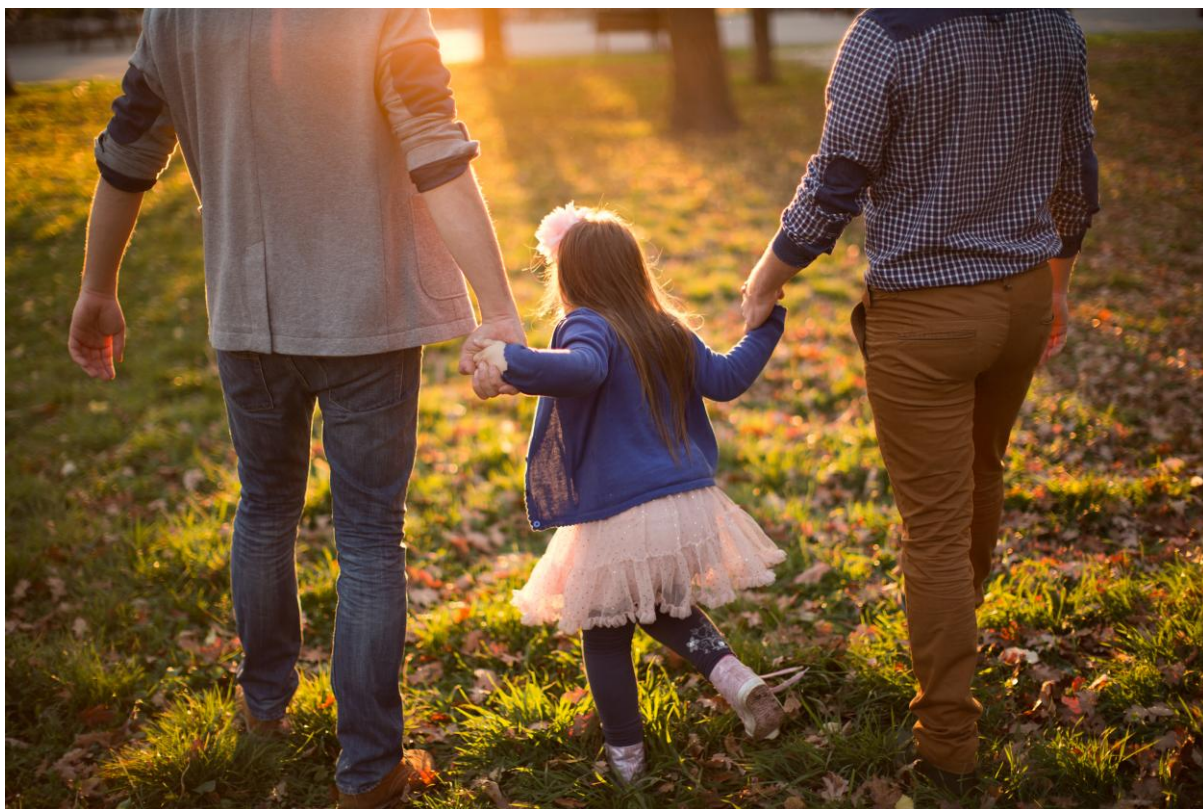


Family Separation Services Guide

**Barwon South West region
2025 edition**





The Barwon South West Family Law Pathways Network would like to acknowledge the Albury Wodonga Family Law Pathways Network, the SA Family Law Pathways Network, the NT Family Law Pathways Group and the NT Legal Aid Commission for their permission to reproduce some of the information contained in this guide.

Introduction

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 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 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. Counselling is generally the first port of call. You can have consultations by telephone or face to face. A counsellor will listen to you in a supportive and non-judgmental way and offer some suggestions in ways of dealing with your situation.

Counselling 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 counselling service and book an appointment.

The following services provide counselling and support to families and individuals in relation to family separation, contact details for private practitioners and generalist counsellors in your area can be found in your Yellow Pages directory under 'counselling'.

