**SERVICE GUIDE**

**ESSENTIAL NUMBERS**

|  |  |
| --- | --- |
| Service | Telephone No. |
| Psychiatric Services Triage | **1300 363 788** |
| Child and Adolescent Mental Health Service (CAMHS) | **5440 6506** |
| St Luke’s | **5440 1100** |
| Connect Central | **5434 3944** |
| Kids Help Line | **1800 55 1800** |
| Lifeline | **131114** |
| Lifeline Suicide Helpline | **1300 651 251** |
| Centre against Sexual Assault (CASA) | **5441 0430** |
| Department of Human Services (DHS) | **5434 5555** |
| Emergency Accommodation Support Enterprise (EASE) | **5443 4945** |
| Youth Support and Advocacy Service (YSAS) | **5444 2969** |
| Centacare | **5443 9577** |
| Haven (Loddon Mallee Housing) | **5444 9000** |
| Legal Aid | **5441 1155** |
| Bendigo Community Health | **5430 0500** |
| Better Outcomes | **5441 7004** |
| City Of Bendigo Youth Services | **5434 6000** |
| Bendigo Uniting Care | **5443 4972** |
| Bendigo Police | **5448 1300** |
| Bendigo Hospital | **5454 6000** |
| Bendigo Fire Station | **5443 0444** |
| Child FIRST | **1800 260 338** |
| Child Protection | **131 278** |

**Wellbeing Contact Numbers**

|  |  |  |
| --- | --- | --- |
| Service | Telephone | Page |
| Bendigo and District Aboriginal Cooperative | **5442 4947** | **4** |
| Emergency Accommodation Support Enterprise (EASE) | **5430 3000** | **4** |
| [Office of Housing](http://youth.serviceseeker.com.au/cgi-bin/wdb.cgi/VIC/agency/query?id=20925) | **5434 5555** | **4** |
| haven-logo.gif  (Loddon Mallee Housing) | **5444 9000** | **5** |
| Advocacy and Rights Centre | **5444 4364** | **5** |
| [http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=rc&dur=422&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59&tx=59&ty=29) | **5440 1100** | **5, 8, 11, 21** |
| Child and Adolescent Mental Health Service (CAMHS) | **1300 363 788 Regional triage for new referrals and emergency (03) 5440 6500 All other business** | **6, 19** |
| [State Government of Victoria, Australia, Department of Human Services](http://www.dhs.vic.gov.au/) | **5434 5555** | **7** |
| [http://www.centacare-sandhurst.org.au/templates/centacare/images/logo.jpg](http://www.centacare-sandhurst.org.au/index.php) | **54381300** | **7** |
| Centre for Grief and Bereavement | **1800 642 066** | **8** |
| Centre Against Sexual Assault | **54410430**  **After hours service on 1800 806 292** | **9** |
| Lifeline logo | **131114 (24 hrs)** | **10** |
| LODDON MALLEE WOMEN’S HEALTH | **5443 0233 Toll Free: 1800 350 233** | **10** |
| Kid’s Help Line | **1800 55 1800** | **10** |
|  | **5448 1600** | **11, 14, 17** |
| Tristar Medical Group | **5447 7088 (K Flat)**  **5446 7755(Eaglehawk)**  **5448 5952 (Epsom)** | **12** |
| http://www.al-anon.alateen.org/australia/al-anonalateenlogo.gif | **1300 252 666** | **12** |
| **Salvation Army Bendigo** | **5442 7699** | **13, 15** |
| http://www.schooliesdownsouth.com.au/Images/ysas.jpg | **5444 2969**  **1800 014 446 (24 hour toll free service).** | **13** |
| Vinnies | **5443 5052** | **14** |
| Bendigo Uniting Care Outreach | **5443 4972** | **15** |
| OUR PLACE MINISTRIES EAGLEHAWK | **5446 2527** | **16** |
| Advocacy and Rights Centre | **5444 4364** | **16** |
| Victims of Crime | **(03) 5448 1600**  **1800000055 Helpline** | **17** |
| Bendigo Health Dental Program | **5454 7994** | **18** |
| Primary Care Clinic | **5441 8622** | **18** |
| Legal Aid – Child Support | **5448 2333** | **18** |
| FAMILY Relationships Online | **1800 050 321** | **18** |
| Solomon Street - Bendigo | **5441 6455** | **19** |
| Future Connections Association | **54413721** | **20** |
| Youth Online Bendigo | **5434 6000** | **20** |
| Better Outcomes in Mental Health | **5441 7004** | **21** |
| CONNECT CENTRAL YOUTH SERVICES | **5434944** | **21** |
| Horizon House, Bendigo | **5443 7241** | **22** |
| Women’s Domestic Violence Crisis Service | **1800 015 188** | **22** |

