risk assessment and safety planning for adult, young people and child victim survivors
- Goal setting for adult, young people and child victim survivors
- Crisis response, including emergency accommodation
- Support to hold the person using violence to account
- Information regarding court processes and intervention orders
- Advocacy and support linking in with Police
- Advocacy and support linking in with Child Protection
- Lock changes, home safety audits and security
- Financial support for family violence safety and recovery needs
- Specialist Aboriginal & Torres Strait Islander family violence support

## Referral and support linking in with:

- Specialist sexual assault services (Eastern Centre Against Sexual Assault - ECASA)
- Specialist Aboriginal & Torres Strait Islander services
- Culturally and Linguistically Diverse (CALD) specific services
- LGBTIQA+ specialise services
- Specialist family violence counselling
- Family violence therapeutic support
- Specialist children's services
- Specialist elder abuse family violence support
- Community legal services (Victoria Legal Aid; Eastern Community Legal Centre)
- Financial counselling
- Housing services
- Mental health / Alcohol and Other Drugs services
- Gambling help
- Women's support groups

## Potential Challenges to Access

- For a crisis response after hours, please contact Safe Steps Family Violence Response Centre on **1800 015 188**. They can facilitate referrals to women's refuge services in this region.
- FVREE (formerly EDVOS) acknowledges/supports/assists **women, children and young people, people from marginalised communities, their families, pets and animals** experiencing family violence/accessing support.

## Tips for Access

- Referral to refuge currently only comes through Safe Steps and/or The Orange Door
- Specialist Family Violence Services are LGBTIQA+SB inclusive services

- The Orange Door hours of operation: M-F: 9am - 5pm excluding public holidays

## Webpage Links

The Orange Door <https://orangedoor.vic.gov.au/find-a-service-near-you>

The Orange Door Video <https://youtu.be/h-Siivz6qPA?si=wX9gAuvnDho7cjPn> .

FVREE (formerly EDVOS) <https://www.fvree.org.au/>

Kara Family Violence Service [Kara House - Home \(karafvs.org.au\)](http://Kara%20House%20-%20Home%20(karafvs.org.au))

Refuge Victoria (formerly Safe Futures Foundation) <https://refugevictoria.org.au/>

Regional Family Violence Partnership (RFVP) <https://rfvp.org.au/>

## Urgent Help

- Safe Steps Family Violence Response Service on **1800 015 188** (24hrs)
- Please call **000** – Victoria Police if you are in immediate danger.

# Family Violence - Adolescent violence in the home (AVITH)

## Eligibility

AVITH specialist support – we provide a specialist family therapy, trauma-based counselling and support service for families in Inner East and Outer East (predominately aged 12-17 years) - please refer via The Inner East Melbourne Orange Door on **1800 354 322** or The Outer East Melbourne Orange Door on **1800 354 322**

General counselling/family therapy – we offer office-based counselling for families in Inner and Outer East (aged 15-23 years) – who are experiencing difficulties in their relationships, where this may threaten the young person with homelessness. A key focus is addressing the issue of adolescent violence in the home. This is an early intervention and prevention program with a focus on relationship repair and trauma recovery.

‘Breaking the Cycle’ – group work program for parents/carers experiencing AVITH (aged predominately 12-17 from Inner and Outer East)

For professionals - education, training/ primary & secondary consultation

## Catchments/Locations

In the inner and outer eastern areas of Melbourne.

## Access

Meridian Youth & Family Therapy Team

- AFV – please contact The Inner East Melbourne Orange Door on **1800 354 322** or The Outer East Melbourne Orange Door on **1800 271 150**
- General Counselling/family therapy - please contact Meridian Intake Ph: **03 9896 6322** or [meridian@anglicarevic.org.au](mailto:meridian@anglicarevic.org.au)
- Breaking the Cycle – an evidence-based, eight-week therapeutic group work program for parents/carers whose adolescent is abusive and/or violent in the home - Meridian Intake Ph: **03 9896 6322** or [meridian@anglicarevic.org.au](mailto:meridian@anglicarevic.org.au)
- Education, Training/ Primary & Secondary Consultation - please contact Meridian Intake Ph: **03 9896 6322** or [meridian@anglicarevic.org.au](mailto:meridian@anglicarevic.org.au)
- Service access: 9am – 5pm (some capacity for earlier or later appointments subject to availability)

## Service Pathway

As part of our intake response, we can provide information and advice. After hearing about the situation, we can tailor our response which may include offering face-to face assessments, single sessions, co-allocation, reflective teams, or access to other counselling options and resources. It may be that families are experiencing service system gaps, and we work to meet these gaps within our own limitations.

## Types of Support

- AVITH specialist service
- Youth Homelessness (General Counselling /Family Therapy)
- Group work
- Education & Training/ Primary and Secondary Consultation

## Potential Challenges to Access

- Waiting time: 4 - 6 weeks
- Opening hours: 9am – 5pm
- Cost: free
- BTC groupwork: runs 2-3 x times per year, cost: gold coin donation

## Tips for Access

Please contact Meridian Intake directly if you have any queries or questions; they will support you regarding the most appropriate pathway/referral options. In some instances, they may recommend another service.

## Webpage Links

[https://www.anglicarevic.org.au/contact-us/locations/?lc\\_region=eastern](https://www.anglicarevic.org.au/contact-us/locations/?lc_region=eastern)

## Urgent Help

- After Hours contact Safe Steps Family Violence Response Service on **1800 015 188**
- Please call **000** – Victoria Police if you are in immediate danger.

# Men's Family Violence

## Eligibility

Anyone can call the statewide Men's Referral Service 1300 766 491 (seven days a week) –

- Men who have or are still behaving abusively
- Family members who are impacted by a man's use of abusive behaviours
- Friends, family, or colleagues of people who may be using or experiencing family violence and wish to understand how to support their friends, family, or colleagues
- Professionals wishing to support a client who is using or experiencing family violence

Men's Behaviour change Programs –

A men's behaviour change program (MBCP) is a program for men wanting to end their use of violence and other problematic behaviours in their relationships. This behaviour includes coercive control, physical, sexual, emotional, verbal, economic, social, and financial abuse, and intimidation.

## Catchments/Locations

- Box Hill
- Lilydale
- Boronia
- Kew
- Clayton
- Lilydale

## Access

Men can phone the below organisations to make an appointment:

- Anglicare, Box Hill (MBCP, Men's Case Management) **9896 6322**
- Anglicare, Lilydale (Men's Case Management) **03 9735 6100**
- Relationships Australia, Boronia (MBCP, Men's Case Management) **9725 9964**
- Relationships Australia, Kew (MBCP, Men's Case Management) **9261 8700**
- Link Health and Community, Clayton (MBCP, Men's Counselling) **1300 552 509**
- Boorndawan William Aboriginal Healing Service, Lilydale (Men's Behaviour Change Program, Men's Case Management Program) **9212 0200**
- **Outer East Orange Door** (LGA's Knox, Maroondah, and Yarra Ranges)
  - Phone: **1800 271 150**
  - Email: [oema@orangedoor.vic.gov.au](mailto:oema@orangedoor.vic.gov.au)
  - Address: 4-16 Devon Street, Croydon (Corner Pierson Drive & Railway Grove)
  - Opening times: 9am-5pm Monday–Friday

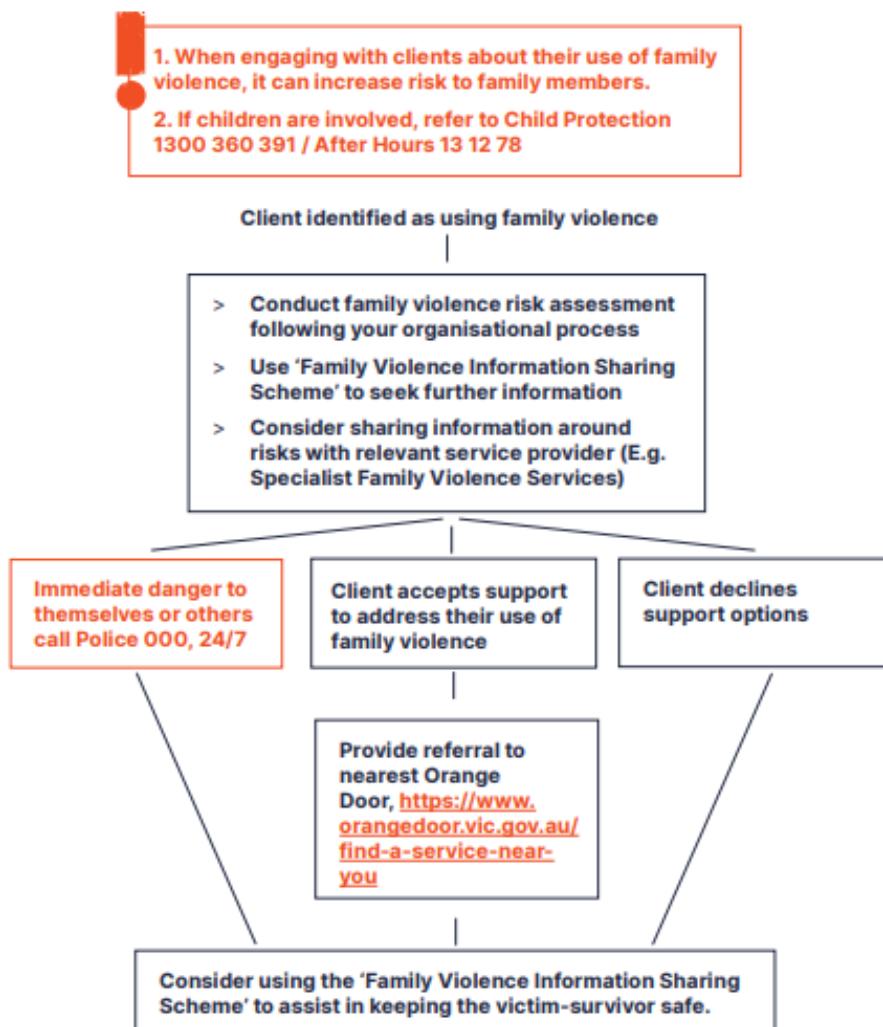
- **Inner East Orange Door** (LGA's Boroondara, Manningham, Whitehorse, and Monash).
  - Phone: **1800 354 322**
  - Email: [JEMA@orangedoor.vic.gov.au](mailto:JEMA@orangedoor.vic.gov.au)
  - Address: 30-32 Prospect Street, Box Hill, Victoria, 3128
  - Opening times: 9am -5pm Monday–Friday

**Figure 4 – Men's Family Violence Service Pathway**

*Excerpt from the Family Violence Referral Pathways Booklet*

[Family-Violence-Referral-Pathways-Booklet-v11.0.pdf \(fvree.org.au\)](https://fvree.org.au/Family-Violence-Referral-Pathways-Booklet-v11.0.pdf)

## EASTERN MELBOURNE AREA (EMA) **REFERRAL PATHWAYS** **PERPETRATOR**



## Service Pathway

All Men's family Violence services adhere to No to Violence minimum standards. It is a requirement of the programs entry that men provide contact information of any affected family members. All services provide comprehensive information about service delivery including client rights and responsibilities.