SERVICE	PHONE	WEBSITE/EMAIL
Relationship Matters Geelong	1300 543 396	www.relationshipmatters.com.au contact@relationshipmatters.com.au
CatholicCare Warrnambool	1800 123 228	www.catholiccarevic.org.au
CatholicCare Geelong	5221 7055	www.catholiccarevic.org.au geelongfrc@catholiccare.vic.gov.au
OzChild Warrnambool, Hamilton, Portland, Camperdown	1300 361 680	www.ozchild.org.au ozchildfamilylawservices@ozchild.org.au
Meli Supporting Children After Separation Program	5226 8900	www.meli.org.au info@meli.org.au
Family Relationship Counselling		
Colac Area Health	5232 5100	www.cah.vic.gov.au info@cah.vic.gov.au
South West CASA	5564 4144	https://Centre Against Sexual Assault (SW CASA) South West Healthcare casa@swh.net.au
Safe Steps (Family Violence Response Centre)	1800 015 188	www.safesteps.org.au safesteps@safesteps.org.au
The Sexual Assault & Family Violence Centre (Emma House)	5222 4318	www.safvcentre.org.au reception@safvcentre.org.au
Women's Legal Service	1800 133 302	www.womenslegal.org.au admin@womenslegal.org.au



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WIRE (Women's Information and Referral Exchange)	1300 134 130	www.wire.org.au support@wire.org.au
Men and Family Relationships Program	5561 8888	www.brophy.org.au admin@brophy.org.au
Men's Referral Service	1300 766 491	www.ntv.org.au
Lifeline (24/7)	13 11 14	www.lifeline.org.au
MensLine Australia (24/7)	1300 789 978	www.mensline.org.au
Kids Helpline (24/7)	1800 551 800	www.kidshelpline.com.au
Family Relationship Advice Line Mon-Fri 8am-8pm Saturday 10am-4pm	1800 050 321	www.familyrelationships.gov.au
Parentline Victoria 8am-12midnight 7 days a week	132 289	https://services.dffh.vic.gov.au/parentline
13 YARN (24/7) Aboriginal & Torres Strait Islander crisis support line	139276	Enquiries@13yarn.org.au

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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 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 Federal Circuit and Family Court of Australia. A Consent Orders Kit (do it yourself kit) can be obtained at www.fcfcfa.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 the Federal Circuit and Family Court of Australia. 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 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.



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FAMILY DISPUTE RESOLUTION (MEDIATION) PROVIDERS FOR CHILDREN'S MATTERS

SERVICE	PHONE	WEBSITE/EMAIL
Family Relationship Centre Geelong	1300 656 043	www.familyrelationships.gov.au
Warrnambool	1300 661 790	
CatholicCare Geelong	5221 7055	www.catholiccarevic.org.au geelongfrc@catholiccarevic.gov.au
CatholicCare Warrnambool	5559 3000	www.catholiccarevic.org.au/directory/locations/warrnambool warrnambool.reception@catholiccarevic.org.au
OzChild Warrnambool Portland Hamilton Camperdown	1300 361 680	www.ozchild.org.au ozchildfamilylawservices@ozchild.org.au
Relationship Matters	1300 543 396	https://relationshipmatters.com.au contact@relationshipmatters.com.au
Victoria Legal Aid Family Dispute Resolution Service	1300 792 387	www.legalaid.vic.gov.au
Victoria Legal Aid Family Dispute Resolution Service Warrnambool	1800 651 022	www.legalaid.vic.gov.au
Victoria Legal Aid Family Dispute Resolution Service Geelong	1800 196 200	www.legalaid.vic.gov.au
Family Relationship Advice Line	1800 050 321	www.familyrelationships.gov.au



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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 Services Australia Child Support 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 Services Australia Child Support 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 Services Australia Child Support 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 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 Services Australia Child Support. If legal advice is required contact the Child Support Legal Aid Service or talk with a family lawyer.

SERVICE	PHONE	WEBSITE/EMAIL
Services Australia Child Support	131 272	www.servicesaustralia.gov.au
Barwon Community Legal Service	1300 430 599	www.barwoncommunitylegal.org.au bcls@barwoncls.org.au
Victoria Legal Aid	1300 792 387	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 counselling, 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.fcfcoa.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 resolution (mediation) for property matters.

