

## Resource Guide to Counselling & Welfare Services for Knox residents

Category	Organisation	Service	Contact Number
<b>Youth Counselling</b>	Knox City Council Youth Services	Individual counselling on a short-term basis for young people aged 10 to 25 years as well as parent and family support.	9298 8469 (YIC) 9298 8000 (Knox Council) <a href="http://www.knox.vic.gov.au/youth">www.knox.vic.gov.au/youth</a>
	headspace - National Youth Mental Health Foundation	Provides early intervention mental health services, promoting young peoples' wellbeing. Information and services for young people (12-25), their families and friends.	9801 6088 (Knox) <a href="http://www.headspace.org.au">www.headspace.org.au</a>  online chat <a href="http://www.eheadspace.org.au">www.eheadspace.org.au</a>
	Kids Helpline	A free confidential 24/7 phone and online counselling service for young people aged 5 to 25. Information for parents, carers, schools and teachers.	1800 551 800 <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
	Child FIRST Family Services	An easily accessible, community-based point of entry for children, young people and families needing support	1300 369 146
	No Wrong Door	Online Youth Service Directory. Is an initiative to support young people 10 – 25 years to help them find the support they need.	<a href="http://www.nowrongdoor.com.au">www.nowrongdoor.com.au</a>
	Gambler's Help Youthline	If your betting is getting out of control or if you're worried about someone else, it can be really hard to talk about. But help is available and it's free and confidential.	1800 262 376 <a href="http://www.gamblershelp.com.au/get-help/under-25s/">www.gamblershelp.com.au/get-help/under-25s/</a>

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<b>Financial Counselling</b>	EACH – Eastern Financial Counselling Program in partnership with Anglicare	Offer information, options and advocacy to help develop skills, knowledge and confidence to take control of own financial situation.	1300 003 224 <a href="http://www.each.com.au">www.each.com.au</a>
<b>Generalist Counselling</b>	Anglicare	Family counselling and support	9721 3688 <a href="http://www.anglicarevic.org.au">www.anglicarevic.org.au</a>
	EACH	General Counselling provides general counselling, support and advocacy. Exploring effective ways of managing difficulties that they are experiencing. Counselling and group work for children, young people and their families.	1300 003 224 <a href="http://www.each.com.au">www.each.com.au</a>
	Relationships Australia (Boronia)	Provides couples counselling	1300 364 277 <a href="http://www.relationshipsvictoria.com.au">www.relationshipsvictoria.com.au</a>
	Wellington Care Centre (Rowville)	Provides generalist counselling	9764 3738 <a href="http://www.wellingtoncarecentre.com.au">www.wellingtoncarecentre.com.au</a>
	City Life Community Care Counselling	Counselling for children, adolescents, couples and families. Fee for counselling, fee assistance may be available.	9871 8900 <a href="http://www.citylifecare.org">www.citylifecare.org</a>
<b>Gambling Counselling</b>	EACH - Gambler's Help Program	Counselling for individuals, couples and families experiencing gambling related difficulties including financial difficulties and relationships, legal and emotional problems.	1300 003 224 <a href="http://www.each.com.au">www.each.com.au</a>
	Gambler's Helpline	Assists people with gambling problems as well as those close to them who are affected by their gambling. Support, tips, tools and programs to help yourself control gambling. Tips to support someone with a gambling problem.	1300 131 817 1800 858 858 <a href="http://www.gamblershelp.com.au">www.gamblershelp.com.au</a>
<b>Drug &amp; Alcohol Counselling</b>	EACH Drug and Alcohol Counselling	Provides individual counselling for alcohol and drug dependence, as well as education.	1300 003 224 <a href="http://www.each.com.au/services">www.each.com.au/services</a>

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	The First Stop	For people affected by a friend or family member's alcohol or other drug use. It includes information on where to find quality support and treatment services which the Victorian and Australian governments fund.	<a href="http://www.thefirststop.org.au/">www.thefirststop.org.au/</a>
<b>No Interest Loan Scheme (NILS)</b>	Knox Infolink	NILS provides small loans for the purchase of essential household items such as whitegoods. The scheme is available to low income earners.	9761 1325 <a href="http://www.knoxinfolink.org.au">www.knoxinfolink.org.au</a>
<b>Housing</b>	Community Housing Limited (Box Hill)	Provides information and support relating to rental issues such as financial assistance, rent arrears and rent in advance.	9856 0098 1300 254 468 <a href="http://www.chl.org.au">www.chl.org.au</a>
	Uniting Wesley Eastern Homeless Crisis Service (Ringwood)	Supports people who are experiencing or are at risk of homelessness - accommodation, food, financial aid and social support.	8870 4000 <a href="http://www.unitingwesley.org.au">www.unitingwesley.org.au</a> 1800 825 955
	UnitingCare Harrison	Provides housing options and referral options for people who are homeless or at risk of homelessness to access, establish and maintain long-term housing.	9051 3000 1800 825 955 <a href="http://www.unitingharrison.org.au">www.unitingharrison.org.au</a>
	SalvoCare Eastern Gateways program (referrals only via Eastern Region Front Door 1300 558 484 from 9am-10pm)  SalvoCare Eastern Homeless Outreach Program	The Gateways program provides short-term crisis accommodation and intensive supports to all persons residing within the program. Single adults and couples over 25 and families with children who are homeless.  The Salvation Army SalvoCare Eastern's Homelessness Programmes provide assertive outreach support to consumers who are homeless or at imminent risk of homelessness and who may have a range of disabilities.	Via Front Door Referral 1300 558 484 <a href="http://www.salvationarmy.org.au">www.salvationarmy.org.au</a>  9890 7144
	Tenants Union	Information to tenants about their rights	9416 2577 <a href="http://www.tuv.org.au">www.tuv.org.au</a>

