

<b>Name of Organisation</b>	FAMILY MEDIATION SERVICE
<b>Services Offered</b>	Problem Solving process with neutral mediators helping couples reach agreement on the future of children, finances, property.
<b>Who can use this service?</b>	Married couples considering separation or divorce.
<b>How can I get help?</b>	Contact RELATIONSHIPS AUSTRALIA for appointments.
<b>Address</b>	46 Princess Street Kew 3101
<b>Telephone</b>	9853 5354
<b>Fax</b>	9853 9158
<b>Who to ask for</b>	Family Mediation Service
<b>Is there a cost?</b>	Related to combined gross income. Basic fee \$15 per \$10000 per hour. Inability to pay not a bar.

<b>Name of Organisation</b>	VICTORIA LEGAL AID
<b>Services Offered</b>	Legal assistance where warranted. Representation to Mental Health Board.
<b>Who can use this service?</b>	Patients at Mental hospitals (In-patients assessed by duty lawyer.) People unable to pay full cost of a lawyer and reasonable assistance is warranted.
<b>How can I get help?</b>	Phone
<b>Address</b>	350 Queen Street, Melbourne 3000
<b>Telephone</b>	9269 0234 For legal information ring 9269 0120
<b>Fax</b>	9269 0204
<b>Who to ask for</b>	Rose (contact person)
<b>Is there a cost?</b>	Possible part or all of cost for legal assistance.

<b>Name of Organisation</b>	ACTION ON DISABILITY WITHIN ETHNIC COMMUNITIES (ADEC)
<b>Services Offered</b>	Promotes and protects rights of people from non-English speaking background with a disability and their carers. Tele.interpret.service. Social support group for carers. Individual advocacy.
<b>Who can use this service?</b>	People of non-English speaking backgrounds with various disabilities, and their carers.
<b>How can I get help?</b>	Phone for advice and further information.
<b>Address</b>	13 Munro Street Coburg 3058
<b>Telephone</b>	9383 5566 131450 (Telephone interpreter service)
<b>Fax</b>	9383 5185
<b>Is there a cost?</b>	<u>Free service.</u> ADEC Membership fees:Cons/Pens.-Individuals \$2 Individuals (other), families \$5
<b>Name of</b>	THE MENTAL HEALTH

<b>Organisation</b>	LEGAL CENTRE INC.
<b>Services Offered</b>	Legal information, advice, referral, advocacy, law reform. Education about mental health law and rights.
<b>Who can use this service?</b>	Persons experiencing mental health problems. Staff working in the mental health field.
<b>How can I get help?</b>	Telephone advice line. Monday or Thursday 3pm - 5pm
<b>Address</b>	306 Johnston Street, Abbotsford 3067
<b>Telephone</b>	9417 4599 9486 9366 TTY
<b>Fax</b>	9419 8242
<b>Who to ask for</b>	John Tsiolkas - Co-ordinator.
<b>Is there a cost?</b>	Free to anyone who has experienced mental illness

<b>Name of Organisation</b>	DISPUTE SETTLEMENT CENTRE OF VICTORIA (Dept. of Justice)
<b>Services Offered</b>	Advice and information to help resolve disputes in local community, workplace etc or conflict in family. Arranges mediation where needed.
<b>Who can use this service?</b>	Anyone needing help in settling a dispute or conflict.
<b>How can I get help?</b>	Phone
<b>Address</b>	3/235 Queen Street Melbourne 3000.
<b>Telephone</b>	9603 8370
<b>Fax</b>	9603 8355
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	MENTAL HEALTH REVIEW BOARD.
<b>Services Offered</b>	Reviews of detention of involuntary mental illness patients in hospitals. Hearing of appeals against continuing detention.
<b>Who can use this service?</b>	Involuntary patients or people on a Community Treatment Order.
<b>How can I get help?</b>	Request an Appeal Form from nurse, doctor or case manager or write to Mental Health Review Board requesting hearing. Contact local Community Health Centre.
<b>Address</b>	9th Floor, 601 Bourke Street, Melbourne 3000.
<b>Telephone</b>	9628 9200
<b>Fax</b>	9628 9216
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	ABORIGINAL LEGAL SERVICE CO-OPERATIVE LTD.
<b>Services Offered</b>	Legal Aid in criminal, family, civil cases.
<b>Who can use this service?</b>	Aboriginal people only.
<b>How can I get help?</b>	Telephone enquiries. Ring for appointment.
<b>Address</b>	6 Alexandra Parade, Fitzroy 3065
<b>Telephone</b>	9419 3888
<b>Fax</b>	9419 6024
<b>Who to ask for</b>	C.E.O. Principal Solicitor Tom Munro.
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	COMMUNITY INFORMATION DIAMOND VALLEY
<b>Services Offered</b>	Information service Financial aid, Financial counselling, Legal advisory service, Accountants advisory service, Tax Help
<b>Who can use this service?</b>	Information and referral available to anyone. Emergency relief funding available for people living in northern part of Banyule
<b>How can I get help?</b>	Information and referrals do not require appointments. All other services require appointment
<b>Address</b>	Shop 201 Greensborough Plaza Greensborough 3088
<b>Telephone</b>	9435 8282 Enquiries 9432 2020 Admin
<b>Fax</b>	9432 4147
<b>Who to ask for</b>	Janet Oppy
<b>Is there a cost?</b>	No

