

Name of Organisation	HOPE SPRINGS
Services Offered	<i>One-to-One Support</i> - individual support including practical help during difficult times, information on community resources, and spiritual counselling <i>Groups</i> - a range of groups providing mutual support/self help for carers & socially-oriented support groups for people with mental health issues.
Who can use this service?	Residents of the cities of Banyule and Nillumbik who are partners, families and friends of people with mental illness.
How can I get help?	Telephone or call
Address	21 Arden Crescent, Rosanna 3084 P.O. Box 192 Rosanna 3084
Telephone	9459 8859
Website	www.netspace.net.au/~hopesprings
Who to ask for	Co-ordinator: Peter Sanders.
Is there a cost?	No

Name of Organisation	neami north east
Services Offered	Rehabilitation and Support Services: Day program Activities, Outreach Support, Housing and Support, Feenix Club.
Who can use this service?	People aged 16-64 who experience serious mental health issues and require assistance in the areas of skill development, personal recovery, social contact and housing.
How can I get help?	Telephone
Address	422 Upper Heidelberg Road Heidelberg 3084
Telephone	9459 5455
Fax	9459 5399
Who to ask for	Program Manager, Joe Cassar
Is there a cost?	No joining fee Small cost for outings, e.g.\$5

Name of Organisation	BANYULE CITY COUNCIL HOME AND COMMUNITY CARE PROGRAMME.
Services Offered	Home Care Service. Delivered meals. Adult Day Centre. Community Transport. Flash Cab.(Independent wheelchair transport for frail aged and disabled clients.) Respite, Personal care
Who can use this service?	Residents of Banyule. (Assessment for priority.)
How can I get help?	Phone
Address	Banyule City Council Home and Community Care Programme 44 Turnham Avenue, Rosanna 3084
Telephone	9457 9921 or 9457 9914.
Is there a cost?	Home Care Service Pens \$3.50/hr. Delivered Meals \$4.50/meal. Adult Day Centre \$6.50/day.

Name of Organisation	M I F (S. F. V.) (MENTAL ILLNESS FELLOWSHIP VICTORIA)
Services Offered	Help lines. Support for individuals and families, Italian and Greek bilingual workers, Mutual Support and Self Help, throughout Victoria. Community Education. Library.
Who can use this service?	People affected by forms of mental illness and their families, carers and friends.
How can I get help?	Phone
Address	Fairfield Place 276 Heidelberg Road Fairfield 3068 PO Box 359 Clifton Hill 3068
Telephone	9482 4199
Fax	9482 4871
Is there a cost?	Not for Family Support or Visitor Program. \$10 Membership.

Name of Organisation	CARERS VICTORIA INC.
Services Offered	Information and support for carers of children and adults with physical and/or mental disabilities or fragile elderly.
Who can use this service?	Persons caring for others who have disabilities.
How can I get help?	Apply for the Carer Support Kit Join the Association.
Address	Level 1, 130 Little Collins Street Melbourne Vic 3000
Telephone	9650 9966 Freecall 1800 242 636 (for Carer Support Kit or any other information).
Fax	9650 8066
Is there a cost?	Membership Subs.(incl.education & training) Carer \$5 Support Group \$10. <u>No charge</u> for Carer Support Kit.

Name of Organisation	ARAFEMI Victoria
Services Offered	General information. Assistance with accommodation. Telephone support and information. Individual counselling by appointment. Mutual help group meetings
Who can use this service?	Families and friends as well as people with all types of mental and emotional illness.
How can I get help?	Telephone Support 9889 3733 9am-5pm weekdays.(Answering machine after 5 pm & weekends.)
Address	Suite 1, 1091 Toorak Road Camberwell 3124.
Telephone	9889 3733
Fax	9889 2878
Who to ask for Is there a cost?	- Annual Subs. Wage earners \$10 Concession \$5

Name of Organisation	DO CARE
Services Offered	Volunteer visitor service for aged persons socially isolated through physical, psychiatric or other mental disabilities. Support for carers. Referrals to appropriate assistance.
Who can use this service?	People over 65 with disabilities living in Banyule or Nillumbik
How can I get help?	Phone
Address	32 Turnham Avenue Rosanna 3084
Telephone	9459 2166
Who to ask for	Ann Broadbent (Sen.Co-ordinator)
Is there a cost?	No.