**Aboriginal Services**

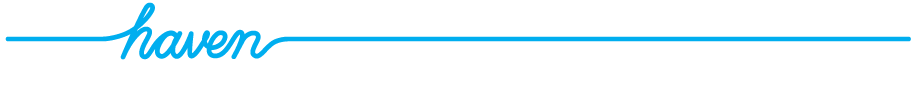
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**Bendigo and District Aboriginal Cooperative**

|  |  |  |
| --- | --- | --- |
| **Contact:** | 13-15 Forest Street | **Services Offered:** |
|  | Bendigo VIC 3550 | Diabetes Education |
| **Telephone:** | 03 5442 4947 | GP Services |
| **Fax:** | 03 5442 4941 | HACC Info & Referral |
| **Web:** | N/A | Spiritual, Emotional & General Wellbeing |
| **Email:** | [ceo@bdac.com.au](mailto:ceo@bdac.com.au) | Podiatry |
| **Referral:** | Contact via Telephone | Community Development Worker |
| **Fee:** | No fee for Service |  |
| **Waiting List:** | Contact via Telephone |  |

**Accommodation Services**

|  |  |
| --- | --- |
| Service Provider: | Emergency Accommodation Support Enterprise (EASE) |
|  |  |
| Service Description: | Emergency ***Accommodation*** Support Enterprise EASE ***Accommodation*** Referral Service SAAP The service provides information referral advocacy caseworker support and assistance in obtaining crisis transitional and long term housing for women experiencing domestic violence and for single young women 15 to 25 years old who are pregnant or with dependent children. Financial assistance for rent bonds, rent arrears and rent advance.  Emergency afterhours assistance is available by telephoning any police station child protection agency or hospital in the Loddon Campaspe region |
| Address: | 18 Forest St BENDIGO 3550 (Open 9-5 Mon-Fri) |
| Phone: | (03) 5430 3000 (Phone beforehand, waiting list may exist) |
| **[Victorian Government Website (Victoria, the Place to Be)](http://www.vic.gov.au/)** | [Office of Housing](http://youth.serviceseeker.com.au/cgi-bin/wdb.cgi/VIC/agency/query?id=20925) |
|  |  |
| Service Description: | Bond assistance. |
| Address: | 74-78 Queen St BENDIGO 3550 |
| Phone: | (03) 5434 5555 |

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|  |  |
| --- | --- |
| Service Provider: | Loddon Mallee Housing Services |
|  |  |
| Service Description: | Crisis accommodation, budgeting, public housing referral, supported accommodation, transitional housing, community links – independent living for disabled persons. Clients must be over 19yo (or referred by St Luke’s). Also assist with rental arrears (appointment necessary) and advance, utilities (appointment necessary) and fuel costs. Those seeking financial help MUST bring evidence to support their claim. |
| Address: | 10-16 Forest St BENDIGO 3550 (9-5 Mon-Fri) |
| Phone: | (03) 5444 9000 |

http://www.communitylaw.org.au/clc_loddoncampaspe/cb_pages/images/img_n_17514.jpg

|  |  |
| --- | --- |
| Service Provider: | Advocacy and Rights Centre |
|  |  |
| Service Description: | For those living in or wanting to live in public house. Advice on rights, advocacy, information and referral, applications. |
| Address: | 108 Mollison St BENDIGO 3550 (10-5 Mon-Fri) |
| Phone: | (03) 5444 4364 |

[http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=rc&dur=422&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59&tx=59&ty=29)[http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=hc&vpx=577&vpy=416&dur=4047&hovh=49&hovw=107&tx=76&ty=36&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59)

**Youth Supported Accommodation and Assistance Program (SAAP)**

The Youth SAAP service provides accommodation and support to young people age 15 to 19 who are homeless or at risk of being homeless. The service provides a range of accommodation options include board providers/carers, live in carer houses, emergency accommodation and access to transitional housing for young people in the Bendigo area. The Youth SAAP team comprises a coordinator and four youth housing workers.

Location: 10 Mundy St Bendigo 3550

Phone: (03) 54343944 (9-5 Mon-Fri)

NOTE: All St Luke’s clients go through intake at Connect Central.