## Types of Support

Include case management and counselling and group participation in Men's Behaviour Change group programs.

## Potential Challenges to Access

Waiting times can vary.

## Tips for Access

There are no costs to receiving a service from Men's Family Violence programs as they are funded by the state governments.

## Webpage Links

The Orange Door <https://orangedoor.vic.gov.au/find-a-service-near-you>

Anglicare [https://www.anglicarevic.org.au/contact-us/locations/?lc\\_region=eastern](https://www.anglicarevic.org.au/contact-us/locations/?lc_region=eastern)

Link Health and Community <https://www.linkhc.org.au/>

Relationships Australia <https://www.relationshipsvictoria.com.au/>

Boorndawan Willam Aboriginal Healing Service <http://bwahs.com.au/>

## Urgent Help

- After Hours contact Safe Steps Family Violence Response Service on **1800 015 188** (24hrs)
- Please call **000** – Victoria Police if you are in immediate danger
- If children are involved, refer to Child Protection **1300 360 452** / After Hours **13 12 78**
- Men's Referral Service **1300 766 491**

# LGBTIQA+SB Family Violence responses

## Eligibility

All LGBTIQA+SB people, their friends, family (biological and/or chosen), peer support workers, counsellors, doctors and other practitioners, mental health workers, and family violence support workers can contact the services and supports listed.

## Catchments/Locations

State-wide

## Access

LGBTIQA+SB specific family violence services are available to LGBTIQA+SB statewide across Victoria, and there are often no geographical catchment restrictions for LGBTIQA+SB needed to access services and support. Some geographical restrictions may apply.

## Service Pathway and Types of Support

### **Rainbow Door (Switchboard Victoria)**

Rainbow Door is a free specialist LGBTIQA+SB helpline providing information, support, and referrals to all LGBTIQA+SB Victorians, their friends and family.

Ph: 1800 729 367

Txt: 0480 017 246

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

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

Mon – Fri: 10am - 5pm

Sat – Sun: 10am - 5pm

### **Qlife (Switchboard Victoria)**

QLife provides anonymous and free LGBTIQA+SB peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.

Ph: 1800 184 527

Webchat available

W: [www qlife.org.au](http://www qlife.org.au)

3pm to midnight, 7 days a week

### **Rainbow Sexual, Domestic and Family Violence Helpline (Full Stop Australia)**

The Rainbow Sexual, Domestic and Family Violence Helpline is for anyone in Australia who is from LGBTIQA+SB community who has recently or in the past experienced sexual, domestic or family violence. Support is also available to family members, friends and supporters of someone from LGBTIQA+SB communities who has experienced sexual domestic or family violence.

Ph: 1800 497 212

W: [www.fullstop.org.au/get-help/our-services](http://www.fullstop.org.au/get-help/our-services)

24 hours a day, 7 days a week

### **Queerspace (Drummond Street Services)**

Queerspace is an LGBTIQA+SB health and wellbeing support service established in 2009 by LGBTIQA+SB communities for LGBTIQA+SB communities. Queerspace provides LGBTIQA+SB specific family violence supports and programs.

P: 03 9663 6733

E: [enquiries@ds.org.au](mailto:enquiries@ds.org.au)

W: [www.queerspace.org.au](http://www.queerspace.org.au)

Mon – Fri: 9am - 5pm

### **Thorne Harbour Health**

Thorne Harbour Health is a community-led organisation in Victoria, dedicated to improving the health and wellbeing of LGBTIQA+SB communities and people living with HIV. Thorne Harbour Health provides LGBTIQA+SB specific family violence supports and programs including counselling and START – men's behavioural change program.

P: 03 9865 6700

W: [www.thornehabour.org](http://www.thornehabour.org)

Mon – Thu: 9am - 6pm

Fri: 9am - 5pm

### **Family Access Network (FAN)**

FAN offers a therapeutic support group and individual support for LGBTIQA+SB young people aged 15-25 who have experienced family violence, including programs Talking with Pride and Pathways to Resilience.

P: 03 9890 2673

W: [www.fan.org.au](http://www.fan.org.au)

Mon – Fri: 9am - 5pm

### **Legal Support - Justice Q**

Justice Q is a new specialist legal service run for and by LGBTIQA+ people. The team includes experienced lawyers and community development workers.

For free and confidential legal assistance, call **9545 7400** or **9038 8002** to make an appointment.

W: <https://www.smhs.com.au/justice-q/>

## Potential Challenges to Access

Contacting an LGBTIQA+SB specific helpline (Rainbow Door, Qlife, Rainbow Sexual, Domestic and Family Violence Helpline) does not guarantee referral pathways to support. When contacting these services, it is common not to be connected to the same person when making repeated contacts.

LGBTIQA+SB specific family violence services are often at capacity or have timely waiting lists. This is due to the limited number of LGBTIQA+SB specific family violence services available and service need of the community.

## Urgent Help (after Hours)

### **Safe Steps Family Violence Response Centre**

Safe Steps provide 24/7 specialist support services for anyone in Victoria who is experiencing or afraid of family violence.

P: 1800 015 188

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

### **Victoria Police (LLO)**

If you are in immediate danger, contact Victoria Police. You can request to speak to an LGBTIQA+ Liaison Officer (LLO), a contact point for LGBTIQA+SB community members requiring police assistance.

P: 000

W: <https://www.police.vic.gov.au/LGBTIQA-liaison-officers>

# **Sexual Assault Response - Eastern Centre Against Sexual Assault (ECASA)**

## Eligibility

Victim/survivors of historical and/or recent sexual assault who work, live or study in the Eastern Metropolitan Region. ECASA also provides support for non-offending family members and significant others.

## Catchments/Locations

Individuals who live, work or study in the **Inner and Outer East** which includes LGA's of Maroondah, Boroondara, Manningham, Whitehorse, Monash, Knox and Yarra ranges.

Main office is based in Ringwood East and outreach locations may be available.

## Access

- Eastern Centre Against Sexual Assault (ECASA)
- Opening times: 9am-5pm Monday–Friday
- Counselling Line: (03) 9870 7330
- Admin Line: (03) 9870 7310
- Email: [ecasa@easternhealth.org.au](mailto:ecasa@easternhealth.org.au)
- Address: 17 Ware Cres, Ringwood East VIC 3135
- Access to Interpreters
- Male/female counsellors
- **Medicare card is not required. This is a free service.**

## Service Pathway

Clients can self-refer or assisted referrals are also accepted.

## Types of Support

- Counselling and advocacy
- Telephone counselling and support
- Crisis care response for recent sexual assault (up to 2 weeks)
- Therapeutic groups

- Information for legal and medical issues
- Community education
- Primary and secondary consultation
- Professional training
- Prevention programs

## Potential Challenges to Access

### **Waiting times may apply**

As ECASA's opening hours are M-F 9am-5pm please contact the following:

- For after-hours sexual assault support, contact the Victorian Sexual Assault Crisis Line on **1800 806 292**
- For Sexual Offences and Child Abuse Team (Police), contact Knox SOCIT on **(03) 8335 6701** or Box Hill SOCIT on **(03) 88923292**

## Tips for Access

- Referrals are not required
- Medicare Card not required

## Webpage Links

ECASA [Eastern Centre Against Sexual Assault \(ECASA\) \(easternhealth.org.au\)](http://easternhealth.org.au)

Sexual Assault Services [Sexual Assault Services Victoria \(sasvic.org.au\)](http://sasvic.org.au)

## Urgent Help

- Safe Steps Family Violence Response Service on 1800 015 188 (24hrs)
- Please call 000 – Victoria Police if you are in immediate danger.

# Community Health Services

## Eligibility

Community health services provide universal access to services. The Community Health Program prioritises access to people with certain health needs. The program's eligibility and priority criteria target disadvantaged populations with the poorest health and the greatest economic and social needs.

## Catchments/Locations

Inner and Outer East

## Access

The Community Health Program is a state funded program that provides health promotion, general counselling, allied health, and community nursing services that aim to maximise people's health and wellbeing. Community health services also provide dental care through the Victorian Dental Health Program.

### **Outer East:**

- EACH
- Inspiro Community Health (now part of Access Health)

### **Inner East:**

- Access Health and Community Services
- HealthAbility (formerly Carrington Community Health)
- Link Health and Community Services (now part of Latrobe Community Health)

## Service Pathway

Services under the Community Health Program can be accessed Monday to Friday. Some services may offer a limited number of afterhours appointments.

EACH have a centralised intake point for their Community Health funded services:

Phone: **1300 003 224** or [info@each.com.au](mailto:info@each.com.au)

Inspiro and Access Health have a centralised intake point for their Community Health funded services Phone: 03 9810 3000. Inspiro and Access Health also has a [webpage](#) with information for referrers that contains more detailed information on priority access, waiting lists and a referral form, including an outline on what minimum information is required to make a referral - <https://inspiro.org.au/join-in/referrers/> or email [hello@inspiro.org.au](mailto:hello@inspiro.org.au)

## Types of Support

- Aboriginal Health

- Counselling Services
- Dental
- Diabetes Services
- Dietetics
- Exercise Physiology
- Occupational Therapy – adult and children
- Physiotherapy
- Podiatry
- Refugee Health
- Sexual Health
- Quit Smoking Support -Inspiro
- Speech Pathology – adult and children
- Tobacco Free Clinic – EACH
- Youth Health Clinic – EACH

### Urgent Help

Please call **000** – Victoria Police if you are in immediate danger.

