

Family Separation Services Guide

for the Barwon South West Region

2020 edition



This guide is produced by
the Barwon South West Family Law Pathways Network



Australian Government



Family Law
PATHWAYS
NETWORK

BARWON
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WEST VIC

This guide has been designed to provide information to assist families who have separated or are separating. The guide includes information about support services and outlines when it would be appropriate to contact each service. The guide will assist professionals supporting families to navigate the various pathways available after separation.

It should be noted that this guide provides introductory material and should not be substituted for actual advice. Families are encouraged to contact the service to receive information particular to their circumstances.

ABOUT THE FAMILY LAW PATHWAYS NETWORK

The Barwon South West Family Law Pathways Network is funded by the Australian Government through the Attorney General's Department. Membership is open to any organisation or individual that provides services to separating families. The Network is inclusive and belongs to its members. The Network is auspiced by OzChild, who is the funds holder and appoints a project officer to facilitate the Network.

The Network aims to improve the collaboration and coordination between organisations operating in the family law system in order to help separating and separated families obtain appropriate services.

The network holds regular network events throughout the region including information sharing sessions, court services, forums, training events and conferences, and produces a bi-monthly e-bulletin.

If you would like to receive more information about the network or to be placed on the e-bulletin mailing list, please contact the Project Officer via phone or email (below):

Contact for Network:	Natalie Hrabar
Phone:	(03) 5559 1061
Email	vicpathwaysbarwonsouthwest@ozchild.org.au



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COUNSELLING AND SUPPORT

Separation is one of the most emotionally traumatic processes a person can go through in their lives. We all need someone to talk to at some stage of our life and it's often good if they are outside our situation. Counseling is generally the first port of call. You can have consultations by telephone or face to face. A counselor will listen to you in a supportive and non-judgmental way and offer some suggestions in ways of dealing with your situation.

Counseling and mediation services are often vital to resolving disputes following separation. If you are having trouble dealing with the trauma of separation, it is advisable that you contact your nearest counseling service and book an appointment.

The following services provide counseling and support to families and individuals in relation to family separation, contact details for private practitioners and generalist counselors in your area can be found in your Yellow Pages directory under Counseling: -

Service	Phone	Website/Email
Relationship Matters - Geelong	1300 543 396.	Web: https://relationshipmatters.com.au/ E: info@relationshipmatters.com.au
Centacare – Warrnambool, Hamilton, Portland	5559 3000	Web: www.centacareballarat.org.au
CatholicCare - Geelong	5221 7055	Web: https://www.ccam.org.au E: geelongfrc@ccam.org.au
OzChild – Warrnambool, Hamilton, Portland and Camperdown	1300 361 680	Web: www.ozchild.org.au E: wrpractitioners@ozchild.org.au
Bethany Community Support Supporting Children After Separation Program	5278 8122	Web: http://www.bethany.org.au/ E: info@bethany.org.au
Family Relationship Counseling	5278 8122	Web: http://www.bethany.org.au/ E: info@bethany.org.au
Colac Area Health	5232 5100	Web: https://www.cah.vic.gov.au E: info@cah.vic.gov.au
South West CASA	5561 4144	Web: http://www.swcasa.org.au/ E: casa@swh.net.au
Safe Steps (Family Violence Response Centre)	1800 015 188	Web: http://www.safesteps.org.au/ E: safesteps@safesteps.org.au
The Sexual Assault & Family Violence Centre	5222 4318	Web: https://www.safvcentre.org.au/ E: reception@safvcentre.org.au
Women's Legal Service	1800 133 302	Web: www.womenslegal.org.au E: admin@womenslegal.org.au

WIRE (Women's Information and Referral Exchange)	1300 134 130	Web: www.wire.org.au E: support@wire.org.au
Men and Family Relationships Program	5561 8888	Web: https://brophy.org.au/ E: admin@brophy.org.au
Men's Referral Service	1300 766 491	Web: https://www.ntv.org.au/
Lifeline	13 11 14	Web: www.lifeline.org.au
MensLine Australia	1300 789 978	Web: www.menslineaus.org.au
Kids Helpline	1800 551 800	Web: http://www.kidshelpline.com.au/
Family Relationship Advice Line	1800 050 321	Web: www.familyrelationships.gov.au
Parentline	132 289	Web: https://www.education.vic.gov.au