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<b>Family &amp; Domestic Violence Support Services</b>	Men's Referral Service	For men who use violence and want to change their behaviour.	1300 766 491 <a href="http://www.ntv.org.au">www.ntv.org.au</a>
	Safe Steps Family Violence Response Centre	Family Violence Outreach Workers provide support, advocacy and information.	1800 015 188 <a href="http://www.safesteps.org.au">www.safesteps.org.au</a>
	1800Respect	Confidential information, counselling and support service. Open 24hrs to support people impacted by sexual assault, domestic or family violence.	1800 737 732 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
	Eastern Domestic Violence Service	Family violence service for women and their children who are currently living with or experienced family violence.	9259 4200 (9am-8pm) 1800 015 188 <a href="http://www.edvos.org.au">www.edvos.org.au</a>
	Seniors Rights Victoria	Free, confidential helpline with information, support and advice on seniors' rights and elder abuse issues.	1300 368 821 <a href="http://www.seniorsrights.org.au">www.seniorsrights.org.au</a>
	<b>Legal Services</b>	Eastern Community Legal Centre (Boronia)	Provide free legal assistance/or referral to another service.
Dispute Settlement Centre of Victoria		Can assist to resolve a wide range of disputes without having to resort to taking legal action. Free dispute resolution service providing mediation services	8765 5222 (Dandenong) 1300 372 888 <a href="http://www.disputes.vic.gov.au">www.disputes.vic.gov.au</a>
Victorian Legal Aid		Advice of legal problems or information about the law.	9259 5444 (Ringwood) 1300792 130079287 <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>

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<b>Mental Health</b>	EACH	Programs for all ages, individual counselling, support and advice for people suffering mental health illness and for people caring for people with mental health illnesses.	1300 003 324 <a href="http://www.each.com.au">www.each.com.au</a>
	Lifeline	24hr telephone crisis support and suicide prevention services.	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
	Eastern Health	Mental health service within Eastern region. Provides a range of clinical mental health services to clients and their families residing in the Eastern region.	1300 721 927 <a href="http://www.easternhealth.org.au">www.easternhealth.org.au</a>
	Beyond Blue	Organisation working to address issues associated with depression, suicide, anxiety disorders and other related mental disorders.	1300 224 636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
	Reachout	Mental Health organisation for young people and their parents. Offers practical support, tools and tips designed for their needs.	<a href="http://www.reachout.com">www.reachout.com</a>
	Mensline Australia	A telephone and online counselling service for men with family and relationship concerns.	1300 789 978 <a href="http://www.mensline.org.au">www.mensline.org.au</a>
	Suicide Call Back Service	A nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.	1300 659 467 <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
	MIND	Offers a range of specialized psychosocial support services to help you gain better mental health and improve the quality of your life.	1300 286 463 <a href="http://www.mindaustralia.org.au">www.mindaustralia.org.au</a>

	Suicide Line	Free 24/7 telephone, video or online counselling services offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.	1300 651 251 <a href="http://www.suiceline.org.au">www.suiceline.org.au</a>
	CATT – Crisis Assessment & Treatment Team	Provides immediate help, 24/7. during a mental health crisis	1300 363 746