SERVICE	PHONE	WEBSITE/EMAIL
Family Relationship Centre Geelong	1300 656 043	www.catholiccare.vic.org.au geelongfrc@catholiccare.vic.org.au
Family Relationship Centre Warrnambool	1300 661 790	www.familyrelationships.gov.au contact@relationshipmatters.com.au
Relationship Matters	1300 543 396	https://relationshipmatters.com.au contact@relationshipmatters.com.au
CatholicCare Warrnambool	1800 123 228	www.catholiccarevic.org.au warrnambool.reception@catholiccarevic.org.au
CatholicCare Geelong	5221 7055	geelongfrc@catholiccare.vic.gov.au



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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.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	www.barwoncommunitylegal.org.au bcls@barwoncls.org.au
Victoria Legal Aid	1300 792 387	www.legalaid.vic.gov.au
Geelong Office	1800 196 200	geelong@vla.vic.gov.au
Warrnambool Office	1800 651 022	warrnambool@vla.vic.gov.au
Emma House (SAFV centre) Legal Service	1800 366 238	www.emmahouse.org.au Emmahouse@safvcentre.org.au
South West Region		
DJIRRA	1800 105 303	https://djirra.org.au info.afvls@djirra.org.au
Geelong, Warrnambool, Framlingham, Heywood, Hamilton & Portland		
Women's Legal Service VIC	1800 133 302	www.womenslegal.org.au admin@womenslegal.org.au



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Law Institute of Victoria Find a Lawyer	9607 9311	www.liv.asn.au inquiries@liv.asn.au
Victoria Aboriginal Legal Service (VAL's)	1800 064 865	www.vals.org.au vals@vals.org.au
Federation of Community Legal Centres	9652 1501	www.fclc.org.au administration@fclc.org.au

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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
Federal Circuit and Family Court of Australia	1300 352 000	www.fcfa.gov.au/ enquiries@fcfa.gov.au
Court Network (Support Service) 12:00pm – 4:00pm Monday-Friday	1800 571 239	www.courtnetwork.com.au admin@courtnetwork.com.au
Local Courts (Magistrates)		www.mcv.vic.gov.au
Geelong	9087 6113	gmc@courts.vic.gov.au
Warrnambool	9087 5729	warrnambool@courts.vic.gov.au
Colac	7003 4117	colac@courts.vic.gov.au
Hamilton	9087 6114	hamilton@courts.vic.gov.au
Portland	9063 0119	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



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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.

SERVICE	PHONE	WEBSITE/EMAIL
Child Protection Intake West Division Victoria	1300 360 462	https://services.dffh.vic.gov.au/child-protection-contacts
Child Protection After Hours Emergency Service	13 12 78	

Please see a list of contacts below who may be able to assist you if you have concerns about the welfare of a child.

The Orange Door

Barwon (Bellarine, Central Highlands – Camperdown)	1800 312 820	https://orangedoor.vic.gov.au barwon@orangedoor.vic.gov.au
Southwest (Terang – SA Border)	1800 271 180	https://orangedoor.vic.gov.au southwest@orangedoor.vic.gov.au
Wimmera (Horsham – Patchewollock)	1800 271 042	https://orangedoor.vic.gov.au wimmera@orangedoor.vic.gov.au
Geelong	1800 312 820	barwon@orangedoor.vic.gov.au
Kids Helpline	1800 551 800	www.kidshelp.com.au

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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 behaviour.

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
<u>Children's Contact Service</u>		
Meli		
Geelong	5226 8900	www.meli.org.au info@meli.org.au
OzChild		
Warrnambool	1300 361 680	www.ozchild.org.au ozchildfamilylawservices@ozchild.org.au
Parentline - Victoria	1300 301 300	https://parentline.com.au
Parenting Orders Program	1300 656 043	www.catholiccare.vic.org.au geelongfrc@catholiccare.vic.org.au
<u>Parenting Programs</u>		
Meli		
Geelong	5226 8900	www.meli.org.au info@meli.org.au
CatholicCare	1800 123 228	www.catholiccarevic.org.au
City of Greater Geelong	5272 5272	www.geelongaustralia.com.au contactus@geelongcity.vic.gov.au
Drummond Street	9663 6733	https://ds.org.au enquiries@ds.org.au
FRC		