FAMILY DISPUTE RESOLUTION (MEDIATION)

Most parents who have separated reach their own verbal agreements about which parent their child will live and spend time with. It is not necessary to have a formal agreement in most situations, but if the parties feel that they require something in writing then they have two options: -

Parenting Plans

A parenting plan can take any form, but to be recognized by a court it must be in writing, dated and signed by both Parents. A parenting plan, whether or not it is dated and signed, is not legally enforceable. However, if Parents go to court and a Parenting Plan exists, the Magistrate or Judge will be required to consider the terms of the most recent Parenting Plan when making a Parenting Order. A Parenting Order as made by the court is legally enforceable.

Various mediation services help draft parenting plans after an agreement is reached. Agreements between Parents need to be made free from any threat, duress or coercion.

Consent Orders

Court Orders can be made by consent by filing an application with the Family Law Court. A Consent Orders Kit (Do it yourself kit) can be obtained at <http://www.familycourt.gov.au>. The kit contains the required forms and instructions. A Lawyer can also assist Parents to write up their Consent Order, which is then filed with either the Federal Circuit Court or the Family Law Court. Once approved by the court, a Consent Order is legally enforceable.

Sometimes reaching an agreement about children or property can be difficult following separation. If there are difficulties discussing issues with between former partners, Family Dispute Resolution (mediation) may be of assistance.

Family Dispute Resolution (FDR) is a process in which a trained and independent Family Dispute Resolution Practitioner (FDRP) assists separated families to discuss issues in relation to children, property and other matters. The FDRP (mediator) helps the parties to explore and negotiate their options in an effort to reach a mutual and lasting agreement. Family Dispute Resolution is often less expensive, less time consuming and not as confrontational as going to Court.

Family Dispute Resolution has become an established part of the family law system and it is now mandatory for separated parents to attempt FDR before seeking court orders in relation to their children. Certain exceptions may apply, e.g. where there has been family violence or child abuse. Please consult with your nearest Family Relationship Centre or Lawyer for further information.



Family Dispute Resolution (Mediation) providers for children's matters: -

Service	Phone	Website/Email
Family Relationship Centre Geelong Warrnambool	1300 656 043 1300 661 790	Web: www.familyrelationships.gov.au
CatholicCare - Geelong	5221 7055	Web: https://www.ccam.org.au E: geelongfrc@ccam.org.au
Centacare - Warrnambool	5559 3000	Web: https://www.centacareballarat.org.au
OzChild – Warrnambool, Portland, Hamilton	1300 361 680	Web: www.ozchild.org.au E: wrpractitioners@ozchild.org.au
Relationship Matters - Geelong	1300 543 396.	Web: https://relationshipmatters.com.au/ E: info@relationshipmatters.com.au
Victoria Legal Aid - Family Dispute Resolution Service Warrnambool Geelong	1300 792 387 1800 651 022 1800 196 200	Web: http://www.legalaid.vic.gov.au
Family Relationship Advice Line	1800 050 321	Web: www.familyrelationships.gov.au



CHILD SUPPORT

Every parent is responsible for financially supporting their children whether they live with the other parent or not. The key components of the child support formula include both parents' income, the costs of raising children of different ages and the contribution a parent makes towards the costs through direct care.

A child support agreement offers parents a flexible way of arranging child support. You can ask the Child Support Agency (CSA) to accept your agreement and collect and transfer the payments for you, or you can make private arrangements. There are some conditions that must be met before CSA can accept a child support agreement and parties must always seek legal advice before reaching any agreement for lump sum Child Support.

There are two types of agreements:

- **Limited Agreements:** Formal agreement that must be in writing and signed by both parents. Legal advice is not needed before entering into a limited agreement. Before CSA can accept the agreement, two conditions must be met:
 - there must be a Child Support assessment already in place
 - The annual rate payable as set in the agreement must be equal to or more than the annual rate of the Child Support assessment.
- **Binding Agreement:** must also be in writing and signed by both parents. However, both parents must seek independent legal advice to enter into or end the agreement. Binding agreements can include lump sum payments (including transfer of property) to be credited as Child Support instead of monthly cash or electronic payments.