**Children’s Services**

### Child and Adolescent Mental Health Service (CAMHS)

| **What the clinic does** | This is a community based service and offers assistance to persons aged between 0-18 years who display behavioural, emotional relationship disturbances that impact on family, social relationships and functioning in school or work place. |
| --- | --- |
| **Booking phone numbers** | Ph: 1300 363 788 Regional triage for new referrals and emergency  (03) 5440 6500 All other business |
| **Contact person** | CAMHS Intake clinician or  Lorraine Flynn (Manager) |
| **Booking office hours** | 09:30am - 05:00pm, Mon to Fri |
| **Clinic frequency/days of week** | Monday to Friday |
| **Clinic medical staff** | Child and Adolescent Consultant Psychiatrists,  Social Workers,  Occupational Therapist,  Speech Pathologist,  Psychologist,  Psychiatric Nurses |
| **Clinical information requirements that supplement the referral form** | Require the referral form to be completed or detailed reason as to what significant psychiatric presentation this child/young person has and what the request for service is from CAMHS e.g. assessment, medication review.  Require a written referral from the GP/Paediatrician to the Psychiatrist.  Parents/Caregivers must call in to activate the referral. |
| **Approximate wait time for referred patients** | Crisis- same day  Other- up to 3 months. |
| **Clinic location** | Bendigo  John Bomford Centre,  Cnr Crook and Condon Sts Strathdale 3550  Four regional locations  Swan Hill,  Echuca,  Kyneton  Castlemaine. |

**[State Government of Victoria, Australia, Department of Human Services](http://www.dhs.vic.gov.au/)**

74-78 Queen St  
Bendigo  
Victoria 3550

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Health, Housing and Aged Care** | **Community Services** | **Disability Services** | **Strategic Support** | **Corporate Services** |
| Housing | Strategic Reform, Quality and Planning | Disability Accommodation Services | Information, Analysis and Performance Evaluation | Finance |
| Health & Aged Services | Protective Services | Disability Client Services | Aboriginal Service Planning | Human Resources |
| Primary Health | Youth Justice | Disability Partnerships | Regional Drought Response | Business Support |
| Community Housing Social Development | Child Protection | Disability Legislation Information |  | Information Technology and Telecommunications |
| Emergency & Critical care |  |  |  | Administrative Services |
| Quality & Safety |  |  |  |  |

Ph +61 3 5434 5555

[http://www.centacare-sandhurst.org.au/templates/centacare/images/logo.jpg](http://www.centacare-sandhurst.org.au/index.php)

# **Seasons for Growth**

 Seasons is a loss and grief peer support program for children and young people aged 7 - 18 years who have experienced the loss of a significant person in their lives through death or family breakdown.

The program consists of 8 weekly sessions with 6-7 young people per group, facilitated by trained adult companions. The program provides the opportunity for the young person to:

* become part of a small peer group of 6-7 members
* meet once a week over the course of 8 weeks
* participate in activities and discussion relating to the loss/change that has impacted on their life and the life of their family
* express any questions, concerns, hopes or dreams they may have.

Seasons for Growth Program for children and young people is run at CentaCare in Bendigo.

Email [narelle.williams@centacare-sandhurst.org.au](mailto:seasons@centacare-sandhurst.org.au) This e-mail address is being protected from spambots. You need JavaScript enabled to view it for information regarding dates.

Centacare: 65 Baxter St Bendigo 3550 Phone: 0354381300

### [http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=rc&dur=422&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59&tx=59&ty=29)

### Child FIRST

**Child FIRST** is the Child & Family Information, Referral and Support Team.   
The aim of Child FIRST is to support the safety, wellbeing and health of children, young people and their families.  Being a parent is the most important job and sometimes the most difficult.   
  
We believe that every child and family should have the chance to reach their full potential.

**Child FIRST:**

* Provides information, referral and support to families, professionals and community members
* Provides a central entry point to a range of services and information to suit families’ needs
* Works in partnership with families, local agencies and the community
* Supports children and parents to identify goals and respond to their own unique needs and challenges
* Provides services free of charge

**Contacting Child FIRST**   
Families, service providers and community members can contact Child FIRST on 1800 260 338 or

 03 5440 1147 9am to 5pm Monday to Friday   
  
**Email:** [childfirst@stlukes.org.au](mailto:childfirst@stlukes.org.au)    
  
**Child FIRST is located at the**   
St Luke’s office 175 Hargreaves St Bendigo   
  
Anyone can contact Child FIRST, including families, workers and community agencies

**Counselling Agencies**

**[](http://www.grief.org.au/)**

Bereavement Information and Referral Service - For the general public seeking assistance

**Telephone Toll Free - 1300 664 786.**

McCulloch House  
Monash Medical Centre  
246 Clayton Road  
CLAYTON VIC 3168 Australia   
**Phone:** +61 3 9265 2100   
**Facsimile:** +61 3 9265 2150   
**Freecall:** (Australia wide) 1800 642 066   
Email: [info@grief.org.au](mailto:info@grief.org.au)

**Centre Against Sexual Assault LogoCentre Against Sexual Assault**

The Centre Against Sexual Assault - Loddon Campaspe Region (CASA) responds to the needs of both recent and past survivors of sexual assault. Equally important is our role of advocating for change in the social, economic, medical, political and legal systems. We believe that is a necessary step towards the prevention and elimination of violence against all people particularly women and children.