# Alcohol and Other Drug Services

## Eligibility

Anyone with a substance use issue can access these support services as long as they are willing to engage. Families and others impacted by a person's substance use can also access supports.

If the client is ambivalent about treatment, you may ask them to contact DIRECTLINE to assist with motivation and problem identification on 1800 888 236.

## Catchments/Locations

**Inner east:** ECADS Intake **1800 778 278**.

Includes Boroondara, Whitehorse, Manningham and Monash council areas.

**Outer east:** SURE Intake **1300 007 0873**

includes Maroondah, Knox and Yarra Ranges council areas.

## Access

Figure 5 - Alcohol and Other Drug Services access details

### Alcohol and Other Drug Services

Accessing supports in the Inner and Outer Eastern Areas of Melbourne



Person or their friend/family member has AOD concerns, wants to access support in the Inner East

Inner East AOD Intake (ECADS)

for Boroondara, Whitehorse, Manningham and Monash

**1800 778 278** [ecads.org.au](http://ecads.org.au)

Person or their friend/family member has alcohol and/or other drug concerns, wants to access support in the Outer East

Outer East AOD Intake (SURE)

for Maroondah, Knox and Yarra Ranges Shire

**1300 007 873** [sureaod.org.au](http://sureaod.org.au)

Person or their friend/family member has misuse/dependence on medications, wants to access support in the East or North East

Medication Support & Recovery Service  
**1800 931 101** [msrs.org.au](http://msrs.org.au)

Reconnex (Benzodiazepine, Anxiety & Depression Specialist Counselling)

**1300 273 266** [reconnex.org.au](http://reconnex.org.au)

24 Hour Information, advice, referral or counselling regarding Alcohol and/or other Drug issues via phone/web

Directive **1800 888 236** [directive.org.au](http://directive.org.au)

Counselling Online [counsellingonline.org.au](http://counsellingonline.org.au)

Advice and referral for young people and concerned others affected by alcohol and/or other drug use.

Anglicare [anglicarevic.org.au](http://anglicarevic.org.au)

Access Health & Community [accesshc.org.au](http://accesshc.org.au)

EACH SURE [sureaod.org.au](http://sureaod.org.au)

Headspace [headspace.org.au](http://headspace.org.au)

Link Health & Community [monashlink.org.au](http://monashlink.org.au)

YSAS [ysas.org.au](http://ysas.org.au)

24 hour phone support and advice for people concerned about the alcohol and/or drug use of a loved one:

~Family Drug & Gambling Help - **1300 660 068**

~Family Drug Support - **1300 368 186**

~First Stop online AOD guide for families  
[thefirststop.org.au](http://thefirststop.org.au)

If person may be an immediate risk to self or others: CALL 000

## Service Pathway

1. Your client calls the access number for their region (see figure a), with your client's consent, you can assist by making this call on their behalf. We will ask a few questions to see if our services are right for the person

*or*

2. We can organise a personal assessment\*, If not, we will help make connections with other services.

Victorian AOD Intake tool:

<https://www.turningpoint.org.au/treatment/clinicians/screening-assessment-tools>

\*The assessment helps us to plan the treatment options that are most suited to your client

## Treatment & Support

- Together we will work towards your client's recovery goals.
- Your client's family can be involved if they wish.
- \* Clients aged 16-20 can choose to be seen by either a youth or an adult service.
- With client consent, we will share client information with those who are involved in providing care. Client information is kept on one electronic shared record.
- Secondary consultation
- If you require a clinical consultation, contact the Drug and Clinical Advisory Service on 1800 812 804, a 24 hour, 7 days a week specialist telephone consultancy service available for health professionals in Victoria.
- Specialist services
- If your client is pregnant, the Women's Alcohol and Drug Service is the only statewide drug and alcohol service providing clinical services and professional support for pregnant women with complex substance use and alcohol dependency; ph. **03 8345 3931**.
- If your client is ordered by the Court to attend treatment, they will be referred to services via the ACSO COATS program:  
<https://www.acso.org.au/residential-programs/coats-community-offender-advice-and-treatment-service/>
- The AOD Service has no exclusion for people facing legal processes.

## Types of Support

- Intake
- Comprehensive Assessment
- Counselling
- Bridging Support
- Brief Intervention
- Non-Residential Withdrawal
- Residential withdrawal - Detox facilities
- Family single sessions across withdrawal, assessment, and intake
- Care and Recovery
- Therapeutic day rehabilitation
- Referral to Long term residential rehabilitation
- Peer Support
- Pharmacotherapy
- Drug Diversion Appointment Line
- Choices (Brokerage/ACSO referral)
- Kickstart (Forensic brokerage/ACSO referral)
- Specialised Youth AOD counselling
- Family Support Groups and Family Psychoeducation groups

## Potential Challenges to Access

- People will need to be screened to assess their eligibility for state funded AOD services. If they do not meet the threshold for a substance use disorder, they will be referred to private support services.
- Waiting times for treatment, particularly residential rehabilitation, can be substantial (anywhere between 1-3 months). For clients requiring residential rehabilitation their residential withdrawal will commence immediately prior to their rehabilitation admission. This means that they need support to keep them engaged and well during their wait.

## Tips for Access

- A warm referral, where another worker connected to the person supports them to make the call to AOD intake is recommended for people who may be anxious or experiencing other mental ill-health.
- As wait lists for rehabilitation facilities can be lengthy, there are pre-admission support groups to keep people engaged whilst they wait for admission.

## Webpage Links

VAADA is Victoria's peak body for AOD services

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

Turning Point have a range of resources on their website

<https://www.turningpoint.org.au/>

Self Help Addiction Resource Centre (SHARC) promotes self-help approaches to recovery from alcohol and drug related issues and gambling harm

<https://www.sharc.org.au/>

Family Drug and Gambling Help (FDGH) has a range of services to support families affected by someone's substance and or gambling use

<https://www.sharc.org.au/familydrugandgamblinghelp>

## Urgent Help

- Please contact **000** if you or someone you know is at immediate risk of harm.

This would include people with serious issues arising from their use of alcohol or other drugs and who are:

- at risk of long-term harm or impairment, and
- not able to be assisted by primary health providers alone.
- Equitable access to services will be provided to groups of people who are particularly vulnerable or are experiencing high levels of disadvantage.

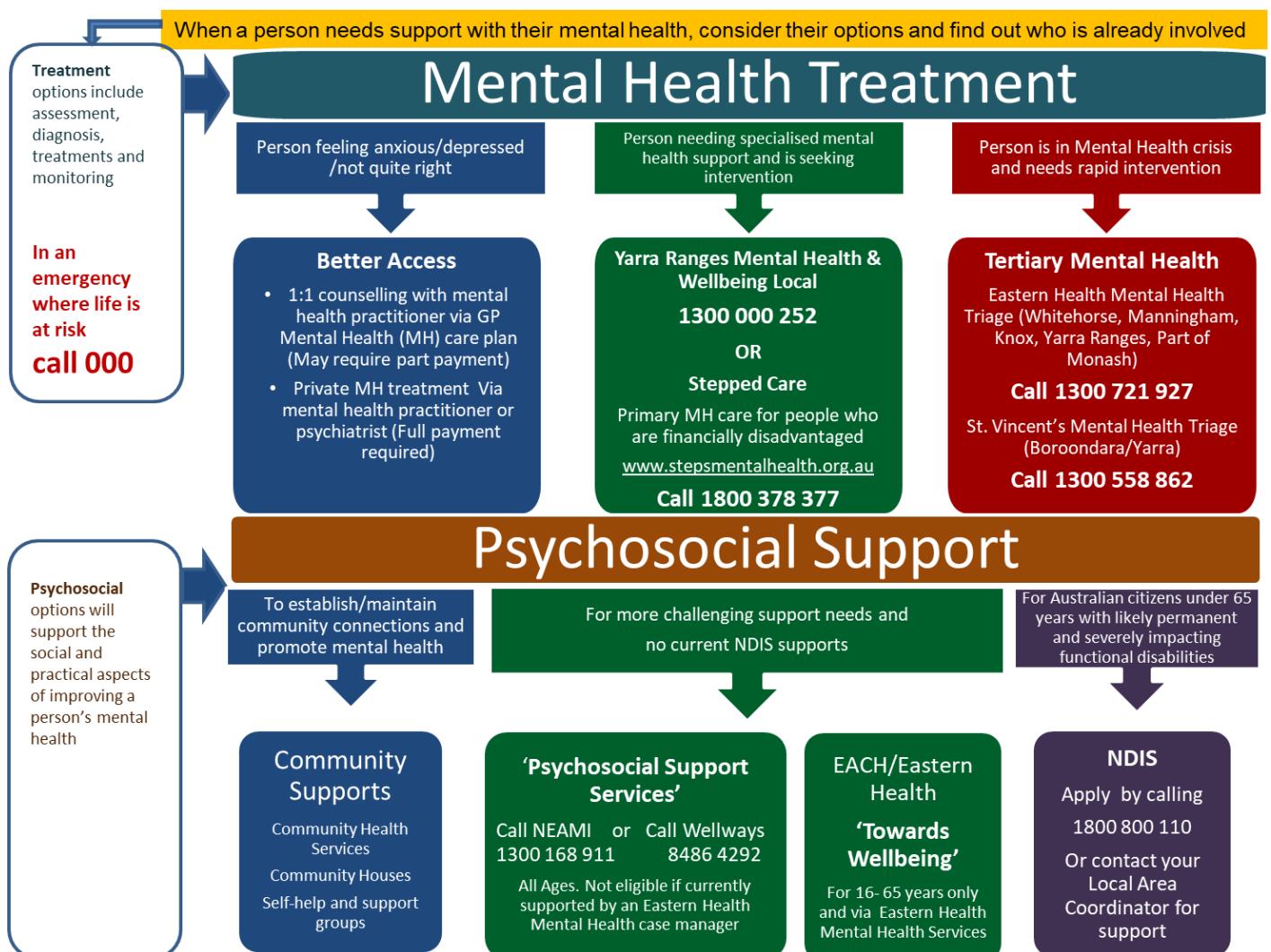
# Mental Health Services

When a person requires help with their mental health, it is important to first consider who is already supporting them. They may have a private psychologist or psychiatrist along with family supports. Getting in contact with existing supports (with consent) will greatly assist in the planning of next steps.