Name of Organisation	ANXIETY RECOVERY CENTRE, VICTORIA .
Services Offered	Support and Social Groups OCD & Anxiety Helpline Community Education Seminars Early Intervention Programs Recovery Programs, Advocacy. Information Kits, Newsletters, Library, Research.
Who can use this service?	People and families living with: Obsessive Compulsive Disorder, Social Anxiety Disorder, Panic Attacks, Phobias, and related stress and depression problems
How can I get help?	Ring Helpline Mon-Fri.10am-4pm 9576 2477 or visit.
Address	600 Orrong Road Armadale, 3143 P.O. Box 358 Mt Waverley 3149
Telephone	(03) 9576 2477
Fax	(03) 9576 2499
Is there a cost?	No

Name of Organisation	EATING DISORDERS FOUNDATION OF VICTORIA INC.
Services Offered	Support groups for sufferers of anorexia and bulimia and relatives and friends of sufferers. Information.
Who can use this service?	People with eating disorders, their relatives and friends.
How can I get help?	Contact Foundation.
Address	1513 High Street Glen Iris 3146
Telephone	9885 0318
Fax	9885 1153
Who to ask for	-
Is there a cost?	\$2 donation suggested for meetings. Joining fee for membership of Foundation.

Name of Organisation	CARERLINKS NORTH
Services Offered	Information on respite options (incl.respite booking system). Counselling and support. Resource Centre for carers. 24 hr emergency service for carers.
Who can use this service?	Carers in the Northern Metropolitan region includes. Banyule and Nillumbik.
How can I get help?	Phone
Address	4 Bruce Street Preston 3072 P.O. Box 2547 Regent West 3072
Telephone	9495 2500
Fax	9471 9896
Who to ask for	Helen Lococo 9479 9309 Duty worker
Is there a cost?	No

Name of Organisation	ELTHAM COMMUNITY HEALTH CENTRE
Services Offered	Health and welfare services; counselling; legal advice; financial counselling; psychological assessment; mental health service; Preschool, emergency, general and general dental services.
Who can use this service?	Residents of Shire of Nillumbik and adjacent areas
How can I get help?	Phone or visit
Address	917 Main Road Eltham 3095
Telephone	9431 1333
Fax	9431 0339
Who to ask for	-
Is there a cost?	No one will be refused help because of inability to pay

Name of Organisation	BANYULE SUPPORT & INFORMATION CENTRE
Services Offered	Information and referral for general public. Family and personal counselling. Tax Help. Budgeting. Legal Help. Emergency Relief Grant Applications. Assist with Social Security problems
Who can use this service?	Emergency relief available to people living in Banyule area
How can I get help?	Information and referrals do not require appointments. All other services require appointment
Address	101 burgundy Street Heidelberg 3084
Telephone	9459 5959
Fax	94591751
Who to ask for	On duty worker
Is there a cost?	No

Name of Organisation	BANYULE COMMUNITY HEALTH SERVICE (WEST HEIDELBERG)
Services Offered	Health services. Social work, counselling. Advocacy. Housing program - emergency/long term accommodation, housing support, outreach supported accommodation, drug abuse, gambling
Who can use this service?	Residents of Banyule
How can I get help?	Phone or visit
Address	Cnr Alamein Rd and Catalina St West Heidelberg 3081
Telephone	9459 8833
Fax	9459 5808
Who to ask for	Christine Williams- Social worker Mary Rawlins - Youth Housing Lindsay Round - JPET worker
Is there are a cost?	Generally no, but a fee may be charged for some services

Name of Organisation	CHILDREN'S PROTECTION SOCIETY
Services Offered	School-Linked Counselling (SLIC), Family Support - Alys Key Family Centre
Who can use this service?	SLIC 10-14 y.o. and their families AKFC families with children 0-17 living in Banyule and Nillumbik
How can I get help?	Phone Intake worker
Address	70 Altona St West Heidelberg 3081
Telephone	9458 3566
Fax	9457 6507
Who to ask for	Michael Tizard
Is there a cost?	No

Name of Organisation	ANGLICARE VIC - FAMILY SERVICES
Services Offered	Support for people having difficulties caring for their children. Counselling; Financial counselling; Group activities; Foster Care PARENTZONE - groups to aid parents in their parenting skills
Who can use this service?	PARENTZONE : any families Other services : people living in City of Darebin
How can I get help?	Phone or visit
Address	PARENTZONE - 296 High Street , Preston 3072 Other family services- 239 Murray Road, Preston 3072
Telephone	9478 9499 - Family services 9471 4527 - PARENTZONE
Fax	9471 4509 - PARENTZONE
Who to ask for	-
Is there a cost?	No