### CASA Provides

* Counselling at our offices in Bendigo, Maryborough, Kyabram, Kyneton and Echuca and also in schools.
* Bendigo Address: 48 Wattle St Bendigo.
* **A duty counsellor in Bendigo to provide crisis telephone counselling between the hours of 9.00 am and 4.30 pm Monday to Friday, phone 03 54410430.**
* Our e-mail address is casa@casalc.com.au
* 24-hour crisis support and access to medical attention and legal information following a sexual assault.
* After hours (i.e. weekends and weeknights) crisis telephone counselling and emergency support to recent victim/survivors of sexual assault. Contact the Victorian Sexual Assault Crisis Line: **After hours service on 1800 806 292.**
* Groups.

**[http://www.centacare-sandhurst.org.au/templates/centacare/images/logo.jpg](http://www.centacare-sandhurst.org.au/index.php)**

**Family and Relationship**

**Promoting Positive Personal & Family Relationships.**

Counselling seeks to empower and maximise the potential of individuals,  
couples and families. Counselling is a respectful relationship between people, one a trained responsive listener, the other person needing to talk about a concern. The counsellor provides a safe environment in which the person can express their thoughts, feelings and values and begin to gain more awareness and understanding of the problem.  The process provides support and assists with resolutions which consider the various options available.

***Counselling can be useful for couples and families or individuals dealing with:***

|  |  |
| --- | --- |
| Conflict and Tension  Separation  Reconciliation  Grief and Loss  **Centacare: 65 Baxter St Bendigo 3550 Phone: 0354381300** | Parenting support  Parenting after Separation  Relationship Preparation  Improving Communication |

Lifeline logo

**Tel: 131114 (24 hrs)**

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**LODDON MALLEE WOMEN’S HEALTH**

|  |  |
| --- | --- |
| **SERVICES PROVIDED**    **Well Women's Clinics**  http://www.whlm.org.au/images/dot.GIF  Women's Health Nurses conduct Pap tests and provide breast self-examination education  http://www.whlm.org.au/images/dot.GIF  Pregnancy testing and unplanned pregnancy counselling available    **Counselling and Referral**  http://www.whlm.org.au/images/dot.GIF  Staff are available to discuss any women's health related issues. Phone for an appointment.  **Professional Education and Consultancy**  http://www.whlm.org.au/images/dot.GIF  Providing consultation and resources to agencies and workers in the Loddon Mallee region  http://www.whlm.org.au/images/dot.GIF  Gender Sensitive Practice education  http://www.whlm.org.au/images/dot.GIF  Women's Health Nurse supervision & student placement  HEALTH INFORMATION LINE  1800 350 233  **BENDIGO** 47 Myers Street, Bendigo, Victoria  Phone: 03 5443 0233  Fax: 03 5441 4074  Toll Free: 1800 350 233 Email: [whlm@whlm.org.au](mailto:whlm@whlm.org.au)  Fastest way to talk to a counsellor: 1800 55 1800. Have an emergency? If you or a friend are hurt or in danger call 000 now.  http://www.essendonfc.com.au/images/kids-help-line.gif | |
|  | [http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=rc&dur=422&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59&tx=59&ty=29) |

**Financial Counselling**

The financial counselling service provides both general and specialist services, including services for problem gamblers and their families. It is a free and confidential service. Financial Counsellors are trained counsellors who provide information to families and individuals experiencing financial difficulties.   
**The service includes:**

* advice about laws relating to payment and recovery of debts and bills
* assistance to find options to deal with difficult financial circumstances
* negotiation and advocacy on behalf of clients, if requested
* ensuring people are receiving correct entitlements and concessions
* assistance with consumer problems.

**A Financial Counsellor can:**

* explain what people can do if they can't pay bills, fines or debts
* help people work out their payments with creditors
* tell people about government and other assistance that may be available
* help with Centrelink issues
* provide information on bankruptcy
* assist with credit and loan issues.

**Financial Counselling can be contacted by calling:** **1800 244 323 Freecall for all areas** Or by calling **5448 1000 for** Bendigo

**(Also offer Gambler’s Assistance and No Interest Loans)**

**Community Health Centres**

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[> Alcohol & Drug](http://www.bchs.com.au/services/AandD/index.aspx) treatment, support and community education

[> Child & Family](http://www.bchs.com.au/services/ChildandFamily/index.aspx) services

[> Chronic Disease Management](http://www.bchs.com.au/services/CDM/index.aspx)

[> Medical Clinics](http://www.bchs.com.au/services/MedicalClinics/index.aspx)

[> Health Programs](http://www.bchs.com.au/services/HealthPrograms/index.aspx)

[> Services for Young People](http://www.bchs.com.au/services/UTwentyOne/index.aspx) –