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

<b>Name of Organisation</b>	BANYULE SUPPORT & INFORMATION CENTRE (Formerly Heidelberg Citizens Advice Bureau)
<b>Services Offered</b>	Information and referral for general public. Family and personal counselling. Tax Help. Budgeting. Legal Help. Emergency Relief Grant Applications. Assist with Social Security problems
<b>Who can use this service?</b>	Emergency relief available to people living in Banyule area
<b>How can I get help?</b>	Information and referrals do not require appointments. All other services require appointment
<b>Address</b>	44 Turnham Ave Rosanna 3084
<b>Telephone</b>	9459 5959
<b>Fax</b>	94591751
<b>Who to ask for</b>	On duty worker
<b>Is there a cost?</b>	No

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

<b>Name of Organisation</b>	EQUAL OPPORTUNITY COMMISSION
<b>Services Offered</b>	Helps to resolve complaints of discrimination (direct or indirect) through confidential, impartial assistance, conciliation and negotiated outcomes
<b>Who can use this service?</b>	Anyone who is the victim of discrimination (for example, because of a disability)
<b>How can I get help?</b>	Phone or write
<b>Address</b>	Level 3, 380 Lonsdale Street Melbourne 3000
<b>Telephone</b>	9281 7100
<b>Fax</b>	9281 7171
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	OFFICE OF THE PUBLIC ADVOCATE
<b>Services Offered</b>	Advises and assists with complaints about services, care and treatment
<b>Who can use this service?</b>	Anyone
<b>How can I get help?</b>	Phone or write
<b>Address</b>	221 Drummond Street Carlton 3053
<b>Telephone</b>	9660 1444
<b>Fax</b>	-
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	NORTH EAST HOUSING SERVICE LTD
<b>Services Offered</b>	Provides housing information and referral to help people experiencing housing difficulties. Advocacy in resolving problems Financial assistance Referral to emergency or supported housing
<b>Who can use this service?</b>	Anyone in need
<b>How can I get help?</b>	Phone or visit the agencies below
<b>Address</b>	Banyule Community Health Cent. Cnr Catalina St & Alamein Road West Heidelberg 3081 Sutherland Comm. Resource Cent. 258 Nell Street West Watsonia 3087
<b>Telephone</b>	9459 8833 for Banyule area 9435 9777 for Nillumbik area
<b>Who to ask for</b>	Banyule - Liz Ng Nillumbik - Anne Torriero
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	WEST HEIDELBERG LEGAL SERVICE
<b>Services Offered</b>	Advice and assistance with legal matters ( general, Family Law, Criminal Law, some civil)
<b>Who can use this service?</b>	Anyone living in Banyule
<b>How can I get help?</b>	Phone for an appointment
<b>Address</b>	Banyule Community Health Cen. cnr Alamein Road & Catalina St West Heidelberg 3081
<b>Telephone</b>	9458 3777
<b>Fax</b>	9458 1067
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	STATE OMBUDSMAN
<b>Services Offered</b>	Investigates complaints against State Govt. Depts and Authorities, Local Government and Police
<b>Who can use this service?</b>	Anyone
<b>How can I get help?</b>	Phone or write
<b>Address</b>	Level 22 459 Collins Street Melbourne 3000
<b>Fax</b>	9613 6222
<b>Who to ask for</b>	-
<b>Is there a cost?</b>	No



**Name of Organisation** DISABILITY DISCRIMINATION LAW ADVOCACY SERVICE

**Services Offered** Legal assistance in relation to the Disability Discrimination Act

**Who can use this service?** People who believe they have been treated unfairly because of their disability

**How can I get help?** Phone or write

**Address** 11th Floor,  
342 Little Collins Street  
Melbourne 3000

**Telephone** 9602 4877

**Fax** 9602 4949

**Who to ask for** Executive Officer

**Is there a cost?** No

**Name of** NORTH EASTERN REGION  
MIGRANT RESOURCE CENTRE

**Organisation** MIGRANT RESOURCE CENTRE

**Services Offered** Assistance with personal problems, accommodation, legal advice, social security problems, referrals to relevant agencies  
Wide range of languages offered

**Who can use this service?** People with a non-English speaking background who live in the northern areas of Melbourne

**How can I get help?** Phone or visit

**Address** 251 High Street  
Preston 3072

**Telephone** 9484 7944

**Fax** 9848 7942

**Who to ask for** -

**Is there a cost?** No

<b>Name of Organisation</b>	GUARDIANSHIP AND ADMINISTRATION BOARD
<b>Services Offered</b>	Responsible by law to protect the personal and financial affairs of persons who, because of disability, are unable to make reasonable decisions about their personal or financial affairs and are vulnerable to exploitation, abuse and neglect
<b>Who can use this service?</b>	Anyone who meets the above description
<b>How can I get help?</b>	Phone or write
<b>Address</b>	221 Drummond Street Carlton 3053
<b>Telephone</b>	9660 1555
<b>Fax</b>	9660 1500
<b>Who to ask for</b>	Intake Officer
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	NORTH EAST CITIZEN ADVOCACY
<b>Services Offered</b>	One-to-One matching of a person with a disability to a member of the community (citizen advocate)
<b>Who can use this service?</b>	People who have an intellectual or dual disability
<b>How can I get help?</b>	Call the office
<b>Address</b>	208 Burgundy Street Heidelberg  PO Box 259 Heidelberg Vic 3084
<b>Telephone</b>	9459 6002
<b>Fax</b>	9459 6002
<b>Who to ask for</b>	The Co-ordinator
<b>Is there a cost?</b>	No

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<b>Telephone</b>	9459 6002
<b>Fax</b>	9459 6002
<b>Who to ask for</b>	The Co-ordinator
<b>Is there a cost?</b>	No