A decision needs to be made about the type of support a person requires. Generally, people begin their Recovery journey by accessing treatment focused supports. This would normally begin with a visit to their GP.

Please see Figure 6 to assist you in deciding which is the best pathway to Mental Health supports.

*Figure 6 - Mental Health Support Pathways*



# Treatment Services for People who are Seeking Interventions

## Better Access Initiative

This initiative gives Medicare rebates to eligible people so they can access primary mental health supports. Eligible people can receive support from a range of practitioners including eligible GP's, other medical practitioners, Psychologists, Social Workers and Occupational Therapists. Up to 10 individual and up to 10 group mental health services can be accessed per year.

## Eligibility

People with a diagnosed mental disorder, such as depression and anxiety, can receive the Better Access rebate.

## Access

A GP can develop a Mental Health care plan with the person requiring support. Together the GP and the patient can identify suitable supports. The GP will provide the care plan and refer the patient. The patient then seeks an appointment and engages with the support.

## Yarra Ranges Mental Health and Wellbeing Local

As part of Victoria's Mental Health reform, a new local was established in Lilydale. This is a partnership between Wellways, Inspiro, Eastern Health and Oonah.

This service offers one-on-one, and group supports and advice through Wellbeing Navigators and Peer Workers who are onsite and online to listen and help participants explore the services and supports right for them in their particular situation.

Support is available in person at the local site or via telehealth.

People can expect to be asked 'how can we help'. They are there to listen.

They are a safe, inclusive, and welcoming service. People can expect their cultural and personal needs to always be respected.

## Types of support

Participants will be able to decide what you need on your recovery journey, including:

Person-centred wellbeing supports

- Peer support
- Health through nutrition and exercise, social prescribing, Education, peer support and self-help
- Educational group supports, Participant-led care planning and coordination with other service providers

Mental health supports

- Counselling

- Creative therapies
- Alcohol and drug support

Consumers will talk to a peer worker (this may be in person, online or over the phone.)

This worker will focus on listening and understanding consumer's concerns so they can offer the right support.

Consumers may wish for their family, carers and friends to be a part of their support and recovery.

## Eligibility

- Anyone aged 26 years of age or older.
- Anyone experiencing psychological distress, mental health challenges or alcohol and other drug concerns.
- Anyone who needs additional support than what their usual doctor offers but who do not need hospital services.

## Access

Phone: 1300 000 252

Email: [intake.yarraranges@mentalhealthwellbeing.org](mailto:intake.yarraranges@mentalhealthwellbeing.org)

Location: **Lower Ground, 61-65 Anderson St, Lilydale VIC 3140.**

Appointments are available at Lilydale, Yarra Junction and Belgrave.

Opening hours: 9.00am – 5.00pm Weekdays | 9.00am – 5.00pm Weekday Public Holidays  
Closed on Weekend

### Telehealth support

Phone: 1300 000 252

## **Mental Health Stepped Care**

This is a model that focuses on linking individuals with the right level of support to meet their needs. A 'wrap-around' approach is taken to meet the whole of health needs of people. As support needs change over time, Stepped Care will be flexible to meet those needs.

## Eligibility

This service is free and confidential, but eligibility is determined by where you live or work.

You can access Steps Mental Health services if you are:

- Living or working in the Cities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges.
- Need support with mental health or emotional wellbeing from a community-based service.
- Unable to access or afford private mental health services (such as a private psychologist).

You don't require a GP referral to access these services, however having your GP involved is helpful.

## Access

Steps Mental Health is provided by Access Health and Community Services and healthAbility across Inner- and Outer- Eastern Melbourne.

Call **1800 378 377** or **9810 3070**

Web address: <http://www.stepsmentalhealth.org.au>

## **After Hours Mental Health Nursing Service**

### Eligibility

The After-Hours Mental Health Nursing Service offers help to people experiencing mild to moderate mental health issues such as anxiety, stress, depression, and grief. Whether after work, on weekends, or during public holidays, the After-Hours Mental Health Nurses is designed to offer understanding, guidance, and reassurance when most services are closed, and support is limited.

Mental Health Nurses can assist with:

- Brief support and assessment
- Medication review
- Recommendations and referrals for ongoing support
- Follow up support and re-entry as needed

### Catchments/Locations

This service is available to anyone living in Banyule, Boroondara, Knox, Manningham, Maroondah, Monash, Nillumbik, Whitehorse, Whittlesea, Yarra Ranges.

## Access

The After-Hours Mental Health Nursing Service is provided by healthAbility.

The service is free of charge, and no appointment is needed. A Medicare card is not required, and people can choose to use the service anonymously if they prefer. Both self-referrals and formal referrals are accepted. Referrals can be submitted via email and website.

In person, telephone, telehealth and SMS support options are available.

- Phone: 1300 003 509 (free call)
- In Person: 36 Wellington Road, Box Hill, Victoria
- Email: [ahmhns@healthability.org.au](mailto:ahmhns@healthability.org.au)

- Website: <https://healthability.org.au/services/after-hours-mental-health-nursing-service>

#### **Open Hours**

- Monday to Friday: 6.00pm – 11.00pm
- Saturday, Sunday and public holidays: 2.00pm – 7.00pm

## **Treatment Services for People in Crisis**

### Eligibility

The tertiary mental health sector is a government run series of hospital beds and community supports that are available to people aged between 0-25 years (Infant, Child and youth services), 26 years and over (Adult and Older Person's services). These services are designed to be accessed when a person is in mental health crisis, and ongoing care aims to reintegrate people back into the community upon discharge from hospital.

### Catchments/Locations

The Eastern Health catchment area includes the following Local Government Areas: Boroondara (Camberwell); Knox (Northeast and Northwest); Manningham; Maroondah; Whitehorse (Box Hill and Nunawading); Yarra Ranges (including the Dandenongs, Lilydale and Seville).

### Access

Intake is centralised for Eastern Health. Access needs are assessed via phone **1300 721 927** for all age groups. Please note for residents of Boroondara please contact St Vincents Psychiatric Triage 1300 558 862.

Referral requirements. When can people access these services?

- Triage is the point of entry to Eastern Health public mental health services
- All phone calls are answered by a senior mental health clinician
- Phone response is available 24 hours, 7 days per week
- Each call involves taking a history of the current issues, past history as appropriate, talking to the client to undertake a Mental State Examination and comprehensive risk assessment. The clinician then formulates the presenting issues and makes a plan for an appropriate outcome.

As part of the [Recovery framework](#), clinicians involve carers, significant others, and children (when appropriate) as part of the assessment. Other service providers such as GP, private psychiatrists or community mental health workers are also contacted and involved in the assessment process.

Mental Health Triage also covers the 3 Emergency Departments across Eastern Health.

- Angliss
- Maroondah
- Box Hill

Service is provided 24/7

### **For urgent support**

Call 000 for urgent help if the person is a significant and immediate risk of harm to themselves or others.

The person may also reach out to:

Lifeline 13 11 14

SuicideLine 1300 651 251

## Potential Challenges to Access

People must be in crisis to access these supports initially. Is the person in immediate risk of suicide or are they experiencing severe mental health symptoms which put themselves or others at risk?

The person will be assessed over the phone which can be challenging for some people. They may also enter via emergency services (police and/or ambulance) and/or the emergency department of the hospital. This can be an anxious time for the person and their family/friends.

Information for contacting Mental Health Triage **1300 721 927**

- Provide detail regarding name, current address, Phone, D.O.B.
- Be clear about your observations of client and/or specific information gathered about the situation from carers.
- Use mental state assessment terminology when you can
- Why do you require the assistance of mental health services at this time? (Why now?)
- Describe the Safety Issues:

Remember the SLAP to describe risk of harm

- Specificity: How SPECIFIC is the plan? The more specific the details relate, the higher the degree of present risk.
- Lethality: How LETHAL is the proposed method? How quickly could the person die if the plan is implemented? The greater the level of lethality, the greater the risk.
- Availability: How AVAILABLE is the proposed method? If the tool to be used is readily available, the level of suicide risk is greater.
- Proximity: What is the PROXIMITY of helping resources? Generally, the greater the distance the person is from helping resources, –if the plan were implemented, the greater the degree of risk.

What are the person's current supports?

i.e. family, friends, services, networks.

- Consider whether Emergency Services (Police, Ambulance) are a more appropriate point of contact.
- Be prepared to pursue support if the client is assessed as high-risk by your service's Risk Assessment method and does not have any other source of adequate support to maintain their safety or the safety of others. This may involve a call to 000.
- Document your conversations and plans.

## Service Pathways

The person may require mental health treatment and/or psychosocial supports. Here is a guide to the 2 areas of need.

### Mental Health treatment needs

The person is experiencing mental ill-health and requires:

- Assessment
- Diagnosis
- Treatment and monitoring to stabilise the symptoms, regain functioning and focus on wellbeing and resilience

### Psychosocial Support needs

The person has ongoing challenges with:

- Managing daily tasks
- Making connections with others
- Improving community participation
- Finding housing
- Undertaking work or study
- Becoming physically more active

## Types of Support:

Crisis and Assessment Teams and Prevention and Recovery Care (PARC) facilities are available to support people in the short term to avoid hospitalisation and to support people in the early days of discharge from hospital when their needs are still acute.

Continuing care teams (CCTs) provide case management and treatment support for people who are less acute and requiring less frequent clinical supports.

Mobile Support Teams are for people with ongoing and more intensive treatment and rehabilitation support needs who are living in the community.

Community care units are medium term rehabilitation focused accommodation facilities where a person requires support with living skills to enable them to live again successfully in the community.

A range of specialist supports are also available for Dual Diagnosis (Mental ill-health and substance use issues); Family Violence; Forensic; Personality Disorders; Suicide intervention; Aboriginal and Torres Strait Islander social and emotional wellbeing.

## Urgent Help

Assessment takes place via the Mental Health Access teams. The level of risk to self and/or others will be made at this assessment, and the response will be decided by trained clinicians as part of a multidisciplinary team. Ultimate responsibility for assessment of safety rests with the Consultant psychiatrist. Please contact **000** if you or someone you know is at immediate risk of harm.