[Child & Youth Health Invest (CYHI)](http://www.bchs.com.au/services/utwentyone/CYHI/index.aspx)  
[Youth Counselling](http://www.bchs.com.au/services/utwentyone/YouthCouns/index.aspx)  
[Youth Health](http://www.bchs.com.au/services/UTwentyOne/YouthHealth/index.aspx)  
[Innovative Health Services for Homeless Youth (IHSHY)](http://www.bchs.com.au/services/utwentyone/IHSHY/index.aspx)  
[School Focused Youth Services (SFYS)](http://www.bchs.com.au/services/utwentyone/SFYS/index.aspx)  
[Young, Pregnant & Parenting Program](http://www.bchs.com.au/services/UTwentyOne/YPPP/index.aspx)

[> Counselling](http://www.bchs.com.au/services/Counselling/index.aspx)  
  
E:     [bchs@bchs.com.au](mailto:bchs@bchs.com.au) W:     www.bchs.com.au  
  
KangarooFlat                    Eaglehawk                    Central                            Elmore  
13 Helm St                        3 Seymoure St             171 Hargreaves St        46 Jeffrey St  
P: 03 5430 0500               P: 03 5434 4300          P: 03 5448 1600           P: 03 5432 6001  
F: 03 5430 0544               F: 03 5434 4355           F: 03 5448 1699           F: 03 5432 6101

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

Tristar clinics are predominately bulk billing, unlike most other clinics. Tristar offers traditional family medicine and gives patients the ability to make an appointment with the choice of a doctor. Tristar also employs a full-time mental health nurse in their Bendigo clinics. Students will need a Medicare Card in order to attend Tristar clinics.

|  |  |  |
| --- | --- | --- |
| **Kangaroo Flat** 68-72 High Street  Kangaroo Flat, VIC 3555 03 5447 7088 |  |  |
| **Eaglehawk** 13-21 Peg Leg Road  Eaglehawk, VIC 3556 03 5446 7755 |  |  |
| **Epsom** 71-73 Midland Highway  Epsom, VIC 3551 03 5448 5952 |  |  |

**Drug and Alcohol Services**

http://www.al-anon.alateen.org/australia/al-anonalateenlogo.gif

**If you are troubled by the drinking of someone close to you**

**please call   1300 252 666  or 1300 ALANON**

BENDIGO **ALATEEN,** MONDAY, 6.30pm

**Al-Anon Family Groups**   
**GPO Box 1002, Melbourne VIC 3001**   
**Telephone: 03 9620 2166**   
**Fax: 03 9620 2199**   
**Email:** [**agso@alphalink.com.au**](mailto:agso@alphalink.com.au), DOXA School, 118 Hargreaves St

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# The Bridge Program

"The Bridge" is a distinctive programme for the treatment of persons with alcohol, drug and/or other dependencies, and believes in a holistic approach to recovery.

A combination of individual, group and/or family counselling, spiritual awareness, life skills training and staff role modelling are used to encourage the client to make significant life changing decisions.

A Harm Minimisation approach is used by the Programme, while recognising that for some clients the programme is directed towards total abstinence.

The Salvation Army Bridge programme operates from two sites within the Northern Victoria Division. It operates a day rehabilitation progamme from Bendigo and young adults residential rehabilitation programme from Overdale, located near Kilmore.

For further information, contact  
   
**The Bridge Programme - Bendigo**  
PO Box 992  
Bendigo VIC 3552  
Phone: (03) 5442 7699



## Youth Support and Advocacy Service

The Bendigo YSAS team provides the following services:

* Outreach to young people living in the City of Greater Bendigo and surrounding towns
* [Home Based Withdrawal Service](http://www.ysas.org.au/residential-services/home-based-withdrawal-services) to young people living in the City of Greater Bendigo and the Shire of Loddon
* Access to Primary Health
* Youth Justice services.

**Contact details**  
  
39 Garsed Street  
Bendigo VIC 3550  
Tel:  (03) 5444 2969

Fax:  (03) 5443 5723

YSASline 1800 014 446 (24 hour toll free service).

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# Treatment Services

Withdrawal services include rural (home based) and residential options.  Assessment for withdrawal services is carried out by a qualified nurse who liaises with the clients’ general practitioner or the admitting general practitioner for the residential withdrawal unit to clinically manage people undertaking a period of withdrawal from alcohol and or other drugs.

Nova House (Adult Community Residential Withdrawal Unit)  
Offers a 7 – 14 day residential program to clinically manage withdrawal symptoms and provide a safe and comfortable environment for clients during their initial withdrawal period. There are active links between our withdrawal services and the [Post Withdrawal Linkage program](http://www.bchs.com.au/services/AandD/Support/index.aspx).