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Geelong	1300 656 043	www.catholiccare.vic.org.au geelongfrc@catholiccare.vic.org.au
Warrnambool City Council	5559 4747	www.warrnambool.vic.gov.au childandfamily@warrnambool.vic.gov.au

Post Separation Parenting Programs/Support

Meli

Geelong/Warrnambool 5226 8900 www.meli.org.au
info@meli.org.au

CatholicCare

Geelong 5221 7055 www.catholiccare.vic.org.au
geelongfrc@catholiccare.vic.org.au

Warrnambool 1800 123 228 www.catholiccare.vic.org.au

FRC

Geelong 1300 656 043 www.catholiccare.vic.org.au
geelongfrc@catholiccare.vic.org.au

FRC

Warrnambool 1300 661 790 www.ozchild.org.au
ozchildfamilylawservices@ozchild.org.au

OzChild

Warrnambool 1300 661 790 www.ozchild.org.au
adminwr@ozchild.org.au

Relationship Matters

Geelong 1300 543 396 <https://relationshipmatters.com.au>
contact@relationshipmatters.com.au

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FAMILY VIOLENCE & SEXUAL ASSAULT

Family violence is behaviour 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 counselling options are also available.



SERVICE	PHONE	WEBSITE/EMAIL
Victoria Police -		
Emergency number	000	www.police.vic.gov.au
Police Assistance	131 444	
Geelong	5225 3100	
Colac	5230 8200	
Hamilton	5551 9100	
Portland	5522 1500	
Warrnambool	5560 1333	
Domestic & Family Violence Services		
Emma House	5561 1934	www.emmahouse.org.au
Western District	1800 366 238	emmahouse@safvcentre.org.au



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Winda-Mara Aboriginal Corporation	5527 0000	www.windamara.com.au/family-services wmac@windamara.com www.swcasa.org.au SACLfeedback@thewomens.org.a
South Western CASA (Centre Against Sexual Assault) Warrnambool	5564 4144	
Sexual Assault Crisis Line (SACL)		www.sacl.com.au SACLFeedback@thewomens.org.au
	1800 806 292	
The Orange Door Barwon Colac/Corangamite	1800 312 820 5232 5100	cah.vic.gov.au barwon@orangedoor.vic.gov.au
Meli Men's Behavioural Clinic Barwon Region - Geelong	5226 8900	www.meli.org.au info@meli.org.au
Colac Area Health Family Violence Services	5232 5100	www.cah.vic.gov.au
National Sexual Assault, Family and Domestic Violence Counselling Line	1800 737 732 (1800 RESPECT)	www.1800respect.org.au
Safe Steps (Family Violence Response Centre)	1800 015 188	www.safesteps.org.au safesteps@safesteps.org.au
Mensline Australia 24 hours a day, 7 days a week	1300 789 978	https://mensline.org.au
SEA Change - Anger management for Women Relationship Matters	1300 543 396	https://relationshipmatters.com.au
Men Behaviour Change Program, Men's Case Management		
Brophy Family & Youth Services Southwest	5561 8888	https://brophy.org.au info@brophy.org.au
Meli Barwon	5278 8122	www.meli.org.au info@meli.org.au
Men's Referral Service	1300 766 491	https://ntv.org.au
Women & Children's Program	5561 8888	https://brophy.org.au admin@brophy.org.au
Sexual Assault Crisis Line	1800 806 292	http://www.sacl.com.au SACLFeedback@thewomens.org.au



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Child Protection Crisis Line	131 278	services.dffh.vic.gov.au
Who's In Charge Addressing Adolescent Violence in the home Warrnambool	5561 8888	https://brophy.org.au admin@brophy.org.au
Victims of Crime Victoria Helpline	1800 819 817 SMS: 0427 767 891	www.victimsofcrime.vic.gov.au vsa@justice.vic.gov.au
Victims Assistance Program (VAP) Barwon Southwest	1800 819 817	www.victimsofcrime.vic.gov.au vapbsw.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/EMAIL
Bond Loan Scheme	1300 360 462	https://www.housing.vic.gov.au/rentassist-bond-loan
Centrelink (Family Assistance Office)	136 150	www.servicesaustralia.gov.au
Services Australia- Child Support information	131 272	www.servicesaustralia.gov.au