## Webpage Links

### **Head to Health**

**1800 595 212**

Monday to Friday 8.30am–5pm (except public holidays)

<https://headtohealthvic.org.au/>

This free service will help people navigate to the best support for their mental health needs. Support is also available to families and support staff. Anyone can call Head to Health for support. Additionally, there are Head to Health hubs across Victoria.

### **Children, Young People & Mental Health**

Eastern Health Mental Health program:

Infant, Child & Youth Mental Health Services: ages 0-12 & 12–25,

**1300 721 927** (Press Option 2)

After hours/weekends urgent enquires: **1300 721 927**

<https://www.easternhealth.org.au/service/child-youth-mental-health-service-cymhs/>

ICYMH has a range of services including the Child Team, Community Teams (4 across the region) The Intensive Mobile Treatment & the Early psychosis teams. They provide secondary consultation and assistance with navigating the mental health service system and community mental health supports for children and their families.

### **Families and Parents with Mental Illness (FaPMI)**

Contact: [fapmi@easternhealth.org.au](mailto:fapmi@easternhealth.org.au) or <http://www.easternhealth.org.au/fapmi>

FaPMI provides secondary consultation to mental health services, integrated family services and to families where a parent has a mental illness. They provide programs for children and a range of resources for families and practitioners.

### **North East Metro Mental Health and Wellbeing Connect**

North East Metro Connect is a warm and welcoming space for **families, carers, supporters and kin of people challenged by mental health** and/or alcohol and other drug use. The Connect Centre provides a range of services for Victorian families and carers including individual peer support; family therapy; educational sessions and group programs; information, resources and practical support for health and wellbeing. All support is free, and you do not require a referral. People of all ages can access the Connect services.

Telephone: (03) 8850 4150

Email: [northeastmetroconnect@accesshc.org.au](mailto:northeastmetroconnect@accesshc.org.au)

**More info:** visit Access Health and Community [website](#).

### **Headspace**

Headspace offers young people aged 12-25 a welcoming environment where they can access confidential and free mental health and substance use support, health advice, and general information.

Hawthorn: <https://headspace.org.au/headspace-centres/hawthorn/>

Ph: **9006 6500**

Knox: <https://headspace.org.au/headspace-centres/knox/>

Ph: **9801 6088**

Box Hill: <https://headspace.org.au/headspace-centres/box-hill/>

Ph: **9810 9310**

### **Australian Childhood Foundation**

<https://www.childhood.org.au/>

### **The Hamilton Centre**

The Hamilton Centre is a statewide specialist centre for addiction and mental health led by Turning Point. The Hamilton Centre offers a range of services for healthcare workers including:

- [Hamilton Centre Advice and Mentorship Line](#)
- Online [Education and Training](#)
- Referrals - linkages between Victorian Mental Health and Addiction Services to support collaborative and integrated care for people living with co-occurring addiction and mental health concerns.

**More info:** visit the Hamilton Centre [website](#).

### **Reachout:**

<https://au.reachout.com/>

Australia's leading online mental health organisation for young people and their parents. Their practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information they offer parents makes it easier for them to help their teenagers, too.

### **Independent Mental Health Advocacy**

IMHA provide independent support to people on or at-risk compulsory treatment orders under the Victorian Mental Health Act. Consumers can call **1300 947 820** to speak to an advocate about their rights and for support to speak up about their assessment, treatment, and recovery. Consumers can also request to speak to a First Nations advocate.

- IMHA helps consumers to understand their rights, treatment, care, and recovery.
- IMHA supports consumers to make their own decisions and express their views.
- Advocates act only with consumers' consent and represent *consumers'* wishes (not others').
- IMHA can help with advance statements, support persons, second opinions, legal advice, tribunal applications, and complaints.
- IMHA does **not** provide medical/legal advice, case management, or tribunal representation.

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

**MH VIC**

Mental Health Victoria is the peak body for mental health services

<https://www.vmiac.org.au/>

**VMIAC**

Victorian Mental Illness Awareness Council

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

**Tandem Carers**

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

**After hours & weekends – For less urgent support**

Beyond Blue 1800 512 348

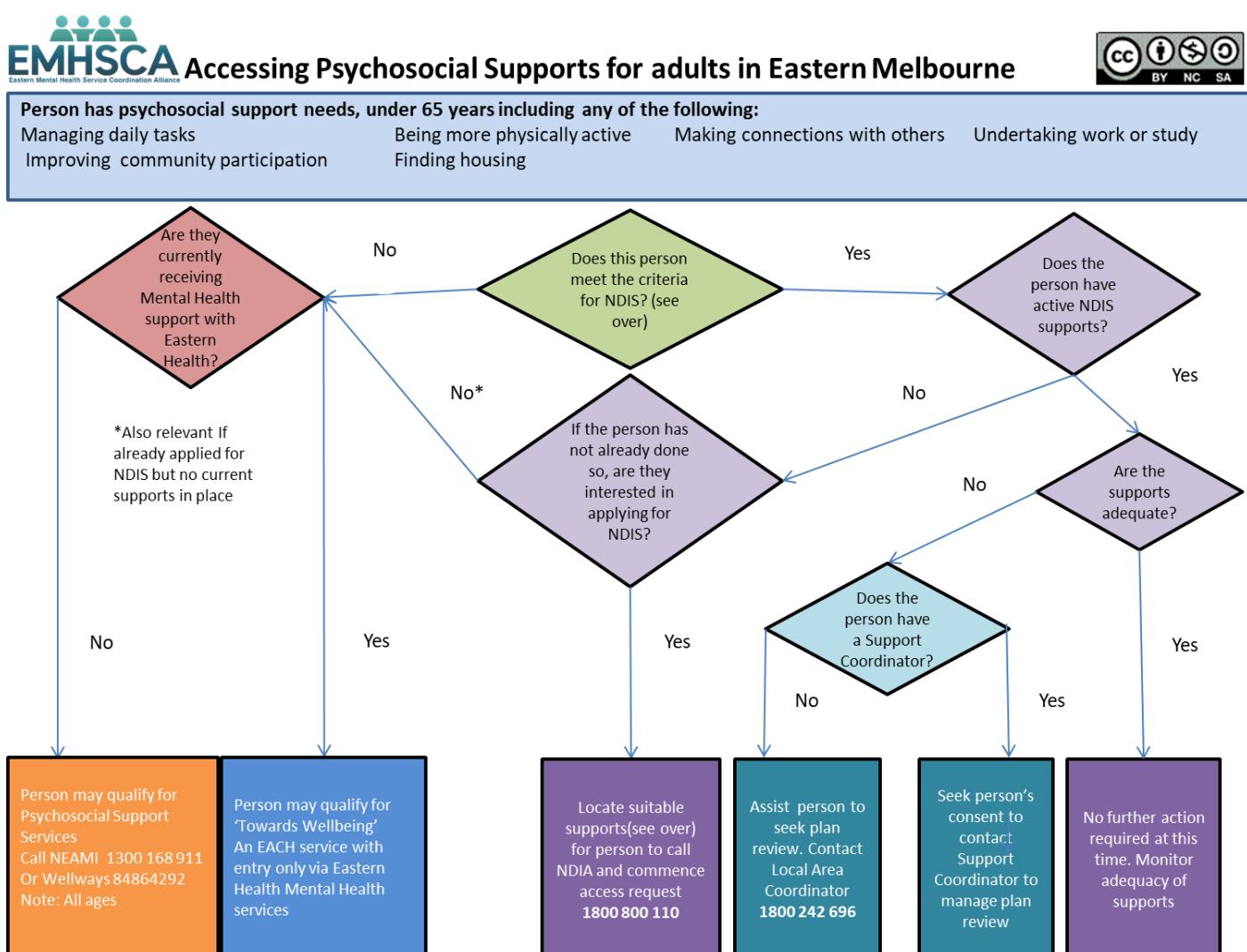
MensLine 1300 789 978

KidsLine 1800 551 800

# Accessing Psychosocial Supports for Adults in Eastern Melbourne

There are 3 main ways to access Psychosocial supports for people in Eastern Melbourne

Figure 7 Accessing psychosocial supports for adults in Eastern Melbourne



# Which Psychosocial Support is the right one?

The NDIS provides planned support for people with significant psychosocial disability. There is a process involved in testing eligibility and then setting up a plan of supports. This can take some time. Additionally, not everyone who applies for NDIS will be found eligible. For these reasons there are Commonwealth and State funded psychosocial supports to meet people's needs whilst they test eligibility and set up their plan; and for people who do not yet qualify for the scheme.

There are 2 main types of alternative Psychosocial supports as follows:

## 1. For people who are not currently with Eastern Health MH Case management or NDIS

The Commonwealth government funded program called the National Psychosocial Support measure is provided by Neami National and Wellways and auspiced by the Eastern Melbourne PHN. This provide up to 12 months of support for people of all ages who are not currently accessing NDIS supports. Please note that they may have met NDIS eligibility but do not yet have their funded supports in place. Testing NDIS eligibility is a key function of this support service.

For access Call NEAMI **1300 168 911** or Wellways **84864292**

Or email [EastMelbournePSS@neaminational.org.au](mailto:EastMelbournePSS@neaminational.org.au)

## 2. For people who are with Eastern Health MH Case management

The Victorian government has funded the Early Intervention Psychosocial Support response (EIPSR) to enable people to access psychosocial supports when they are either found ineligible for NDIS, not yet ready to apply for NDIS, or have NDIS but have not yet activated their support package. This service is provided by EACH in the Eastern region. Application can only be made via the Eastern Health MH case manager. This provides up to 12 months of support to people who are between 16 years and 65 years of age. Testing NDIS eligibility is a key function of this support service.

# National Disability Insurance Scheme

## Eligibility

To join the NDIS, people need to meet access requirements. This includes the Scheme being available in their area, their age, their residency status, and the nature of their disability.