Specialist Pharmacotherapy Outreach Program and Clinic  
works with clients on prescribed drug substitute pharmacotherapies. This program also offers support information and assistance to prescribers and dispensers of drug substitute pharmacotherapies. Assessment is available by an experienced nurse and prescribing general practitioner for suitability to access drug substitute pharmacotherapies (e.g. Methadone and Buprenorphine) in the treatment of opiate dependency. The pharmacotherapy clinic offers a medication dosing service Monday – Friday at our Kangaroo Flat site and works in collaboration with local community pharmacies to provide alternate weekend and daily dispensing services.

Support, information and assistance are available to clients, family members and other clinical staff involved in managing treatment.

**13 Helm St Kangaroo Flat 3555**

**Tel: 5430 0500**

**Emergency Relief/Material Aid**



The St Vincent de Paul Society offers people assistance through its primary work of home visitation. Home visitation is an integral part of the Society’s work and involves two Society members visiting people requiring assistance in their home and assessing their needs.

In this process conference members help to find the most appropriate response to the person’s or family’s needs. The members listen to the problems being raised and then offer support in whatever form is necessary. This support may include providing food or food vouchers, clothing, furniture, budget support, assistance with utility bills or back to school costs, information and advocacy. Home visitation is a way by which people can be supported and encouraged to take control of their lives. It allows members the privileged opportunity to enter another’s home and life, to accompany them as they move forward.

31 Chapel Street BENDIGO, VIC, 3550

|  |  |
| --- | --- |
| Phone: | (03) 5443 5052 |
|  |  |
| Email: | [bendigo.centre@svdp-vic.org.au](mailto:bendigo.centre@svdp-vic.org.au) |

 65-71 Mundy Street  
Bendigo, VIC 3550  
Phone: (03) 5442 7699  
Fax: (03) 5442 7683  
Email: [corps.bendigo@aus.salvationarmy.org](mailto:corps.bendigo@aus.salvationarmy.org)

Assistance is limited and dependant upon available resources and an assessment interview.

Assistance can include emergency relief (food &/or vouchers), referral, advocacy, assisting with budget, case management, and group work.

# How to access assistance

* Initial requests for Emergency Relief assistance can only be made on the day.
* An appointment system operates but once fully booked we will strive to link people to another agency or service.
* Current Centrelink Income Statement is required (or payslip if employed) for the whole household you are supporting.
* Bringing other supporting documentation of your financial situation will speed up our process of assisting you.

# Food bank

Food assistance is provided through our Self-Select Foodbank to provide more choice towards greater self-dependence.

Limits apply for some Foodbank items and according to supplies.

Vouchers may be available with certain conditions according to client circumstances and are limited:

## ****These**** include:

* IGA supermarkets for groceries and special lines not in our Foodbank
* Clothing at Second Chances Thrift Shop
* Furniture at **Salvos Stores** according to availability and our set allocation
* Chemist vouchers, depending upon assessment
* Travel vouchers for **approved medical reasons only**, requiring proof of appointment
* Telstra for fixed home phone account only, when resources allow

**http://www.aidarena.com/showImage.php?resize=true&h=40&file=/var/www/vhosts/aidarena.com/httpdocs/images/charity/logos/160_uclogo_adelaideeast_col.jpg**

**Bendigo Uniting Care (VIC)**

Address: 25 Forest Street

BENDIGO 3550

Contact

Phone: 03 5443 4972

Email: [buc01@hotkey.net.au](mailto:buc01@hotkey.net.au)

Opening hours:

10.00am till 12.00noon & 2.00pm till 4.00pm Monday, Tuesday, Thursday & Friday

Helps people in need of emergency relief, people on pensions

Provides emergency relief, advocacy, referrals, counselling, financial assistance

**OUR PLACE MINISTRIES EAGLEHAWK**

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| **Services We Offer** |

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| Counselling **Here at 'Our Place', we have a range of services we offer to those who require them, If you are struggling with anything such as stress or the recent devastating Black Saturday fires, or just need someone to talk to, Don't hesitate to come see us at Our Place or drop us a line.**  Practical Advice **Maybe you weren't affected by the fires but have found yourself or someone you know in a homeless situation, or just struggling. We at 'Our Place' can help. We can help you get the assistance that you need.**   |  | | --- | |  |   Food and Goods |

**Our Place has a range of food and goods that we are able to give to those that need them. Unfortunately we don't have a lot of storage space, so the food and goods are limited, but if you are struggling with enough toiletries, or a meal for dinner, then please feel free to come in and speak to one of our friendly volunteers for more assistance.**

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| **Our Place opening hours  Monday to Friday: 9am to 5pm  Saturday: 9am to 1pm  Address: 30 High St Eaglehawk (the old Healthwise Pharmacy) Phone: (03) 5446 2527 Email: ourplace@impulse.net or info@ourplaceministries.com** |

**Family Support/Counselling**

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Advocacy and Rights Centre Ltd (ARC) is a community based organisation providing

social housing advocacy and support across the Loddon Mallee region. We also

provide community legal services throughout the Loddon Campaspe region and support for vulnerable tenants in private rental (funded by Consumer Affairs Victoria).