For more information about specific circumstances contact the Child Support Agency. If legal advice is required contact the Child Support Legal Aid Service or talk with a family lawyer.

Service	Phone	Website/Email
Child Support Agency	131 272	Web: https://www.servicesaustralia.gov.au
Barwon Community Legal Service	1300 430 599	Web: http://www.barwoncls.org
Vic Legal Aid – Child Support Advice Line	1300 792 387	Web: www.legalaid.vic.gov.au

PROPERTY

Following separation, it is necessary for the property that has been accumulated jointly to be divided between the parties. If there is any significant property, it is essential that each party obtain legal advice. Knowing your entitlement and rights is crucial to enabling an agreement to be reached. Parents may need financial counseling, superannuation advice, advice from their accountant, Real Estate Agent or Property Valuator.

If parties can reach an agreement on their own about the distribution of the property it will save them time, money and distress. It is important to ensure that legal advice is obtained, and full disclosure of all assets is given prior to reaching any agreement. The parties are advised to file an agreement with the Court; this can be done by completing a Consent Orders Kit available at www.familycourt.gov.au. It is advisable to engage a lawyer to draft the Consent Orders if there is significant property.

Property arrangements can be negotiated through the Family Dispute Resolution Process or with the support of a solicitor through the legal process. The following services provide Family Dispute Mediation for Property Matters.

Service	Phone	Website/Email
Family Relationship Centre Geelong Warrnambool	1300 656 043 1300 661 790	Web: www.familyrelationships.gov.au
Relationship Matters Geelong	1300 543 396.	Web: https://relationshipmatters.com.au/ E: info@relationshipmatters.com.au
Centacare Warrnambool, Hamilton, Portland	5559 3000	Web: www.centacareballarat.org.au
CatholicCare Geelong	5221 7055	Web: http://www.ccam.org.au E: geelongfrfc@ccam.org.au



LEGAL ADVICE

All separated parties should consider getting legal advice to help understand their rights, responsibilities and options. Even where court action is unlikely, legal advice can still play an important role in helping parties understand their legal rights and responsibilities as Parents and achieving fair and lasting agreements.

Legal representation is provided by a range of legal organisations and private practitioners. All parties should be able to obtain some preliminary legal assistance free or at minimal cost, with ongoing representation being dependent upon the nature of the case and the circumstances of the parties.

Some private law firms will offer a 30 minute free session and will also be able to provide legal advice for payment of their professional time, check options when first contacting. The local family lawyers are listed in the Yellow Pages section of your phone book under "Solicitors". The websites of the state Law Societies can also refer you to a Family Law Solicitor, www.legalreferrals.liv.asn.au phone 9607 9550 in Victoria.

There are legal services that offer free legal advice in person or over the phone. See below for contact details: -

Service	Phone	Website/Email
Barwon Community Legal Service	1300 430 599	Web: www.barwoncls.org.au E: bcls@barwoncls.org.au
Victoria Legal Aid Geelong Office Warrnambool Office	1300 792 387 1800 196 200 1800 651 022	Web: www.legalaid.vic.gov.au
Emma House Domestic Violence Legal Service South West Region	55611934	Web: https://www.emmahouse.org.au/ E: reception@emmahouse.org.au
DJIRRA (Warrnambool) (covering Geelong, Warrnambool, Framlingham, Heywood, Hamilton and Portland)	1800 105 303 or 5562 5755	Web: https://djiira.org.au/
Women's Legal Service VIC	1800 133 302	Web: http://www.womenslegal.org.au/ E: admin@womenslegal.org.au
Law Institute of Victoria – Find a Lawyer	9607 9311	Web: https://www.liv.asn.au/ E: inquiries@liv.asn.au
Aboriginal Legal Service VIC	1800 064 865	Web: https://vals.org.au
Federation of Community Legal Centres	9652 1500	Web: https://www.fclc.org.au/

GOING TO COURT

Going to court should always be a last resort but if it is necessary then obtaining legal advice is essential. Contact your nearest legal service or private solicitor to arrange an appointment. The following websites have some useful information about going to Court.