Emergency relief

Meli	5278 8122	emergencyreliefbarwon@meli.org.au
CatholicCare	1800 123 228	www.catholiccare.vic.org.au
Haven Home Safe	1300 428 364	https://havenhomesafe.org.au
Vinnies	5221 9170	www.vinnies.org.au
Salvation Army	5223 9200	www.salvationarmy.org.au
Uniting Care	5278 8492	www.unitingcare.org.au ucaremail@nat.unitingcare.org.au Barwon-Admin@vt.uniting.org

WARRNAMBOOL

Anglicare	0437 531 997	www.anglicarevic.org.au
Meli	0458 750 351	www.meli.org.au
CatholicCare	1800 123 228	www.catholiccarevic.org.au
Vinnies	5561 0767	www.vinnies.org.au
Salvation Army	5564 9111	www.salvationarmy.org.au

Financial Counselling

Meli

Warrnambool/Geelong	5226 8900	www.meli.org.au info@meli.org.au
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Colac Area Health

Colac	5232 5100	www.cah.vic.gov.au info@cah.vic.gov.au
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Food Bank

Geelong Food Relief	5278 6588	https://geelongfoodshare.org admin@geelongfoodshare.org
Community House – Camperdown	5593 1403	https://camperdownch.com.au office@camperdownch.com.au
Warrnambool Food Share	0428 197 715	http://warrnambooldfs.org.au



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Salvation Army Centre

Geelong 5223 5400
Colac 5234 0614
0484 935 165

www.salvationarmy.org.au

Doorways Community Support

1800 722 363
8873 5288

Vinnies

(Financial assistance & food parcels)

enquiries.nils@vinniesnils.org.au

Warrnambool/Geelong 1800 305 330

Colac Community Hub

5231 2822

communityhubinc.org.au
admin@communityhubinc.org.au

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Brophy

5561 8851

<https://brophy.org.au>

Vinnies

5229 8829

<https://www.vinniesnils.org.au>
enquiries.nils@vinniesnils.org.au

Camperdown
Community House

5593 1403

<https://camperdownch.com.au>
office@camperdownch.com.au

Rent Assistance Payments

www.servicesaustralia.gov.au

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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/EMAIL
Office of Housing Victoria	1300 360 462	www.housing.vic.gov.au
Barwon Housing & Homelessness Support Service	1800 825 955	bswhn.org.au
Meli Geelong	5226 8900	www.meli.org.au/youth-services/meli-housing/ info@meli.org.au
Brophy Family & Youth Services Warrnambool, Portland, Hamilton	5561 8888	https://brophy.org.au admin@brophy.org.au

For over 25's support is available from the Housing Support and Linkages Team	5522 1480	Hsl@brophy.org.au
Colac Area Health Transitional Housing	5232 5100	www.cah.vic.gov.au
Salvation Army		
Geelong	5223 5400	www.salvationarmy.org.au/barwon
Warrnambool	5561 8444	www.salvationarmy.org.au/western
Portland	5223 3749	
Hamilton	5572 5822	
Horizon House		
Warrnambool	5560 5993 0438 221 340	www.sjog.org.au/warrnambool horizonhouse@sjog.org.au
Geelong	5221 5319 0418 879 183	www.sjog.org.au/geelong horizonhouse@sjog.org.au
East Geelong	5221 9160 0447 550 032	www.sjog.org.au/east-geelong horizonhouse@sjog.org.au
Supported Accommodation Services		
Geelong		
Warrnambool	5245 8082 5562 0334	westpeakrs.com.au seniormoves.com.au/themar-heights
Portland	5521 1919	https://www.seaviewhouse.org.au
Haven Housing		
Geelong	1300 428 364	https://havenhomesafe.org.au
WRAD Supported Accommodation		
Warrnambool	55645777	www.wrad.org.au wrاد@wrad.org.au
Wellways		
Youth Residential Rehabilitation	1300 111 400	www.wellways.org enquiries@wellways.org
Geelong & Warrnambool		
Emma House		
Warrnambool	5561 1934 1800 366 238	www.emmahouse.org.au emmahouse@safvcentre
Youth Foyer	5561 8888	https://brophy.org.au info@brophy.org.au
Warrnambool		
Aboriginal Housing Victoria		
Fitzroy	1800 248 842 9403 2100	http://ahvic.org.au clientservices@ahvic.org.au
Tenancy Assistance and Advocacy Program	1300 510 439	www.meli.org.au info@meli.org.au
Warrnambool, Portland, Hamilton, Horsham		