108 Mollison St,   
Bendigo, VIC 3550

Phone: (03) 5444 4... (03) 5444 4364

**Victims of Crime**

**Location:**

171 Hargreaves Street, Bendigo VIC 3550

**Telephone:**

1800 620 542 Bendigo Victims Assistance

(03) 5448 1600

**1800 00 00 55** Victims of Crime Helpline

Victims of Crime Counseling & Compensation Services (VOCCS) provides free, prompt and professional counseling and compensation services to victims of crime in Victoria.

**Health Services**

# Youth Health @ Central – 171 Hargreaves Street, Bendigo

**Adolescent Health - Free or Bulk Billing Service Ph: 5448 1600**

**A female Doctor and Nurse are available on Thursdays at Central for appointments for all young people.  The service is for Sexual and related Health issues.**

**We offer:**·   **Pregnancy testing**

**·    Pregnancy Choice counselling**

**·    Sexually Transmissible infection – testing & treatment**

**·    Contraception – advice and management**

**·    Emergency Contraception – Morning After Pill**

**·    Pap smears**

**·    Preventative Health Advice**

**·    Pre and post test counselling for HIV & Hepatitis C**

**We Provide:**

.    **Implanon: Insertion and removal  
.    Contraception injections**

**We offer a relaxed and thoughtful service that recognizes young people’s needs in a private and confidential setting. We offer long appointments that allow young people to be supported as needed.**

**We also have a drop in service from 1pm – 5pm on Thursday for Nurse appointments.**



**Youth Dental Program:**   
The Youth Dental Program provides dental care to secondary school children in years 7 – 12, or under the age of 18 years. To be eligible for treatment clients must have a concession card or dependants of concession card holders. The service is free.

* **Contact Details**
* **General Enquiries**
* Anne Caudle Centre campus   
  Level 7, East Wing
* **P**
* (03) 5454 7994
* **Office Hours**
* Mon - Fri 8.15am - 4.45pm

[](http://www.med.monash.edu.au/)

Monash University School of Rural Health  
Primary Care Clinic  
123-125 Arnold Street  
Bendigo, Victoria 3550  
Telephone: 5441 8622

**Legal Services**

[](http://www.legalaid.vic.gov.au/index.htm)

# Child Support Legal Service

The Child Support Legal Service can help parents who have problems getting or paying child support or child maintenance.

424 Hargreaves St   
Bendigo VIC 3550   
Tel: (03) 5448 2333   
Toll free: 1800 254 500

#### Family Relationship Advice Line – Freecall ****1800 050 321****

The Family Relationship Advice Line is a national telephone service established to assist families affected by relationship or separation issues.

**Mental Health Services**

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### Psychiatric Regional Triage Service

In an urgent situation, where there is risk to person or property, contact emergency services first by dialling 000.

**Psychiatric Triage Service 1300 363 788** (local call cost from anywhere in Victoria)   
  
The Psychiatric Triage Service is a telephone psychiatric crisis and referral service that acts as a single point of entry for all referrals into Loddon Campaspe Southern Mallee area.   
  
The Psychiatric Triage Service provides immediate telephone access to an experienced, highly skilled mental health clinician who can provide details on how to deal with a situation.   
  
**The service:**

* Provides 24 hour psychiatric crisis advice
* Acts as a single point of entry into psychiatric services
* [](http://www.rfv.org.au/index.htm)Facilitates and screens admissions to inpatient units

# Solomon Street - Bendigo

## A 24-hour Residential Service providing a supportive community for young people recovering from mental illness

### What Solomon St. does

Solomon St. is a structured but flexible, intensive residential psycho-social recovery program for young people (16-24 year old) who have experienced serious mental health issues.  It offers individual programs in a supportive community with 24 hour staffing.  Many of the young people have had limited social development due to the impact of early psychosis during their formative years.  Solomon St. Program aims to facilitate growth, enhance relationships and support individuals to improve the quality of their lives.  
  
Solomon St. Program also offers an outreach service for young people, 16 – 24, who have the skills to live in the community with outreach support.  This includes existing clients moving on from the residential program or new referrals pre-program.

### How to access the program

Clients access the program by referral, referrals can come from any person, for example, a parent/friend, any health professional, or a self-referral.  The referral process is usually initiated by telephone, which is followed by a letter of introduction. An invitation for an informal visit to meet staff and other residents is the next step. Referral forms are completed before an interview and assessment date is confirmed.