Service	Phone	Website/Email
Family Court	1300 352 000	Web: http://www.familycourt.gov.au E: enquiries@familylawcourts.gov.au
Federal Circuit Court of Australia	1300 352 000	Web: www.federalcircuitcourt.gov.au E: enquiries@familylawcourts.gov.au
Court Network (support service)	1800 681 614	Web: www.courtnetwork.com.au E: warrnambool@courtnetwork.com.au
Geelong Warrnambool Colac	5225 3356 5564 1125 5231 5455	
Local courts (Magistrates): Geelong Warrnambool Colac Hamilton Portland	5225 3333 5564 1111 5234 3400 5572 2288 5523 1321	Web: https://www.mcv.vic.gov.au E: gmc@courts.vic.gov.au E: warrnambool@courts.vic.gov.au E: colac@courts.vic.gov.au E: hamilton@courts.vic.gov.au E: portland@courts.vic.gov.au

MOVING INTERSTATE

Every person has the right to move freely throughout Australia as provided in the Constitution. If you are thinking about relocating and there are children involved, legal advice is strongly recommended before any move. You should note that a Court is able to order that the children be returned to their place of origin in some circumstances. Contact your nearest legal service or private solicitor to arrange and appointment

CHILD WELFARE

Welfare concerns about children can include child abuse, neglect, sexual abuse, truancy, exposure to danger, lack of nutrition, and others. If you have a belief that a child's welfare is at risk, then you must notify the child protection authority in your State. Please see a list of contacts below who may be able to assist you if you have concerns about the welfare of a child.

Service	Phone	Website/Email
Department of Health and Human Services After Hours Child Protection Emergency Service (VIC) Child Protection Intake Local offices: Geelong Colac Warrnambool Hamilton Portland	131 278 1800 075 599 5226 4540 4243 5111 5561 9444 5551 3299 5523 9999	Web: https://services.dhhs.vic.gov.au/child-protection-contacts
Child FIRST & Orange Door Barwon Orange Door Geelong South West Child FIRST – Warrnambool Colac/Otway/Corangamite Orange Door	1800 312 820 1300 543 779 5232 5500 or 1800 312 820	Web: https://orangedoor.vic.gov.au/ Web: https://brophy.org.au/ E: admin@brophy.org.au Web: https://www.cah.vic.gov.au
Kids Helpline	1800 55 1800	Web: www.kidshelp.com.au



PARENTING

Separation or divorce does not normally end involvement and responsibility as a parent. Children need the continuing affection and support of both parents. This will require cooperation with a former partner which may not always be easy.

Programs are available to enable parents to reflect on their experiences and gather information in a supportive environment. Programs assist parents to understand the impact of separation on themselves and their children and to deal with the issues of building working relationships between parents so that the focus is on the best interests of the children. Parents can also access information on child development, (ages and stages) and healthy child behavior.

The Children's Contact Services provide a safe, neutral and child friendly environment for changeovers and supervised contact visits so that children are not exposed to ongoing parental conflict.

Service	Phone	Website/Email
Children's Contact Service Bethany – Geelong	5278 8122	Web: www.bethany.org.au E: info@bethany.org.au
OzChild – Warrnambool	1300 361 680	Web: www.ozchild.org.au E: wrpractitioners@ozchild.org.au
Parentline – Victoria	132 289	Web: https://www.education.vic.gov.au
Parenting Orders Program Geelong FRC	1300 656 043	Web: http://www.ccam.org.au E: geelongfrc@ccam.org.au
Parenting Programs Barwon Child Youth & Family	5226 8900	Web: https://www.bcyf.org.au/
Bethany – Geelong	5278 8122	Web: www.bethany.org.au E: info@bethany.org.au
Centacare – Warrnambool Hamilton, Portland	5559 3000	Web: www.centacareballarat.org.au
City of Greater Geelong	5272 4741	Web: http://www.geelongaustralia.com.au/
Drummond Street	9663 6733	Web: https://ds.org.au/ E: enquiries@ds.org.au
FRC Geelong	5246 5600	Web: http://www.ccam.org.au E: geelongfrc@ccam.org.au
Warrnambool City Council	5559 4747	Web: www.warrnambool.vic.gov.au E: childandfamily@warrnambool.vic.gov.au