Name of Organisation	NORTHERN CARE AND SHARE INC.
Services Offered	Provides transport options for frail elderly, children and adults with a disability Parent support group for parents of children 0-18 yrs with disability
Who can use this service?	Anyone needing these services
How can I get help?	Phone or write
Address	5/105 Newlands Road Coburg North VIC 3058
Telephone	9355 8484
Fax	9355 8385
Who to ask for	-
Is there a cost?	Annual Membership Fee \$5

Name of Organisation	N.N.A.A.M.I. (NATIONAL NETWORK OF ADULTS OR ADOLESCENT CHILDREN WHO HAVE MENTALLY ILL PARENTS)
Services Offered	Voluntary groups providing camps Telephone counselling Lobbying re issues
Who can use this service?	Children trying to cope with a mentally ill parent
How can I get help?	Phone or write
Address	NNAAMI P.O. Box 213 Glen Iris 3146
Telephone	9889 3095 Mobile: 0407 857 465
Who to ask for	Paul McKillop
Is there a cost?	Only for camps

Name of Organisation	ALZHEIMER'S ASSOCIATION OF VICTORIA
Services Offered	Aims to enhance the quality of life of people with dementia and their carers Free counselling and advice Network of carer support groups Library, education, information
Who can use this service?	Families where dementia has occurred
How can I get help?	Phone (Mon to Fri- office hours) or write
Address	98-104 Riversdale Road Hawthorn 3122
Telephone	Information /Help line 9818 3022 Free call 1800 639 331
Fax	9818 3940
Who to ask for	-
Is there a cost?	Not for carers

Name of Organisation	THE MOOD DISORDERS SUPPORT GROUP MENTAL HEALTH FOUNDATION
Services Offered	Support and friendship to those with mood disorder, their families and friends
Who can use this service?	Membership open to people affected, their families and friends and others interested in mental health
How can I get help?	By attendance at meetings 1st and 3rd Tuesday, each month 7.30 pm Phone for information
Address	270 Church Street Richmond 3121
Telephone	9427 0406
Fax	9427 1294
Is there a cost?	Annual subs (\$20) Concessions also

Name of Organisation	VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL INC.
Services Offered	Help in making contact with a local support group or a day program as desired. Advocacy Organise Meetings and Forums
Who can use this service?	Anyone in need
How can I get help?	Ring 9am-5pm Monday to Friday
Address	23 Weston Street Brunswick 3056
Telephone	9387 8317
Fax	9388 1445
Who to ask for	-
Is there a cost?	No

Name of Organisation	BINNAK PARK ADULT CARE CENTRE
Services Offered	General social programs and personal care and support Dementia specific; frail elderly and disabilities; multi-cultural with high support needs; carer respite
Who can use this service?	Banyule or Nillumbik residents with any of the above needs
How can I get help?	Contact Co-ordinator
Address	12 Anderson Parade Bundoora or P.O. Box 57 Ivanhoe 3079
Telephone	9435 6786 (Direct) 9457 9920 (Co-ordinator)
Fax	9457 9994
Who to ask for	-
Is there a cost?	\$7.50 per day (transport & meal) \$25 overnight stay

Name of Organisation	AGAPI CARE (AUSTRALIAN GREEK ASSOCIATION FOR PEOPLE WITH DISABILITIES INC.)
Services Offered	Information and support Respite care
Who can use this service?	People 16-65 years, with a disability (not necessarily Greek background)
How can I get help?	Phone
Address	14 Showers Street Preston 3072
Telephone	9416 9768
Fax	-
Who to ask for	-
Is there a cost?	Respite care : \$18.50 for 24 hours Day respite : \$1.50 per hr (meals etc)

Name of Organisation	KOORI KIDS MENTAL HEALTH NETWORK
Services Offered	Assessment intake and referral Psycho-social rehabilitation Counselling (family, grief trauma)
Who can use this service?	Aboriginal children and adolescents
How can I get help?	Phone for an appointment
Address	Vic. Aboriginal Health Service 186 Nicholson Street Fitzroy 3065
Telephone	9419 3000 9483 4933 (After hours)
Fax	9417 3897
Who to ask for	-
Is there a cost?	No