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<b>Food Assistance &amp; Material Aid</b>	Adra (Upper Ferntree Gully) Cnr Railway & Lyones Pde Upper Ferntree Gully	Can assist with food parcels and food vouchers. Monday 1pm – 3pm Excludes school and public holidays	9752 2897
	Australia for Christ Church (Rowville) 1070 Stud Road	Can assist with food parcels and food vouchers 1st & 3rd Thursday of each month – 5.30 – 7.30pm No appointment necessary.	9764 8330
	Bayswater Church of Christ	For residents of Bayswater and Bayswater North. Can assist with food parcels	9720 0322
	Boronia Uniting Church Crn Boronia Rd and Zeising Court (behind railway station)	Can assist with food parcels Mon, Tues and Fri 10am – 12noon	9762 6732
	CHAMPION (Temple Society Aust) (Bayswater) Community Hall, 51 Elizabeth Street, Bayswater	Emergency food relief pantry Mon 10am-12noon Wed 12.30 – 3.30pm No appointments necessary	0433 335 815 <a href="http://www.templestociety.org.au/champion">www.templestociety.org.au/ champion</a>
	City Life Community Care (Wantirna South) 1248 High Street Rd, Wantirna South	Can assist with food parcels, practical assistance and advisory services. Mon-Fri, 10am – 3pm Appointments necessary	(appt necessary) 9871 8900 <a href="http://www.citylifecare.org">www.citylifecare.org</a>
	Unitingcare Harrison	Can assist with food vouchers Appointment necessary.	(appt necessary) 9051 3000 <a href="http://www.unitingharrison.org.au">www.unitingharrison.org.au</a>
	Knox Infolink (Boronia)	Can assist with food parcels Monday – Thursday 10am- 3pm	9761 1325 <a href="http://www.knoxinfolink.org.au">www.knoxinfolink.org.au</a>
	Presence Community Care (Boronia) 35A Dorset Square, Boronia	Emergency food parcels By Appointment only Excludes school and public holidays	(appt necessary) 9762 4343

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<b>Food Assistance &amp; Material Aid</b>	RAFT (All Souls) Church (Rowville) 131 Taylors Lane, Rowville	Can assist with food parcels Monday 1pm – 3pm Wed & Fri 10am – 3pm No appointment necessary.	9764 2573
	Restore Community Care (Rowville) 24 Laser Drive, Rowville	Emergency food pantry Mon – Fri 11am – 3pm Appointment necessary	(appt necessary) 8736 7053
	Salvation Army – Boronia Cnr Liverpool Rd & Mountain Highway, Boronia	Food vouchers and food parcels Tue – Thu 10am – 12noon. Appointment necessary.	(appt necessary) 9762 7604
	Salvation Army – The Basin	Can assist with food parcels, food vouchers, furniture and clothing	9762 0299?? Can't find this
	Salvation Army – FTG 37 Wattleview Road, FTG	Can assist with food parcels and food vouchers Wednesday only 9.30am – 12.30pm Appointments necessary	(appt necessary) 9752 2682
	St Vincent de Paul	Appointment in client home is arranged to assess client needs. Food parcels, if needed, will be delivered.	1800 305 330 Patience is required!
	Food Bank – The Freedom Initiative (Bayswater North) 3/130-132 Bayfield Rd East, Bayswater Nth	Emergency food pantry	9879 7114
	Wellington Care Centre (Rowville) Cnr Wellington Rd and Le John Street, Rowville	Can assist with emergency food parcels Tuesdays 10.30am – 1.30pm Drop in Centre as well during same time – coffee/tea/biscuits	9764 3738

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<b>Community Meals</b>	Australia for Christ Church (Rowville) 1070 Stud Road, Rowville	Thursday 1st and 3rd of each month 6.30 -7.30pm	9764 8330
	St Paul's Anglican Church (Boronia) Cnr William Street & Dorset Road, Boronia	Each Thursday 6.30-7.30pm Bookings essential	Bookings essential 9761 1797
	Cavell Corner Kitchen One Hope Community Church (Scoresby) 17 Cavell Street, Scoresby	Tuesday 6 – 7pm	9759 9155
	Foothills Community Care (Upwey) Upwey Baptist Church Cnr Darling Ave & Burwood Highway – opposite Upwey Station	Monday Open 5pm Meals 6.30 – 7.30pm	9723 5368
	Foothills Community Care (Ferntree Gully) Ferntree Gully Guide Hall Underwood Rd (behind FTG train station), Ferntree Gully	Wednesday 6.30 – 7.30pm	8711 8677
	Rowville Baptist Church (Rowville) Food with Friends Cnr Wellington Rd & Le John Street, Rowville	Every 2nd Wednesday commencing at 6.15pm	9764 4242
	Rowville Community Kitchen (Rowville) Rowville Community Centre 40 Fulham Rd, Rowville	Thursday lunch only Gold coin donation Bookings essential	Bookings essential 1300 363 723
	The Basket of Bread & Hope Ministry (Boronia) Bellbird Seniors Citizens Centre Cnr Erika & Genista Ave, Boronia	Saturday night – meal and hot drink Doors open 5pm. Meals 6pm	9761 3474 0417 124 713 Jeanette <a href="http://www.basketofbread.org">www.basketofbread.org</a>
	The Dining Room Mission St. Johns Anglican Church 5 Toorak Ave, Croydon	Tuesday 6 – 7.30pm	0409 725 313 (Matt)
	Wesleyan Methodist Church 36 Pine Crescent, Boronia	Free lunches on Thursdays, 12 noon – 12.45pm	9762 8535

This resource guide has been developed to assist people within the City of Knox. Inclusion within this resource guide does not constitute a recommendation. Users of this resource guide should always check information such as specific criteria of organisations. Times, numbers and website details were correct at time of printing. Nov 2018