Post Separation Parenting Programs/Support Bethany - Geelong	5278 8122	Web: www.bethany.org.au E: info@bethany.org.au
CatholicCare – Geelong	5221 7055	Web: http://www.ccam.org.au E: geelongfrc@ccam.org.au
Centacare – Warrnambool	5559 3000	Web: www.centacareballarat.org.au
FRC – Geelong	1300 656 043	Web: http://www.ccam.org.au E: geelongfrc@ccam.org.au
FRC – Warrnambool	1300 661 790	Web: www.ozchild.org.au E: wrpractitioners@ozchild.org.au
OzChild – Warrnambool	1300 361 680	Web: www.ozchild.org.au E: wrpractitioners@ozchild.org.au
Relationship Matters Barwon	1300 543 396.	Web: https://relationshipmatters.com.au/ E: info@relationshipmatters.com.au



FAMILY VIOLENCE & SEXUAL ASSAULT

Family violence is behavior between family members that causes fear. It includes emotional and financial abuse, as well as physical violence and sexual abuse.



If there has been a recent incident of violence then the Police should be contacted first. If a person is in fear of violence then they should contact their nearest legal service for legal advice. Support and counseling options are also available.

Service	Phone	Website/Email
Victoria Police: Emergency number Police Assistance Number Geelong Colac Hamilton Portland Warrnambool	000 131 444 5225 3100 5230 0000 5551 9100 5522 1500 5560 1333	Web: www.police.vic.gov.au
Domestic & Family Violence Services Emma House – Western District The Sexual Assault & Family Violence Centre - Barwon	5561 1934 or 1800 366 238 5222 4318	Web: https://www.emmahouse.org.au/ E: reception@emmahouse.org.au Web: https://www.safvcentre.org.au/ E: reception@safvcentre.org.au
South Western CASA Centre Against Sexual Assault Warrnambool Sexual Assault Crisis Line	5564 4144 1800 806 292	Web: http://www.swcasa.org.au/ E: casa@swh.net.au Web: http://www.casahouse.com.au E: casa@thewomens.org.au
The Sexual Assault & Family Violence Centre Barwon	5222 4318	Web: https://www.safvcentre.org.au/ E: reception@safvcentre.org.au
Bethany - Family Violence Services for Women & Children - The Orange Door	1800 015 188	Web: www.bethany.org.au E: info@bethany.org.au
Bethany - Family Violence Intervention Centre	5278 8122	Web: www.bethany.org.au E: info@bethany.org.au

Colac Area Health Family Violence Services– The Orange Door	5232 5500	Web: https://www.cah.vic.gov.au/
National Sexual Assault, Family and Domestic Violence Counseling Line	1800 737 732 (1800 RESPECT)	Web: www.1800respect.org.au
Safe Steps (Family Violence Response Centre)	1800 015 188	Web: http://www.safesteps.org.au/ E: admin@safesteps.org.au
Mensline Australia 24hours a day 7 days a week	1300 78 99 78	Web: https://mensline.org.au/
SEA Change – Anger management for Women Relationship Matters - Geelong	1300 543 396	Web: https://relationshipmatters.com.au
Men Behavioral Change Program South West – BFYS Barwon – Bethany	5561 8888 5278 8122	Web: https://brophy.org.au/ E: admin@brophy.org.au Web: www.bethany.org.au E: info@bethany.org.au
Men’s Referral Service	1300 766 491	Web: https://www.ntv.org.au/
Family Violence Counselling	5561 8888	Web: https://brophy.org.au/ E: admin@brophy.org.au
Support for Women & Children	5561 8888	Web: https://brophy.org.au/ E: admin@brophy.org.au
Sexual Assault Crisis Line	1800 806 292	Web: http://www.sacl.com.au
Child Protection Crisis Line	131 278	Web: https://providers.dhhs.vic.gov.au/
Who’s In Charge – Addressing Adolescent Violence in the home- Warrnambool	5561 8888	Web: https://brophy.org.au/ E: admin@brophy.org.au





FINANCIAL ASSISTANCE

Many people experiencing separation find themselves in financial difficulty and often need a little money to help them get back on their feet. There are some support services that can help with donations as well as government departments that can issue urgent grants, loans and advanced benefit payments.