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Aboriginal Community Controlled Organisations and Health Organisations

SERVICE	PHONE	WEBSITE/EMAIL
<u>Winda-Mara Aboriginal Corporation</u> 21 Scott St, Haywood	03 5527 0000	wmac@windamara.com windamaramedical@windamara.com
<u>Heywood Medical Centre</u> Monday to Friday 9am – 5pm 18-20 Hunter St Heywood	03 5527 0060	windamaamedical@windamara.com
<u>Hamilton Medical Clinic</u> Monday to Friday 9am – 5pm 107 Thompson St Hamilton	03 5527 0090	
Medical Doctors Nurse Practitioners Telehealth Appointments	Social & Emotional Wellbeing Mental Health Counselling for children, adolescents and families	Alcohol and Other Drugs (AoD) Support to reduce or stop alcohol and drug use Relapse prevention and harm reduction strategies
Allied Health Dietitian Diabetes Educator Podiatry Optometry Audiology Dental Respiratory Clinic Remedial Massage Tackling Indigenous Smoking	GP Mental Health Care Plans and NDIS referrals Support to strengthen connection to culture and community Wellbeing group activities	AoD counselling and brief interventions Referrals to detox, rehabilitation, or other specialist services AoD group support and education sessions
Community Services Programs Building The Dream Youth Mentor Programs Cultural Strengthening Bupup Balak Wayipungang (Koori Pre School Assistant) Willarn Playgroup Elder Care Support Home and Community Care Local Justice Program Bringing Them Home	Carer and family support Family Services Integrated Family Services and Family Preservation and Reunification Kinship Care Support Family Violence Support	Land Management Budj Bim Tours Junior Ranger Program Kooreelah Revegetation Bird Surveys



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**Gunditjmara Aboriginal
Cooperative**

Main Office
24 Hopkins Road, Warrnambool

03 5559 1234

admin@gunditjmara.org.au

Health Clinic
Monday, Tuesday, Wednesday &
Thursday 9am to 5pm
Friday 9am – 4pm

03 5564 3344

health@gunditjmara.org.au

Health Services
General Practitioners
Aboriginal Health Practitioners
Nurses
Chronic Health Care

Allied Health
Psychologists
Aboriginal Dental Services
Aboriginal Optometry Services
Aboriginal Eye & Ear Services
Women's Health Services
Koori Maternity Support Services
Immunisations
Men's Health Services
Quit Smoking
Alcohol & Other Drugs
Prevention & Early Intervention
Health Promotion

Family & Community Services

Youth and Adult Social & Emotional
Wellbeing
Female Family Violence Support
Koori Youth Justice Program
Local Justice Worker
Warrumyea Women's Group
Social Groups
Aboriginal Tenancy at Risk
Aboriginal Family Led Decision Making
Children's Cultural Support
Aboriginal Kinship Care
Cultural Planning
Koori Pre School
Koorramook Koori Playgroup
Better Futures for Aboriginal Youth
Integrated Family Services
Targeted Care Packages
Independent Living
Home and Community Care Program
for Younger People (HACC/PYP)
Commonwealth Home Support
Program (CHSP)
National Disability Insurance Scheme
(NDIS)



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Kirrae Health

1 Kirrae Avenue, Purnim
9:00am – 4:00pm

03 5567 1270

info@kirrae.org.au

Health Clinic

Practice Hours 9:00am – 4:00pm

General Practitioner hours
Tuesday & Friday 10am – 2pm
Tuesday Night once monthly
4pm – 7pm
Thursday third of each month
10am – 1pm