These can include:

- Aged between 7 and 65 years
- Live in Australia and have Australian residency
- Need support from a person because of a permanent and significant disability
- Use special equipment because of a permanent and significant disability
- Need some supports now to reduce future needs

Psychosocial disability is a term used to describe a disability that may arise from a mental health issue. Not everyone who has a mental health condition will have a psychosocial disability, but for people who do, it can be severe, longstanding and impact on their recovery. People with a disability as a result of their mental health condition may qualify for the NDIS.  
<https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis>

Not all disabilities are recognised by the NDIS and not all disabilities are considered permanent  
<https://www.ndis.gov.au/applying-access-ndis/am-i-eligible>

## Catchments/Locations

**Inner east:** locations include Hawthorn, Glen Waverley, Box Hill, and Doncaster.

**Outer east:** locations include Bayswater, Chirnside Park and Ringwood.

For location details please see <https://www.lchs.com.au/locations/>

## Access

Local Area Coordination for the East Metro is [Latrobe Community Health](#). They employ Local Area Coordinators (LAC) who help people understand and access the NDIS. They also work with NDIS participants to develop and use their NDIS plan.

For most people aged seven years and older, an LAC will be their main point of contact for the NDIS. A LAC will connect people with disability to supports, services, activities in their community and other government services. LACs also work in communities to help them become more accessible and inclusive for all people with disability.

### **Latrobe Community Health Service (LCHS)**

<https://www.lchs.com.au/services/national-disability-insurance-scheme/local-area-coordination-lac/>

Phone: **1800 242 696**

Email: [OUTER.EAST.MELBLAC@ndis.gov.au](mailto:OUTER.EAST.MELBLAC@ndis.gov.au)

## Service Pathway

Local Area Coordinator (LAC)

If you are eligible for a NDIS support plan, your LAC will have a conversation with you to learn about your current situation, supports, and goals to help develop your plan. Your LAC can also provide assistance throughout your plan if you have any questions.

- Provides assistance to connect and build informal and natural supports
- Work with participants on the ground to help access, and make the most of the NDIS
- Work with participants, carers and families, to have a planning conversation and to develop a NDIS plan, provide assistance to ensure plans are implemented effectively, monitored and reviewed
- Work with people who are eligible or not eligible for the NDIS as part of the Information, Linkages and Capacity Building (ILC) framework to link to community and mainstream supports based on their needs and interests
- Support individuals with disabilities to build strong, inclusive relationships in their communities
- Work with children with disabilities aged 7 to adults aged less than 65, their families and carers
- Build community and mainstream capacity to be more inclusive of all people with a disability

## Types of Support

There are around 4.3 million Australians who have a disability. Within the next five years, the National Disability Insurance Scheme (NDIS) will provide more than \$22 billion in funding a year to an estimated 500,000 Australians who have permanent and significant disability.

The NDIS can provide all people with disability with information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries, and schools, as well as information about what support is provided by each state and territory government.

The types of supports that the NDIS may fund for participants include:

- daily personal activities
- transport to enable participation in community, social, economic, and daily life activities
- workplaces help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support

- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and construction
- mobility equipment, and
- vehicle modifications.

## Potential Challenges

- People with psychosocial disabilities may not see themselves as disabled. They may also object to the idea of their condition being deemed permanent. Along with mistrust of the scheme, many people are declining to apply for the NDIS who would otherwise be eligible due to psychosocial disability, because they don't resonate with the language of the NDIS.
- As a support person, your role can be to assist people with psychosocial disabilities to weigh up their support options and consider testing their eligibility for the NDIS. You can outline the benefits of this individualised approach to support and have a Recovery focused conversation about what they would need in order to live a more meaningful life.

## Webpage Links

National Disability Insurance Agency (NDIA) <https://www.ndis.gov.au/about-us>

NDIS <https://www.ndis.gov.au/>

Phone: **1800 800 110**

Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

## Urgent Help

- Please call **000** – Victoria Police if you are in immediate danger.

# Legal Services

## Eastern Community Legal Centre

### Eligibility

Any person living, working or studying in Eastern Metropolitan Melbourne can seek free legal advice.

### Catchments/Locations

Inner and Outer East Catchment areas including Boroondara, Knox, Manningham, Maroondah, Whitehorse and the Yarra Ranges

### Access

Call **1300 32 52 00** (1300 ECLC 00) or email [eclc@eclc.org.au](mailto:eclc@eclc.org.au) to make an appointment.

### Service Pathway

ECLC is a legal centre that works alongside a number of other specialist community legal centres, Victoria Legal Aid and private legal firms to provide legal assistance to people within the Eastern Metropolitan Region of Melbourne. ECLC has a skilled Assessment, Intake, Referral & Response team that will triage, respond and provide referrals to people and services within the region. ECLC is also able to provide secondary consultations to support the referral pathway for members of the community.

### Types of Support

#### **General Legal Services**

Crimes compensation (victims of crime), Summary criminal law, Debt and civil matters, Family law, Family violence matters (including Intervention Orders), Infringements, Motor vehicle accidents – property damage, Neighbourhood disputes, Traffic fines.

ECLC provides legal assistance via appointments offered in the day. Appointments can be made also in the evening service (staffed by volunteers). ECLC has a legal advice clinic for students enrolled with Deakin University and a Victims Legal Clinic – a specialised service that provides Victims of Crime assistance under the Victims of Crime Assistance Act.

## Family Violence

- **Intervention Order Support Service:** ECLC provides a duty lawyer to assist clients at the Ringwood Magistrates' Court for the Family Violence Intervention Order lists on Mondays, Tuesdays, Thursdays and Fridays.
- **SAGE:** SAGE provides a unique model for providing intensive wraparound legal, family violence and financial counselling support to women with increased vulnerability experiencing, or at risk of, family violence with multiple legal issues. specifically:
  - Aboriginal and Torres Strait Islander communities
  - CaLD communities
  - Women with disabilities
  - Women with mental health issues
  - Women who are socially or geographically isolated.
- **Mabels:** Mabels is a Health Justice Partnership between Eastern Community Legal Centre (ECLC), Boorndawan Willam Aboriginal Healing Service and a number of community health services within the East. The program provides early intervention family violence legal assistance and support to women with children from the ages of 0-5. Referrals to the program are made through maternal and child health nurses.
- **WELS:** WELS is a Health Justice Partnership between ECLC and Eastern Health. The program provides early intervention family violence legal assistance and support to women attending Eastern Health's maternity services during their pregnancy. Referrals to the program are made through Eastern Health.

## Elder Abuse

- **ROSE:** ROSE provides free legal, social and financial counselling support, and referrals, to older people (anyone 65+ or 50+ for Aboriginal or Torres Strait Islander community) who are experiencing or are at risk of elder abuse. The ROSE Community Lawyer, Advocate and Financial Counsellor work together to provide a holistic, integrated service. ROSE also offers secondary consultations for professionals, friends and family members who have elder abuse concerns. Referrals can be made via the Elder Abuse Intake on 0429 697 960 or at [ROSE@eclc.org.au](mailto:ROSE@eclc.org.au), or by contacting ECLC. ROSE works in partnership with Oonah.
- **ELSA:** ELSA provides free legal, social and financial counselling assistance, and referrals, to older people (anyone 65+ or 50+ for Aboriginal or Torres Strait Islander community) experiencing or at risk of elder abuse who are or were recently patients (inpatients or outpatients) of Eastern Health. ELSA also offers secondary consultations regarding elder abuse for Eastern Health staff. Referrals can be made by asking an Eastern Health staff member to make a referral, contacting the Elder Abuse Intake on 0429 697 960 or at [ELSA@eclc.org.au](mailto:ELSA@eclc.org.au), or by contacting ECLC. ELSA is a Health Justice Partnership between ECLC and Eastern Health.

## Potential Challenges to Access

ECLC operates from 9am to 5pm, Monday to Friday and is not available on public holidays or out of business hours. ECLC is able to provide/undertake casework for people from priority communities in limited cases, dependent upon eligibility and capacity of the service.

ECLC may have a conflict of interest with individuals accessing the service and may need to provide an alternative referral pathway. A conflict of interest can mean that either you have been listed and the “other party” in a legal matter or the other party in the current legal matter has been an ECLC client in the past. Either of these may have occurred in a legal matter totally unrelated to the current legal issue. For confidentiality reasons, ECLC will be unable to give any details about a specific conflict of interest. You will need to know the full name and date of birth for any people involved in a legal matter so that ECLC can complete a conflict-of-interest check.

## Tips for Access

Often accessing legal help early can increase the legal options that a person may have available to them. It can also prevent legal matters from escalating which can protect a person’s mental, social and financial health. If you’re unsure whether to refer someone to ECLC, the services available or how to refer, call ECLC’s Intake team for a confidential chat or ask for a secondary consultation.

## Webpage Links

Eastern Community Legal Centre - <https://eclc.org.au/>

Family Violence programs – <https://eclc.org.au/what-we-do/partnerships-and-projects/familyviolence/>

Elder Abuse programs - <https://eclc.org.au/what-we-do/partnerships-and-projects/elder-abuse/>

## Statewide Legal Services

### Victoria Legal Aid

Victoria Legal Aid is a statewide service that helps people with their legal problems in areas of criminal law, family law and some civil law matters with a focus on helping and protecting the rights of socially and economically disadvantaged Victorians. They also have an office in Ringwood and outreach locations across the Eastern Region.

Contact details: Legal Help - 1300 792 387 Monday to Friday, 8 am to 6 pm

Victoria Legal Aid Ringwood office: 9259 5444

Webpage Link: <https://www.legalaid.vic.gov.au/>

### Women’s Legal Service of Victoria

Legal advice and information for women experiencing a relationship breakdown or family violence

Contact details: 1800 133 302

Webpage Link: <https://www.womenslegal.org.au/>

#### Federation of Community Legal Centres

To find your local Community Legal Centre for free legal advice

[https://www.fclc.org.au/find\\_a\\_community\\_legal\\_centre](https://www.fclc.org.au/find_a_community_legal_centre)

To find local community legal family violence services - <https://www.fclc.org.au/familyviolence>

#### Djirra

The Aboriginal Family Violence Legal Service is a program of Djirra. The legal team helps Aboriginal and Torres Strait Islander people with both legal and non-legal support. The service is dedicated to supporting Aboriginal people who are experiencing or have experienced family violence (women and men). They also assist non-Aboriginal people experiencing family violence who are parents of Aboriginal children.