Service	Phone	Website
Centrelink (Family Assistance Office)	136 150	Web: www.servicesaustralia.gov.au
Financial Counseling – Warrnambool, Hamilton, Camperdown & Portland Geelong	1300 510 439 5278 8122	Web: www.bethany.org.au E: info@bethany.org.au Web: www.bethany.org.au E: info@bethany.org.au
Colac - CAH	5232 5100	Web: https://www.cah.vic.gov.au E: info@cah.vic.gov.au
Emergency relief- GEELONG		
Bethany	5278 8122	E: emergencyreliefbarwon@bethany.org.au
CatholicCare - Geelong	0428 898 645	
Diversitat	5260 6000	Web: https://diversitat.org.au
Haven Home Safe	5246 8912	Web: https://havenhomesafe.org.au
St Vincent De Paul Geelong	5221 9170	Web: https://www.vinnies.org.au/
Salvation Army	5223 9220	Web: https://www.salvationarmy.org.au
Uniting Care- Grovedale Uniting Care – Norlane	4210 1100 5278 8492	Web: www.ucg.unitingcare.org.au E: hello@vt.uniting.org
WARRNAMBOOL		
Anglicare	0458 750 351	Web: https://www.anglicarevic.org.au
Bethany	1300 510 439	Web: www.bethany.org.au E: fcsouthwest@bethany.org.au
Centacare	5559 3000	Web: www.centacareballarat.org.au
St Vincent De Paul	5561 0767	Web: www.vinnies.org.au
Salvation Army	5561 6792	Web: https://www.salvationarmy.org.au

Food Bank Geelong Food Relief	5278 6588 0429 891 465	Web: https://geelongfoodrelief.org E: admin@geelongfoodrelief.org
Com. House – Camperdown Warrnambool (Agency pick up only)	5593 1403 0428 197 715	Web: https://camperdownch.com.au Web: http://warrnambooldfs.org.au E: warrnambooldfs@gmail.com
Salvation Army Centre Warrnambool Hamilton Portland Geelong Colac	5561 6792 5572 1907 5523 3749 5223 9200 5231 1178	Web: http://www.salvationarmy.org.au
Child Support Information Service	131 272	Web: https://www.servicesaustralia.gov.au
Victims of Crime Victoria Helpline	1800 819 817 call 0427 767 891 sms	Web: www.victimsofcrime.vic.gov.au E: vsa@justice.vic.gov.au
Centacare Victims Assistance Program (VAP) Geelong Colac Warrnambool	VAP Central Contact Line 1300 033 818	Web: www.centacareballarat.org.au
St Vincent DePaul (Financial assistance & food parcels) Warrnambool Geelong	5561 0767 1800 305 330 1800 305 330	Web: https://www.vinnies.org.au
Bond Loan Scheme Geelong Colac Warrnambool Hamilton Portland	1300 650 172 5226 4540 4243 5111 5561 9444 5551 3299 5523 9999	Web: http://www.housing.vic.gov.au
Rent Assistance Payments		Web: https://www.servicesaustralia.gov.au





HELP WITH HOUSING

Following separation many people find themselves without a place to stay until they can arrange their own housing. If you find yourself in need of housing there are many organisations that can help. Crisis accommodation is provided for persons and families who need urgent temporary accommodation. Most of these organisations can also refer you to other services that provide longer term accommodation. Please see contact list below: -