Health Services

Medical Practitioners
Registered Nurses
Aboriginal Health Workers
Aboriginal Health Team
Koori Maternity Services
Chronic Health Services
Outreach Services
Immunisations and vaccinations
Adult and Child Health Checks
Preventative Health Programs
Patholog Services
Team Care Arrangement Plans
Mental Health Plans
Health Promotion and Oral
Health Promotions
Deadly Walkers

Social and Emotional Wellbeing (SEWB)

Counselling
Advocacy Support
Case Management
Women's Group
Men's Group

Elder Care Support

Commonwealth
Home Support
Program (CHSP)
Home and Community
Care Program for
Younger People (HACC PYP)
Wellness & Reablement
Cultural Diversity

Children

Playgroup
Holiday Program
Little Sista's
Kalat Girls
Koko Blokes

Allied Health Services

Podiatrist
Diabetes Educator
Continence
Osteopath
Chiropractor
Visiting Specialists
Psychologist

**Alcohol and Other
Drugs (AOD)**

Individual Counselling
Advocacy and Support
Koori Way Quit Smoking



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Dhauwurd-Wurrung Elderly & Community Health Services (DWECH)

1300 202 664

reception@dwech.com.au

Monday to Friday 8:30 – 4:30
18 Wellington Road, Portland

Medical Services

General Practitioners
Aboriginal Health Workers
Nurse
Chronic disease management
Women's Health
Men's Health
Children's Health
Immunisations
Mental Health (psychology)
Integrated Team Care
Work Cover
Tac
Tackling Indigenous Smoking
Medical Transport

Allied Health

Optometry
Audiology
Dental Screening
Diabetes Education
Visiting ENT
Visiting Koori Maternal Health
Exercise Physiologist

Social & Emotional Wellbeing

Advocacy
Assistance with Housing
Applications
Court Support
Justice System/ Corrections
Education Support

Home & Community Care

Home and Community Care
Program for Younger People
(HACC/PYP)
Commonwealth Home Support
Program (CHSP)
Home Care Package (HCP)
Home Help
Personal Care



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**Wathaurong Aboriginal
Co-operative**

03 5277 0044

admin@wathaurong.org.au

Health Services, including;
Paediatrician, GP and Social &
Emotional Wellbeing services
located at:

10-12 Albert Street, Geelong West

Koorie Maternity Services and
Maternal Child Health services
located at:

20A Forster Street, Norlane

Family Services support located at:
**33 Mackey Street (W2), North
Geelong**

Karroong Kanyool Youth Hub
located at:

20A Forster Street, Norlane

Homeless Entry Point team are
located at:
Level 1, 8 Station Street, Norlane

**Colac Clinic- Wathaurong
Aboriginal Co-Operative**
One day per week
15/17 Hart Street, Colac

03 5277 0044

Medical Clinic

General Practitioners
Aboriginal Health Workers
Nurses
Immunisation Program
Koori Maternity Services
Maternal & Child Health Services in
partnership with City of Greater
Geelong

Social & Emotional Wellbeing

Psychologist
Counselling
Drug & Alcohol
Bringing Them Home (BTH)
Stolen Generation support
Cultural Mentoring & Support
Community Engagement

Allied Health

Visiting Specialists & Allied
Health-Paediatricians,
endocrinologist, obstetricians,
Hepatitis nurse, Diabetic nurse
and geriatricians



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HELP LINES

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.

SERVICE	PHONE
Child Protection Crisis Line (24 hour)	13 12 78
Counselling Online - alcohol & drug counselling (24 hour)	1800 888 236
Crisis Housing	1800 825 955
Domestic Violence & Sexual Assault National Helpline	1800 737 732
Family Drug and Gambling Help	1300 660 068
Gamblers Help (24 hour)	1800 858 858
Kids Helpline (24 hour)	1800 551 800
Lifeline Crisis Line (24 hour)	13 11 14
Maternal Child Health Line	13 22 29
MensLine Australia (24 hour)	1300 789 978
Mental Health Advice Line	1300 789 978
Money Help - free helpline	1800 007 007
National Disability Abuse and Neglect Hotline	1800 880 052
Nurse on Call	1300 60 60 24
Parentline	132 289
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>

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



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