### Further information

Please contact Solomon Street Program   
Phone: (03) 5441 6455   
Email: [bendigo@mindaustralia.org.au](mailto:bendigo@mindaustralia.org.au)

**Youth Services**

**Future Connections Association Inc**

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| --- | --- |
| Ms Kaye Callaghan | |
| Phone: | 0354413721 |
| Fax: | 0354417218 |
| Email: | [kcallaghan@futurecon.org.au](mailto:kcallaghan@futurecon.org.au) |

118 Hargreaves Street  
BENDIGO VIC 3550

Future Connections is a community based learning and educational organisation for young people. Future Connections is commmitted to providng learning opportunities in a supportive environment, which promotes resilience, growth and a sense of achievement.



The City of Greater Bendigo Youth Development Team aims to link young people with the services they are seeking from the large group of group of dedicated workers from our region. With a vast array of programs, support and info for young people, their carers and families to access, we understand that the maze can be tricky to negotiate. If you can't find what you are seeking then please get in touch with us on the details below.

**Phone 03 5434 6000**

**Text 0409 537 722**

**Email** [yobendigo@bendigo.vic.gov.au](mailto:youth@bendigo.vic.gov.au)

**In Person**

**195 Lytletton Tce Bendigo 3550**

**Mon-Fri 8.30am - 5pm**

### Better Outcomes in Mental Health

The Central Victoria General Practice Network (CVGPN) has developed a unique model under the framework of the Better Outcomes in Mental Health Care (BOIMH) project. Mental health Clinicians are employed and, wherever possible, treatment occurs within the GP practice. The team of Clinicians includes Psychiatric Nurses and a Psychologist trained in psychotherapies including Cognitive Behaviour Therapy (CBT) and Interpersonal Therapy (IPT). The Program allows GP referred patients to have up to six therapy sessions, and following a review by the GP a further six sessions can be conducted if warranted.

To compliment the visiting BOIMH counselling service in the GP clinic the CVGPN has leased offices for this purpose. This allows some flexibility in where the BOIMH therapy service is offered.

**Referrals can be faxed to 5441 4454. The Office is only open when therapy sessions are scheduled. Messages can be left at the BOIMH Office on Ph: 5441 7004.**

**General enquires can be made by calling the CVGPN on 5441 7806.**

**[http://t3.gstatic.com/images?q=tbn:lhEHzNEFQ5ICSM:b](http://www.google.com.au/imgres?imgurl=http://www.bendigo.vic.gov.au/page/images/St_lukes.jpg&imgrefurl=http://www.bendigo.vic.gov.au/page/page.asp?page_Id=266&usg=__I7VsvV3yOX12618PAxT-ohurL8I=&h=100&w=219&sz=4&hl=en&start=59&zoom=0&tbnid=lhEHzNEFQ5ICSM:&tbnh=49&tbnw=107&prev=/images?q=st+luke's+bendigo&um=1&hl=en&safe=active&biw=1419&bih=723&tbs=isch:1&um=1&itbs=1&iact=rc&dur=422&ei=Lr7QTO2BH4ilcbuk7cUL&oei=G77QTJj_GMzDcOfj4Z0L&esq=3&page=3&ndsp=30&ved=1t:429,r:25,s:59&tx=59&ty=29)**

**CONNECT CENTRAL YOUTH SERVICES**

**10 Mundy St, Bendigo**

**Tel: 54343944**

***Connect Central Youth Services includes:***

* ***Single entry point to support services for young people and their families***
* ***Assessment of the most appropriate response to the presenting issues***
* ***Supported linkages to a Connect Central casework service and/or other specialist service responses as required***
* ***Provision of immediate and short term support responses as required***
* ***Information and advice to young people, families, schools and services.***
* ***Mediation and reconciliation focus sessions***

***Anyone can contact the service including:***

* ***Young people and their families***
* ***Workers, schools, police and community agencies***

**Temporarily Located in the Bendigo Regional Library, Hargreaves St.**

Horizon House, Bendigo

Horizon House is an established service providing long-term housing, care and intensive support to young people aged 16 to 22 who need a place to stay, currently operating from seven locations in Western Australia and Victoria.

88 Thistle St, Bendigo. 3550.

Contact: Glenda Fraser: 5443 7241

**Women’s Services**



**Women’s Domestic Violence Crisis Service**

You have the right to be safe and to be free from abuse.  
  
The Women’s Domestic Violence Crisis Service is the Victorian **State-wide** service **for women** experiencing violence and abuse from a partner or ex-partner, another family member or someone else you are close to.

The WDVCS is staffed by women and you can call **confidentially** 24 hours a day, 7 days a week for:

http://www.wdvcs.org.au/images/D93111654.png   Support, if you need to talk to someone about how  
       you are feeling and what your options may be.

http://www.wdvcs.org.au/images/D93111654.png   Information on family violence support services,  
       legal rights and accommodation options.

**For confidential support & information call us on... 1800 015 188**

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