Djirra provides services across Victoria with offices in metropolitan and regional areas.

Contact details: (03) 9244 3333 or Free call: 1800 105 303

Webpage Link: <https://djirra.org.au/>

#### InTouch – Multicultural Centre Against Family Violence

InTouch state-wide specialist family violence service that works with women from migrant and refugee backgrounds, their families and their communities in Victoria. InTouch also has a Legal Centre that provides legal advice and assistance to clients who are receiving their family violence case management support. They also have migration agents who are highly experienced in working with women from diverse cultural backgrounds.

Contact details: For general information and enquiries (03) 9413 6500 or the Intake Line 1800 755 988.

Webpage Link: <https://intouch.org.au/>

#### Justice Connect

Justice Connect works with thousands of lawyers, including 50 NSW and Victoria law firms and hundreds of barristers. Justice Connect facilitates pro bono referrals, linking individuals experiencing disadvantage and the not-for-profit organisations who support them with pro bono lawyers in Victoria and NSW.

Justice Connect administers the LIV Legal Assistance Service, the Victorian Bar Pro Bono Scheme and the Justice Connect Members service (NSW and Victoria).

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

#### Urgent Help

ECLC may be able to assist with urgent legal needs but operates within business hours and is not a crisis service.

Victoria Legal Aid can provide legal advice over the phone through their **Legal Help line on 1300 792 387** Monday to Friday, 8 am to 6 pm

# CALD Services

## Migrant Information Centre (Eastern Melbourne)

### Eligibility

Newly arrived refugees and permanent residency family stream migrants for the first 5 years of arrival in Australia or from the date the permanent residency visa was issued.

### Catchments/Locations

Inner and Outer East Catchment areas including Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and the Yarra Ranges.

### Access

Call 9285 4888 or drop in at our offices: Suite 2, 27 Bank Street, Box Hill 3128 or 18 Bond Street, Ringwood 3134 or email [mic@miceastmelb.com.au](mailto:mic@miceastmelb.com.au).

### Service Pathway

The Migrant Information Centre (Eastern Melbourne) (MIC) is the primary settlement service in the Eastern Metropolitan Region (EMR). New arrivals from refugee backgrounds are referred for settlement support from the MIC after they are exited from the AMES Humanitarian Settlement Program. The MIC accepts self-referrals from eligible clients and referrals from other agencies. The MIC has staff who speak over 29 community languages, and we use interpreters as required. The MIC is also able to provide secondary consultations to support the referral pathway for members of the community from culturally and linguistically diverse (CALD) backgrounds.

### Types of Support

- **Settlement Services:** A caseworker is appointed to all individuals/families referred to our service. Caseworkers work with the client to assess their settlement needs and goals for all family members if appropriate. Younger family members aged from 12 to 25 years are referred to MIC Youth Settlement caseworkers. Other services provided through settlement services include:
  - **Information sessions:** The MIC provides more than 60 information sessions annually on a wide range of topics such as employment rights and responsibilities, completing the census, health information, education systems in Australia, pedestrian safety for young children, etc.
  - **Life skills programs:** Digital literacy, financial literacy, "Living in Australia" programs that cover the parliamentary and legal systems, driver education programs, swimming programs, parenting programs, healthy lifestyles programs, etc.

- **Playgroups:** Two multicultural playgroups in Croydon and Ringwood, two Chinese grandparent playgroups in Ringwood and Mount Waverley, and one playgroup in partnership with [FVREE](#) targeting the Zomi community and focused on gender equality.
- **Homework Support Programs:** Two homework support programs at Great Ryrie Primary School and Croydon Primary School. Volunteer tutors are available for one-on-one homework support for youth.
- **Children's holiday programs**
- **Youth life skills programs:** Swimming programs, Youth services marathon where young people use public transport to visit local youth services, Changing Gears driving education program to gain their Learner's Permit, Employment programs, youth holiday programs, refugee youth leadership programs, young women's groups and young men's groups.
- **Youth outreach:** MIC youth caseworkers provide outreach services in secondary schools with high numbers of students from refugee backgrounds.

- **Family Violence:**
  - **Case management support:** MIC settlement caseworkers support eligible settlement clients who are at risk or experiencing family violence. They are generalist workers under the MARAM and they assess risk and support clients to understand the services available to them, what to expect and how to access them. MIC caseworkers also support perpetrators to understand Australian law and access support services.
  - **Information sessions:** Topics include Family Law in Australia, understanding the definition of family violence, etc.
  - **Group programs:** Programs available through our settlement program include driver education programs for women, digital literacy programs for women, financial literacy programs for women, women's group programs and men's group programs.
  - **Specialist Family Violence Services:** The MIC provides counselling for women from CALD backgrounds who are at risk of, experiencing or have experienced family violence. There are no visa or length of residency requirements for this service. Two therapeutic women's groups are held annually as part of this program.
  - **Family Violence Prevention Programs:** Strengthening family programs for couples in partnership with Relationships Australia, women's discussion groups, men's discussion groups, respectful relationships groups for EAL students in upper primary and secondary schools, animations and short videos from respected faith/community leaders that promote gender equity.
  - **Alcohol and Other Drugs counselling:** MIC has an agreement with EACH *Sure* services to provide an outreach alcohol and other drugs counselling service at MIC offices. This arrangement enables the MIC to refer clients for counselling that is provided in a safe and familiar environment to reduce the shame and stigma of addiction when reaching out for support.

- **Employment Services:**

- **Jobs Victoria Mentor Program:** The MIC JVMP program is a Specialist Program funded through Jobs Victoria to support eligible people from CALD backgrounds to become job ready and then place them into employment. MIC mentors work with clients with permanent residency visas and asylum seekers with work rights who are long term unemployed or at risk of long-term unemployment and want to work more than 15 hours per week. MIC mentors also work with employers and training institutions and agencies to assist clients to become job ready and support their placement with employers.
- **Settlement support:** MIC settlement caseworkers including youth settlement caseworkers provide one-on-one support to newly arrived refugees and migrants to secure employment. They assist them to write resumes, increase their interview skills, search for jobs and write applications.
- **Community Employment Connector (CEC):** The CEC program provides advice and referrals for clients to employment support services and training opportunities that will enable them to reach their employment goals. The MIC CEC program targets all youth and adults from CALD backgrounds regardless of their visa and time in Australia. The CEC works with casual project workers to provide outreach in libraries, shopping centres and local community events.

- **Aged Care and Disability Services**

- **Access and Support Program:** The A&S program assists older people to access aged care services and younger people to access disability services for those that cannot access services themselves due to their diversity. Diversity includes people from CALD backgrounds, Aboriginal or Torres Strait Islander peoples, those experiencing financial hardship, at risk of homelessness, dementia, or those from the LGBTIQ+ communities.
- **Community Visitors Scheme:** The CVS program matches volunteers to isolated older people living in residential aged care facilities and older people living independently and receiving a Home Care Package.

## Potential Challenges to Access

MIC settlement services are available for refugee and family stream migrants for the first five years of their settlement. If clients have been in Australia over five years or they have a temporary visa, MIC caseworkers will refer them to other services that can assist them.

## Webpage Links

Migrant Information Centre (Eastern Melbourne) – [www.miceastmelb.com.au](http://www.miceastmelb.com.au)

Family Violence referrals – [Family Violence | Migrant Information Centre \(miceastmelb.com.au\)](http://Family%20Violence%20%7C%20Migrant%20Information%20Centre%20(miceastmelb.com.au))

# Community Correctional Services

## Catchments/ Locations:

**Inner and Outer East:** Box Hill, Ringwood and Lilydale

## Access:

Ringwood – Telephone 1300 191 860. Email – [ringwoodjsc@justice.vic.gov.au](mailto:ringwoodjsc@justice.vic.gov.au)

Lilydale – Telephone 1300 389 516. Email – [lilydalejsc@justice.vic.gov.au](mailto:lilydalejsc@justice.vic.gov.au)

## Service Pathway:

Community Correctional Services (CCS), a division of Corrections Victoria, manages and supervises adult offenders (18+years) in the community who are subject to Orders issued by Courts and by the Adult Parole Board. The type of order and the conditions applied vary according to the offence. Most orders are sentences served in the community and may require offenders to participate in unpaid community work.

## Types of orders may include:

### **Community Correction Order**

A Community Correction Order (CCO) is a flexible order served in the community.

The conditions of a CCO depend on the circumstances and nature of the offence and on the needs and situation of the offender. A CCO includes basic conditions such as not reoffending and not leaving Victoria without permission as well as at least one condition based on the risk and needs of the offender and the severity of the offence. Conditions may include treatment and rehabilitation, supervision, curfews, unpaid community work, educational programs etc.

### **Parole Order**

If a prisoner is sentenced by a court to more than 12 months in prison, they may be eligible to serve part of their sentence in the community under a Parole Order. Offenders on parole are under the supervision of Community Correctional Services and are required to report regularly to a community corrections officer.

### **Detention Order and Supervision Order**

Detention Orders require the continued detention in prison for serious sex offenders and serious violent offenders after the completion of their original sentence. Supervision Orders provide for the post-sentence supervision of serious sex offenders and serious violent offenders.

### **Fine Conversion Order and Fine Default Unpaid Community Work Order**

These two orders relate to the payment of fines. They have only one condition – to perform unpaid community work.

Offenders issued with these orders are required to complete the unpaid community work hours as specified by the court. If issues of attendance arise, offenders are required to report to a community corrections officer.

### **Community Work Permit**

If a person is arrested by a sheriff's officer under an infringement warrant for unpaid fines, the officer may issue a Community Work Permit (CWP). A CWP is an agreement to perform community work instead of paying the fine.