Service	Phone	Website
Office of Housing Victoria Geelong Hamilton Colac Warrnambool Portland Housing Call Centre – 24hrs	1300 650 172 5226 4540 4243 5111 5561 9444 5551 3299 5523 9999 13 11 72	Web: www.housing.vic.gov.au
Barwon Housing & Homelessness Support Service - Geelong, Colac, Surf Coast	1800 825 955	
Bethany Community Support – Geelong	5278 8122	Web: www.bethany.org.au E: info@bethany.org.au
Brophy Family & Youth Services Warrnambool Portland	5561 8888 5522 1480	Web: https://brophy.org.au/ E: admin@brophy.org.au
Barwon Child Youth & Family – Transitional housing for Youth – Geelong	5226 8900	Web: https://www.bcyf.org.au/
Colac Area Health Transitional Housing	5232 5100	Web: https://www.cah.vic.gov.au/
SalvoConnect Belmont (Women's Services) Colac Geelong Geelong – Adult Entry Point Warrnambool Portland Hamilton	5244 9560 5223 9220 5223 5400 5223 9220 5564 9111 5521 8134 5572 5822	Web: www.salvoconnect.com.au

Wathaurong Aboriginal Cooperative - Geelong	5277 0044	Web: http://www.wathaurong.org.au/
Gunditjmara Aboriginal Cooperative	5559 1234	E: admin@wathaurong.org.au
Warrnambool		Web: https://www.gunditjmara.org.au/
Horizon House		
Warrnambool	5560 5993	Web: https://www.sjog.org.au
Geelong	5221 5319	E: horizonhouse@sjog.org.au
		Web: https://www.sjog.org.au
		E: horizonhouse@sjog.org.au
Supported Accommodation Services		
Geelong	5226 4540	
Newtown	5222 4288	
Newcomb	5248 6622	
Grovedale	5245 8082	
Warrnambool	5562 0334	
Portland	5521 1919	
Haven Housing		
Geelong	5246 8900	Web: https://havenhomesafe.org.au/
WRAD Supported Accommodation		
Warrnambool	1300 009 723	Web: http://www.wrad.org.au
Wellways Supported Accommodation		
Geelong & Warrnambool	1300 111 400	Web: https://www.wellways.org
		E: enquiries@wellways.org
Emma House		
Warrnambool	5561 1934	Web: https://www.emmahouse.org.au/
		E: reception@emmahouse.org.au
Youth Foyer		
Warrnambool	5561 8888	Web: https://brophy.org.au/
		E: admin@brophy.org.au
Aboriginal Housing Victoria		
Fitzroy	9403 2100	Web: http://ahvic.org.au/
		E: info@ahvic.org.au
Tenancy Assistance and Advocacy Program		
Warrnambool, Portland, Hamilton areas	1300 510 439	Web: https://www.bethany.org.au
		E: TAAPwesterndistrict@bethany.org.au

Service information can change, and it is not possible to include information about all the services you may require in this booklet, the following Help Lines and online links may assist you in identifying the services you require.

HELP LINES:

Australian Childhood Foundation	1800 176 453
Aboriginal Family Domestic Violence Hotline	1800 019 123
Beyondblue	1300 224 636
Blue Knot Foundation	1300 657 380
Child Protection Crisis Line – 24 hour	13 12 78
Counselling Online - 24 hr – Alcohol & Drug Counselling	1800 888 236
Crisis Housing	1800 825 955
Domestic Violence & Sexual Assault National Helpline	1800 200 526
Family Drug and Gambling Help	1300 660 068
Gamblers Help - 24 hours	1800 858 858
Kids Helpline – 24 hour	1800 551 800
Lifeline 24 hour Crisis Line	13 11 14
Maternal Child Health Line	13 22 29
Men’s Line Australia – 24 hour	1300 789 978
Mental Health Advice Line	1300 280 737
Money Help - free helpline	1800 007 007
National Disability Abuse and Neglect Hotline	1800 880 052
Nurse on Call	1300 60 60 24
Parent Line	13 22 89
Relationships Australia	1300 364 277
Safe Steps Family Violence Response Centre	1800 015 188
Sexual Assault Crisis Line/ CASA	1800 806 292
Suicide Call Back Service	1300 659 467
Suicide Line – 24 hour	1300 651 251
WIRE – Women’s Information Referral Exchange	1300 134 130

ONLINE DIRECTORIES:

<https://www.vicflpn.org.au/> (iRefer App for Apple or Android devices)

<https://askizzy.org.au/?qclid=CMvd0bTt29ECFRZwvAodZooMwW>

<http://www.serviceseeker.com.au>

<http://cris.crisisservices.org.au/>

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