### **Webpage links:**

<https://www.corrections.vic.gov.au/community-corrections>

# Appendix A Acronyms

Acronym	Service	Sector (most relevant)
<b>AA</b>	Alcoholics Anonymous	Alcohol and other drug services
<b>ABI</b>	Acquired Brain Injury	Alcohol and other drug services
<b>ACCO</b>	Aboriginal Controlled Community Organisation	Children, Youth and Families
<b>ACT</b>	Acceptance and Commitment Therapy	Alcohol and other drug services
<b>ADCA</b>	Alcohol and other Drugs Council of Australia	Alcohol and other drug services
<b>ADF</b>	Australian Drug Foundation	Alcohol and other drug services
<b>ADLs</b>	Activities of daily living (e.g. dressing, showering, eating, cooking etc.)	Mental health
<b>ALW</b>	Aboriginal Liaison Worker	Children, Youth and Families
<b>AOD</b>	Alcohol and Other Drugs	Alcohol and other drug services, Mental Health
<b>ARC</b>	Action for Recovery	Alcohol and other drug services
<b>AVITH</b>	Adolescent violence in the home	Family Violence
<b>Ax</b>	Assessment	Mental health
<b>BPAD</b>	Bipolar affective disorder	Mental health
<b>BPD</b>	Borderline Personality Disorder	Alcohol and other drug services, Mental Health
<b>BTC</b>	Breaking the cycle group program	Family Violence
<b>BWAHS</b>	Boorndawan Willam Aboriginal Healing Service	Children, Youth and Families & FV
<b>C/O</b>	Complained of	Mental health
<b>CAT team/CATT</b>	Crisis Assessment and Treatment team	Mental health
<b>CBT</b>	Cognitive Behavioural Therapy	Alcohol and other drug services

<b>CCI</b>	Community care unit – supported accommodation for people with mental illness, with onsite mental health clinical services	Mental health
<b>CCO</b>	Community Corrections Officer	Corrections
<b>CCS</b>	Community Corrections Services	Corrections
<b>CDM</b>	Chronic disease management	Alcohol and other drug services
<b>CHHS</b>	Department of Families Fairness and Housing	All
<b>CHIA</b>	Community Housing Industry Association	Homelessness
<b>CHP</b>	Council to Homeless Persons – Peak body for homelessness	Homelessness
<b>CISS</b>	Child Information Sharing Scheme	Family Violence
<b>CLZ</b>	Clozapine an (anti-psychotic medication)	Mental health
<b>CPR</b>	Cardiopulmonary Resuscitation	Alcohol and other drug services
<b>CRAF</b>	Common Risk Assessment Framework (old term for new MARAM)	Family Violence
<b>D&amp;A</b>	Drugs and alcohol	Mental health
<b>D/C</b>	Discharge (from hospital, compulsory order)	Mental health
<b>DACAS</b>	Drug and Alcohol Clinical Advisory Service	Alcohol and other drug services
<b>Depot</b>	Long lasting medication given by deep intramuscular injection	Mental health
<b>DFFH</b>	Department of Families Fairness and Housing	Homelessness
<b>DOH</b>	Department of Health	Alcohol and other drug services
<b>DSP</b>	Disability Support Pension	Family Violence
<b>Dynamic factor</b>	Factors that can change	Mental health
<b>EACH</b>	Eastern Access Community Health	All
<b>ECASA</b>	Eastern Centre Against Sexual Assault	Family Violence
<b>ECLC</b>	Eastern Community Legal Centre	All
<b>EDAS</b>	Eastern Drug and Alcohol Service	Alcohol and other drug services
<b>EDVOS</b>	Eastern Domestic Violence Service (name change Dec 2022 – See FVREE)	Family Violence
<b>EHN</b>	Eastern Homelessness Network	Homelessness
<b>EHSSA</b>	Eastern Homelessness Service System Alliance	Homelessness

<b>ELSA</b>	Engaging & Living Safely & Autonomously (A Health Justice Partnership between Eastern Community Legal Centre and Eastern Health and early intervention legal and financial counselling elder abuse service)	Family Violence
<b>EMI</b>	Enhanced men's intake	Family Violence
<b>EPOA</b>	Enduring Power of Attorney	Family Violence
<b>EPSE</b>	(Extra-pyramidal) side effects	Mental health
<b>ETOH</b>	Alcohol	Mental health
<b>FDGH</b>	Family Drug & Gambling Help	Alcohol and other drug services
<b>FRMP</b>	Family Reconciliation & Mediation Program	Homelessness
<b>FSP</b>	Flexible Support Packages	Family Violence
<b>FVREE</b>	Free from Family Violence (Formerly EDVOS)	Family Violence
<b>FSV</b>	Family Safe Victoria	Family Violence
<b>FTD</b>	Formal Thought Disorder	Mental health
<b>FV</b>	Family Violence	Family Violence
<b>FVIO</b>	Family Violence Intervention Order	Family Violence
<b>FVISS</b>	Family Violence Information Sharing Scheme	Family Violence
<b>FVLO</b>	Family Violence Liaison Officer (Victoria Police)	Family Violence
<b>HEART</b>	Homelessness Emergency Accommodation Response Team (During COVID)	Homelessness
<b>HEF</b>	Housing Establishment Fund	Homelessness
<b>HMO</b>	Hospital medical officer (who may be the person's treating doctor, under supervision of the authorised psychiatrist)	Mental health
<b>Hx</b>	History	Mental health
<b>IAP</b>	Initial Assessment and Planning (Worker)	Homelessness
<b>IEIFS</b>	Inner East Integrated Family Services	Children, Youth and Families
<b>IFS</b>	Integrated Family Services	Children, Youth and Families
<b>IMI</b>	Intra-muscular injection (also known as 'depot')	Mental health
<b>L17</b>	The L17 form is the Victorian Police Risk Assessment and Management report that Victorian Police are required to complete after attending a family incident. The report is completed when family violence incidents, interfamilial-related sexual offences and child abuse are reported to the police.	Family Violence

<b>LASN</b>	Local Area Service Network	Homelessness
<b>LGBTIQA+SB</b>	Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer (or questioning), Asexual, Intersex, + SisterGirls, BrotherBoys. The 'plus' is used to signify any other gender identities and sexual orientations that are not specifically covered by the other nine initials.	All
<b>LSD</b>	Lysergic acid diethylamide	Alcohol and other drug services
<b>MAP</b>	Media Awareness Project	Alcohol and other drug services
<b>MARAM</b>	Multi-Agency Risk Assessment and Management	Family Violence
<b>MBCP</b>	Men's Behaviour Change Program	Family Violence
<b>MDE</b>	Major depressive episode	Mental health
<b>MDMA</b>	3,4-methylenedioxy-N-methylamphetamine	Alcohol and other drug services
<b>Meridian Team</b>	A multi-funding, specialist adolescent and family therapy team, that also specialises in adolescent violence in the home	Family Violence & Children Youth and Families
<b>MI</b>	Motivational Interviewing	Alcohol and other drug services
<b>MSE</b>	Mental state examination (including assessment of appearance, mood, thought content, behaviour, insight and judgement, and overall demeanour)	Alcohol and other drug services, Mental health
<b>Mx</b>	Medication	Mental health
<b>NAD</b>	No abnormality detected / No acute distress	Mental health
<b>Negative symptom</b>	refers to Schizophrenia and includes blunting of affect, poverty of speech and thought, apathy, anhedonia, reduced social drive, loss of motivation, lack of social interest, and inattention to social or cognitive input.	Mental health
<b>NDIS</b>	National Disability Insurance Scheme	Disability / All
<b>NIDS</b>	National Illicit Drug Strategy	Alcohol and other drug services
<b>NSP</b>	Needle Syringe Programs	Alcohol and other drug services
<b>OPA</b>	Office of the Public Advocate	Family Violence

<b>PARC</b>	Prevention and recovery centre – residential unit in the community for short-term treatment – often a step-down from hospital	Mental health
<b>POA</b>	Power of Attorney	Family Violence
<b>Positive symptoms –</b>	refers to Schizophrenia and includes hallucinations, delusions and repetitive movements that are hard to control.	Mental health
<b>PRAP</b>	Private Rental Assistance Program	Homelessness
<b>PRN</b>	PRN - 'as needed' (as distinct from a regular dose of medication)	Mental health
<b>PRN</b>	Registered psychiatric nurse	Mental health
<b>Protective factors -</b>	Things which can reduce the likelihood of a negative outcome, e.g. by reducing risk	Mental health
<b>RAMP</b>	A Risk Assessment and Management Panel. RAMP is a regional group comprised of key members from specialist family violence organisations and agencies who meet monthly to share information and take action to keep identified women and children at the highest risk from family violence safe.	Family Violence
<b>RCFV</b>	The Royal Commission into Family Violence	Family Violence
<b>ROSE</b>	Rights of Seniors in the East (ECLC's integrated, intensive legal, social and financial counselling elder abuse response service)	Family Violence
<b>RTA</b>	Residential Tenancy Act	Homelessness
<b>SAD/SCZaff</b>	Schizoaffective disorder	Mental health
<b>SCPP-CB</b>	Senior Child Protection Practitioner -Community Based	Children, Youth and Families
<b>SCRP</b>	State-wide Children's Resource Program	Homelessness
<b>SDT</b>	Mobile support team	Mental health
<b>SECU</b>	Secure extended care unit – locked mental health inpatient unit which provides rehabilitation and treatment, often long-term, where community and/or personal safety is an issue.	Mental health
<b>SHARC</b>	Self Help Addiction Resource Centre	Alcohol and other drug services
<b>SHIP</b>	Specialist Homelessness Information Platform	Homelessness
<b>SHS</b>	Specialist Homelessness Service	Homelessness
<b>SI/SH</b>	Suicidal ideation/suicidal harm	Mental health
<b>SRS</b>	Supported residential service	Mental health

<b>SRV</b>	Seniors Rights Victoria	Family Violence
<b>THC</b>	Cannabis/marijuana	Mental health
<b>THM</b>	Transitional Housing Management	Homelessness
<b>TOD</b>	The Orange Door	Family Violence, Children Youth and Families
<b>TUV</b>	Tenants Union of Victoria	Homelessness
<b>Tx Rx</b>	Treatment	Mental health
<b>UDS</b>	Urine drug screen	Mental health
<b>VACCA</b>	Victorian Aboriginal Child & Community Agency	Children, Youth and Families & FV
<b>VCAT</b>	Victorian Civil & Administrative Tribunal	All
<b>VCOSS</b>	Victorian Council of Social Services	All
<b>VicPol</b>	Victoria Police	Family Violence
<b>VLA</b>	Victorian Legal Aid	Family Violence
<b>YSAS</b>	Youth Substance Abuse Service	Alcohol and other drug services
<b>Ψ</b>	Psychiatrist/psychiatric	Mental health

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